

Duty to refer for families who may be threatened with homelessness or who are homeless

- A Duty to Refer (DTR) does not always result in a homeless application, the provision of temporary accommodation being provided or alternative accommodation.
- You should explain to the family why they are being referred to us. You must then get their consent to the referral. They also need to consent to their information and contact details being passed on to housing
- You need to make the referral through <https://live.housingjigsaw.co.uk/> or dutytorefer@redbridge.gov.uk with a completed referral form
- Jigsaw and duty to refer inboxes monitored daily (Monday – Friday only, during the hours of 9am - 4.45pm only)
- Response time is up to 10 working days
- Urgent referrals can be processed on the day
- Housing may request further information before we can process your referral
- If Housing have reason to believe the family are eligible and homeless or threatened with homelessness Housing will contact the service user, they may send a link, which contains an online portal to start a homeless application. The applicant will need a valid email address for this process
- Homeless on the day, will be given an emergency appointment either by telephone or face to face, if we have reason to believe that the family is in priority need, for an interim placement of accommodation may be arranged, which may not be in Redbridge
- A request will then be made for their case be allocated to a Housing Solutions Officer, who will arrange contact within 5 working days and complete an interview within 10 working days to determine if a Prevention or Relief duty is owed and issue a Personal Housing Plan
- Appointments are arranged face to face, these are pre booked only, there will be occasions where Housing may complete a telephone assessment
- Housing may only offer advice to the family and a homeless application may not be taken
- If you need feedback on a duty to refer, you can escalate this by emailing dutytorefer@redbridge.gov.uk

When Housing do not process your duty to refer

- Housing may already be working with the family
- Housing may not be able to process your duty to refer as the family may already been known to Housing and Housing have issued a negative decision
- The family may refuse Housing's advice and assistance
- The referral may be a duplicate

What to ask before you make the duty to refer

- Why they are homeless or at risk of homelessness
- Who has asked them to leave
- Where they live and how long they have lived in the borough (will gain a local connection from living in a borough for 6 months, or working in the borough, have close family members that live in the borough or special circumstances) as you may need to make a duty to refer to another borough
- Have you already contacted Redbridge Council or another Council about your housing situation?

What to do when the service user does not need a duty to refer but may have an ongoing housing issue

- If the family is already in temporary accommodation provided by Redbridge Council and has an ongoing issue, please email TAcontract.managementteam@redbridge.gov.uk
- If the family feels their property is unsuitable they can request a review by emailing our review team housingreviews@redbridge.gov.uk Housing will consider their personal circumstances but also consider the prevailing housing circumstances within the borough
- If someone has an enquiry relating to social housing, such as a bidding enquiry, please email housingregister@redbridge.gov.uk
- All other enquiries, please email housing.options@redbridge.gov.uk