

## **BIAN – Referrals**

**When to use:** This protocol should be used when making referrals to agencies to access services for a service user.

1. Service user accesses appropriate services in line with agreed Interagency Care Plan
2. Agreement and clarity among service providers and service user regarding referral to another service, including steps and timeframe involved
3. The service user is supported throughout the process as required and appropriate follow-up takes place
4. Service user will be tracked and supported to minimise disengagement from services

### **Key Steps**

**Step 1:** A referral to a different agency should be made when a service user's need is identified following an assessment and some form of service outside of the assessing agency is required.

**Step 2:** In this context, all services should ensure the availability of clear information and staff knowledge concerning criteria for access, current waiting times and referral process.

**Step 3:** The service user should be supported in the referral by the referring service with regards to needs identified in the assessment and/or care plan. Written consent should be obtained prior to any contact with other services. If a service user does not consent to their information being shared, then this should be respected, with reference to the Interagency Confidentiality Statement.

**Step 4:** The Case Manager should provide a new agency with the BIAN referral form together with a cover letter outlining their role and the signed Interagency Consent for Release of Information Form.

**Step 5:** Following referral, the person making the referral should follow up with the service user and the service to ensure that the service user has engaged with the new service, and share the assessment form and care plan as appropriate.

**Step 6:** If there is likely to be a significant wait in a service or programme, then a plan should be put in place by the Case Manager for the interim period, which may focus on preparatory activities or maintaining motivation. If there are problems in engaging other services, then the Case Manager should refer to the Gaps and Blocks Protocol.

**Step 7:** If disengagement occurs following referral, then the referring agent and Case Manager should be notified by the agency to which the service user was referred.