



Housing Link Referral Policy

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General information: Housing Link provides individually tailored community support to adults living in Dacorum, who face difficulties in maintaining their tenancy, or are at risk of tenancy difficulties in the future. These difficulties could be due to mental health problems, learning disabilities, drug/alcohol use, or a combination of these issues.

Who can be referred?

You are eligible for Housing Link support if you are:

- Facing current difficulties in maintaining a tenancy, or at risk of developing tenancy difficulties if left unsupported.
- Experiencing tenancy problems that are linked to mental health difficulties, learning disabilities, drug and alcohol use, or a combination of these issues.

Who can refer?

You are welcome to contact us directly, by phone or in person. We accept referrals from any agency or individual.

Referral procedure

1. Initial enquiries are welcome; please call the service to discuss.
2. Then complete the Housing Link referral form (including the needs profile section) and any supporting information that will help us to support the individual. It is also helpful if you can include information about what areas of support will be helpful to the service user. The service will also need to complete a risk assessment.
3. The team will then discuss whether the referral meets the criteria outlined above. If the criteria are not met then the service will send the individual a letter outlining why Housing Link cannot offer any support at present. A copy of the Complaints Procedure will accompany this letter so that the individual has a route to appeal against the decision.
4. If the criteria are met we will arrange a Referral Meeting – the project worker, service user and referrer (if applicable) will meet to discuss and agree a support plan. This support plan will be completed and signed at this meeting and a review date will be set. The service user should also be given an Information Leaflet about the Housing Link service, and should be given a copy of the Midland Rd Services Handbook.
5. If the service is at full capacity the service user will be put on the waiting list until a vacancy arises. Anyone who is on the waiting list can attend the weekly Tenancy Support Group which runs on Tuesdays from 1.30pm-4pm. Attendance at this group means that we can begin to offer support with urgent housing issues to prevent any further deterioration around the individuals tenancy difficulties.
6. Service starts - A start of support confirmation letter will be sent to the service user prior to the first appointment. At the first meeting with the service user, the Project Worker will give them an Information Pack and outline the key points of the Turning Point policies on Confidentiality, POVA and the Complaints Procedure. The service user will be asked to sign and confirm that they have been given this information. They will also be asked to sign a consent form for contacting other agencies.
7. The support plan will be reviewed after 6 weeks and then every 3 months after this.