
Overview

This standard is about working directly with clients to agree whether you can meet their needs or whether another service would be more appropriate. You may also be involved with receiving referrals from other services. Referrals may be to other services or advisers in your own organisation.

There are three elements

- 1 Agree and implement referrals procedures with clients
- 2 Review the quality of the referrals process
- 3 Accept referrals from other agencies

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Provide and receive referrals on behalf of clients

Performance criteria

Agree and implement referrals procedures with clients

You must be able to:

- P1 establish clients' needs and expectations of services
- P2 explain to clients which services you can provide
- P3 agree with clients which services you will provide
- P4 agree with clients which services would be better provided by other advisers or services
- P5 review the needs of clients against the service provision of other internal advisers or services
- P6 provide information about alternative services that are available to clients to enable them to make informed decisions
- P7 explain the referrals process to clients, including procedures for exchanges of information and any cost implications, check their understanding and obtain their agreement
- P8 confirm the acceptance criteria and procedures of the other services in line with organisational requirements
- P9 confirm that other services have the capacity and resources to deal with additional clients
- P10 agree any referral follow-up procedures with clients in line with organisational requirements
- P11 refer clients to other services in line with organisational procedures
- P12 record details of referrals in the appropriate systems in line with organisational requirements

Review the quality of the referrals process

You must be able to:

- P13 review with clients the effectiveness of
 - P13.1 the referrals process
 - P13.2 alternative services
- P14 agree with clients any additional actions that need to be taken to help them access appropriate advice, and:
 - P14.1 take steps to implement them
- P15 agree with other agencies any additional actions that need to be taken to meet clients' needs

Accept referrals from other agencies

- You must be able to:
- P16 provide accurate information to other agencies about the services you can provide
 - P17 check that clients' understanding of legal advice services is consistent with information you have provided
 - P18 review the referred clients' needs against your service provision and decide if they both match
 - P19 agree with the referring agency details of the referrals process in line with organisational requirements, including:
 - P19.1 confidentiality procedures,
 - P19.2 information sharing protocols
 - P19.3 any follow-up procedures
 - P20 accept client referrals in line with organisational requirements
 - P21 review the effectiveness of the referrals process and service provision with referring agencies in line with organisational requirements

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Knowledge and understanding

You need to know and understand:

- K1 how to obtain information from clients on their needs
- K2 what type of situations could require priority action on behalf of clients and what to do about them
- K3 how to obtain information on other services
- K4 how to evaluate the suitability of other services in meeting clients' needs
- K5 the processes and procedures of different services in relation to accepting referrals
- K6 how to match clients' needs against service provision and why this is important
- K7 how to check the capacity of other services to accept referrals
- K8 why it is important to check the capacity of other services to accept referrals
- K9 why it is important to ensure clients understand and agree to the referrals process, including confidentiality boundaries and information sharing protocols
- K10 your organisation's referrals procedures
- K11 why it is important to follow your own organisation's referrals procedures
- K12 reasons why it may not be possible to refer clients to other services
- K13 organisational procedures for handling situations where it may not be possible to refer clients to other services
- K14 possible follow-up procedures including where only parts of cases have been referred
- K15 the relevant national, local, professional and organisational requirements relating to:
 - K15.1 equal opportunities
 - K15.2 discrimination
 - K15.3 health and safety
 - K15.4 security
 - K15.5 confidentiality
 - K15.6 data protection
 - K15.7 conflicts of interest
- K16 the importance of complying with national, local, professional and

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- organisational requirements
- K17 organisational systems and procedures for recording referrals
- K18 why it is important to follow organisational systems and procedures for recording referrals
- K19 how to review the effectiveness of the referrals process with clients
- K20 why it is important to review the effectiveness of the referrals process with clients
- K21 why it is important to review the effectiveness of alternative service provisions
- K22 types of additional activities that can be agreed with clients in line with organisational requirements
- K23 why it is important to agree additional activities with clients
- K24 actions that can be taken to improve the quality of the referrals process
- K25 types of services you can provide, how to provide this information to others
- K26 why it is important to check the clients' and other agencies' understanding of the services you can offer
- K27 why it is important to review your service provision against the needs of referred clients
- K28 when you might need to refuse client referrals from other services
- K29 your organisational procedures for accepting referrals
- K30 why it is important to review the effectiveness of the referrals process with other agencies
- K31 ways reviewing the effectiveness of the referrals processes with other agencies

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Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

- 1 research
- 2 questioning
- 3 active listening
- 4 prioritising
- 5 negotiating
- 6 reviewing
- 7 decision making
- 8 presenting information
- 9 recording and storing information

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