



HOME-START
NORTH EAST ABERDEENSHIRE
Company Limited By Guarantee in Scotland No.283578

REFERRAL GUIDELINES

Home-Start Statement of Principle

Home-Start North East Aberdeenshire (NEA) is a voluntary organisation in which volunteers offer regular support, friendship and practical help to any parent, with at least one child under five, who is experiencing difficulties with family life.

1. Home-Start NEA works towards the increased confidence and independence of the family by:
 - Offering support, friendship and practical assistance.
 - Visiting families in their own homes, where the dignity and identity of each individual can be respected.
 - Reassuring parents that difficulties in bringing up children are not unusual and emphasising the pleasures of family life.
 - Developing a relationship with the family in which time can be shared and understanding developed; the approach is flexible to take account of differing needs.
 - Encouraging parents' strengths and emotional well-being for the ultimate benefit of their children.
 - Encouraging families to widen their network of relationships and to use effectively the support and services available within the community.
2. Referrals cannot be processed unless received on Home-Start referral form.
3. Families referred to Home-Start NEA are experiencing difficulties or suffering stress and must have at least **one child under 5 years of age**.
4. Home-Start NEA accepts both self-referrals and referrals made by care professionals involved with the family.
5. Families should always be consulted before any referral is made.
6. The range of referrals or self referrals are not limited except where the resources available to Home-Start are not adequate to meet the number and complexity of cases.

7. The Co-ordinator visits families referred to Home-Start NEA to discuss the scheme and the focus of future home visits by a volunteer visitor. Families are asked by the Co-ordinator, to identify their own needs during the initial visit and their own perceptions of need will always be given priority.
8. The needs identified by referrers provide a valuable guide but volunteers may not be able to address them all at once.
9. Families matched with a volunteer visitor are offered support for as long as necessary.
10. Families matched with a volunteer visitor will be contacted regularly by the Co-ordinator.
11. All information about families and parents 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 discussion between Home-Start NEA and referring agents will only take place with the expressed permission of the parents for purposes of assisting the family, except where it is considered necessary for the welfare and protection of a child, following a decision made by the Co-ordinator supported by the Home-Start Board of Trustees.

12. The decision to accept/reject Home-Start support is made by the parent.
13. Informal enquiries and referrals can be made by contacting:

Angie Christie
Co-ordinator,
Home-Start NEA
56 High Street
Fraserburgh
AB43 9ET
Tel: 01346 518930
Email: angie@home-startnea.org.uk
www.home-startnea.org.uk