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Surrey Housing protocol agreed for people with mental health needs

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An agreement between councils and NHS services in Surrey will help people with mental health needs find housing and avoid delays in leaving hospital.

The Surrey Mental Health and Housing Protocol sets out how services will work together to support people who find it difficult to secure long-term housing because of the mental health challenges they face.

By strengthening coordination between health, social care and housing, the protocol aims to help people find accommodation to aid their recovery and reduce the risk of becoming homeless.

The protocol, which sets out step-by-step guidance to services, will also help prevent delays in people leaving hospital, freeing up space for others in need.

Housing difficulties are a key factor in people having to stay in hospital longer than necessary. The protocol outlines clear processes for making sure that people have access to suitable housing when they are ready to be discharged.

The protocol also aims to help prevent evictions from tenancies and reduce incidents of cuckooing, where criminals exploit vulnerable people by taking over their homes for illegal activities such as drug-dealing.

Detailing a number of possible scenarios and the approaches to follow for each, the agreement encourages services to identify early warning signs of housing problems and work together to intervene proactively and find tailored solutions. This is especially important for people with complex needs or who face multiple disadvantages, such as unemployment, poor health, domestic abuse and trauma.

An earlier version of the protocol was introduced in 2016 but it has now been strengthened, updated and expanded, with a sharper focus on supporting people at the right time. Surrey organisations renewed their commitment by signing up to the updated protocol in March.

Partners who have agreed the relaunched protocol are Surrey's 11 borough and district councils, Surrey County Council, Surrey and Borders Partnership NHS Foundation Trust, as the county's mental health NHS provider, and the five acute care hospitals in Surrey (Royal Surrey, Epsom, East Surrey, St Peter's and Frimley Park). The protocol can be found on the **Healthy Surrey website**.

Sinead Mooney, Surrey County Council's Cabinet Member for Adult Social Care, said: *"We know that safe and stable housing promotes good mental health, and this relaunched protocol is an important step forward in helping people stay in their homes or find suitable new ones at a time when they most need support.*

"By strengthening the way that services work together, we can help people earlier, supporting their recovery, independence and overall wellbeing, and making sure no one is left behind. With local government reorganisation on the horizon, this protocol will also support partners in getting ready for the changes ahead."

Jo Lynch, Chief Nursing Officer at Surrey and Borders Partnership NHS Foundation Trust, said: *"I am delighted we are jointly working with our partners in social care and housing to ensure people have access to suitable accommodation when they are ready to be discharged from hospital.*

"It can be complicated to understand how best to support people to get the housing they need. The joint protocol guides us on who we need talk to and the conversations we need to have to help people more quickly find housing that can support them with their recovery and which then frees up hospital beds for others in need."

The boroughs of Reigate & Banstead and Runnymede represented Surrey's 11 borough and district councils on a multi-agency group which worked on updating and strengthening the protocol.

Cllr Mus Tary, Executive Member for Housing and Support at Reigate & Banstead Borough Council, said: *"Officers from our Housing Team have been involved in the co-design of the updated protocol, alongside other partners, bringing their expertise on some of the housing challenges faced by those with mental health needs. We hope this protocol will ensure consistency across the partnership and lead to improved housing outcomes for some of our most vulnerable residents."*

Cllr Mike Smith, Chair of Runnymede Borough Council's Housing Committee said: *"Homelessness affects people from all walks of life, and there is no one-size-fits-all solution. For those facing mental health challenges, securing and maintaining stable accommodation can be even more difficult. This updated and vital protocol prioritises early intervention and strengthens collaboration between housing, health, social care, and many other agencies to ensure no one falls through the cracks. By identifying housing issues early and providing tailored support, we can help people transition from hospital into housing—giving them stability and the best chance to recover and rebuild their lives."*

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