





Duty to Refer

Identifying when a referral might be required:

- In general, a referral cannot be made without the service user's consent. However, consent may be waived in order to safeguard children or vulnerable adults. An applicant can request that their referral be sent to any LHA in the country – regardless of any local connection. The reality of referring someone to a LHA where the applicant has no connection is that they are likely to be referred back to the LHA where they have a connection. It is worth explaining this to the service user when gaining consent to refer to avoid any confusion if and when their application is referred back at a later stage.

Should you wish to view more comprehensive guidance on the subject please follow this link to the **Homelessness Code of Guidance** - <https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>

Contact details for the LHA's (Districts & Boroughs) Housing Advice Teams:

NE Quadrant:

Spelthorne - housingadvice@spelthorne.gov.uk Tel: 01784 446380

Elmbridge - housingoptions@elmbridge.gov.uk Tel: 01372 474 590

Epsom & Ewell - housing@epsom-ewell.gov.uk Tel: 01372 732000

SE Quadrant:

Mole Valley - housing@molevalley.gov.uk Tel: 01306 885001

Reigate & Banstead - housing.advice@reigate-banstead.gov.uk Tel: 01737 276790

Tandridge - homelessness@tandridge.gov.uk Tel: 01883 722000

SW Quadrant:

Waverley - housingoptions@waverley.gov.uk Tel: 01483 523188

Guildford - housingadvice@guildford.gov.uk Tel: 01483 444244

NW Quadrant:

Woking - housingoptions@woking.gov.uk Tel: 01483 743834

Surrey Heath - housing@surreyheath.gov.uk Tel: 01276 707100

Runnymede - housingsolutions@runnymede.gov.uk Tel: 01932 838383

Other useful housing links include:

Shelter - housing and homelessness charity:

<https://www.shelter.org.uk/> - https://england.shelter.org.uk/get_help

Citizens Advice Bureau:

<https://www.citizensadvice.org.uk/> - <https://www.citizensadvice.org.uk/housing/>