

Referrals, through duty to refer and self referral and agency referral

Housing Options (HOPs)
Offer homeless Prevention, Assessment, Advice and statutory assessment

Navigators offer rough sleepers Street outreach and in-reach work, allocating emergency accommodation and refer to HOPs for a statutory homeless assessment

HOPs determine Statutory Duty to house?

HOPs determine can this homelessness be prevented?
Prevention duty 56 days to prevent - Personalised Housing Plan completed

Determined that made selves homeless (intentional) LA discharge duty

Temp accommodation, James House, B&B, dispersed temp accommodations, other hostel (relief duty 56 days) further investigations Personalised Housing Plan

Prevent and discharge duty customer doesn't become homeless

Social care, Private rented, advise and assist etc

Private rented accommodation - discharge of LA duty

Social Housing - discharge of LA duty