

## GUIDANCE ON MAKING A REFERRAL

### Referral process

1. Referrer discusses Home-Start with the family and asks their permission to refer.
2. Referrer speaks to Home-Start Organiser re: referral and support needed and availability of volunteers. **THIS IS VITAL**
3. Referrer to complete (with signatures) Referral Form and submit. For up-to-date forms please either ring or email our office.
4. Home-Start Organiser will contact referrer within 2 weeks to inform of progress.
5. Home-Start Organiser will contact family to arrange a visit within 2 weeks.
6. Home-Start Organiser will visit family within 4 weeks to carry out initial visit.
7. Organiser will arrange appropriate support – this will depend on whether family wishes to take up our home visiting service, is introduced to a group, or is linked with a volunteer.
8. Home-Start Organiser will write to referrer to inform of support offered.
9. If a family is linked with a volunteer the Home-Start Organiser will provide 4-6 weekly support and supervision with a volunteer and 3-6 monthly review visits with the family.
10. When the support is ended the Home-Start Organiser will inform the referrer.

### Points to note

- ✓ It is important to contact the scheme to discuss referral prior to submitting the form – the Referral Forms are not intended to replace valuable personal contact with referrers.
- ✓ We cannot process a referral until the Referral Form is received.
- ✓ It is not a points system. Families are not prioritised on the basis of how many categories are ticked.
- ✓ Families are also asked to identify their own needs and these will be given priority.
- ✓ We are not a compulsory service – a family has to be willing to accept a home visiting volunteer or the referral will not progress.
- ✓ The needs identified by referrers provide a valuable guide but volunteers may not be able to address them all and certainly won't be able to address them all at once!
- ✓ Any further contact between Home-Start and referrer is always welcome through the office. However the referrer should not expect to have direct contact with a volunteer.
- ✓ The time scales given are what we aim to achieve. These are always dependant on a variety of circumstances such as: staff/family holidays/sickness, resources or ease of access to a family.