

## **Referring to Home-Start East Lothian**

Please find attached our referral protocol and the referral form.

We ask you to contact us at the office to ensure the referral is in line with the projects guidelines before completing the form, will also then be able to give you some idea of our work load at the time.

Once a referral has been made, we ask you to keep us informed of any information relating to the family that may affect our work with them, especially any Health and Safety concerns which may affect the volunteer visiting the home.

As a referrer we would ask you in the first incident, if you have a concern or complaint about the service from Home-start East Lothian, that you contact the senior Co-ordinator who will implement the schemes complaints policy. If your concern or complaint is about the Senior please contact the Chair of the Board of Trustees (contact details can be obtained from the office)

# Home-Start East Lothian Referral Protocol

