

Referrals Policy

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Approved by: **Executive Director of Services**

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1. Purpose

- 1.1. To ensure that St Mungo's:
- Deals with referrals promptly, fairly and consistently.
 - Only accepts referrals that align with the eligibility criteria and the purpose of the relevant service.
 - Clearly documents any reasons for refusal of a referral and gives the client the opportunity to appeal.

2. Scope

- 2.1. The Referrals policy is for all services and projects who accept referrals.

3. Diversity Implications

- 3.1. St Mungo's is committed to combating discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation (the nine protected characteristics).
- 3.2. St Mungo's is committed to ensuring our services remain accessible to as many clients as possible.
- 3.3. When receiving referrals St Mungo's will take into consideration any of the protected characteristics, including any disabilities. We will aim to make reasonable adjustments where appropriate based on the client/tenant's needs, for example by providing translation service where there is a language barrier.
- 3.4. Unless a service is specifically commissioned to work with a particular group of people, for example, people of a certain age, gender identity or sexuality, or those who have a connection to a certain local area, St Mungo's will avoid using general exclusion criteria.
- 3.5. St Mungo's may work with people who have experienced modern slavery. If a non-British or European Economic Area national is identified as a victim of modern slavery, they may be considered for a temporary residence permit. The Modern Slavery Helpline is 08000 121 700 and the Salvation Army Anti-Trafficking and Modern Slavery Helpline is 0800 808 3733.
- 3.6. The St Mungo's Migrant Strategy highlights that legislative changes have created further barriers for individuals who may be at risk of homelessness and are facing extreme levels of destitution. Our commissioned services should carefully record instances on Opal when they have refused to provide a service to someone due to their immigration status, so this can be reported to the commissioners or funders. Please find relevant guidance [here](#).

- 3.7. We will record the decisions we take on referrals including information around any protected characteristics as set out by the Equality Act 2010. Where a disproportionate impact is identified, services should look to mitigate this impact as soon as possible.

4. Minors

- 4.1. If a person under the age of 18 is referred to St Mungo's staff must consider carefully the implications and seek legal advice as a person under 18 cannot legally hold a tenancy and any tenancy agreement would have to be held by a person under a legal Trust for them until they reach 18. Under no circumstances should St Mungo's ever agree to hold a tenancy on Trust for a minor. A person under the age of 18 can hold a licence.

5. Data Protection and Privacy

- 5.1. The Privacy Notice should be discussed at referral interview stage to identify if there are any issues with it.
- 5.2. All household details, including confirmation of the Right to Rent where applicable, will be collected prior to new tenancy/licence being signed. St Mungo's will abide by the Data Protection legislation in storing personal information.
- 5.3. Please use the [Privacy Notice and Consent forms](#) on MungosNet.

6. Associated documents

B01S1	The Commitment to Refer guidance document
B01S2	Local Referral Procedure Template
B01S4	Referral Decline Letter
B01S5	Referral Form
B01S6	Referral Assessment Template
B01S7	Referral Info Protected Characteristics

7. Relevant procedures and documents

- [Supporting Non-UK Nationals B35](#)
- [Taking up a Licence or Tenancy Procedure B02](#)
- [Working with Clients B08](#)
- [St Mungo's Migrants Strategy](#)
- Regulator for Social Housing Tenancy Standard