

St Albans Mencap

Charity number: 210073

stalbansemencap.org.uk

New Client Referral Procedure

St Albans Mencap procedure for new client referrals aims to safeguard St Albans Mencap, St Albans Mencap staff, Service Users and their referees in the event of a new client referral

Document control:

Version:	Date approved:	By:	Review due:
1.0			

Summary of changes:

Version:	Changes:
1.0	Converted old version to new format (May 2026) for review

New Client Referral Procedure

In order to safeguard St Albans Mencap, St Albans Mencap employees, Service Users and their referees in the event of a new client referral the following procedure should be followed:

1. The Referral Authorisation Form should be completed and signed on behalf of St Albans Mencap and the new client referee prior to service commencement.
2. The content of the introductory referral Authorisation Form will be discussed between St Albans Mencap management and a member of the team for which the individuals is being referred to.
3. In the event of availability of suitable staffing the new Service user will be visited and assessed by an appropriate member of St Albans Mencap staff along with relevant other person(s), e.g., social worker or parent.
4. Following the assessment, it will be the relevant member of staff's responsibility to ensure that the client profile and client risk assessment are completed prior to the service commencement.
5. The service will be reviewed after 6 weeks by involved staff and their supervisors. Changes to the service, staffing, profile and risk assessments will be made as necessary.
6. Client information will be regularly updated where appropriate at least annually and in the event that changes in clients' behaviour or circumstances etc.
7. Client records will be stored safely as per maintaining records and data protection policies