**REFERRAL FROM A PROFESSIONAL**

**CONFIDENTIAL**

**About the referrer/agency:**

|  |  |  |  |
| --- | --- | --- | --- |
| Referrer Name |  | Referral Date |  |
| Referrer email address |  | Referrer work mobile/main contact |  |
| Referral Agency |  | Referral Agency Address |  |

**About the service/support you are referring into:**

|  |  |  |  |
| --- | --- | --- | --- |
| Child/Youth 1:1 support |  | Adult 1:1 support |  |
| Parent/Carer 1:1 support |  | Adult Social & Support Groups |  |
| Child/Youth Social & support groups |  | Independent age Telefriending Service (50+) |  |
| Parent/Carer social/support groups |  | Counselling |  |

**About this referral:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Is your referral:**  **(please indicate)** | Child/young person | Parent/Carer | Adult |
| In employment | In education | In receipt of benefits |
| Living alone | Shared living/partner | Living with family | Care experienced |

**Personal details of referral:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name  *(Preferred name)* |  | Date of birth |  | |
| Legal name  *(If different)* |  | Telephone number |  | |
| Ok to text | **YES** | **NO** |
| Email address |  | | | |
| Current address |  | | Are there any notes regarding contact at this address/number  (eg name to use) | |
|  | |
| **Medication/Medical/ additional needs** |  | | | |

|  |  |
| --- | --- |
| **Please confirm that the person being referred has consented to this referral** |  |

**Some of our services are specific to gender/sexuality. If the person you are referring is comfortable to share how they identify, please complete:**

|  |  |  |  |
| --- | --- | --- | --- |
| Gender |  | Sexuality |  |

**If they would prefer to answer more broadly, please do so here:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Would they identify as LGBTQI+ |  | | Parent/Carer/Ally | |  | |
| Are they questioning their: | Gender | | | Sexuality | | |
| Yes | No | | Yes | | No |

**Emergency contact details:**

|  |  |
| --- | --- |
| Name of emergency contact |  |
| Contact number/s |  |
| Relationship |  |
| Any notes regarding contact  *(eg name to use)* |  |

|  |
| --- |
| **What is the reason for this referral? How can we help?** |
|  |

**Please let us know the person you are referring is able to access services:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| DIGITAL |  | TELEPHONE |  | FACE TO FACE |  | ALL |  |

**Keeping in touch**

Leicester LGBT Centre will keep and store your information only in relation to the services you have been referred for. We also host a number of groups and services in addition to those listed above which are referral based. If you would like further information on our groups, events & services, please indicate below:

|  |  |
| --- | --- |
| I would like further information on the Centre’s groups and/or services |  |
| I am happy to be contacted about events which may be of interest to me |  |
| I would like to receive the quarterly newsletter (by email) |  |

**Please pass on to the individual about whom the referral has been made**

**What happens next?**

Your referral is passed to our team and someone will be in touch soon. If you have been referred for 1:1 support, telefriending or social and support groups, someone should be in touch within a week. This will normally be by telephone/email in the first instance. Once we have had a chat, you will meet either virtually or in person depending on your needs and the current situation/availability.

If you are coming to the centre, our location details are on our website along with our current COVID processes & risk assessments. Please do ask if you are uncertain.

Please come to the main door. During Covid restrictions, we have a buzzer entry system. Please press the button and someone will release the door. At the desk, please use the track and trace app or complete a slip which you will be given at reception. Staff will help with this. You will be asked to sign in and normally, for your first visit at least, someone will meet you in reception.

**Contacting us:**

Please use [info@leicesterlgbtcentre.org](mailto:info@leicesterlgbtcentre.org) or the specif email address you have been given wherever possible. If you prefer, you can use our telephone number 0116 2547412 but this is monitored less frequently at this current time.

**Confidentiality & Privacy**

Your details are kept on our system in order that we may contact you in reference to our social and support services. When you attend the centre, you will be asked your preferred methods of contact and what you would like to be contacted about. We treat confidentiality and data protection with the highest regard and complies with all GDPR and Data Protection Legislation. We are registered with the Information Commissioners Office and all our Privacy Statements can be viewed on our website.

**Information specifically relating to Counselling:**

Again, we will be in touch by email or telephone to acknowledge receipt of your referral. We operate a waiting list for counseling but we are unable to give an idea how long you will be on our waiting list as it depends on so many factors. Our Counselling Co-ordinator, will be in touch until we have availability. At worst our waiting list is 10-12 weeks but we very much aim to be within 6-8 weeks wherever possible – sometimes sooner.

Once we have an available appointment, our Counselling Co-ordinator will be in touch. At this point, we will discuss our counselling agreements with you and it is important to get things moving as soon as we can.

To help manage our waiting list, we do have a strict ‘no-show’ policy for new starters and should you fail to attend twice, you will be contacted and may be added back to the waiting list. We completely understand that, sometimes, the timing just doesn’t work for you and that is fine. It is also the reason we add you back to the waiting list – we are not withdrawing support but ensuring that slots are being used in as timely way as possible.

**Your first Appointment**

You will do a short assessment with the counsellor so that they are able to identify what you would like help/support with.

Before the end of the session, you will be asked about your payments and it is useful is you have read information about our sliding scale on our website:

<https://leicesterlgbtcentre.org/lgbt-counselling>

Our service is priced very affordably and we believe that payment should not be a barrier to access. If you feel this may be the case, please let us know and we will tell you how we can support you.

**Data Protection & Counselling**

Your counselling at Leicester LGBT Centre is always very separate from everything else that we do and, as such, any staff you come into contact with may not even be aware that you are accessing counselling. Your counselling notes are always separate and remain confidential to that service except in exceptional circumstances where we share information for purposes of safety and safeguarding. We will always discuss this with you

Counselling at Leicester LGBT Centre complies with Data Protection Legislation and we are a member of the British Association of Counselling Practitioners (BACP) and the Information Commissioners Office (ICO).

Counsellors keep hand written notes for all counselling sessions which are in line with our insurance and Agency guidelines (7 years from the date of your last appointment). Notes are kept to comply with the BACP guidelines which state that practitioners should be **‘Working to professional standards by keeping accurate and appropriate records”** and as such we keep **“accurate records that are appropriate to the service being provided”** (BACP, 2016).

In addition, it is worth knowing that:

* Your notes are coded with personal identifiers removed.
* Your notes are stored in a locked cabinet with restricted access.
* Limited details are kept on a secure digital platform for the purpose of programming sessions.
* As a client, you can request to see/access any of your notes or information at any time. The Leicester LGBT Centre requires one weeks notice to provide the client with notes requested.