



J49

J49 LTD

REFERRALS POLICY

Prepared by:

ADMIN

Period:

2023

Department:

ADMIN



Introduction

J49 recognises the importance of effective referral processes in facilitating access to social housing and support services for individuals in need. This policy outlines the procedures and responsibilities associated with making and managing referrals within our organisation.

Referral Pathways:

Referrals Into our accommodation

Referral Pathways will be used as agreed with the local authority depending on any additional funding or referral requirements put in place as part of strategy. For example:

Referrals from our services

- **Voluntary Services:** Referrals may be made to voluntary organisations providing housing support, advocacy, counselling, or other relevant services as available and agreed as part of any local model.

- **Statutory Services:** Referrals may be directed to statutory agencies such as local authorities, social services, or healthcare providers for assistance with housing needs or additional support. We will work closely with local networks and our housing partners to ensure that we are familiar with and adhere to agreed pathways. We will ensure our safeguarding policies link directly with safeguarding systems in Derby, so that cases are communicated without delay.

- **Self-Referral:** Individuals may self-refer to J49 through various channels, including telephone, online forms, or in-person visits to our offices. Any self referrals will always be manage din line with agreed referral pathways, so that agreed policies apply to all.

- **Out of Hours/Emergency Response:** Procedures are in place to handle referrals outside of regular office hours or in emergency situations, ensuring timely assistance and support. These will be communicated in line with agreed referral pathways and made available and accessible.

- **Telephone Referrals Provision:** Where in line with agreed referral pathways, staff members are available to accept referrals over the phone during office hours, providing guidance and assistance as needed.

Time Scales for Completion of Referral:

- Referrals via agreed pathways are processed promptly, with a target timeframe for completion established by J49.
- The time scale for completion of referrals may vary depending on the urgency of the individual's needs and the availability of support services. This will be agreed as part of any agreed referral pathways.

Communication to Referral Agency and Potential Resident:

- J49 communicates with the referral agency or individual to acknowledge receipt of the referral and provide information on the next steps in the process.
- Regular updates are provided to the referral agency and potential resident regarding the status of their referral and any actions taken.

Monitoring and Review:

- The effectiveness of the referral process is monitored and reviewed regularly to identify areas for improvement and ensure compliance with policies and regulations. Referrals received/accepted and declined and reason for declines will be recorded and shared in line with any funding agreements.
- Feedback from staff, referral agencies, and service users is solicited to inform ongoing enhancements to the referral process.

Conclusion:

This Referral Policy outlines the procedures and responsibilities for making and managing referrals within J49. By adhering to these guidelines, we aim to ensure that individuals in need of social housing and support services receive timely and appropriate assistance



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