

[Home](#) > [Residents](#) > [Housing](#) > [Housing options](#) > [Referrals including duty to refer](#)

Referrals - including duty to refer

Last Modified January 29, 2025



Professionals in the following services are required to make referrals for customers they believe to be homeless or at risk of homelessness within 56 days under duty to refer obligations:

- Prisons
- Young offender institutions
- Secure training centres
- Secure colleges
- Young offending teams
- Probation services (including community rehabilitation companies)
- Job centre's in England
- Social services authorities (adults and childrens)
- Emergency departments
- Urgent treatment centres
- Hospitals in their function of providing inpatient care
- Secretary of State for Defence in relation to members of the regular armed forces

However, Blackpool Council Housing Options welcomes referrals from professionals in all agencies if they are working with someone who is homeless or threatened with homelessness within 56 days.

Making a referral

You can make a referral using our simple [housing options referral form](#), or your own organisation's duty to refer form if you have one.

Before making a referral please discuss it with the client, ensure they agree and fully understand why they are being referred. It is important to make us aware of any potential risk the client may pose to services. If there is a known risk or indicator, the sender must include details in the referral form and/or contact the housing options team before referral.

We ask if you have any customers that are immediately homeless, or homeless within the next 7 days, that you also ask them to ring us on 01253 477760 or attend our housing options office as soon as possible.

Make a referral

Additional information

[Emergency help with housing](#)

[Housing and homelessness advice](#)

Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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