

## Hillingdon Independent Visiting Referral Guidelines

We hope you will find the following guidelines useful when making a referral to the Independent Visitor Service. In the first instance you will have made a referral directly to the NYAS Helpline via our Professional Online Referral Form at [www.nyas.net](http://www.nyas.net). If you have you will still need to go through the referral process as detailed below and if you have any questions, please do not hesitate to contact the project directly and we will be happy to be of assistance.

### There are four parts to the referral process:

1. A Referral Form to be completed by the SW
2. A Health and Safety form to be completed by the SW
3. A young person's questionnaire to be completed with the young person. Do not worry if this is not fully completed, as the IV Coordinator will go through this with the young person once they have received the completed referral.
4. Other reports/assessments **as appropriate**; e.g. care plan, risk and/or other assessments.

Please ensure that all parts are completed before submitting the referral. If the referral forms are not completed in a timely manner the young person's case **will be closed**.

### Time Scales (from initial referral made to NYAS Helpline)

- IV Coordinator sends Referral Pack to Social Worker by Email
- Week 2 after referral - email to SW requesting referral forms
- Week 4 after referral - email to SW chasing referral forms SW given 2 weeks to complete and return forms or referral closed (date of closure given)
- Week 6 after referral – no referral forms received, case closed cc Corporate Parenting manager and team manager.