



Young People Referral Process

Our Referrals Process

WCS places considerable emphasis on providing accommodation and support suitable to the needs of those young people in our care. Our procedures therefore entail the following:

Prior to the person arriving at the company offices the referring authority must notify WCS either by telephone or email on the details provided. Where a referral is made by phone the referring authority must provide written confirmation within 24 hours of receipt of referral. a

The referring authority must provide the name/s of the young people, the number of young peoples pertaining to each referral, their ethnic composition, language spoken, estimated time of arrival or pick up and any other relevant information.

Our Promise:

- No young person will be refused accommodation on the basis of race, culture, religion or disability.
- Upon acceptance of the referral of the young person, the living accommodation manager will arrange to collect them. WCS will either pick up, or arrange transportation of the young person.
- On allocation of residential living accommodation WCS staff will provide the referrer with a room reference number.
- WCS staff will obtain copies of relevant Home Office paperwork and other documentation supplied by the referring authority.
- The young person will be given information explaining WCS role in the process of providing support for that young person.
- Each young person will be given a Welcome Pack including how the mechanism for dealing with any complaints is dealt with, and shown to their allocated accommodation. Interpreters will be made available to overcome any language barriers.