

## Home-Start Babergh's Referral Process

### How to refer?

- Talk to the family about Home Start Babergh and how they could help
- Ask the family's permission to contact Home-Start Babergh
- Contact the office on 01473 822822 to gauge capacity within service and discuss particular needs of family and to advise of any additional reporting required from the scheme for statutory agencies for 'At Risk Families'
- Complete a Home-Start Babergh 'Referral Form' (forms available from the office or via our website if your agency does not keep a stock).

### What happens after the referral is received

- Within **two weeks** of receiving referral form an initial visit will be completed by a Co-ordinator and a letter will be sent to both the family and the referrer to confirm if the referral has been accepted for support or not
- Where a referral clearly does not meet the criteria, i.e. no children under five years, the referral will be declined. Referrals will also be declined where the Scheme's resources means capacity has been reached to accept new referrals – being realistic and working to our ethos within our human and financial resources
- Home-Start Babergh does not hold a waiting list. Unless a volunteer is identified to support the family within one month of the initial family visit (within 8 weeks of referral), the referral will be returned and letter sent to family and referrer informing them of the decision and an appropriate reason scheme is unable to provide support at that time. Home-Start Babergh will advise referrers when they should re-submit a further referral. There may be circumstances in which the scheme is not able to match a family within 8 weeks. The amended timeframe and reasons for delay will be agreed with family and the referrer informed.

### Offering support

- Following the initial visit where the needs of the family will be considered and appropriate support agreed i.e. home-visiting or group support and a subsequent risk assessment carried out (referrer to inform Home-Start Babergh of any health and safety issues that may impact on a lone worker visiting a family), the Co-ordinator will carefully select a volunteer for the family. Please note a family may need to wait for a suitable volunteer to become available
- Both the referrer and family will be written to confirming type of support, volunteer name (where appropriate) and support start date

### Monitoring and review of support

- Home-Start Babergh regularly monitors and reviews the support of each family. Referrers will be informed where any substantial change to support is made. Referrers are requested to inform Home-Start Babergh of any changes within the family which may impact upon the support provided by the Co-ordinator and volunteer
- Co-ordinators will contact the family within two weeks following volunteer introduction and then meet with the family to review support offered six weeks from introduction and every three months (up to four months depending on family circumstances) after that
- Co-ordinator meets with volunteer every three months to discuss difficulties and successes supporting the family and address any difficulties between family and volunteer as they arise

### Ending support

- When Home-Start Babergh support ceases the Co-ordinator will carry out a visit to the family and complete the final review form
- Closing letters will be sent to the family and the referrer to advise support has ended and reason for this
- Evaluation form will be sent to the family and encouraged to be returned