



# Duty to refer – advice for agencies helping people at risk of homelessness

for the South Oxfordshire and Vale of White Horse Districts



Listening Learning Leading



[www.southoxon.gov.uk](http://www.southoxon.gov.uk) [www.whitehorsedc.gov.uk](http://www.whitehorsedc.gov.uk)



## Duty to refer

Under the Homelessness Reduction Act 2017, certain public agencies have a duty to refer households they believe are either homeless or at risk of homelessness.

These agencies are:

Prisons  
Young Offender Institutions  
Secure training centres  
Secure colleges  
Youth offending teams  
Probation services (including community rehabilitation companies)  
Jobcentres in England  
Social service authorities (both adult and children's)  
Hospital emergency departments  
Urgent treatment centres  
Hospitals in their function of providing inpatient care  
Secretary of State for Defence in relation to members of the regular armed forces

We encourage all partner agencies to let us know as soon as possible if they believe a household needs our help.

If you work for a partner agency, you can register and then refer to our Housing Options team below:

[Housing Jigsaw ALERT https://live.housingjigsaw.co.uk/alert/duty-to-refer](https://live.housingjigsaw.co.uk/alert/duty-to-refer).

You must have your client's permission to make a referral.

We will attempt to contact the person within 10 working days to verify their circumstances. We will also inform you whether we were able to make contact.





The government has produced guidance on the duty to refer.:

<https://www.gov.uk/government/publications/homelessness-duty-to-refer/a-guide-to-the-duty-to-refer>

If you have any problems using the referral portal, please phone our Housing Needs Team on 01235 422452 or email:

[housing@southandvale.gov.uk](mailto:housing@southandvale.gov.uk)

If you are not able to access Jigsaw Alert, then please complete [the government's referral form](#).

Please send the form to the following email address:

[dutytorefer@southandvale.gov.uk](mailto:dutytorefer@southandvale.gov.uk)

## **Our contact details**

South and Vale Housing Team 01235 422452

[housing@southandvale.gov.uk](mailto:housing@southandvale.gov.uk)

**Our service promise** – all emails will receive a response within one working day.

South Oxfordshire and Vale of White Horse District Councils,  
135 Eastern Avenue, Milton Park, Abingdon, OX14 4SB

Our office hours are 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on a Friday.



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