



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).

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: Judy Kay 07776 221843 judykay@interestlink.org.uk

Youth Service: Kate Borthwick Tel: 07527 699888 kateborthwick@interestlink.org.uk

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

Tel: 01896 750020/07717 403529 stefaniepoletylo@interestlink.org.uk

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

Hawick TD9 9BP Tel: 01450 377600/07738 567498 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