March Portfolio Day

**Gaining and managing referrals**

* Be clear on the standard of information you need to be able to accept and process a referral and what you need from the social worker.
* Build relationships based on what the benefits of the service are and why you need complete information.
* Starting with a telephone call to chat through background and appropriateness of service is a key step in building trust and understanding, but this must be followed by written referral/request.
* Some services use Request for Assistance forms; some use referral forms.
* The GIRFEC website provides lots of help on these types of forms and information/language to use
* Be clear and assertive with social work teams that a written, complete referral/request must be received – use language like ‘barrier to child receiving a service’ to ensure complete information is received.
* There should be a Looked After Child’s Plan which should have assessment of any evidence of risks.
* Try to get to social work team meetings as well as tackling from strategic/higher level.
* Try to keep a constant presence with social work to build the trust as most referrals will come through word of mouth once they feel you can be trusted to deliver.
* Feeling that once you have one successful match, more will follow.
* Increase the frequency of support by volunteer co-ordinator while waiting for the right match.
* Do pre-work with CYP prior to match to do a little assessing e.g. through group work
* Some organisations use a priority grading system to prioritise referrals
* Don’t over promise, manage referrer’s expectations around what and when
* Consider when matching: information provided; seriousness of case – speed of match, does child need someone now (i.e. looking to match child from next training cohort); is referrer chasing this up urgently (is intandem the preferred service for CYP and are they likely to be engaged); what else is going on in their life.
* Explain waiting list process to family and young person at family visit as well as to referrer.
* Other sources of referrals - contacts with schools and school nurses
* Visiting CAMHS and specialist LAC nursing teams to promote intandem might also lead to referrals