



Referral, Matching and Review Policy

1. Introduction

- 1.1. This document sets out the overall policy of The Island in relation to the way young people are referred for a service, how those referrals are dealt with, and how those young people who are accepted as in need of a service should be matched with a mentor.

2. General Principles

- 2.1. All referrals will be considered fairly, and without discrimination on grounds of gender, race, sexual orientation or disability.
- 2.2. Decisions as to whether a particular referral is appropriate for The Island will be made by the Mentoring Liaison Officer and Mentor Supervisor
- 2.3. The Manager of Mentoring Services and or; CEO will prepare reports for the Board of Trustees from time to time, which will include information on:
 - i) The number of referrals.
 - ii) The sources of those referrals.
 - iii) The proportion of referrals which, on assessment, have been accepted or rejected as in need of a mentor provided by The Island.
 - iv) The reasons why particular referrals have not been accepted.
- 2.4. The Island will consider referrals in respect of children aged between 8 and 17 year and 6 month, where their circumstances indicate that they need and would benefit from a relationship with an Island mentor.

3. Initial Responses to Individual Referrals

- 3.1. The Island will acknowledge receipt in writing, or by email, of all referrals within 7 working days of the referral being received in The Island office.

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Refers will be advised that it is the responsibility of Parent/Carers to initiate contact with us advising that voluntarily they would like for the referral to be processed.

- 3.2. An initial scrutiny of each referral will take place within 20 working days of the referral being received. Inappropriate referrals will be screened out at this stage.
- 3.3. Where the referral does not provide sufficient information to enable the Mentor Liaison Officer and or Supervisor to reach a decision that it meets the criteria set out in para 2.4, the referrer will be informed, and invited to provide more information, within 20 working days.
- 3.4. If no further information is forthcoming within that timescale, the referral will not be accepted.
- 3.5. Referrals which do appear to meet the criteria set out in para 2.4 will be added to a waiting list for assessment.
- 3.6. Where the waiting list of referrals which meet the criteria exceeds the number of potential mentors who will become available within the next three months, the Mentor Liaison Officer will advise the referrer accordingly, and may decide not to accept the referral on those grounds.
- 3.7. The Island will operate an open and closed policy for referrals and will cap referrals per quarter to appropriately manage intervention and support to a maximum number of 30. This will be reviewed quarterly for required changes as necessary and practical.
- 3.8. The Manager of Mentoring Services and or; CEO will report to the next meeting of the Board of Trustees how many referrals have been rejected, and the reasons for this.

4. Assessment and Matching

- 4.1. All referrals accepted for a service from The Island will be subject to an assessment.
- 4.2. This assessment will be undertaken by the Mentoring Liaison Officer or Mentor Supervisor or by another member of The Island team.
- 4.3. The assessment will involve a face-to-face meeting with the parent/carer, and with the young person referred.

- 4.4. The assessment will be used to inform any decisions made on The Island offering appropriate support and intervention for the individual young person.
- 4.5. On the conclusion of the assessment the refer and family will be advised accordingly of the next steps and in compliance with The Island Route Map
- 4.6. Prior to any appropriate matching taking place the mentor or supporter will have the right to review any information kept about the child by the charity to assess they feel comfortable and confident to meet the needs of the mentee, and shares some of the same interests: also that they are compatible by way of temperament and personality.
- 4.7. The individual child will then either be matched with a mentor where practical to do so or alternatively access an additional part of the Islands service, alternatively where a child specifies 1.1 volunteer mentoring only they may remain on The Island waiting list until an appropriate match is found. An alternative of early intervention may be our support groups, the appropriateness of these will be assessed on an individual case.
- 4.8. The aim of matching will be to ensure so far as practicable that the mentor is able to meet the needs of the mentee, and shares some of the same interests: also, that they are compatible by way of temperament and personality.
- 4.9. The process of matching will therefore, so far as practicable, prioritise making a suitable match, rather than allocation on a 'first come, first served' basis.
- 4.10. The Mentor Supervisor or another member of The Island team will organise an initial meeting between the mentor, the mentee, and the parent/carer of the mentee. In the course of this meeting, the role of the mentor will be explained to the mentee and their parent/carer, along with the policies of The Island, particularly in relation to Safeguarding and Confidentiality.
- 4.11. If it becomes clear to the mentor, their supervisor, the mentee, or their parent/carer that the relationship between the mentee and the mentor is not working, the Mentoring Co-ordinator may intervene to bring the relationship to an end. Wherever possible, the mentee should be prioritised in the process of matching a different mentor.

5. **Reviews**

- 5.1. Where the mentor, the mentee, or the mentee's carer indicates that the relationship is not working well enough to justify continuation, a review

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meeting will be convened to discuss the difficulties and to explore ways of resolving these.

- 5.2. Where the mentor, mentee, or mentee's carer indicates that extraneous reasons may prevent the relationship from continuing, a review meeting will be convened to discuss the difficulties and to explore ways of resolving these. These may include allocation of a new mentor, if the need remains, and the obstacles to continuing to deliver a service can be overcome.
- 5.3. Where there has been a minimum of 3 sessions consecutively missed sessions, with no appropriate rational given by either party, the Mentor Supervisor or Mentor Liaison Officer will conduct an appropriate review.
- 5.4. In any event, the Mentoring Supervisor will arrange review intervals at the start middle- and 10-month period if the mentoring relationship, to discuss individual goals and objectives. At 10months the discussion will take place whether it should continue at the same level or at a reduced frequency, or whether the relationship should be brought to an end.
- 5.5. Review meetings will normally be chaired either by the Mentor Supervisor, the Mentor Liaison Officer, or by a student on placement who is considered competent to take on this role.

6. Closure

- 6.1. Closure may come about as a result of any one or a combination of the following factors:
 - i) The mentee is acknowledged to have matured or grown out of the need for a mentor.
 - ii) The mentor's circumstances are changing and will prevent her/him from continuing in this role: and the mentee no longer obviously needs the mentoring service.
 - iii) The mentee or their parent no longer wishes to engage with the service.
- 6.2. When a relationship comes to an end, the following steps will be taken:
 - i) The Island will issue a formal letter of acknowledgement and thanks to the mentor, unless there are strong reasons not to do so. A decision not to write to the mentor in this way will be recorded in the mentor's file, with reasons.
 - ii) The referring agency will be informed, unless the mentee or their parent/carer has strong objections.
 - iii) The mentee and their parent/carer will be invited to complete feedback forms in respect of the mentoring service they have received.

- 6.3. A decision to end a mentoring relationship will normally be taken at a review. However, it is recognised that some families will not engage in a review. Such instances should be the subject of a decision by the Mentoring Co-ordinator as to which of the steps identified in para 6.2 above, should be implemented. The co-ordinator will report such instances to the Board of Trustees.