



## Community Partnership Referral Protocol – External

This protocol is designed for use between Community Partnership (who are delivering services under the Community Independent Living Service (CILS) contracts for the Teddington and The Hamptons locality and the Richmond, Kew, Ham and Petersham locality) and local organisations/professionals.

### Aim:

- To identify potential service users of CILS
- To identify appropriate referral pathways across the non-CILS service providers
- To clearly identify and map the work under the CILS contract
- Support people in the local communities to access services
- To encourage a culture of actively referring service users, where appropriate.
- To reduce duplication for both service users and professionals
- To help map service delivery and need
- To identify potential gaps in service provision
- To satisfy contract expectations
- To enable and support accurate reporting

### Expectations:

- All new service users accessing a CILS service will be automatically referred to the appropriate CILS single point of contact – identified by geographic location
- All organisations should act within, and adhere to, their own confidentiality and data protection requirements and other relevant policies
- All organisations should adhere to recognised Safeguarding Procedures
- Receipt of a referral will be acknowledged with the referring agency
- Potential service users will be contacted within 5 working days of referral
- We will attempt to contact new referrals up to 3 times, one of which will be in writing
- Engagement with the service user will be confirmed with the referring agency

### Definitions:

- Service User – any person accessing Information Navigation Services or CILS funded activities
- Basic Referral – where details about a specific person include the minimum data set and a short indication of their need only



## Services Offered Through CILS

### Sign-posting, Information and Advice

Referrals can be made to provide guidance on how a person may:

- access services
- learn what they are entitled to
- learn about what services are available from all sectors

This can include:

- Basic guidance on benefit entitlement
- Basic guidance on statutory services and assessments
- Help to identify appropriate services and advice on the range of services appropriate to their need
- Active referrals to appropriate services
- Support to access services

### Groups and Activities

- Peer Groups
- Well Being & Health Activities
- Befriending Services
- Social Activities
- Employment and training opportunities

## Referral Process

Referrals are:

- When an adult (18+) requires sign-posting, information, advice or guidance to access services that may benefit their health and well-being
- To engage a person with a CILS-funded activity or group

Exceptions:

- Children and young people (under 18)

This is a simple three stage process:

1. Obtain permission to COLLECT and SHARE service users details
2. Collect the minimum data set
3. Share information in a secure and confidential manner



## **1. Obtaining permission to COLLECT and SHARE service user details**

You are required to gain consent to pass on a person's personal details in line with your own organisations Data Protection and Consent to Share policies.

Please ensure you indicate whether the person is aware or not that you are making the referral to the Community Partnership. See the final section on the Client Referral Form.

## **2. Collecting data and information we need**

The following constitutes the minimum data set:

- Service users full name
- Address
- Brief description of presenting issues/needs and reason for referral

As much equality data as is available and appropriate to gather is desirable:

- Equality data
  - Age
  - Gender
  - Sexual orientation
  - Ethnicity
  - Religion
  - Disability or long term condition

Useful Additional Information:

- Wider circumstances of situation
- Details of known carers
- Support being provided / support networks
- Actions already taken to provide advice or support
- Referrals to other organisations – to reduce repetition
- Anything you should make the organisation you are referring to aware of
  - Advice on how best to engage or make contact
  - Language or interpretation needs
  - Precautions around maintaining confidentiality – family or carers are not always fully aware of diagnosis for example
  - Known safety issues or risks



### 3. Share information in a secure and confidential manner

*Please send the completed forms to:*

Community Partnership

c/o Richmond AID

4 Waldegrave Road

Teddington TW11 8HT

*Or you can email: [advice@commpartnership.co.uk](mailto:advice@commpartnership.co.uk)*

### 4. Information Security – password protection

**When emailing ALL documents with personal information must be password protected.**

- Step 1** Complete the Client Referral Form with as much detail as possible.
- Step 2** Save the document calling it “New Client Referral (add client initials)”
- Step 3** Protect the Word document using the following password:  
CPTW(insert the month in two digit, numerical format)

**For example:** A referral made in **March** would have the password CPTW03

A referral made in **November** would have the password CPTW11

### Dealing with referrals

- Referrals should be followed up within 5 working days (that is based on a normal working week)
- Receipt of referrals will be confirmed with the referring agency/organisation
- The referring agency/organisation should consider following up 7-8 days after making the referral to ensure it is being actioned
- We will attempt to contact new referrals up to 3 times, one of which will be in writing, before returning the referral to the referring agency/professional for follow up
- Engagement, and where appropriate any actions, will be confirmed with the referring agency