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Kent Homeless Connect

Single Point of Access Referral Pathway: Information for referring professionals

1. To make a referral:
 - Contact the Porchlight Helpline team on 0800 567 7699, or alternatively;
 - Download a [Referral Form](#) and send securely (eg, encrypted) to referrals@porchlight.org.uk
2. You will be informed if your referral has not been accepted and told the reasons why. The opportunity to discuss this decision with the SPOA worker will be provided.
3. You may be asked for more information in order to process the referral correctly so please ensure your contacts details are direct for you.
4. Your referral is sent to either the Look Ahead project officer or the Porchlight project managers. This will be the same day as a referral call taken or the same day as the email referral is processed.
5. Allocations are made based on the presenting needs of the client and the capacity of the service.
6. At allocation a worker will contact you to inform you that the case has been allocated and to request any updates since the referral was made.
7. If your client does not progress into Kent Homeless Connect, you will be informed (this could be due to the client has moved areas, the client is no longer contactable, the client's circumstances have changed etc)