

Home-Start Stroud District Referral Procedure

Policy statement

Home-Start Stroud District is committed to providing a safe, efficient and responsive service to local families with at least one child under five. Referrals are accepted with the consent of the family. The range of referrals or self-referrals accepted is not limited, except where the resources available are not adequate to meet the number or complexity of cases. Waiting times are carefully managed and referrers and families are kept informed.

A Brief Summary of Our Approach

Home-Start aims to give support to families with at least one child under 5 who may be struggling to cope with a variety of challenges, including post-natal illness, disability, isolation, the demands of parenting young children, teenage parents, bereavement & multiple births: helping prevent these difficulties escalating into crisis, and crises from developing into family breakdown. Home-Start is not a crisis intervention service. Support is non-judgemental, free and confidential. A volunteer visits a family, in their own home, for 2 or 3 hours a week. The scheme works within the **Stroud District Council boundaries**.

Home-Start volunteers may offer:

- Build a parent's confidence so they can make positive choices about how to run their own lives.
- A listening ear & emotional support.
- Help with the children.
- Praise & reassurance
- Help build the family's confidence and ability to cope..
- Non-judgemental practical support.
- A flexible approach to individual families.

They may encourage families to:

- Reduce family isolation and increase social support networks.
- Strengthen parent/child relationships.
- Improve parent's physical health & emotional well being.
- Help parents to appreciate the joys of parenting & improve parenting skills.
- Improve children's health, well being and development.
- Improve access to health and community services.

Volunteers will not normally care for children in the absence of their parents.

Annexe 3, The Wheelhouse, Bond's Mill Estate, Stonehouse, Glos. GL10 3RF

T: 01453 297470

M: 07742 944402

E: enquirieshomestartsd@gmail.com

W: www.homestartsd.org

Follow us on Facebook

Twitter: @homestartsd



Home-Start
Stroud District

Referral Process

- Referrer talks to family about Home-Start, advising them that there may not be a volunteer available immediately.
- Referrer asks family for permission to contact Home-Start.
- Referrer completes form and sends a referral form to Home-Start at the main office address below detailing the family's circumstances
- Home-Start will write to confirm receipt of referral form within 2 weeks.
- Home-Start will write an introductory letter to the referred family within 2 weeks.
- Coordinator will arrange to visit the family as quickly as possible but within 4 weeks.
- If Home-Start can help, we will try to find a suitable volunteer to work with that family and then inform referrer of what is happening (within 6 weeks).

General Information

- We try to match volunteers that will be compatible with the family, once we have assessed their needs.
- Referrals are made by a variety of agencies including health visitors, social workers, Children's Centres, doctors and teachers. We also accept self-referrals.
- Support to families is reviewed every 3 months.
- Referrers are informed when support is reviewed and when support ends.
- It is Home-Start policy not to discuss the family with the referrer/outside agencies unless the parent(s) give specific permission for us to do so, or if we have concerns about the care of the children.

Home-Start is not a substitute for professional services but complimentary to them, and the best results are achieved through an active partnership between professionals and Home-Start.

Annexe 3, The Wheelhouse, Bond's Mill Estate, Stonehouse, Glos. GL10 3RF

T: 01453 297470

M: 07742 944402

E: enquirieshomestartsd@gmail.com

W: www.homestartsd.org

Follow us on Facebook

Twitter: @homestartsd