Renewal Listening Service

SOP Reference: **Referral process**	Date: **March 2021**
Author: **Listening Service collaborative**	Signature:
Date of next review: **March 2022**	

This policy describes referral process of clients through the Listening Service.

Step 1 - Referral

Clients will be referred to the Listening service in different ways: self-referral, Pastoral referrals, or through our Family Centres and/or through the church reception desk. All listening service enquiries will be directed to the Renewal Listening Service administrator or Pastoral department.

Capturing client details

The Renewal Listening Service administrator will contact the client:

Date of referral

- Name of potential client
- Contact number – including details of when best to contact
- Gender
- Working status
- Living status
- Address
- Source of referral
- Reason for referral
- GP details
- Email address
- Age and date of birth
- Ethnicity
- Individual assessment number assigned by administrator
- Date the referral is passed on to assessment stage.

Information given to clients

As well as capturing information, the following information will be given to potential clients:

- The person completing the assessment is not necessarily the Listener they will be seeing on a regular basis
- Waiting time information and when they will next be contacted regarding assessment
- That their session may be recorded
- That there is a cancellation fee for missed appointments

If a client is at risk

In addition, if a person indicates they are at risk of suicide to the administrator; the administrator should:

1. Collect GP details and a contact number
2. Tell the client they will receive a call from a member of Pastoral team. If they do not pick up the phone we have a duty of care to contact the GP and or the police to check on their well-being.
3. Give them the Samaritans number if they are in immediate danger, alternatively the GP or advise that they call into A&E.
4. Administrator then needs to contact the listening service manager, assessor or supervisor.

Request for assessment

The client is then ready for an assessment.

Step 2 – Assessments

- The administrator will contact the assessor about possible times and dates to complete a client assessment.
- The administrator will then be responsible for contacting the client with the agreed assessment time and date.
- The administrator will inform the service manager that a new assessment has been requested and the details given to the service manager so they can liaise between pastoral careand listening service where needed.

During the assessment

- At assessment the referral details of the client include the client number. The date and time of the assessment will be recorded.
- The assessor will give a copy of the Listening Service contract to the client to read as well as the information leaflet.

- A signed copy of the contract will be passed to the administrator to upload onto BACPAC
- The assessor will then suggest an appropriate listener and give this name to the administrator.

After the assessment

Once an assessment has been completed this will be logged as an open case. If it is felt, at this stage, that the client is inappropriate for the service, they will be referred on to alternative services and contacted by the assessor with this information.

Step 3 – Listening

- The service administrator will inform the Listener of the potential client and discuss client slots.
- Listeners have a responsibility to keep Renewal Listening Service's Supervisor and Administrator up to date regarding availability as clients will be allocated to a Listener based on availability stated.
- Once agreed, the client is contacted by the administrator. All assessments and referral details can be sent to the Listener electronically if requested.