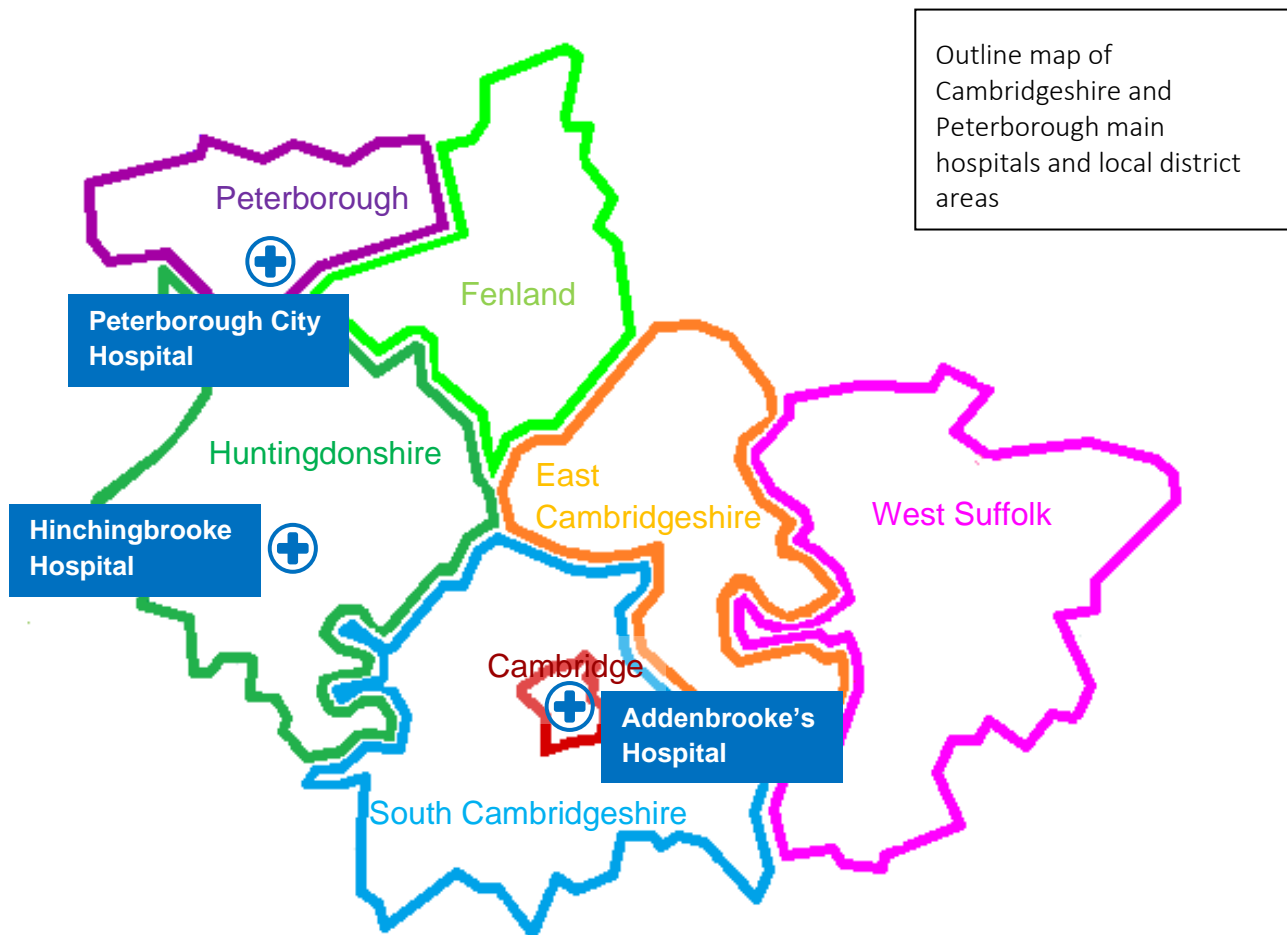


How to get help if someone preparing to leave hospital is homeless or unsafely or unsuitably housed

City and district councils offer advice and assistance to people in housing need. This can include a person who is preparing to leave hospital but is, or may be, homeless. Hospitals are one of a government list of organisations who have a “Duty to Refer” a person for housing help to the housing team, if the hospital suspects they are homeless or potentially homeless.



