



A helpful guide for making referrals to Via Harrow

- Our online referral is quick and easy!
- Always check the person's post code, using <https://www.gov.uk/find-local-council>, before making a referral.
- Wherever possible gain consent from the person before making a referral to us. If they do not give consent, give us a call to discuss the next steps.
- If the person has no fixed abode, please give them links to housing support in Harrow at the same time as the referral.
- Provide the name of the substance/s that the person is using on the referral, make sure to include alcohol if relevant.
- If possible, and with consent, give GP details on the referral.
- Provide contact details, preferably a telephone number for us to get in touch with you **and** the person you are referring.
- Mention on the referral form if there are any external agencies involved with person i.e. social worker, mental health worker, etc.