

A Guide for Referrers

PLEASE READ THESE NOTES BEFORE YOU REFER A FAMILY TO HOME-START

Home-Start welcomes your referral of a family in need of our support.

Any family with at least one child under the age of 5, or who are expecting a baby, can be referred. All the referrals we receive are assessed and a decision is made as to whether or not we will be able to provide support from a volunteer.

If our assessment indicates that it will not be appropriate for us to support the family you will receive a written response from us within 2 weeks of our receipt of your referral.

If your referral is accepted a Home-Start co-ordinator will contact the referred family within **2 weeks** and arrange to visit the family within **4 weeks** of the receipt of your referral. At this stage we will make one of the following decisions:

1. Support is offered and the family accepts support. We aim to match families with a volunteer befriender as soon as possible, dependent on volunteer availability.
2. The family will be informed that we will not be able to offer any support.

The referrer will be informed on the action that we are taking and will be informed when support ends and the family's case is closed with Home-Start.

Please be aware that we do not knowingly put a volunteer into a household where the perpetrator of physical domestic abuse lives or has access to.

For more information, or if you have any questions about the referral procedure, please contact the Home-Start Westminster, Kensington & Chelsea, and Hammersmith & Fulham office on:

Tel: 020 7724 1345

E mail: admin@hswestminster.co.uk

Home-Start believes that staff, volunteers and families all have a part to play in promoting respect for all individuals, and Home-Start will challenge any language or action that undermines this belief.