

The Goodwill Revolution: Referral Policy

Introduction:

The Goodwill Revolution (TGR) is committed to providing support to families and individuals in need within the Black Country. To ensure ethical and safe practices, we operate a referral system through trusted professionals. This policy outlines our referral process and the responsibilities of both referrers and TGR.

The Goodwill Revolution focuses on providing assistance to individuals whose lives have been significantly disrupted by *sudden* and *detrimental* life events or changes in circumstances. We seek to support those who have been unexpectedly thrust into challenging situations, leading to hardship and instability. When making a referral, please clearly outline the nature of the event and its impact on the individual's life.

Whilst we offer a broad spectrum of assistance, each referral must specify a single, concrete request for support, including the type of support that would be most appropriate. This is a one-time opportunity, and further requests require new referrals. Support duration will be determined based on the offered assistance and may include a start and end date. Extensions may be considered upon professional advice, tailored to individual circumstances.

Referral Sources:

TGR accepts referrals exclusively from trusted sources, including:

- NHS Social Prescribers
- Schools (teachers, counsellors, SENDCo etc.)
- Social Workers
- Other recognised professional bodies.

All referrals must be submitted using a verifiable work email address to confirm the referrer's professional status.

Confidentiality and Data Protection:

- Referrers are responsible for maintaining the confidentiality of the individual/family they are referring.
- Personal details of the referred individual/family will not be shared with TGR unless explicit written consent has been obtained from the individual/family.
- TGR will liaise with the referrer to determine the most appropriate support to offer. This collaborative approach ensures that support is tailored to the specific needs of the individual/family.
- All communication and support delivery will be managed through the referrer, ensuring compliance with GDPR, safeguarding, and ethical practices. This method protects the individual/family and reduces potential stigma.



- It is the referrers responsibility to ensure the person/family that is being referred is aware and consents to their case being forwarded to TGR in order to request further support.

Support Services:

TGR provides a range of support services, including but not limited to:

- Arrangement of counselling sessions.
- Vouchers for shopping bills.
- Support with the purchase of essential furniture.
- Support with childcare costs/respite care.

Important Note: TGR does not provide cash or money transfers. All transactions are managed via the referrer.

Funding Availability:

- **Please note that the support offered by TGR is dependent upon the funds we have available at any given time. We reserve the right to pause referrals at any time due to lack of funds.**

Eligibility and Geographic Coverage:

- Individuals/families referred for support must reside within the Black Country.
- The referrer must provide the area of residence to confirm eligibility.
- No specific personal information will be passed to TGR.

Anonymity and Story Sharing:

- TGR may share general stories of individuals/families who have received support.
- No names, addresses, or other identifying information will ever be disclosed, ensuring complete anonymity.

Referrer Responsibilities:

- Referrers must ensure that the support requested is appropriate and necessary.
- Referrers are responsible for delivering the support to the individuals/families they refer.
- Referrers must agree to these terms prior to making any referrals to TGR.
- Referrers must ensure that the person/family that is being referred is aware and consents to their case being forwarded to TGR in order to request further support.

TGR Rights:

- TGR reserves the right to decline any referral that does not meet the criteria outlined in this policy.
- TGR reserves the right to modify this policy as needed.



By submitting a referral to The

acknowledge and agree to abide by the terms and conditions outlined in this policy.

Goodwill Revolution, referrers