

Home-Start Orkney
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REFERRAL GUIDANCE

If you know a family who you think may be interested in finding out more about Home-Start and the support we offer, they can ring us themselves for a chat or to arrange an appointment for us to see them in their own home. If it would be more appropriate for you to help the family get in touch with us, please fill in a referral form with the family's consent, (and preferably with the family) and return it to us. Please bear in mind that our resources are limited, and we are not a crisis agency.

Please don't think about solving a family's immediate crisis by referring them to us. Our trained volunteers, who all have parenting experience themselves, support families who are having difficulties with family life and reassure them that pressures in family life are normal. They can help raise their self-esteem and confidence so that they can cope better, enjoy their children more, and have the motivation to tackle new challenges in the longer term without their volunteer.

As well as our home visiting service, we also run a weekly support groups for parents. We are happy to talk to individuals or groups of professionals, potential Home-Start Families, or potential volunteers, in person or on the telephone.

REFERRALS THAT ARE NOT APPROPRIATE

- ✗ Families who live outwith Orkney
- ✗ Families with no preschool children
- ✗ Families whose children do not reside in the family home
- ✗ Families where not all resident adults consent to a volunteer/staff member visiting the family home
- ✗ Families whose children are on the Child Protection Register/Supervision Order
- ✗ Families who do not wish Home-Start Orkney Support

REFERRALS THAT ARE APPROPRIATE

- ✓ Families who reside in Orkney, including outer islands
- ✓ Families with at least one preschool child
- ✓ Families who agree to Home-Start support
- ✓ Families who would like a volunteer to interact/occupy their children
- ✓ Families who would like support within the community (getting out/accessing services)
- ✓ Families who would welcome a friendly listening ear and emotional support
- ✓ Families who wish to attend our Group Support sessions

Referrals received are acknowledged within 3 working days to the referrer and contact is also made directly with the family. A Family Support Co-ordinator will conduct an initial visit within 4 weeks. Should the family wish to continue with their referral, they will be matched with a suitable volunteer, and/or be invited to attend our weekly Group Support sessions. Once matched to a volunteer the referrer will be notified of support commencing and also when a case is closed. Whilst we will endeavour to match a family to a volunteer within 4 weeks, times can vary and therefore should a family remain waiting after 3 months, we will refer back to the referrer and advise that we have been unable to offer support and the referral will be closed.