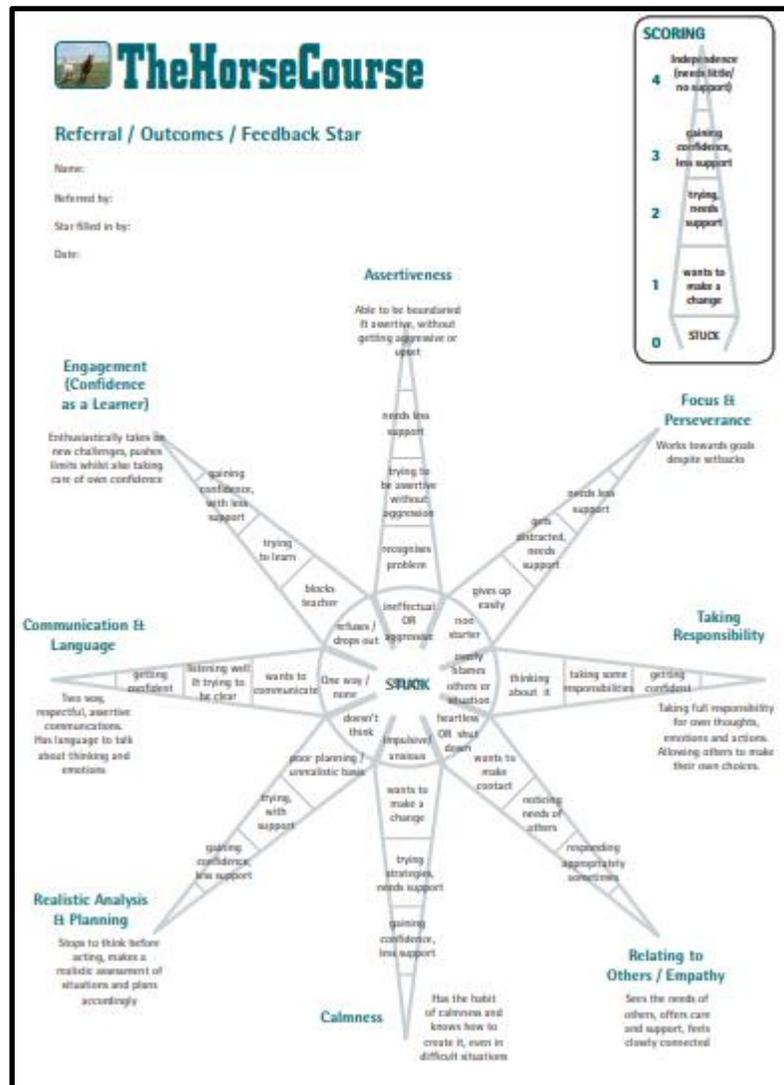


## REFERRAL REQUIREMENTS

Once you have expressed an interest in referring a client to Viewpoint Centre:

### PRE-COURSE

- We require a signed electronic or hard copy of our referral and consent form a minimum of 2 weeks before the course start date to secure the place. Please request paperwork by emailing [info@viewpointcentre.org](mailto:info@viewpointcentre.org)
- **\*\*The referral form must be completed by the referrer and not by the parent or carer\*\***
- Please bear in mind that a high score of 4 or 3 is for people that ARE functioning perfectly well in our society, and for most, OUR participants will score around 0 or 1 for at least several of the key skills as they will not be accessing education, training or employment regularly and will most likely be shut down/stuck and/ or having difficulty with relationships. This meets our specific criteria of helping those hardest to reach where talking isn't working. The scores are of course confidential and not ever discussed or disclosed to participants unless specifically requested via yourselves.
- When assessing the scores, we ask you to consider each skill holistically, and not how they are in the exact moment with one or few individuals or situations.
- If you are unsure about the scoring in any way, please don't hesitate to give us a call.
- Suitability for lone working is another important factor as nearly all courses are 1-1, 1 participant with one facilitator. However parents and or support workers are very much encouraged to stay and observe, and even participate in one or two tasks (not with horses) as we have found this multi-pronged approach best practice for sustained change after our week has ended.



Score 0 for the middle of the star - graduating out towards the tips for higher scores

## DURING COURSE

- Please call us on 0300 7729692 to notify us of any changes as early as possible on each day of the course.
- Friday is all about celebrating achievement so we ask referrers to attend along with participant's family members and wider support, if possible. The presence and support sets everyone up for success. Not only does it normally make a huge difference to the self-esteem of each participant in that moment as they showcase their new skills, it also gives observers a valuable insight into our method, enabling them to support and extend the work ongoing. Hence parents & support workers are actively encouraged to observe the whole week, however we appreciate that on occasion for various reasons this is not always possible.

## FEEDBACK

There are 3 forms of feedback we require in addition to the original referral form and the facilitator feedback, which feed into data monitoring and impact evaluation for our evidence, and case studies for reporting back to funders and trustees:

1. **Confidential Feedback** Participant Form - the participants fill this very simple 5 Question form rating the experience 1- 5 in at the end of the course before they leave.
2. Immediate feedback **(Not Confidential)** - within a week or so post course we contact the referrer some spontaneous, immediate responses and testimonials from various sources - either themselves or parent, support worker, school etc that everybody is happy for us to use and share on our website, publicity and social media.
3. 2 Month **Confidential** Follow-Up - 2 months post-course, we send out a confidential feedback form for the **original referrer** to fill in. This is an opportunity for you to re-score the 8 skills areas independently of the original scores, so we can monitor longer term outcomes and complete our data for evidence and research purposes. Please pass this onto the relevant key worker if you are no longer working with the person.

**Thank you for helping us with this important information!**