Admissions and where in-patients come from

Peterborough	Hinchingsbrooke	Addenbrooke's
Total admissions 2021/22		
24,917	16,396	26,257
Where did inpatients come from?		
Peterborough 69% Fenland 16% Huntingdonshire 10% East Northants 3%	Huntingdonshire 78% Fenland 15% South Cambs 4% Peterborough 2% Bedfordshire 1%	South Cambs 38% Cambridge 30% East Cambs 20% Huntingdonshire 5% North Herts 4% Fenland 2% Peterborough 1%

So for each hospital the table above shows it's worth knowing how best to get hold of all the local districts as there may well be some patients who will be helped more quickly by going to their local housing team, not just the district where the hospital is located.

Note sure which district the person comes from / lives in / is connected to?

You can use the local authority locator tool here by entering a postcode where the person has a connection. This might be where they have lived recently, have close family or work <https://www.gov.uk/homelessness-help-from-council>... but if you can't get any idea of where they are connected, please just contact a nearby district and they will help you work that out.

About the "Duty to Refer"

Some guidance, a referral form and national directory of contact emails can be found at <https://www.gov.uk/government/publications/homelessness-duty-to-refer>

If you believe your client has nowhere to sleep tonight, please use the on-line forms listed below - to give as much information as you can (with their consent). Please contact the housing team as soon as possible and do not rely solely on the on-line forms, you can call housing advice / options as well to speak to someone as well.

Cambridge City Council

If you are discharging someone from hospital today, phone 01223 457918 to speak to the duty officer before discharge.

On-line form to help provide the most useful detail at an early stage:

<https://hpa2.org/refer/CCC>

Web page: <https://www.cambridge.gov.uk/duty-to-refer-homeless-people-to-a-local-authority>

Need advice?

Office hours: 01223 457918

Out of Hours: 0844 335 3944



East Cambridgeshire District Council

Duty to Refer e-mail: <mailto:housingservices@eastcambs.gov.uk?subject=Duty to Refer>

Web page: <https://www.eastcambs.gov.uk/housing/make-homeless-referral>

Need advice?

Office hours: 01353 665555

Out of hours: 07710 978900



Fenland District Council

Duty to Refer e-mail: <https://hpa2.org/refer/FEN>

Web page: <https://www.fenland.gov.uk/homelessness>

Need advice?

Office hours: 01354 654321

Out of hours: 01354 654321



Huntingdonshire District Council

Please complete the duty to refer form

<https://www.gov.uk/government/publications/homelessness-duty-to-refer> and send it to housingadvice@huntingdonshire.gov.uk

Web page: <https://www.huntingdonshire.gov.uk/housing/homelessness/duty-to-refer-for-public-authorities/>

Need advice?

Office hours: 01480 388218

Out of hours: 01480 434167



South Cambridgeshire District Council

On-line form to help partners provide the most useful detail at an early stage:

<https://hpa2.org/referral/FormPage.aspx>

Web page: <https://www.scambs.gov.uk/housing/housing-advice/the-duty-to-refer/>

Need advice?

Office hours: 03450 450 051

Out of hours: 01253 501117



Peterborough City Council

Duty to Refer e-mail: <https://live.housingjigsaw.co.uk/alert/duty-to-refer>

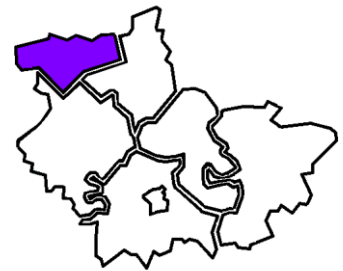
In the event you unable to access the ALERT portal please contact Housing Needs on [01733 864064](tel:01733864064) or email us at dutytorefer@peterborough.gov.uk.

Web page: <https://www.peterborough.gov.uk/residents/housing/homelessness>

Need advice?

Office hours: 01733 864064

Out of hours: 01733 864157



West Suffolk Council

Please complete the duty to refer form at the earliest possible opportunity:

https://www.westsuffolk.gov.uk/housing/find_a_home/homelessnessdutytorefer.cfm

Scroll to the bottom of the page and click on housing assistance referral portal.

If you are unable to complete the online form, please email

dutytorefer@westsuffolk.gov.uk

If you are discharging someone on the day, please also call our customer services team on 01284 763233

Need advice?

Office hours: 01284 763233

Out of Hours: 01284 763233



If you have questions or suggestions about this note, please contact sue.beecroft@cambridge.gov.uk

4th September 2023