



Stockton-on-Tees
BOROUGH COUNCIL

If you need housing advice or are homeless: Leaving Hospital

Leaving hospital

For many people who spend some time in hospital they return to their home address when they are discharged. However, for some this may not be possible as their home may no longer meet their housing needs, or they did not have a settled home address before being admitted to hospital.

We want to help people to ensure that they can be discharged without a delay. The best way to avoid this is to make sure that hospital staff and other relevant professionals know about a housing situation as soon as possible. This will allow any assessments and referrals to take place, increasing the prospect of suitable housing being found prior to date of discharge.

Need some housing advice?

If you did not have your own home or a settled address before you went into hospital, or you are not able to return to your previous home address then you should contact the Homelessness and Housing Solutions Service. If you are not able to do this, then ask a family member or friend to contact the team on your behalf.

An officer will be able to talk to you. This may be over the telephone or it may be possible for them to visit you in hospital. We will investigate your housing situation and identify what advice and assistance can be offered.

If you are worried about becoming homeless you should contact us as soon as possible.

You can visit us at: Stockton Central Library & Customer Service Centre
Church Road, Stockton-on-Tees, TS18 1TX

Email us: Housing.options@stockton.gov.uk

Telephone: 01642 528389

Or write to us: Homelessness and Housing Solutions, 16 Church Road,
Stockton-on-Tees, TS18 1TX

Service opening times:

Monday, Tuesday, and Thursday: 9am to 4pm

Wednesday: 12.30pm to 4pm

Friday: 9am to 3.30pm

If you are homeless in an emergency outside these times you can telephone the **Emergency Duty Team**: 01642 524552, 5pm - 8.30am weekdays and all-day weekends (including bank holidays).

Specified Public Bodies; Duty to Refer

The Homelessness Reduction Act 2017 introduced a new Duty to Refer (DtR) requiring specified public authorities in England to notify Local Housing Authorities (LHA's) of service users they think may be homeless or threatened with becoming homeless within 56 days. This duty came into effect on **1 October 2018**.

Which public authorities have the Duty to Refer? The following services are required to refer service users they consider may be homeless or at risk:

- Prisons (public and private)
- Youth offender institutions
- Secure training centres
- Secure colleges
- Youth offending teams
- Probation services (including CRC)
- Jobcentre Plus
- Accident and emergency services provided in a hospital
- Urgent treatment centres
- Hospitals in their capacity of providing in-patient treatment
- Social service authorities
- The Regular Forces (under duties to The Secretary of State for Defence under the legislation).

For more information please visit our [Duty to Refer](#) page.