

Duty to Refer 2025

The Homelessness Reduction Act 2017 introduced a new duty on specific public bodies in England to refer consenting people, who they believe to be homeless or threatened with homelessness within 56 days, to the local authority the City of Wolverhampton Council.

This duty applies to a range of public bodies with effect from 1st October 2018:

- Social Services Authorities - adult's and children's social care
- NHS Services - A&E services and urgent treatment centres (walk in centre)
- NHS Services – hospitals (when providing in-patient care)
- Job Centre Plus
- Prisons (public and private)
- Probation Services - including community rehabilitation companies
- Youth Offender Institutions
- Youth Offending Teams
- Secure Colleges and Training Centres
- The Secretary of State for Defence - in relation to members of Royal Navy, Royal Marine, Army (regular) and Royal Air Force.

It is their statutory duty to refer consenting people to Homeless Services so that we can prevent and relieve homelessness effectively.

Further information can be found [here](#).

How to make a referral

Referrals can be made directly to Homeless Services by using the [DTR Referral Form](#) or by sending an email to: DutytoRefer@wolverhampton.gov.uk

Please note making a referral does not trigger an emergency response from Homeless Services.

If you are referring someone who is already homeless or require an emergency response, please ring 01902 556789 for further advice or email:

DutytoRefer@wolverhampton.gov.uk.

If you are calling out of hours, please call 01902 552999.