



**Haringey, Hackney
and Waltham Forest**

INFORMATION FOR REFERRERS

Home-Start Haringey, Hackney and Waltham Forest
100 Tower Gardens Road
Tottenham
London N17 7QA

Charity No. 1107409
Company No. 05130957

Tel: 020 8352 4151
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WHAT IS HOME-START?

We are a voluntary organisation committed to promoting the welfare of families with at least one child under five years of age. Our volunteers offer regular support, friendship and practical help to young families under stress in their own homes helping to prevent family crisis and breakdown.

WHAT IS THE STRUCTURE OF HOME-START?

We are an independent charity that receives training, support, information and guidelines from Home-Start UK. We have adopted the Home-Start constitution and Standards and Methods of Practice.

- We are locally managed by a multi-disciplinary management committee
- Locally funded
- Employ two co-ordinators
- Recruit, train, support and supervise volunteers

EQUAL OPPORTUNITIES

Home-Start Haringey is committed to a policy of equality of opportunity that respects the identity, rights and value of each individual. Home-Start Haringey is positively committed to oppose all direct and indirect discrimination in the organization against people on the grounds of ethnic origin, religion, culture, disability, gender, sexual orientation, age and family status.

WHO CAN BE REFERRED?

Any family living in Haringey, Hackney or Waltham Forest with at least one child under 12, who is experiencing difficulties, can ask to be referred to Home-Start Haringey, Hackney and Waltham Forest or can refer themselves.

We receive referrals from: health visitors, social workers, community psychiatric nurses, teachers, probation officers, playgroup workers, families themselves, GPs.

FOR HOW LONG CAN HOME-START OFFER HELP?

This could be for a short time, an average of 6 -9 months or a year depending on the needs of the family. Families, their volunteer and the co-ordinator have regular reviews of the support.

HOW TO REFER A FAMILY?

Talk to the family about Home-Start. Suggest ways in which we would be able to help the family. Ask the family's permission to contact us. Contact our office.

We will send you a referral form for you to complete. Once received -

- Each referral and the resources available will be considered by the co-ordinator/s
- A co-ordinator will visit the family to clarify their needs and the support that Home-Start Haringey Hackney and Waltham Forest could offer
- A volunteer will be carefully selected for the family and introduced
- A family may need to wait for a suitable volunteer to become available
- The referrer will be contacted with information about the support to be offered

Further contact between Home-Start Haringey Hackney and Waltham Forest and the referrer may be made through the office as necessary.

HOME-START'S CONFIDENTIALITY POLICY

Home-Start Haringey Hackney and Waltham Forest aims to ensure that while confidentiality is not breached, there is always ready access to the expertise of the health visitor, social worker or other professional workers if needed, to benefit the family.

All information about parents and families is treated as confidential, to be discussed only as necessary with the co-ordinator in support of the volunteer, and to assist the family. Any disclosure of the confidential information to any other person may only be undertaken with the expressed permission of the parents, for the purpose of assisting the family, except where it is considered necessary for the protection of a child when information shall be shared with the appropriate authority. (Home-Start Standards and Methods of Practice)

