

# The Duty to Refer - Swindon

Please use this flow chart if you are dealing with someone who is homeless, at risk of homelessness or unable to return to their property.

## Gather the required information

- Customers consent for the referral
- Name
- Date of Birth
- Area they would like to be referred to
- Housing issue
- Medical issue, including likely length of stay in hospital

## Urgent Referral

- No accommodation that night
- Contact the Housing Options team at Swindon Borough Council on **(01793) 445503** (24 hours a day, 7 days a week)

## Standard Referral

- Threatened with Homelessness
- Email the requested information to: **housingoptions@swindon.gov.uk**
- Housing Options will respond within 48 hours (responses may take longer if received over the weekend)