



**Referral to Social  
Services or  
Hospital**

**Housing Services**

## **Referral to Social Services or Hospital**

### **Who would be referred to Social Services or hospital, and why?**

Some customers who seek assistance with housing actually need a much higher level of support and care, not just a place to live.

It is the council's responsibility to ensure that anyone who appears to need immediate intervention from a social worker under the Mental Health Act, or who requires urgent or emergency medical treatment, is referred quickly and effectively to the right department. In such cases, the housing options adviser would contact the relevant agency first to receive appropriate guidance about what to do next. In urgent medical cases, an ambulance would be called.

### **Would any other housing customers be referred to Social Services?**

Some customers might be referred to Social Services because they have particular needs that cannot be met with housing alone, or if they cannot live independently. This could include people who are;

- no recourse to public funds
- under the age of 18
- have left care or are about to do so
- are elderly
- are ill or have physical or mental health needs
- homeless intentionally and have dependant children

If you think you might be intentionally homeless, please pick up our leaflet entitled 'Homelessness' from the Customer Services team, or you can download it from our website at [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk).

### **How do the housing department and Social Services work together?**

In order to ensure a seamless service for the customer, the council has a number of written agreements between the housing and Social Services departments. These agreements are called protocols, and they provide guidelines to officers about how to work together effectively where customers require assistance from both services at the same time. The protocols are also useful in providing processes to ensure that customers are not lost from the system when transferring between two services.

## HOUSING OPTIONS ADVICE LEAFLET

The existing protocols used with housing and Social Services are;

- Leaving Care
- Hospital Discharge

Proposed new protocols are;

- 16 and 17 year olds
- Mental Health

The existing protocols can be found in full on the council's website at [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk), or you can request a copy from the Customer Services team on 0300 300 8000.

**If you are worried about the possibility of being referred to Social Services or hospital, please contact the Housing Options team on 0300 300 8000.**

CENTRAL BEDFORDSHIRE HOUSING SERVICES

