

Managing Referrals and Waiting Periods Policy and Procedure

Home-Start North West Kent Ltd (Home-Start) Charity Number: 1148298

Policy Statement

Home-Start is committed to providing a safe, efficient and responsive service to local families with young children. Referrals are accepted with the consent of the family. The range of referrals or self-referrals accepted is not limited, except where the resources available are not adequate to meet the number or complexity of cases or where ring fenced funding is secured to deliver support packages to families with specific support needs. Waiting times are carefully managed and referrers and families are kept informed.

Purpose of Policy and Procedure

For funders: As one element of demonstrating an efficient, responsive and reliable service to families, Home-Start will operate to clearly documented referral procedures that can be shared with existing and potential funders and potential partners in joint delivery of services.

For referrers: to ensure good safeguarding practice we will ensure that referrers are absolutely clear about the nature, timing and level of Home-Start's support to families they refer and that they do not mistake occasional support offered to families waiting to be matched with the full Home-Start support service. Clearly documented referral procedures are shared with referrers and they are kept informed at all stages of the support to families including when support ends.

For families: Home-Start's commitment to good matching remains an essential feature of our service. If a suitable volunteer cannot be identified within the period noted within the following procedure, either due to the schemes capacity or the needs of the family, the referral should be returned to the referrer. Referrers and funders should be made aware that this is an important part of Home-Start's commitment to ensuring excellent and safe practice in family support.

Continued Best Practice development: In order to comply with the HSUK Quality Assurance System Home-Start will have and operate to clearly documented referral procedures.

Referral procedure:

Referrals to be submitted on the two page form via email or post.

Signature of Chair: 

Print Name: P.A. Jurewicz

Date of adoption: 29 November 2017

Date for review: November 2020