

Notes for processing urgent referrals to Safe Families and Home for Good

- Our standard processing time for referrals is to ensure that at the point of accepting the referral we make contact with the family within 72 hours to arrange a visit with a view to that visit taking place within 5 days following contact with the family. It is our intention that families referred will be matched with a suitable volunteer within 30 days of the referral.
- We recognise that some families are in crisis and may need support quicker than our standard processing times. We will always endeavour to consider more urgent referrals on the basis of the following:
- If a family needs support within 24-48 hours - it is important that the referrer is available to talk through the needs of the family with clarity as to why support is urgent with our team. We will need to ensure that we obtain all the necessary information about, consent (including the Voice of the Child if applicable) and risk assessments to enable us to support the family appropriately, particularly for hosting requests.
- Urgent referrals where family support is needed within 2-4 weeks - as above, it is important that referrer is available to talk through the needs of the family with clarity as to why support is urgent with our team. We will need to ensure that we obtain all the necessary information, consent (including the Voice of the Child if applicable) and risk assessments to enable us support the family appropriately particularly for hosting requests. Where we can, we will identify a volunteer and seek to introduce them to the family before support commences. We will agree clear goals and timeframes for the support.