

Accepting Behaviour

Referral Policy

1. Purpose

This policy outlines the process for referring children and young people to Accepting Behaviour.

It ensures that referrals are handled safely, efficiently, and transparently, and that all decisions are guided by the principles of **acceptance, autonomy, and inclusion**.

The aim is to:

- Provide a clear pathway for Local Authorities, schools, and families to access support.
- Ensure every referral is reviewed fairly, consistently, and within agreed timescales.
- Maintain high standards of safeguarding and data protection throughout the referral process.
- Match each young person to a provision that genuinely meets their needs and capacity.

This policy aligns with:

- DfE Standards for Non-School Alternative Provision (2024)
- SEND Code of Practice (2015)
- Data Protection Act (2018)
- Equality Act (2010)
- Accepting Behaviour's ethos and **ACCEPT Approach**

2. Our Ethos and Commitment

At Accepting Behaviour, we recognise that most referrals come after a period of struggle or breakdown in traditional education.

Many of the children referred to us have experienced exclusion, school avoidance, trauma, or misunderstanding.

Our referral process is therefore built on the following values:

- **Empathy:** Every child's story matters and is heard without judgement.
- **Acceptance:** We remove barriers rather than expecting the child to adapt to unsuitable environments.
- **Transparency:** Referrers, families, and commissioners are kept informed at every stage.
- **Safety:** We never begin provision until all safeguarding and risk processes are complete.

- **Partnership:** Decisions are made collaboratively with families, professionals, and commissioners.

3. Referral Routes

Accepting Behaviour accepts referrals from the following sources:

1. **Local Authorities (LA)** – including SEND, Inclusion, or EOTAS teams seeking bespoke packages for children unable to attend school.
2. **Schools and Academies** – for part-time alternative provision placements or re-engagement programmes.
3. **Parents and Carers (Private Referrals)** – for children requiring home-based or community-based support outside the school system.

All referrals must be submitted via our secure online form:

 <https://www.acceptingbehaviour.com/referral-form/>

This ensures consistency, data protection, and timely processing of information.

4. Information Required in a Referral

The referral form must include:

- Full name, age, and contact details of the young person.
- Current educational status and attendance history.
- Relevant EHCP or professional reports.
- Key needs and diagnostic information (if available).
- Summary of what has been tried so far.
- Known risks, medical needs, and safeguarding details.
- Parental/carers contact information.
- Commissioning information (if applicable).

Where details are incomplete, Accepting Behaviour may request further information before proceeding.

5. Referral Process

Step 1 – Acknowledgement

- Once a referral is submitted, an automated acknowledgement is sent to confirm receipt.
- A member of the senior team will personally acknowledge the referral.

Step 2 – Initial Screening

- The referral is reviewed by the **Director** and **Designated Safeguarding Lead (DSL)** within **five working days**.

- Screening assesses:
 - Suitability for our acceptance-based approach.
 - Capacity within the service.
 - Any immediate safeguarding or risk concerns?
- If additional documentation is needed (e.g., EHCP, risk assessments, or professional reports), it will be requested promptly.

Step 3 – Consultation Meeting

- Where the referral appears suitable, a **consultation meeting** is arranged with the family, referrer, and relevant professionals.
- The focus is on understanding the young person's needs, strengths, and interests.
- This meeting may be held online or face-to-face, depending on circumstances.
- Notes from the consultation are documented and stored securely.
- If support continues the assessment notes will be included in the students SEED Plan.

Step 4 – Risk and Suitability Assessment

- The DSL and Director complete an internal **safeguarding and suitability assessment** to ensure we can safely meet the child's needs.
- If specialist support or equipment is required, this will be discussed with the commissioner before admission.

Step 5 – Decision and Offer

- A formal decision is made within **10 working days** of receipt of the full referral.
- If the referral is accepted:
 - A written offer is issued, detailing proposed hours, costings, staffing ratio, and support model.
 - A **Service Level Agreement (SLA)** is shared.
- If the referral is not accepted:
 - A written explanation, including recommendations or alternative signposting, is provided on request.

