

Salford Council

Refer someone who is homeless

Anyone can refer someone that they are worried may be at risk of or are homeless, to the Housing Options Service (Salford City Council's expert housing advice and assistance service) - with the persons agreement.



This includes, people referring themselves, family and friends, worried members of the public, private and social landlords, voluntary organisations and all public services.

We want everyone that is worried about someone who may be at risk of homelessness to make a referral as soon as possible, so that we can try to prevent this from happening.

How do I refer someone who is at risk or is homeless in Salford?

Please get the individual's agreement to refer them and then complete the below referral form.

<https://gm-ca.org/referral/FormPage.aspx>

If the individual is homeless when they are referred, they should also be advised to go in person to the Housing Options Service at Salford Civic Centre Swinton, Manchester, M27 5DA.

After receiving the referral, the Housing Options Service will arrange to see the individual and will enquire about their eligibility (or in other words whether they have the right to housing advice and assistance under the Housing Act 1996), as well as their housing situation - before a decision is made as to whether the council can help them.

Information for professionals, private sector and voluntary services

From 2018, under the Homelessness Reduction Act 2017, public services have a duty to refer those who are homeless or threatened with homelessness to housing services, with the applicant's consent. **This is known as the duty to refer.**

Who does the public duty to refer relate to?

- Health services – including accident and emergency, in-patient and all mental health services
- Social care services
- Children's services
- Prisons (public and contracted out)

- Youth offender institutions and youth offending teams
- Secure training centres (public and contracted out) and colleges
- Probation services (community rehabilitation companies and national probation service)
- Jobcentre Plus

We need as many public, private and third sector services, as possible, to cooperate voluntarily with this duty.

Greater Manchester authorities have agreed to use one short referral form to ensure consistency across the area. Please check with each local authority their processes for submitting the referral.

The individual can request to be referred to any local authority of their choice. However, if they are homeless and do not have a local connection they may be referred back to the authority where they do have a local connection.

What is rough sleeping?

Rough sleeping includes sleeping outside or in places that aren't designed for people to live in, including cars, doorways and abandoned buildings. Often people may appear to be rough sleeping when they are not but do have other care and support needs. If you have any concerns about somebody rough sleeping, or begging, please email roughsleeperteam@salford.gov.uk. Please note though, that due to confidentiality, we can't always let you know what we've done.

Our aim

To provide support to prevent rough sleeping happening in the first place and needs based support where it does happen, so people can build an independent life off the streets.

Our service

We focus our support to meet the needs of the people that we work with. We go out around Salford to engage with people who are rough sleeping and begging. Our outreach workers will talk to them to see how we can help them with their situation.

You can contact us via:

- **Email:** roughsleeperteam@salford.gov.uk
- **Telephone:** 0161 607 1620
- **Or, use the [national rough sleeping reporting system](#)**

If the person has nowhere to sleep tonight then they can go in person: at the Housing Options Service – in Salford civic Centre, Chorley Road, Swinton, M27 5AW

In an emergency after 4.30pm or weekends call the out of hours number on 0161 794 8888