

GUIDELINES FOR REFERRERS – THE DOOR

The Door's support services mainly comprise of volunteer mentor and support workers who work with individual young people aged 11 to 25 or are matched with a parent to provide support with parenting. In some cases one of our staff will be assigned to provide support.

In all cases the the member of staff of volunteer go through a recruitment process that includes two interviews and a full DBS check as well as a 7 session training programme which includes in depth Safeguarding training.

We continue to build on their skills and knowledge through monthly focused training evenings, mainly provided by outside agents, on subjects such as mental health and self-harm. Alongside this our volunteers are also supported on a 1:1 basis and have an annual appraisal with their Team Leader.

All mentoring and family support work is overseen and regularly reviewed by The Door's Director of Service Delivery and our Team Leaders.

It is important to note that The Door does not provide an emergency service. It is not a crisis intervention nor specialist support. It is general support to work with families and individuals, who request our help,

We work closely with other services who may be involved, to provide complementary support, but not as a substitute for other services. Early referrals give an opportunity for early intervention and preventative work, where an agreed plan can be discussed. Thorough assessments are undertaken by a Team Leader and a decision is made to determine the best support option. We work together with other agencies and often attend housing meetings, TAF reviews and CIN reviews and other agency meetings although we cannot guarantee attendance to all meetings for all cases.

Payment

From 1st March 2020 all referrals will incur an administration charge of £50; referrals will be processed once the administration charge has cleared. This can be paid:

- By cash or cheque (made payable to The Door Youth Project) include with the referral
- By card online at thedor.org.uk/charges or by calling 01453 756745
- By bank transfer to: 08-92-99, 65374506 (Please use surname of applicant as reference)
- By Invoice by arrangement