

Social prescribing and community-based support guide: Checklist B – Referral and management requirements

In addition to policies and other documents, link workers will ask key questions of VCS service providers to check processes and capabilities are in place to respond to referrals. This checklist is taken from the [Social prescribing and community-based support guide](#) and provides an outline of the referral and management expected from VCS organisations.

Requirement	Is this relevant to us?	Evidence/ what we need to do	Help and further information
Information on online directories for link workers to access	Is your organisation listed on relevant on-line directories such as North Yorkshire Connect and local directories? Is the information current?		North Yorkshire Connect
Recruitment of new members of staff and training volunteers	How does your community group support new members of staff and volunteers and ensure that everyone is supported to build skills and confidence within the group?		Volunteer support from Community First Yorkshire
Awareness of local link worker	Does your organisation know who this is and made contact?		GP practice information
Process for handling referrals/new service users	Staff and volunteers know how to interact with clients and have a common approach to build empathy and support clients to engage in the service		This will vary between organisations
Quality assurance and other requirements to monitor outcomes are in place	What new information might be needed and can be captured and reported on? Are you clear on what update information the link worker needs from you?		This will vary between organisations
Client experience feedback	Service users are encouraged to give feedback, for reporting and service improvements. We are able to respond to changes as a result of client or link worker feedback.		This will vary between organisations
Adaption and service changes can be implemented	Able to adapt and change to meet client needs. We have clear processes for staff to know how to make changes and record new processes and practices in work instructions used by staff and volunteers.		This will vary between organisations
Data capture system and impact measured	Data systems must be able to record and report using the same data fields as link workers. Data will include recording and holding information on the person referred as well as outcomes.		A way to measure mental wellbeing from Warwick Medical School