

creative ✦ active ✦ lives

## Referrals Policy

Version No. 1

Dated: 2nd June 2026

## **Purpose**

This policy outlines how referrals are made to Creative Active Lives CIC's DigiTribe services and how referral information is assessed to determine whether a placement is suitable, safe, and able to meet the needs of the individual.

## **Referral Sources**

Referrals may be accepted from:

- Parents and carers
- Schools and academies
- Local authorities
- SEN teams
- Social workers
- Virtual schools
- Alternative provision commissioners
- Other relevant professionals

## **Named Contact**

Referrers, parents, carers, and commissioners will be provided with a named contact within Creative Active Lives CIC who will support the referral process, answer questions, and coordinate information gathering and placement planning where appropriate.

## **Referral Information**

To ensure placements are safe and appropriate, referrers will normally be asked to provide relevant information before a placement begins. Where referrals relate to adults, equivalent information relevant to the individual's needs, support arrangements, health, wellbeing, and safety may be requested.

This may include:

- Adult, Child or young person's details
- Parent or carer contact information
- Emergency contact details
- Attendance information
- Education history
- EHCPs or other support plans
- Risk assessments
- Behaviour information
- Safeguarding information
- Medical information and healthcare plans
- Information regarding additional needs, disabilities, or vulnerabilities
- Details of any agencies involved with the child or family

Creative Active Lives CIC reserves the right to request additional information where necessary to assess suitability.

### **Assessment of Referrals**

All referrals are reviewed individually.

Consideration will be given to:

- The needs and aspirations of the individual
- Whether the provision can safely meet those needs
- Safeguarding considerations
- Health and safety requirements
- Staffing availability
- Reasonable adjustments that may be required
- Compatibility with the existing provision and participants

### **Risk Assessment**

Where safeguarding concerns, behavioural risks, medical needs, or other significant factors are identified, additional risk assessments may be completed before a placement is confirmed.

Creative Active Lives CIC may consult with schools, local authorities, parents, carers, and other professionals as part of this process.

### **Decision Making**

Following review of the referral information, Creative Active Lives CIC will:

- Accept the referral
- Request further information
- Arrange a discussion or assessment meeting
- Offer an alternative service where appropriate
- Decline the referral if the provision is unable to safely meet the individual's needs

Where a referral is declined, feedback will normally be provided to the referrer where appropriate.

### **Placement Planning**

Prior to the start of a placement, Creative Active Lives CIC will agree:

- The intended outcomes of the placement
- Learning goals and targets where appropriate
- Attendance arrangements
- Induction arrangements
- Safeguarding responsibilities

- Reporting arrangements
- Communication arrangements with parents, carers, schools, local authorities, or commissioners
- Any reasonable adjustments or support arrangements required
- Risk management arrangements where applicable

### **Referral Timescales**

Creative Active Lives CIC will aim to acknowledge referrals within five working days and will seek to make a decision, request further information, or arrange a discussion as soon as reasonably practicable. Timescales may vary depending on the complexity of the referral and the availability of information required to assess suitability.

### **Review of Placements**

For commissioned placements, attendance, engagement, behaviour, wellbeing, and progress will be reviewed regularly with the commissioner.

Where concerns arise regarding attendance, engagement, safeguarding, suitability, or progress, an earlier review may be arranged.

### **Ending a Placement**

Placements may end when:

- Agreed outcomes have been achieved
- The placement reaches its planned end date
- The learner transitions to another provision
- The placement is no longer considered suitable
- Significant safeguarding, health and safety, or behavioural concerns cannot be safely managed

Where possible, transition arrangements will be planned with the learner, family, commissioner, and any relevant professionals.

### **Record Keeping**

Creative Active Lives CIC will maintain records relating to referrals, admissions, attendance, safeguarding, risk assessments, support plans, and progress monitoring in accordance with the Data Protection Act 2018, UK GDPR, and organisational policies.

## **Policy Review**

This policy will be reviewed annually, or sooner where there are changes to legislation, statutory guidance, safeguarding requirements, recruitment practices, or organisational structure.

Last reviewed: 2nd June 2026

Next review date: 2nd June 2027

Approved by: Rachel Conlisk  
Director  
Creative Active Lives CIC