

MCF Complex, 60 New Road, Kidderminster DY10 1AQ

Tel: 01562 825896

Fax: 01562 68665

Email: [homestartwyrefor@btconnect.com](mailto:homestartwyrefor@btconnect.com)

Website: [www.home-start.org.uk](http://www.home-start.org.uk)



Support and friendship  
for families

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Home-Start  
Wyre Forest

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## GUIDELINES ON MAKING A REFERRAL

<b>Talk to the family about Home-Start</b>	We will not accept referrals without the family's consent.
<b>Ensure the family meet the referral criteria</b>	The family must be living in the Wyre Forest District and have at least one child under five years of age.
<b>Complete a referral form</b>	These can be downloaded from our website and photocopied. Please provide as much information as you can and post or fax to the office. If you would prefer to discuss a referral informally please ring the office.

Once a completed form has been received by the scheme, we will send the referrer a letter of acknowledgement. **If you have referred a family and have not received this within one week of the referral being sent please contact us.**

A Co-ordinator will process a referral, contact the family and arrange to visit them at home. This initial visit is an opportunity to talk more about Home-Start and how support might be most effective in this situation.

We will contact the referrer to inform them of the family's decision to accept/decline support. With the family's agreement, we will identify a suitable Volunteer to match them with. The Co-ordinator will introduce the Volunteer to the family. The referrer will be informed when this has taken place.

The Volunteer will then begin 2-3 hours once a week. The Co-ordinator will carry out regular review visits for the duration of and on completion of support. We will inform the referrer when support has ceased.