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**Other homeless advice is available:**

**Light for Life - Tel: 01704 501 256**

Monday to Friday 10am to 4pm

**Shelter - Tel: 0800 800 4444**

www.england.shelter.org.uk

**Who can I contact for general advice regarding matters relating to homelessness?**

*You can contact the Housing Options Team for advice regarding a household you are working with by emailing* *housing.options@sefton.gov.uk* *or by calling 0151 934 3541.*

**MYTH BUSTING…**

**‘Can Housing Options help with Property Pool Plus (PPP) enquiries?’**

*No. PPP is the regional ‘choice-based lettings’ service and is separate from Sefton Council.*

**‘Do Housing Options provide Council Housing?’**

*No. Sefton Council does not currently hold any housing stock. Social Housing is provided by Registered Social Landlords.*

**‘Can Housing Options help someone move home?’**

*No. The Housing Options Service is here to provide advice and support to households facing homelessness.*

Who should I refer to Housing Options?

*There are two key questions to consider when assessing someone’s needs:*

1. ***‘Is this your permanent address?’***
	1. *‘Yes’ - No referral needed.*
	2. ***‘No’ – Make a referral.***
2. ***‘Do you feel your accommodation could be at risk?’***
	1. ***‘Yes’ – Make a referral.***
	2. *‘No’ – No referral needed.*

**How can I make a referral?**

*Referrals can be made by following* [*this link*](https://live.housingjigsaw.co.uk/alert/duty-to-refer)*. More information can be found on the Council website.*

**What happens next?**

*Based on the information received in the referral an initial assessment will be made of what level of support is required and whether it meets our statutory guidelines.*

**What will Housing Options do?**

*The referrer will receive acknowledgement of receipt and there may be some follow up questions regarding the information received. If appropriate the referral will be allocated to a Housing Options Advisor who will complete a full housing assessment.*

Housing Options Service ***Things to note for professionals and agencies***