

Floating Support Referral Procedure & Service Information

- **Purpose:** < To ensure that when Imagine receives a referral the process used to process, access, and prioritise ensures fair access to the service.
- **Scope-** <The document covers all process involved from receiving a referral to support starting. .
- **Responsibility:** Staff and Team Leaders.
- **Supporting Documentation:** <Referral Form
- **Procedure:**
 - There are two types of referral forms. A document for individuals who want to self refer and another one for referrals from other internal and external services.
 - When a referral is received first action taken is that the referral lives in an area eligible for our services. Make sure that the referral is from our catchment area. If not contact should be made with the referrer explaining why the referral is not eligible for our service and offering if possible names of services within their area. Any contact made should be recorded on a contact sheet and kept with the referral.
 - If the referral lives within our catchment area next stage is to see if the support needs of the referral are appropriate to the floating support service they want. The referral will have a support need related to benefits, debt, income/money management issues, independent living skills, employment/education or training, mental health, drug or alcohol misuse, physical health needs or housing issues. The Liverpool service is generic but Knowsley, Halton and Wirral services the referrals primary need should be mental health.
 - When referrals are received from RSL housing officers, Social Services and other statutory and non-statutory organisations the referral needs to be signed by the prospective service user in order to demonstrate that the referrer has taken the service users views into account when completing the document Any referrals that are received without a signature will be returned to the referral agent.
 - If the referral fulfils the criteria mentioned in parts 1-3 a letter is sent to the referral agent and the referral acknowledging receipt of their application. This letter is kept in the service users file.
 - All referral details are then recorded in the database.
 - In the next allocation meeting following receipt of the referral it will be discussed and a support worker allocated, unless the service is running at full capacity when the referral will be placed

on our waiting list. If so a letter is sent to both referral agent and referral informing them of this. This letter is to be kept in the service users file.

- At the allocation meeting the referral needs will be discussed and if it is still considered appropriate the referral will be allocated to a support worker
- Usually all referrals are allocated at allocation meetings except when the referral is deemed an emergency, in which case the team leader will allocate as appropriate.
- Referrals are allocated after taking the following into consideration. Date of referral, priority, workload, geographical location, proximity to other services users and forthcoming staff annual leave.
- The support worker will contact the referral within two working days of allocation to arrange a visit. This initial visit must be done by two support workers. The purpose of the visit is to verify referral information and complete the needs assessment documentation.
- If the prospective service user disagrees with the outcome of the initial assessment their views and reasoning should be recorded.
- The initial visit should also include completing the Home Risk Assessment
- All needs that are identified in the initial needs assessment will be discussed with the team leader and at the allocation meeting before a final decision is made about accepting them into the service. If at this time it is decided that the referral application is unsuccessful both referral agent and referral will receive a letter explaining why and if they are unhappy with the decision they will be informed they have the right to appeal, given details of the appeal process, have a copy of the complaints procedure and be accompanied at appeal.
- On acceptance the Floating Support worker will arrange at the service users convenience the time, date, and location of the first support meeting.
- The initial support meeting will, through negotiation clarify the focus of the support, prioritise and agree contact levels. The service user should be informed about the benefits of completing a support plan. If they do not want to sign they should be asked to sign at the end of the support plan, stating this and informed that they can approach the support worker at anytime to request that it should be completed. The support plan should be drawn up within a month of the first meeting and is to be reviewed on a case by case basis and at least every three months.
- **Monitoring** < All referrals are recorded in the database and details of visits and agreed support plans are kept in the service users file.