



Referral Policy

This policy outlines the referral criteria and procedure for Families to receive help from First Days.

- We accept referrals from professionals on behalf of families
- If family would like to self refer they will need to get a professional to endorse their referral.
- Professional' refers to, but is not limited to: GP's, Health Visitors, Teachers, Social Workers, Housing Officers, Health Visitors and Childcare Workers and other such professionals who work with families.
- Professionals must use their judgement to determine the level of need; in exceptional circumstances, if someone is available, First Days will send a volunteer to assess the need of the family.

Referral Procedure

If you would like to refer a family to First Days then you need to fill out the referral form on the website, or email us info@firstdays.net and request a referral form. You can then submit the details of the referral you would like to make.

Upon receiving a referral we will assess the application and review the stock we have on offer at the time. We will be in touch as soon as possible to let the referrer know what we can offer to help the family and then we will arrange delivery of goods. We prefer the items to be collected by the referrer and not the family directly. However, in exceptional circumstances we can arrange delivery directly.

As the items we have in stock change all the time we cannot guarantee that we will have what the family needs. In this case we will add the family to a waiting list and inform the referrer when an item becomes available.

All families who receive goods from us will do so in good faith that we have assessed the items to be good quality and safe (see separate Health and Safety of donations policy). They will be asked to sign an agreement that states that everything they have received is in good condition and safe and they understand their responsibility to maintain all items to keep them safe for their children.

In general we endeavour to fulfil all referrals within 14 days, often this can be quicker though. If the referral urgent or an emergency we will do our best to fulfil the request as quickly as possible.