

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 by email.

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 are able to self-manage and have the resilience to do so.

As well as our home-based core service, we also run weekly peer support groups for parents experiencing loneliness and isolation, as well as telephone befriending, and support for Dads (Dad Matters). We have ESOL classes for families who would like to learn English, as well as Young Parents' Service (14-24 years) and School Readiness support.

Referrals that are NOT appropriate

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| ✗ Families that do not live in Kirklees | ✗ Families who do not want support from Home-Start Kirklees |
| ✗ Families with children who do not reside in the family home or children in full-time education (beyond first school term) | ✗ Families where there is on-going domestic abuse or threat of unresolved domestic abuse issues. |
| ✗ Families who want a volunteer to take sole charge of their child(ren). We are not a babysitting service, | ✗ Families where there is ongoing substance misuse. |
| ✗ Families who require a volunteer to take their child(ren) to day-care / school | ✗ Families where not all adult members of the family consent to a volunteer visiting the home |
| ✗ Families who require domestic help | |

Important Note: If there is a TAF, Child in Need or CPP in place, you **must** submit the latest plan at the same time as the referral, otherwise we will be unable to assess the referral, and it will be declined.

Referrals received are acknowledged within 3 working days 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.

If you are unsure if it is a suitable referral for us, please contact the office on the above number, and speak to Sarah or Marina (Senior Co-ordinators) who will be able to have a conversation with you about the family's needs and let you know if they are suitable for one of our support programmes.