

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

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?'**
 - a. 'Yes' - No referral needed.
 - b. **'No' – Make a referral.**
2. **'Do you feel your accommodation could be at risk?'**
 - a. **'Yes' – Make a referral.**
 - b. 'No' – No referral needed.

How can I make a referral?

Referrals can be made by following [this link](#). 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.

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.

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