

Referral Procedure

The Referral Procedure is intended to give the project an opportunity to identify whether the applicant meets the allocation criteria. It is an opportunity for the project to gather information as to whether the applicant is suitable for the accommodation, and whether the project has the capacity to accommodate them within the 'client group' caseload.

1. The applicant must complete a referral form. These can be obtained from any of the referring agencies or Alabaré Christian Care Centres offices in Tidworth, Devizes or Salisbury. Referral forms can be posted, emailed, collected by hand or faxed on request.
2. The referral form must be completed and returned to our Devizes Address or emailed to m.hurley@alabare.co.uk or faxed on 01380 725443 before an interview can be arranged. Alabare do offer support with the completion of referral forms and this can be arranged by calling the relevant project first to arrange an appointment.
3. If an agency has approached the project to check availability or to arrange an interview for an applicant, they should be advised that a referral form must be completed.
4. If the applicant has approached the project direct, they must be advised of the referral process. A referral form should be

offered and staff should endeavour to check that the applicant is able to complete it. As above, assistance will be provided when required

5. If the referral form is incomplete, contact must be made with the referring agency and/or the applicant to fill any gaps.
6. The applicant should, wherever possible, leave a contact number on the referral form.
7. Upon receipt of the referral, the Project staff should make an initial assessment. The application will be dealt with in line with the Allocations Policy, and notes made of any questions for the applicant in line with the Interview Procedure.
8. Applicants are advised as soon as is possible about whether they meet the criteria for the service as identified in the Allocations Policy.
If the applicant does not meet the criteria, they and the referring agency must be advised with an explanation.
Applicants have the right to appeal and to be accompanied at the appeal.
9. Applicants who meet the eligibility criteria must be advised that they will be considered for accommodation and that they will be offered an interview.