

# Signposting Policy

## **Compass Disability Services**

Units 11 – 12 Belvedere Trading Estate,  
Taunton,  
TA1 1BH

August 2015

Review Date: August 2020

### **Introduction:**

Compass Disability Services' mission is to "To enable and empower disabled people and carers to have independence, choice and control in their lives" and we strive to get involved in projects which ultimately work towards this aim. However we must also ensure the financial stability of the organisation and funding is secured for each project that the organisation facilitates. Most of the projects that Compass Disability Services operate are determined by a Service Level Agreement or a Contract which outlines the service(s) the funding has been awarded for and across which geographical area, for example consultation services in Somerset. Other projects might be funded through grant applications.

Part of ensuring the financial stability of the organisation, is by restricting the services we deliver to only those which we are funded to deliver at that time, (unless in certain circumstances a strategic decision may be made to pursue a particular aim or function without the required external funding). In doing this, we are also ensuring that we are not giving people out-of-date or misguided information (for example), or interfering with a service that may be being delivered by another organisation in that geographical area. This would not be in the interests of Compass Disability Services, the other organisation, or most importantly the individual.

### **Policy Statement:**

If an individual requests a service or information from Compass Disability Services that we are not funded to deliver, staff are trained to refer the individual to a suitable organisation. This process of referring or suggesting other organisations to an individual is known as signposting. Compass Disability Services is committed to treating all individuals with respect and staff are trained to act in an appropriate manner when signposting.

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## **Signposting Options:**

Compass Disability Services staff will signpost individuals to the organisation(s) they feel best placed to help the individual. Guidance is not available on which specific organisation staff should signpost to, as each caller has a different situation or problem, possibly in a variety of geographical areas, therefore staff will use their own best judgement in each case.

All staffs are made aware of national, regional and local organisations that work in areas such as: equality, advocacy, health, adult care services, information and advice, etc. Staff will be made aware of organisations from the Statutory, Private and Third sectors. Examples include local government, NHS Patient Advice & Liaison Service (PALS), Equality and Human Rights Commission (EHRC), Citizens Advice Bureau, etc.

If at any time staff feel that they are unable to signpost an individual effectively, they will informally consult with colleagues to determine the best course of action and to share information, with the ultimate aim of helping the individual as much as they can, without going beyond the remit of the services the organisation is funded to deliver. In the event that staffs are unable to suggest a suitable organisation, they will recommend the local authority social care help desk or a national helpline to the caller.

There will be information leaflets available in the office and on display at external events relating to local councils and other relevant organisations.

## **Policy Revision**

This policy will be reviewed every five years and amended as necessary, or earlier if appropriate in relation to changes to the operations at Compass Disability Services.

All employees should pass suggestions or recommendations for the revision of any aspect of this policy through normal channels to the Chief Executive.

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