Step 6 – Confirmation

A placement is confirmed when:

- The commissioner (or family for private referrals) accepts the offer in writing.
- Funding approval is secured (where relevant).
- All safeguarding and data protection documentation is complete.

6. Timeframes

Stage	Action	Timescale
Referral received	Acknowledgement sent	Within 5 working days
Initial review	Screening by Director and DSL	Within 5 working days
Consultation meeting	Arranged with family/professionals	Within 10 working days
Decision and offer	Outcome shared with referrer	Within 10 working days after consultation
Placement start	Agreed with commissioner/family	Subject to readiness and funding confirmation

These timescales may vary slightly in complex cases, but communication will remain regular and transparent.

7. Safeguarding and Data Security

- All referral information is treated as **confidential and sensitive**.
- Data is stored securely in accordance with the **UK GDPR** and **Data Protection Act 2018**.
- Only authorised staff (Director, DSL, or Administrator) have access to referral records.
- Safeguarding concerns identified at referral stage are escalated immediately to the DSL and, where appropriate, to the Local Authority or relevant agency.
- All referrers are expected to provide full safeguarding information to ensure safe transition and continuity of care.

8. Equality, Diversity, and Inclusion

Accepting Behaviour welcomes referrals for all children and young people regardless of:

- Ethnicity
- Gender or sexuality
- Disability or diagnosis
- Religion or belief
- Socio-economic background

We do not tolerate discriminatory or deficit-based language within referrals. If such language is used by a third party, we will request that it be rephrased respectfully before progressing further.

9. Communication with Referrers and Commissioners

Transparency and collaboration are key to effective provision.

Throughout the referral process:

- Referrers are kept updated on progress via secure email or phone.
- Commissioners are informed of any safeguarding, health, or logistical concerns before placement.
- Once admitted, the child's attendance and progress are reviewed, with reports shared with all relevant parties.

10. Withdrawal or Closure of Referral

A referral may be withdrawn if:

- The young person's needs cannot be safely met within our model.
- Key information is withheld or inaccurate.
- Funding approval is not secured.
- The family or commissioner requests closure.
- There is a ½ terms notice period if the provision is closed.

A summary of discussions and recommendations will be provided in writing to ensure transparency and continuity of care.

11. Complaints or Appeals

If a referrer or family disagrees with the outcome of a referral decision:

- They may submit a written appeal to the **Director** within **10 working days** of the decision.
- The appeal will be reviewed independently by the **Designated Safeguarding Lead (DSL)**.
- A final written response will be provided on request.
- All complaints will be logged and reviewed as part of our quality assurance cycle.

12. Monitoring and Evaluation

- All referrals are logged on the Accepting Behaviour DATA DASH.
- Data is analysed when required to identify referral trends, response times, and inclusion gaps.
- Findings are discussed during management meetings to inform service development.
- Annual reports are shared with the Local Authority and commissioning partners, where applicable, and if requested. There is an extra cost for all report writing (£62 per hour)

13. Roles and Responsibilities

Role	Responsibility
Director (Aaron Yorke)	Oversees all referrals, ensures alignment with ethos and DfE standards.
Designated Safeguarding Lead (Aaron Yorke, Deputy DSL (Jayne Yorke and Daisy Ball))	Reviews all safeguarding and risk information.
Administrator	Manages referral tracking, documentation, and communication.
Referrers	Provide full, accurate information and engage in collaborative planning.
Tutors/Teachers	Participate in consultation and induction planning once referral is accepted.

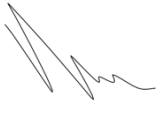
14. Review and Compliance

This policy will be reviewed annually or earlier if:

- National guidance changes.
- Internal procedures are updated.
- Feedback from referrers or commissioners suggests improvement.

Approval and Review.

This policy was approved by the managing directors Aaron Yorke and Jayne Yorke and is reviewed/updated yearly.

Date	Reviewed by Aaron Yorke (Managing Director)	Reviewed by Jayne Yorke (Managing Director)
May 2026		
	May 6 th 2026	May 6 th 2026