

## GUIDELINES FOR REFERRERS – THE DOOR INTENSIVE SUPPORT SERVICE

### **Intensive Support Service Offer:**

The Door's Intensive Support Delivery is overseen and regularly reviewed by The Door's Intensive Support Manager and CEO.

The Door's Intensive Support Service comprises primarily of volunteer mentors who support individual young people aged 11 to 25 or parents and carers of that age group on a 1:1 basis.

Other services include Parent Support Groups, Triple P Parenting Courses and bespoke Whole Family Intervention: Family Face Time.

Mentors offer support both in person and remotely, meeting once a week to discuss challenges that services users may be facing in their day to day and creating an action plan for moving forwards. (In some cases one of our staff will be assigned to provide support, though this is not standard.)

It is important to note that The Door does not provide an emergency service. It is not a crisis intervention nor specialist support. It is general support to work with families and individuals, who request our help.

Where a service user is being supported by other agencies The Door will work closely with the other services involved to provide complimentary support, but not as a substitute for other services.

### **Our Team:**

In all cases, volunteers go through a robust safer recruitment process that includes two references, at least one interview and a full DBS check as well as a 6 session training programme which includes in depth Safeguarding training.

To continue to increase skills and knowledge of the issues faced by our service users The Door arranges focused training evenings once a month, mainly provided by outside agents.

Volunteers are also supported on a 1:1 basis as needed and have regular check ins with their lead staff member.

### **Collaborative Working:**

As part of some of our programmes including the Gloucestershire Mentoring Programme it may be more appropriate to pass a referral or application onto one of our partner organisations. If this is the case The Door will keep both service users and referrer fully informed.

### Assessment

Once a referral has been received a thorough assessment is undertaken by a member of The Door's staff team and a decision is made together to determine the best support option. Referrers will be updated on progress throughout the assessment process.

The Door team will use our best endeavours to contact service users to book an assessment using the contact details provided at referral. The Door team will attempt to make contact no more than 3 times to book an assessment. If we are unable to reach a service user after a third attempt we will let you know.

Once we are working with a service users The Door team will work together with other agencies and where possible attend housing meetings, TAF reviews, CIN reviews and other agency meetings. Please note we cannot guarantee attendance to all meetings for all cases.

### Making a Referral

Professionals seeking to refer a service user to The Door's Intensive Support Service should download the most up to date referral form for the chosen service from the Referrer's section of The Door's website: <https://www.thedoor.org.uk>

When supporting a service user to apply for support on their own behalf forms should be downloaded from either the "Young Person" or "Families" section of the site.

**In both cases forms require the voice of the referee to be included together with their signature.**

Also please note that 1:1 Mentoring, Family Face Time and Triple P have distinct forms.

**In order for us to accept a referral or application the following must be completed:**

1. Full Name
2. Date of Birth
3. Contact Details
4. Emergency Contact Information
- 5. The Voice of the Service User**
6. Applicable consent and Signatures

The Door reserves the right to refuse to accept a referral form if this information is not completed to an adequate quality.

*If a service user's signature cannot be obtained by any means, please indicate whether verbal or written consent has been obtained for the referral to be made.*

Making an early referral gives an opportunity for early intervention and preventative work, where an agreed plan can be discussed. Please call the team if you are unsure. 01453 756745

