



# Requests for Service/ Referral Policy & Procedure

## Who can apply to use our service

- Anyone with learning disabilities (or a child with complex needs likely to go on to use adult learning disabilities services) can make a request to use our service. This includes any child or young person on the autistic spectrum.
- They can make a request via any route: family, social work, NHS, care providers, schools, college and day services.
- We can consider requests re people on the autistic spectrum.
- We are often able to cope with service users who have profound and multiple disabilities, usually by providing the service at home.
- Volunteers are not able to provide personal care, but links can sometimes be organised to work around this
- Challenging behaviour that would pose a risk to a volunteer or be beyond what we could expect a volunteer to cope with is likely to make a befriending link unfeasible.
- Unfortunately we are unable to offer a service to those with ADHD, dyslexia or specific learning difficulties who do not have learning disabilities.
- Fuller details can be found in the Carer Information Leaflet (see Carer page at [www.interestlink.org.uk](http://www.interestlink.org.uk)).

## How to make a request for service

- Please contact your local Branch Co-ordinator (details below) to discuss the request and arrange for them to visit a potential service user.
- Suggestions, ideas or concerns should also be directed to the Branch Co-ordinator.

**Berwickshire:** Volunteer Hall, Langtongate, Duns, Berwickshire TD11 3AF 01361 883662

**Adult Service:** Angela Laidlaw 07977 774515 [angelalaidlaw@interestlink.org.uk](mailto:angelalaidlaw@interestlink.org.uk)

**Youth Service:** Kate Borthwick Tel: 07527 699888 [kateborthwick@interestlink.org.uk](mailto:kateborthwick@interestlink.org.uk)

**Central Borders:** Stefanie Poletyllo, Triest House, Bridge Street, Galashiels, TD1 1SW

Tel: 01896 750020/07717 403529 [stefaniepoletyllo@interestlink.org.uk](mailto:stefaniepoletyllo@interestlink.org.uk)

**Roxburgh:** Val Reilly, CHSS Community Hub, 61 High Street,

Hawick TD9 9BP Tel: 01450 377600/07738 567498 [valreilly@interestlink.org.uk](mailto:valreilly@interestlink.org.uk)

**Tweeddale:** Mary Mouat, Volunteer Resource Centre, School Brae, High Street, Peebles EH45

8AL Tel: 01721 729348/0777 3303829 [marymouat@interestlink.org.uk](mailto:marymouat@interestlink.org.uk)