



Warwickshire Pride

Registered Charity Number: 1162449

# Signposting and Referral Policy

## **Aim**

To enable access to appropriate services for LGBT+ people as needed.

## **Objectives**

- To ensure efficient communication and collaboration between service providers involved with the person concerned
- To minimise the number of different organisations an LGBT+ person comes into contact with before accessing the one most appropriate to their needs

## **Procedure**

All people who access Warwickshire Pride's services will be required to complete a registration form where relevant. Records of each session will also be kept where relevant. Only required information will be taken and all information will be kept securely in line with GDPR.

## **Signposting**

If an LGBT+ person approaches Warwickshire Pride with an issue that is outside of Warwickshire Pride's remit and expertise, then they will be signposted to an appropriate organisation who can help.

## **Referrals**

If Warwickshire Pride workers are working with an LGBT+ person on their issues and these become too complex for the worker to deal with, then the person will be referred (with their permission) to an appropriate agency by the Warwickshire Pride trustee or employee. For a safeguarding concern for a young person under 18, permission from that person is not needed and may be referred to the multi agency safeguarding hub.

## **Record Keeping**

If a referral is made to another organisation due to a disclosure being made, it is essential that the disclosure is documented and includes:

- Details of the person to whom the disclosure is made
- Date of the disclosure

- How the disclosure was made
- Why the disclosure was made
- What information was shared
- Service user consent to make a referral
- If no consent was given, the reason why a referral was made without it

Records should be:

- Clear
- Concise
- Structured
- Accurate
- Sufficient
- Not excessive or unnecessarily intrusive
- Respectful of the service user and third parties
- Consistent across entries

### Reasons for Referral

- The issue is outside of Warwickshire Pride's knowledge and/or expertise
- It is a complex case that needs input from more than one organisation
- There is a relationship breakdown between the person and Warwickshire Pride worker
- The person discloses that they are at risk to themselves or others

Last reviewed: January 2026

Next review due: January 2027