**Out of Hours Homelessness Support via EDT**

1. EDT will offer support if a person is experiencing immediate homelessness.
2. All 16–17-year-old young people presenting out of hours with a housing need will be proved with immediate support, EDT will gather information and begin the initial assessment of the presenting needs. EDT will contact the out of hours housing officer to request that appropriate accommodation is identified.
3. EDT will email details of request to Housing [housingoptions@wirral.gov.uk](mailto:housingoptions@wirral.gov.uk) . EDT will send a contact to IFD or a Significant event form for young people open to Childrens Social care, to ensure a robust follow up the next working day and that a Joint Housing Assessment is undertaken. **This will include young people who can stay with a relative or friend as a temporary basis, as they should be contacted to discuss options the next working day.**
4. Information will be taken, ensuring all callers receive follow up enquiries the following working day and accommodation needs are discussed with Housing Options during their usual operating hours.
5. EDT and Housing Options Telephone message and online information clearly signpost to the relevant services where a request is not an emergency but will need support the next day. EDT have amended the EDT operational manual and telephone message.
6. Housing Options online information clearly notes the contact details of the Rough Sleeping Initiative (RSI) including a contact number and what to expect. To support EDT telephone message, ensuring that people can access the service in a timely way.

**Pathway**

EDT will accept all referrals regarding immediate homelessness. EDT will gather identifying details from the individual - name, last address, date of birth, contact telephone number, reason for homelessness, additional support needs, details of children if they are living with the referrer and also experiencing homelessness.

EDT will check Liquid Logic electronic databases on Adults and Children’s Liquid logic to ascertain any previous or current social care involvement. EDT will create contacts for social care follow up for Adult and Childrens Social care, ensuring a contact has been made to request a Joint Housing Assessment for young people 16-17 years presenting as needing accommodation out of hours. EDT will create a contact record and send across to IFD, where the case is open to children social care EDT will record on an Incident/significant event form and alert IFD.

EDT will assess if the EDT Emergency Foster Care bed should be used and discuss with on call manager if this is required. If this is not appropriate ET will alert the on-call housing officer for all 16–17-year-olds who present as requiring immediate accommodation out of hours and Housing Options will source appropriate emergency accommodation if required. To ensure follow up for Joint housing assessment the next working day, EDT will email details across to housing on [housingoptions@wirral.gov.uk](mailto:housingoptions@wirral.gov.uk) **This will include Young people who can stay with a relative or friend as a temporary basis , as they should be contacted to discuss options the next working day.** IFD will start all Joint Housing Assessments sent across to IFD, District teams will be alerted by EDT via incident significant event.

EDT will share contact details for the RSI for appropriate referrals ie those for adults without additional need. EDT will refer those individuals and family groups with additional needs to the out of hours housing officer – EDT will make initial enquiries with the service user, ensuring that contact details are available for the housing officer on duty to contact the referrer if they require additional information.

Where partner agencies such as, but not limited to, the Police, Liaison Psychiatry, Hospital Wards etc, make referrals into EDT, then EDT will undertake systems checks only on liquidlogic and then refer onto the duty homelessness officer to seek additional information from the referring agency and service user. EDT will log the duty housing officers update and the outcome of the involvement. The housing officer can update either by telephone or email – [edt@wirral.gov.uk](mailto:edt@wirral.gov.uk) To ensure that social care system can be updated, and appropriate follow up referrals made.

The Social Care advisor and Duty Manager will liaise directly with the housing officer which should ensure that delays in reaching EDT are reduced, Should the social workers be engaged to ensure a timely response.