



JIGSAW FAMILY SUPPORT

Admission and Referral Policy

1. Purpose

This policy outlines the process for referring, assessing, and admitting children and young people to Jigsaw Family Support's services.

It ensures:

- A fair and transparent referral process
- Suitable placements based on assessed need
- Safety and safeguarding considerations
- Clear communication with schools, referrers, and families
- Consistency in decision-making

2. Scope

This policy applies to:

- All children and young people referred to Jigsaw Family Support
- All outreach, alternative provision, mentoring, family support, and community-based services
- All staff involved in referral decisions, assessments, and service allocation

3. Principles

Jigsaw Family Support is committed to:

- Providing safe, appropriate, needs-led services
- Ensuring that children admitted can be supported safely
- Collaborative working with families, schools, and professionals
- Clear, timely communication throughout the referral process
- Transparent decision-making
- Non-discriminatory access to services
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Admission decisions must always consider:

- Child safety
- Staff safety
- Environment suitability
- Capacity and resourcing
- Appropriateness of provision

4. Referral Process

4.1 Who Can Refer

As a commissioned service, Referrals are accepted in line with a commissioning agreement.

Referrals are considered and accepted in line with agreed Service Level Agreement and funding arrangements.

Referrals may be made by:



- Schools
- Local authorities – SEND, YOS, Social Care etc
- CAMHS or health professionals

4.2 Required Referral Information

Referrers must provide:

- Child's full details and contact information
- Parent/carer contact details
- Reason for referral
- Risks or safeguarding history
- Attendance and behaviour information
- SEND or EHCP details
- Medical needs
- Known triggers and strategies that help
- Details of involved professionals
- Any recent reports (e.g., risk assessments, chronology, pastoral notes)

Referrals must be accurate, current, and honest.

Any referrals made must have parent/ carer consent for the information to be shared as well as the referral to be made.

4.3 Initial Screening

The Admissions Lead will:

- Check all required information is provided
- Assess immediate risks
- Confirm service suitability
- Identify any gaps requiring clarification
- Consult with DSL if safeguarding concerns are present

Screening outcomes:

- **Accepted for assessment,**
- **Request more information, or**
- **Not suitable for service** (with explanation).

5. Assessment Process

5.1 Initial Assessment

Once a referral is accepted, an assessment is conducted to determine:

- Needs and goals
- Risks (to self, others, staff, environment)
- Engagement and motivation
- Parent/carer involvement
- Multi-agency involvement
- Suitability for specific services



Assessment may include:

- Meetings with young person
- Parent/carer conversation
- Review of documentation
- School/professional consultation
- Home visit (if relevant and safe)

5.2 Risk Assessment

A formal risk assessment must be completed for:

- Behavioural risks
- Environmental risks
- Lone working risks
- Home visit safety
- Transport needs
- Community-based sessions

High risk does not automatically exclude a child but must be carefully considered.

5.3 Decision Making

After assessment, a decision is made:

Possible Outcomes:

1. **Accepted** – provision offered
2. **Accepted with conditions** – e.g., behaviour plan, staffing level
3. **Deferred** – insufficient information or temporary unsuitability
4. **Not accepted** – alternative recommendations provided

Reasons for non-acceptance may include:

- Significant safety concerns
- Provision not suitable for level of need
- Resource or staffing limitations
- Location or logistics impractical
- Risk cannot be managed safely

All decisions will be communicated clearly and respectfully.

6. Admission and Induction

6.1 Induction Process

Once accepted, the child and family will receive:

- Welcome information
- Service expectations
- Behaviour expectations
- Attendance requirements
- Safeguarding information
- Contact details for staff
- Complaints procedure



Where appropriate, a personalised plan will be created.

6.2 Multi-Agency Communication

Jigsaw Family Support will:

- Notify the referrer of the start date
- Share induction information with relevant professionals
- Confirm involvement with safeguarding partners
- Establish communication pathways (e.g., weekly updates)

6.3 Parent/Carer Engagement

The organisation will:

- Work collaboratively with parents/carers
- Provide clear communication
- Discuss concerns early
- Support consistent expectations at home and in sessions

Where appropriate, family support may be offered.

7. Reviewing Suitability of Provision

Ongoing suitability will be reviewed regularly through:

- Session feedback
- Attendance monitoring
- Behaviour reviews
- Safeguarding oversight
- Team discussions
- Supervision
- Multi-agency meetings

Provision may be adjusted or changed based on:

- Emerging needs
- Safety concerns
- Engagement levels
- External changes (school placement, home situation, etc.)

8. Ending or Withdrawing Provision

Possible reasons for ending support:

- Goals achieved
- Transition to another service
- Risk level exceeds what can be safely managed
- Non-engagement or persistent absence
- Change in family circumstances
- Professional recommendation

Process:



- Decision made by Manager with DSL oversight
- Referrer and parents informed
- Handover to new provision where required
- Final report completed (if applicable)

Ending support must be planned and communicated clearly.

9. Safeguarding Considerations

Safeguarding is central to admissions.

At every stage the DSL must be involved if:

- A child is subject to a child protection plan
- There are significant concerns about harm
- Domestic abuse, exploitation, or neglect is indicated
- Information is incomplete or concerning

Any new safeguarding information discovered during assessment must be escalated immediately.

10. Data Protection & Confidentiality

All referral and assessment information will be:

- Stored securely
- Shared on a need-to-know basis
- Processed under UK GDPR
- Retained according to the Data Retention Schedule

11. Monitoring & Review

The Admissions Lead and Managers will:

- Monitor referral volumes
- Analyse trends
- Review outcomes for children
- Evaluate suitability and capacity
- Update processes where needed

Admissions decisions will be included in Quality Assurance reviews.

12. Policy Review

This policy will be reviewed:

- Annually
- After major service changes
- Following feedback from referrers or families
- After safeguarding or risk incidents

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