Signposting and Referral Procedure

Advice and Information Desk at Bristol Refugee Rights

**Signposting**

Staff members and volunteers signpost anyone who the Advocacy and Information Desk (AID) cannot assist to another organisation. This may be, for example, because:

* the BRR member’s problem is outside of our area of expertise
* it may be more suitable, in the view of the needs of the member, for them to get assistance from another organisation.

Where necessary, staff members and volunteers provide direct assistance to members and particularly when, for example, the member is very distressed, has specific needs (such as learning or physical disabilities) or where there are any other issues that make it difficult for the member to make contact with the next organisation.

**Referrals**

The need for referral arises when we are unable to offer assistance and we hold information that needs to be passed onto the new organisation. Circumstances where this could apply include where we are unable to:

* provide any further help on a matter
* assist on a problem that is outside our area of expertise.

It is in the nature of the advocacy work at AID that we will assist members as fully as possible with the referral process to ensure they get the help they need to resolve their problem.

Nearly all referrals from AID are made to organisations well known to BRR and often long standing project partners. These organisations include:

* Bristol Hospitality Network
* British Red Cross
* Refugee Action
* Local solicitors and asylum legal help providers
* The Haven
* Social Services
* Counselling and Mental Health services
* Services for destitute and/or homeless people

Details of the referral are recorded in the member’s AID file. The member may make a return visit if the organisation has not contacted them and we will follow up as necessary.