



HONOUR THY WOMAN GROUP

Frequently Asked Questions (FAQs) – Understanding Our Referral Process

What is the referral process, and why is it necessary?

Our referral process helps individuals access the right support through trusted agencies and professionals. It ensures that services are tailored to their needs while maintaining confidentiality and efficiency.

Who can make a referral?

Referrals are primarily made by professionals such as schools, Family Support workers, housing providers, healthcare providers, and support organisations. In certain cases, individuals may self-refer if they meet the necessary criteria. If family is with Children Services, we can not accept the referral. The family must be at step-down stage. It's encouraged, then, Family Support Workers, make the referral on the family's behalf.

How do I submit a referral?

Referrals can be made via our **website** at www.honourthywomangroup.org/referrals . Professionals must complete the referral form on behalf of their clients, ensuring all relevant details are provided to facilitate the process.

What happens after a referral is submitted?

Once received, our team reviews the referral to determine the appropriate next steps. If further information is required, we will contact the referrer before making a final decision. If we receive a self-referral, we will assess and determine whether the potential client is suitable for our programmes.

What information is required in the referral form?

The form includes basic details about the individual being referred, their current circumstances, and the type of support required. Professionals must also confirm their involvement and provide any relevant background information. This includes risk assessments and safety plans which both are required to register for recovery.

Can someone be referred if they are already receiving support from another organisation?

Yes, although we may require confirmation from the professional currently working with them to ensure that our referral aligns with their existing support and avoids duplication of services.

How long does the referral process take?

Processing times vary depending on the complexity of the case, but we aim to respond within **3 working days**.



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What happens if a referral is declined?

If a referral does not meet the criteria for recovery, we will provide guidance on alternative options we offer or signpost individuals to other organisations that may be able to assist.

Is the referral process confidential?

Absolutely. All referrals are handled with the utmost confidentiality, and information is only shared with relevant professionals involved in providing support.

Who should I contact if I have further questions?

For any queries regarding referrals or additional support, please get in touch with us via info@honourthywomangroup.org or call **07506 799412**