

## Stage 2 Referrals

Referrals are stage two if the officer has to get more involved by:

- attending / facilitating meetings with other professionals/services
- allocating an IPS in a tribunal situation
- offering guidance at ongoing stages of a procedure for example statutory assessment ,waiting for and checking the proposed statement, support through an annual review etc.

This policy is designed to ensure that all referrals are taken in a professional manner and are dealt with consistently. It also serves to ensure that statistical evidence is available in order to record monitor and evaluate the service in accordance with strategic planning.

### Aims

- To ensure consistent handling of referrals.
- To provide continuity and efficiency of the service for the client.
- To provide neutrality and impartiality to the client.
- To enable officers to work confidently within the parameters of their statutory duty.
- To provide/ensure effective recording, monitoring and evaluation of outcomes for children.

If a referral is stage two the officer will build a case file. The file will always, as with stage one referrals, start with the completion of PPS1. All areas of the form will be filled in. The officer will then use form PPS 2 for additional information and action taken. The file will be set up as follows:

- **PPS 3** contact sheet

#### Divider - referral

- **PPS 1** referral form (If the referrer has used the service before there could be more than one PPS 1 the most recent form will be on the top)

#### Divider- case notes

- **PPS 2** action sheets, **PPS 5** school visit, **PPS 9** home visit,

#### Divider- correspondence

- All emails and messages

#### Divider- reports

- Statement, psychology, speech and language, CAMHs etc

#### Divider- case closure

- **PPS 4** case closure **PPS 6, PPS 6a, PPS 7, PPS 8** (evaluation sheets)

The file will tell a story with a beginning middle and end. The case officer will endeavour to keep in telephone contact with the referrer if this proves difficult and the referrer does not return messages then the officer will send a letter to inform the referrer that they are closing the case . The case worker will use their professional judgement, however, two telephone calls will be made during the working week. If after four telephone calls there has been no response then the letter will be sent. Copies of letters will be kept in the file under correspondence.

The case officer may need to speak with other professionals from schools or the local authority, in order to fully investigate the case prior to imparting information. Consent must be obtained prior to this activity. Independent bodies such as IPSEA, ACE, SENDIST and the Ombudsman will be used to seek clarity on points of law and accuracy of policy and procedures deployed by Education Leeds and Schools.

Investigation will allow the team to be fully conversant with the facts and enable accurate information to be given. The case worker will record these contacts on PPS 3 contact sheet and keep a note of times and dates on PPS 2 action sheet. The referrer will be informed of all developments on the same day, if contact proves difficult then the above steps will be followed.

If a case is going to tribunal there will be a gap between the initial referral and the date set for the tribunal, the case officer will contact the parent at least fortnightly either directly or through the Independent Parent Supporter (IPS) This will ensure that the referrer and the IPS feel that they are being supported.

The officers will take responsibility for the secure storing of the files . There are two filing cabinets; Open cases will be stored alphabetically in the first cabinet, when a case has been closed the file will be stored in the second cabinet. At the end of each financial year the closed cases will be boxed up and sent to the storage facility at Parklands Primary School a key for this facility can be obtained from Paul Taylor, Information Policy Manager, Information Management Team 10<sup>th</sup> Floor East Merrion House.

## **Evaluation**

Evaluation forms will be sent to all parties involved in the referral, there are separate forms for parents/carers, schools and children.

- PPS 6 parent evaluation,
- PPS 6a parent evaluation additional needs,
- PPS 7 child evaluation,
- PPS 8 professional evaluation.

The evaluation forms will be sent with a stamped addressed envelope, returned forms will be copied, one copy to be kept in the file the other to go in the quarterly management file.