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**Overview**

This standard is about working strategically to define and agree referral and information sharing principles and systems within your organisation and with other agencies.

**There are three elements**

- 1 Establish client referrals and information sharing principles and procedures to meet the needs of clients
- 2 Set up and agree systems and procedures for client referrals and information sharing with other agencies
- 3 Monitor and evaluate the effectiveness of client referrals and information sharing systems and procedures

## Set up and maintain client referral systems

**Performance  
criteria****Establish client referral and information sharing principles and  
procedures to meet the needs of the clients****You must be able to:**

- P1 agree with others in your organisation best practice for referrals and information exchange procedures
- P2 establish the availability of existing sources of information which supports referral procedures, including:
  - P2.1 where there are gaps
- P3 check that all legal requirements and organisational ethics and codes of practice are included in procedures
- P4 check that proposed principles and procedures are realistic and achievable in line with organisational requirements
- P5 check that proposed principles and procedures are consulted upon and agreed to in line with organisational requirements

**Set up and agree systems and procedures for client referral and  
information sharing with other agencies****You must be able to:**

- P6 establish working relationships with decision makers in other agencies providing legal advice services
- P7 clarify the legal advice services that other agencies provide
- P8 agree principles and procedures for client referrals and information sharing with other agencies
- P9 check joint referral principles and procedures are realistic, achievable and compatible in line with organisational requirements
- P10 check all relevant legal requirements and organisational ethics and codes of practice are included in procedures
- P11 agree processes and procedures for monitoring the effectiveness of interagency referrals and information sharing processes in line with organisational requirements
- P12 agree processes and procedures for modifying and improving interagency referrals and information sharing processes in line with organisational requirements

**Monitor and evaluate the effectiveness of client referral and information**

**sharing systems and procedures**

- You must be able to:
- P13 agree criteria for monitoring client referral and information sharing systems and procedures with others in your organisation
  - P14 agree data gathering procedures to inform the monitoring process in line with organisational requirements
  - P15 measure the effectiveness of referrals and information sharing systems and procedures in line with organisational requirements
  - P16 work with colleagues to revise internal implementation procedures to improve client referral processes
  - P17 work with colleagues in other agencies to revise interagency principles and procedures to improve referral systems and processes

## Set up and maintain client referral systems

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**Knowledge and understanding**
**You need to know and understand:**

- K1 existing best practice in information exchange procedures, including:
- K2 how to use best practice to inform your organisation's procedures
- K3 the importance of involving colleagues in the development process and ways of doing this
- K4 different sources of information about service provision locally and nationally, including directories and websites
- K5 the importance of ensuring that proposed principles and procedures are realistic and achievable, including:
  - K5.1 ways of doing this
- K6 the relevant national, local, professional and organisational requirements relating to:
  - K6.1 equal opportunities
  - K6.2 discrimination
  - K6.3 health and safety
  - K6.4 security
  - K6.5 confidentiality
  - K6.6 data protection
  - K6.7 conflicts of interest
- K7 the importance of complying with national, local, professional and organisational requirements
- K8 the importance of consulting with colleagues and ways of doing this
- K9 the advantages of joint agency working in providing effective and efficient client services
- K10 factors that might adversely affect interagency working and how to overcome them
- K11 the importance of establishing services provided by other agencies
- K12 principles and procedures that should be included in agreements
- K13 how to check if proposals are realistic and achievable
- K14 different kinds of monitoring processes that can be implemented
- K15 the importance of monitoring the effectiveness of interagency referrals and information sharing processes
- K16 different kinds of criteria to use to monitor client referrals and information

## Set up and maintain client referral systems

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sharing systems and procedures

K17 different ways of gathering information and data about client referrals and sharing of information systems and procedures

K18 how to evaluate information gathered about client referrals and information sharing systems and procedures and why this is important

K19 how to measure the effectiveness of procedures

K20 the importance of involving colleagues in the review and revision of processes

**Additional Information**

**Skills**

The skills you will need to enable you to deliver the service effectively are:

- 1 questioning
- 2 active listening
- 3 negotiating
- 4 influencing and persuading
- 5 evaluating
- 6 decision making
- 7 planning
- 8 presenting information

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## Set up and maintain client referral systems

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<b>Developed by</b>	Skills for Justice
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<b>Originating organisation</b>	Skills for Justice
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<b>Relevant occupations</b>	Legal Advisers; Legal Associate Professionals
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<b>Suite</b>	Legal Advice
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<b>Key words</b>	Information sharing; agree systems; retain information; transfer; develop systems
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