Aspect Housing Ltd
Referral and Refusals Policy

(Reviewed and Updated 2025)

Aspect Housing Ltd
171 Alcester Road
Moseley, Birmingham, B13 8JR
Tel: 0121 792 5342
Company Number: 07787308

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Aspect Housing

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1. Quick Reference Guide (Summary)

- All referrals are assessed fairly and consistently.

- Acceptance and refusal criteria are clear and transparent.

- Safeguarding and equality are prioritised in all decisions.

- Refusals are documented and communicated sensitively.

2. Policy Statement

Aspect Housing Ltd is committed to transparent, fair, and legally compliant referral and refusal practices. We aim to ensure residents are allocated safely and appropriately, balancing individual needs with community safety.

3. Aims and Objectives

- Ensure referrals are assessed consistently and fairly.

- Protect vulnerable residents while promoting community safety.

- Prevent discrimination or unlawful refusals.

- Support Birmingham City Council's commissioning standards.

4. Scope

This policy applies to all staff, managers, and contractors involved in allocations, referrals, and refusals.

5. Responsibilities

Organisation: Maintain policies, train staff, and monitor refusal decisions.

Managers: Assess referrals, document refusals, liaise with agencies.

Staff: Process referrals fairly and escalate safeguarding concerns.

Referring Agencies: Provide accurate and complete information.

6. Referral Process

- Referrals accepted from Birmingham City Council, self-referrals, statutory agencies, and approved partners.

- Eligibility criteria explained at referral stage.

- Risk and needs assessments completed before acceptance.

7. Refusal Criteria

- Risk to staff or residents is unmanageable.

1. We do not house sex offenders, arsonists, individuals with pets, couples on a joint claim, individuals who are pregnant, high risk mental health or physical health issues, individuals who are not on benefits, individuals who are working full time, individuals who are working part time but earning over the threshold which would affect their housing benefit claim, individuals who are under 18.

- Property unsuitable for assessed needs.

- Resident refuses to engage with essential support.

- Clear likelihood of licence conditions being breached.

- Referral information is incomplete or inaccurate.

Acceptance Criteria

- Support for adults aged 18+
- Support for adults aged 60+ where suitable accommodation is available
- Hospital discharge support
- Prison release support for male and female individuals
- Support for refugees
- Support following relationship or family breakdown
- LGBTQ community
- Support for individuals assessed as low to medium risk
- Support for people affected by drug and alcohol misuse
- Mental and physical health support
- Support for individuals affected by domestic violence
- General homelessness support
- Support to develop independent living skills

8. Communication of Refusals

- Refusal decisions explained in writing to the referring agency.

- Where possible, alternative services or signposting provided.

- All refusal decisions reviewed by a manager for fairness.

9. Safeguarding and Equality

- All decisions consider safeguarding and equality duties.

- No refusal based on protected characteristics under Equality Act 2010.

10. Confidentiality and Data Protection

All referral and refusal information is managed in line with Data Protection Act 2018 and UK GDPR. Information is shared only with lawful and relevant parties.

11. Legislative and Regulatory Framework

- Housing Act 1996 (as amended)

- Homelessness Reduction Act 2017

- Care Act 2014 (safeguarding duties)

- Equality Act 2010

- Data Protection Act 2018 and UK GDPR

- Human Rights Act 1998

- Domestic Abuse Act 2021

- Environment Act 2021 (linked environmental health duties)

- Building Safety Act 2022

- Worker Protection (Amendment of Equality Act 2010) Act 2023

- Renters' Rights Bill 2025 (affecting tenancy/licence offers and refusals)

- Birmingham City Council Exempt Accommodation Standards (2023–25)

12. Monitoring and Review

This policy will be reviewed annually, or sooner if legislation or best practice changes. Referral and refusal data will be monitored to ensure fairness, compliance, and transparency.