

The Peasholme Resettlement Centre **Referring Agencies Guidelines**

- The referring form should be filled out electronically and signed by the applicant, referring staff member and supervisor.
- The form should be returned to the Peasholme Resettlement Centre – marked 'private and confidential'.
- It is expected that the form should outline the support work being undertaken by the referring agency and all other support partners. Contact details of all support partners should be included in the form.
- The form should give a true and accurate account of the applicant current circumstances, and their goals and aspirations for the future including how the Resettlement Centre could support them in achieving them.
- The form should outline how the referring agency has supported the applicant in preparing for this referral, including their progression to the point of referral.
- It will be expected that all the information included in the referral has been investigated and verified by the referring agency – proof of this verification should be available to the resettlement centre should it be required.
- It will be expected that a complete housing history will be included in the referral – where there may be issues surrounding previous tenancies, it will be expected that these will be clearly outlined in the referral.
- A rent arrears investigation will need to have completed, and where there are debts, the form should contain all details including amounts owed and to where, and any repayment plan currently being followed.
- A housing application will need to have been submitted. The form should outline the response of CYC allocations in relation to the applicant's access to social housing.
- If there is disagreement between the applicant and the referring agency in regards to the detail included in the form – this should be acknowledged with the applicant's views included.