

REFERRAL GUIDANCE FOR FAMILY SUPPORT

If you know a family who you think may be interested in finding out more about Home-Start and the support we offer, they can ring us themselves for a chat or to arrange an appointment for us to see them in their own home. If it would be more appropriate for you to help the family get in touch with us, please fill in a referral form with the family's consent, (*and preferably with the family*) and return it to us. If you are unsure and it would help to talk to us about a potential referral, please call the office on the number above.

Please bear in mind that our resources are limited, and we are not a crisis agency. ***Please don't think about solving a family's immediate crisis by referring them to us.*** Our trained volunteers, who all have parenting experience themselves, support families who are having difficulties with family life and reassure them that pressures in family life are normal. They can help raise their self-esteem and confidence so that they can cope better, enjoy their children more, and have the motivation to tackle new challenges in the longer term and able to self-manage and have the resilience to do so.

As well as our home visiting service, we also run peer support groups for young parents aged 14-24 years and groups for parents experiencing loneliness and isolation, as well as telephone befriending.

We are happy to talk to individuals or groups of professionals, potential Home-Start Families, or potential volunteers, in person or by phone.

Referrals that are NOT appropriate

- ✗ Families that do not live in Kirklees
- ✗ Families with children who do not reside in the family home or children in full-time education (beyond first school term)
- ✗ Families who want a volunteer to take sole charge of their child(ren). We are not a babysitting service,
- ✗ Families who require a volunteer to take their child(ren) to day-care / school
- ✗ Families who require domestic help

- ✗ Families who do not want support from Home-Start Kirklees
- ✗ Families where there is on-going domestic abuse or threat of unresolved domestic abuse issues.
- ✗ Families where there is ongoing substance misuse.
- ✗ Families where not all adult members of the family consent to a volunteer visiting the home

Referrals that are appropriate

- ✓ Families that live in Kirklees
- ✓ Families with at least one pre-school child or a child in their first term of full-time education
- ✓ Families who would like a volunteer to offer time to interact with their child(ren)

- ✓ Families who would like a volunteer to help them organise a system to cope
- ✓ Families who would like encouragement & support to do things for themselves
- ✓ Families who would welcome a friendly listening ear and emotional support
- ✓ Families that are willing to make change with some help to achieve this

Referrals received are acknowledged within 3 working days to the referrer and a letter is also sent directly to the family. A co-ordinator will conduct an initial visit within 4 weeks. Should the family wish to continue with their referral, they will be placed on a wait list for suitable support. The referrer will be notified of support commencing and also when a case is closed. Whilst we will endeavour to match a family to a volunteer within 8 weeks, wait list times can vary and therefore should a family remain waiting after 4 months, we will refer back to the referrer and advise that we have been unable to offer support and the referral will be closed. Please note: Support placed with a family will be discussed and agreed after the initial assessment and may not match to the type of support requested.