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Support and friendship
for families

Home-Start Kirklees

REFERRAL GUIDANCE

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.

— **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 without their volunteer.

As well as our home visiting service, we also run support groups for teenage parents.

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

Referrals that are NOT appropriate

- ✗ Families that do not live in Kirklees
- ✗ Families with no pre-school children
- ✗ Families who want a volunteer to take sole charge of their child(ren)
- ✗ 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 violence or threat of unresolved domestic violence issues.
- ✗ Family where all adult members of the family do not consent to a volunteer visiting the home

Referrals that are appropriate

- ✓ Families that live in Kirklees
- ✓ Families with at least one pre-school child
- ✓ Families who would like a volunteer to offer time to interact / occupy 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 a suitable volunteer. Whilst we will endeavour to match a family to a volunteer within 4 weeks, wait list times can vary and therefore should a family remain waiting after 3 months, they will be contacted and asked if they would like to continue waiting. The referrer will also be notified. Once matched to a volunteer the referrer will be notified of support commencing and also when a case is closed.

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