

Notes for Referring a Family to Safe Families and Home for Good

- Upon receiving a referral, it is essential that our referrals team are able to speak to the referrer or referring agency to clarify the information received and to ensure that all risk information is provided accurately. An initial visit will not be arranged until we have had this conversation.
- Safe Families office hours are 9am to 5pm Monday to Friday. Staff are available to support referred families and volunteers outside of these times, however, referrals will only be received and reviewed during the core office hours.
- Any referral with a requirement for support to begin within 24 hours should also be followed up with a telephone call to highlight the urgency. This will assist in progressing support at the earliest opportunity. Please call 0333 4141488 and select the appropriate office.
- In certain circumstances Safe Families may be unable to support a referred family following the initial home visit.
- Requests for urgent support may require the referrer to complete relevant consent forms with the family on behalf of Safe Families prior to the support commencing. This applies particularly where referrals do not allow sufficient time for a home visit. The forms, or a copy of, must be received by Safe Families before support can commence.
- Where overnight hosting is requested and school transport may be required, Safe Families will not be responsible for the cost or provision of school transport. If there is a clear need for school transport, this provision must be agreed in advance with the referring agency prior to support commencing.
- In instances where referred families are unable to communicate in English, the referring agency will be asked to provide an interpreter for the the initial visit. This includes our overnight hosting offer. In the event that we are unable to match a family with a volunteer who speaks the same language, support may not be able to be provided and we will inform the referring agency of this as soon as possible.
- If the referral is for overnight hosting only and the children in need of hosting do not have any language barriers, we will endeavour to identify a volunteer host, however if an interpreter is required in order to set up the arrangements, this will need to be provided by the referring agency.
- Instances of befriending support will only be practical where a volunteer with suitable and matching language skills can be identified.