

Young Person aged 16/17 contacts Housing Solutions Duty Officer for advice and assistance in finding somewhere to live.

Their initial conversation with the young person and assessment of their needs will establish whether there is reason to believe that the young person is:

- Eligible for Assistance (See Chapter 7 of Homeless Code Of Guidance)
- Homeless now
- Likely to become homeless imminently or within the next 56 days.



Where the young person *is not* eligible for assistance but homeless now, imminently or likely to become homeless within the next 56 days, then a referral should be sent to Family Connect for advice and assistance.

Where the young person is Eligible for Assistance and:



Homeless now:

- Suitable Interim Accommodation will be secured and
- A referral is sent to Family Connect familyconnect@telford.gov.uk to request that a joint assessment is undertaken between by a Social Worker from a Children's Duty & Assessment Teams and Housing Solutions to determine what duties are owed and from which service.

OR



Likely to become homeless imminently or within the next 56 days:

- Take reasonable steps to prevent the young person from becoming homeless
- Develop a Personalised Housing Plan with the young person
- Make a referral to Family Connect to request that a joint assessment is undertaken by a Social Worker from a Children's Duty & Assessment Team and Housing Solutions to determine what duties are owed and from which service.
- Where homelessness is imminent, this should also be followed up with a telephone call to Family Connect on 01952 385385.