

What happens when you contact the **Housing and Homelessness Prevention Service?**



Refer into the Homelessness Prevention Service by filling in the form by following the QR code or by ringing **01472 326296 (Option 1)**

Your **referral will be reviewed by the Housing Advice Team** who will then contact you to complete an initial assessment.

We aim to contact you within 2 days.

If you have nowhere to stay that night, the Housing Advice duty officer will contact you on the same day to complete the initial assessment.

Once the assessment has been completed the Housing Advice Team will ask for **relevant documents** and will also want to **verify your homelessness**.

This can mean talking to whoever has asked you to leave. We may not be able to progress your claim without this information.

If you have nowhere to stay that night, once the Housing Advice Officer has completed their checks, you may be passed straight to a Housing Case Officer who will invite you in **for a further assessment**.

If you have somewhere to stay but are still facing homelessness and we have the information we need, your case will be allocated to a Housing Case Officer. They will complete a Housing Assessment with you to find out your support needs and housing requirements. **You may be invited to do this at a face-to-face appointment.**

Your **allocated Housing Case Officer** will work with you at least, 56 days but can work with you longer if needed. During this time, they will **discuss your housing options** and where possible, work to keep you in your home. It is important that you engage with this process and work with your Case Officer.

