

Stage One Referrals

This policy is designed to ensure that the team deal with stage one referrals in a professional manner, that referrals are dealt with consistently and to provide statistical evidence in order to record, monitor and evaluate the service in accordance with strategic planning requirements.

The team member should listen to the referrer remaining impartial and neutral at all times and not giving an opinion, great care should be exercised when making replies to the referrer, inappropriateness of comments may seek to raise anxiety and remove the impartiality of the service.

During the course of the telephone conversation the officer should find the appropriate time to complete the referral form PPS1. All sections of the form must be completed, NA should be inserted in the areas that are non applicable and declined entered if the parent /carer does not wish to give the information. There is space on PPS1 to write down the referrers concerns the officer should continue on the action sheet PPS2. The referral should tell a story, the reason for the referral the advice given and the outcome for the child.

In the spirit of impartiality it may be necessary to contact other professionals in order to fully investigate each call prior to imparting information. Consent must be obtained prior to this activity...Independent bodies such as IPSEA, ACE, SENDIST and the Ombudsman should be used. Investigation will allow the team to be fully conversant with the facts and enable accurate information to be given.

Any documentary information that is required should be sent out immediately after the call, if research is needed the information should be sent out within three working days.

The local authority should establish protocols and mechanisms for disagreement resolution. If the referrer feels that the relationship between themselves and the school or Education Leeds has completely broken down Independent mediation should be offered.

Evaluation

At the bottom of PPS1 there is a customer evaluation section this must be completed by the officer at the end of the call or at the time the officer feels they have answered the query. The purpose is to examine service delivery, to ensure customer satisfaction and address issues raised at Team meetings and through performance management.

End Of Call

Before the call is terminated the officer should ensure that they have met all the callers' queries and made available a source of other contacts if necessary. The caller should be reassured that if they wish any further advice or information they may contact the service again.

The completed PPS1 should be filed in the area officers file in school name order, if the referral requires the officer to do any follow up work the form should be put in the inside cover of the file. At the end of each quarter the referrals should be filed in the ring lever arch file in alphabetical order and locked in the filing cabinet.