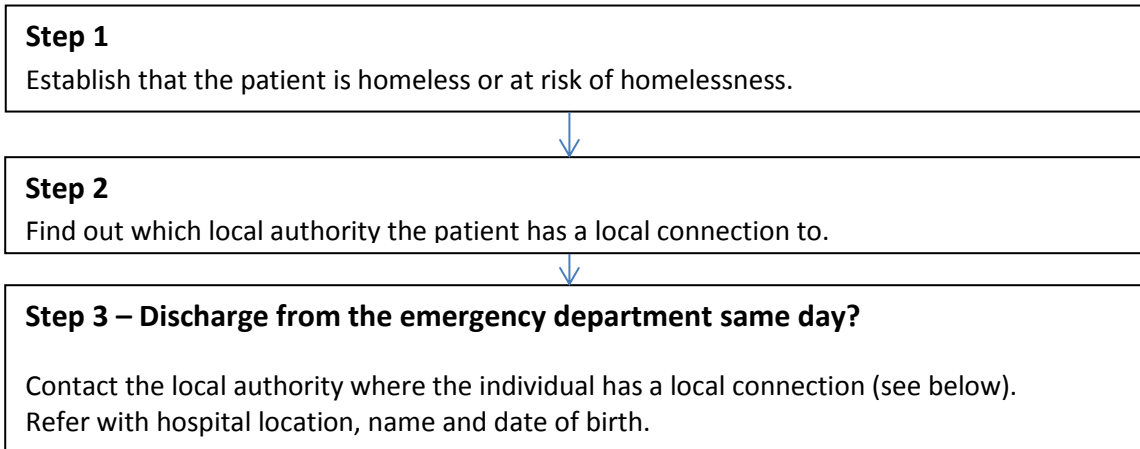


Homelessness Reduction Act – Duty to Refer Patient of No Fixed Abode Worcestershire Acute Hospitals NHS Trust

Emergency Departments



WORCESTER
Phone: 01905 722589/722233 for Housing Team.
Email: housing@worcester.gov.uk

OUT OF HOURS (After 5pm & weekends)
01562 733178

WYCHAVON
Phone: 01386 565020 for Duty Housing Officer.
Email: housing.needs@wychavon.gov.uk

OUT OF HOURS (After 5pm & weekends)
01562 733178

WYRE FOREST
Phone: 01562 732787 for Duty Housing Officer.
Email: housingadviceteam@wyreforestdc.gov.uk

OUT OF HOURS (After 5pm & weekends)
01562 850053

MALVERN
Phone: 01386 565020 for Duty Housing Officer.
Email: housing.needs@wychavon.gov.uk

OUT OF HOURS (After 5pm & weekends)
01562 733178

BROMSGROVE
Phone: 01527 557510/07841071642 for Housing Team.
Email: HousingNeeds@bdht.co.uk

OUT OF HOURS (After 5pm & weekends)
01562 733178

REDDITCH
Phone: 01527 534069
Group Email: brenda.holden@bromsgroveandredditch.gov.uk
lee.ward@bromsgroveandredditch.gov.uk

OUT OF HOURS (After 5pm & weekends)
01527 67666

Is the patient being admitted?

No – follow process above

Yes – Ward to be advised to refer to Lindsay Nock, Worcestershire Homeless Pathway Project on 07715 091 310 or WRH ext 33066
lindsay.nock@nhs.net

If time allows:

1. Visit the **ALERT** referral portal at
2. <https://live.housingjigsaw.co.uk/alert/duty-to-refer>
3. Enter details of your agency
4. Provide details of the household being referred
5. Complete a consent to share declaration – if the patient does not consent to the referral then a referral cannot be made. Staff should ensure clinical records reflect any such discussion and actions taken. Consider alternative options e.g. referral to MAGG’S tel. 01905 25027
6. Submit