


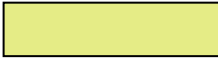


REFERRAL PATHWAY TO CONTRACTED ORGANISATIONS

Identification Key:		Contact Youth Counsellor
		Consult
		Key Contact (contracted organ)
		Designed Staff (contracted organ)

Activity	Response
Call in to Lifeline	CY counsellor completes a generic written referral. Assessment for risk immediate if self caller
Referral awaiting assessment	Assessment booked for 3 rd party referral and agreed with client and assessor booked via assessment appointment book. Referral is place in file awaiting assessment
CY Counsellor assesses client	Assessment must be arranged within 48 (24) hours of referral. The full assessment may take up to three days to complete. If client has Mental Health Psychiatry, CAMHS or Social Services involvement the assessor secures permission to share information and consult with 3 rd parties.
CY Counsellor Consults and Documents	Consultant made aware of any level of risk and support required
CY Consultant assesses risk	CY Consultant decides which service is best for client depending on age, level of risk and support required. This will include an evaluation of the systemic needs of the client.
CY Consultant make recommendations to CY Counsellor on appropriate support to offer client	CY Counsellor follows up consult by identifying the support recommended by the Consultant in the closest

	geographical area to the client
Meeting the needs of the client	The client may have a preference as to which service provider they will go to. Remember to take into consideration barriers to attending locations If the client has been referred in by a service provider we have a contract with their service will be offered to the client first
CY Counsellor assigns the Designated Project ID number to client	The ID Number will be taken from the batch allocated to the Contracted organisation and can be found at the front of the files (Currently being compiled) ID number completed on all CY paperwork
CY Counsellor completes an on-line referral	The template can be found in Public Folders. This will allow the referral to be e-mailed to the service provider.
CY Counsellor completes an assessment summary on computer	The template for the assessment summary will be on the Public Folders. Counsellors should complete this form bearing in mind that this is the information they want to share with the service provider
Keeping the Client in the loop	CY Counsellor rings the client to advise the course of action which will follow and to check out any issues or concerns on the part of the client.
CY Counsellor e-mails referral and assessment summary	Details of e-mail addresses will be available on the front of the service providers file
CY Counsellor rings the service provider to advise Key Contact that referral and assessment have been e-mailed and asks them to confirm receipt	Key Contact details are available on the front of the service providers file. Date of referral to service provider are recorded in their file will client ID Number.
Key Contact acknowledges receipt of referral and assessment	CY Counsellor completes original hard copy referral with details of service client has been referred to and date of engagement with client. Counsellor then forwards hard copy of referral to

	CY Administration for database and filing
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TRACKING OF CLIENTS THROUGH CONTRACTED SERVICE

Activity	Response
Contract organisations will adhere to the timeline detailed in the Service Level Agreement (SLA)	Receipt of Referral will be acknowledge with 24 hours and client engaged and participating in service agreed with 7 days
Key Contact allocates client to designated staff member	Key Contact will only appoint qualified staff approved by Contact Youth to work in this remit
Key Contact will forward referral and assessment details	This will happen in line with the confidentiality policy and data protection policy referred to in the contract and SLA
Designated staff member will contact the client to arrange an appointment for service to begin	Service providers have given Contact Youth a list of venues and towns which they can operate from. Every effort should be made to ensure client is offer an appropriate location as close to home as possible
Designated staff inform Key Contact of arrangements	Records of ID numbers of clients and allocated designated staff will be maintained by Key Contact for monitoring purposes
If no contact can be made with the client after several attempts, the designated staff member alerts the Key Contact	Key Contact contacts the referrer (if not self referral) to see if another contact number can be provided and passes this to the designated staff member If no additional information available the client is referred back via telephone call and e-mail to Contact Youth to record. (If Contact Youth hold additional numbers they will forward them to the Key Contact)
Designated staff commence service	This may involve condensed local assessment or consultation depending on the service offered
Increase in level of risk identified	The designated staff will take

	appropriate action in line with level of risk. This may involve immediate medical intervention with the mental health services
Key Contact informs Contact Youth	The designated staff will inform the Key Contact who will ring Contact Youth immediately to keep them informed.
Recording change in circumstances	Contact Youth counsellor will update client records to show course of action and if client sessions terminated due to change
Designated staff record all sessions	Times, dates and activity of each session will be recorded by the designated staff and forwarded to the Key Contact for statistical purposes.
Governance and ownership of case notes	Case notes will be held by the designated staff in a lock cabinet in the Contracted organisations offices. Contact Youth hold Governance for Duty to Care therefore quality management of service must be adhered to by all contracted organisations in line with the SLA
Clients not attending sessions	If a client DNA's (Does not attend) or cancels an appointment this must be recorded in the Statistical sheet SLA and contracts detail provision for payment in such situations Every effort must be made by designated staff to contact the client before appointments to ensure they are confident of where to go and when. Also if a client misses an appointment all attempts to communicate with the client to arrange another appointment must be recorded
Client missing more than 2 appointments	If a client misses more than 2 appointments the designated staff will report this to the Key contact immediately. The Key Contact will attempt to contact the client to see if the service was appropriate or if

	<p>another support is needed. All contacts are recorded</p>
Number of sessions offered	<p>Designated staff is aware that the number of sessions offered is limited as per the SLA (6 for counselling/complementary services, 5 for befriending/mentoring)</p>
Key Contact notifies Contact Youth of non attendance	<p>Key Contact will ring or e-mail to Contact Youth to advised that client is no longer engaging</p>
Contact Youth Counsellor will contact client	<p>Contact Youth Counsellor will refer back to assessment and referral and contact the client in an attempt to ascertain why they did not continue with service This will be recorded on the clients referral</p>
Designated staff completes an exit strategy for the client	<p>At the end of the sessions the designated staff will complete an exit strategy form detailing what stage the client is end at the end of the process and recommendations for next action necessary. This will be forwarded to the Key Contact</p>
Key Contact will return a copy of the exit strategy to Contact Youth	<p>Contact Youth Counsellor will carry out an assessment on client based on recommendations and do Consult if additional services are required</p>
Consult	<p>Consultant will give directions if additional services should be provided or best action necessary to support client</p>
Additional support recommended during Consult	<p>If additional support can be provided by the same contracted organisation which has previously engaged the client then the client will be re-referred to this organisation, if the counsellor will allocate an appropriate contract service provider</p>
Allocation of Client number	<p>The client will be allocated a new client number if they go to a different provider. If they stay with the same organisation they will keep the ID</p>

	number.
New referral and assessment required for additional support	A new referral form and assessment will be completed for the client detailing their current situation and contact details