



BRISTOL REFUGEE RIGHTS

SIGNPOSTING AND REFERRAL PROCEDURE

What is signposting and referral?

Signposting and referral take place when it becomes clear that another member of staff, another provider or another agency can offer more appropriate help or support.

There is a distinction to be made between signposting and referral:

1. When a person is **signposted** to further help, they are given all the necessary details to make an approach. It is then their responsibility to follow this up.
2. When a person is **referred**, staff/volunteers take on responsibility for facilitating initial contacts between the person and the referral point.

Whether someone is signposted or referred will depend on complex factors, including their confidence levels and ease of access to the referral point. It is always a good idea to offer a person both options so that they can choose for themselves.

Staff/volunteers should consider issues such as cost, accessibility, geographical coverage and language barriers when making recommendations to members about other service providers.

Signposting at BRR

Staff members and volunteers signpost anyone who the team cannot assist or who would benefit from more support 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
- the member may be able to get additional support as a result of making use of our services and the services of our partner organisations

Where necessary, staff members and volunteers provide direct assistance to members to ensure successful signposting. This is particularly likely 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 another/the next organisation.

Referrals from BRR to other organisations

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 e.g.
 - lack of capacity /work overload
 - an individual not meeting our eligibility/membership criteria/individual falls outside of target group
- breakdown of trust
- conflict of interest
- where we are unable to assist on a problem that is outside our area of expertise e.g.
 - a subject area where we do not have expertise
 - In our subject area but issue is too complex or is expected to become too complex

It is in the nature of the work, particularly that of the Advice Team, at BRR 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 are made to organisations well known to BRR and often long standing project partners. These organisations include:

- Bristol Hospitality Network
- British Red Cross
- Local solicitors and asylum legal help providers
- The Haven/other NHS services
- Social Services
- Counselling and Mental Health services
- Services for destitute and/or homeless people
- Other asylum seeker/refugee voluntary sector services locally (BRASP organisations) or nationally
- Other voluntary sector services for specific people/experiences e.g. SARI, Unseen, Brigstowe, WECIL

A full list of organisations we refer to for advice, their contact details and referrals forms is contained with the Advice Handbook and the Information and Resources Section of the Advice Volunteers Google Drive.

We make referrals taking into consideration the needs of members and not just to those organisations we have good relationships with.

Where more than one appropriate provider is identified, we will give priority to organisations which hold the AQS as an indicator of good quality advice.

Client permission to make the referral and for information to be shared must be sought in advance of the referral being made and recorded on the client's authorisation form and lamplight records.



Details of the referral are recorded on the member's lamplight profile as a work record. The work record should include the reason for referral.

Members are encouraged to make a return visit to BRR if the organisation has not contacted them/the referral is otherwise unsuccessful and we will follow up as necessary.

For members receiving casework support, we will follow up all referrals to ensure they have been completed.

Referrals to BRR from other organisations

We will accept referrals from recognised professionals e.g. Social Workers, Probation Officers, Housing Officers, Health Visitors and Childcare Workers and from other refugee services provided:

- We have capacity
- The person meets our eligibility criteria/target group
- We are able to provide the help they need

In the case of accepted referrals we will treat referred clients as our members once the referral has been accepted.

Referrals in to BRR should be recorded as a work record "referral in" on the individual's profile.

Monitoring of referrals

The effectiveness of referrals and the appropriateness of referring to different organisations is kept under review through team meetings. This will include sharing information about capacity, priorities of other organisations and information about quality. Where concerns about a particular organisation are raised, this should be reviewed by the Advice Manager and Director who will decide whether to remove them from our list of referral partners.

All referrals made should be reviewed on an annual basis by the Advice Manager. This should include a review of situations where no suitable service provider could be found.