



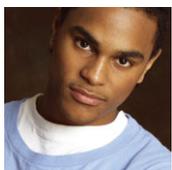
 refernet™

The perfect fit for client referrals

A guide to Refernet

Introduction

Refernet™ is a secure web application which has been developed to facilitate effective and timely referral of clients.



I didn't know where to turn for help.
It's so confusing. My keyworker tried to find someone to help, but they didn't know who to ask.



The problem

The problems associated with making and receiving effective referrals are well documented. Professor Hazel Genn in Paths to Justice (1999) first recognised the “Herculean efforts many people have to make to see an adviser”. The Legal Services Research Centre identified “referral fatigue” in Causes of Action - civil law and social justice in 2005 and 2007 where people become increasingly unlikely to obtain advice on referral as the number of advisers they use increases.

This suggests a degree of exhaustion amongst the public as a result of being pushed from adviser to adviser.

Advice agencies and legal service providers are under increasing pressure to take on more cases and to be more efficient. Poor referral leading to non-chargeable work, client “no-shows” and peaks and troughs of workflow undermine all efforts to make contract and private work profitable.

There are many organisations and agencies in the public sector who work with vulnerable people, and with people who are experiencing a range of problems. Much time is wasted in signposting these people for help, without knowing whether they actually get the help they need. Where staff attempt to make a proper referral much time is spent trying to get through on the phone to make appointments, and in trying to find the right information to make the right approach. **The end result too often is that people who have an urgent need of advice and legal help fail to get it.**

The dire consequences of this are well known: Overindebtedness, family breakdown, homelessness, depression, mental illness, poverty and social exclusion.

Service delivery partnerships

The growth of service delivery partnerships in areas such as homelessness prevention, reducing re-offending, children and family centres etc. requires a means to make these partnerships work collectively. The lack of a client-facing communication tool can lead to tensions between partners and service failure.

Our solution

Refernet creates a referral partnership between service providers and referring agencies which is secure, responsive, tracks client referrals and records activity. Refernet has been tested by over 1400 advice and legal service providers for security and effectiveness.

Refernet can be used for small or large networks of providers and can support Community Legal Advice Centres and Networks, Integrated Social Law Networks, Community Banking Partnerships and many other networks and partnerships.

Access to the system is password protected. Different levels of users have different access codes. Referrals are made via the secure server and recorded, creating referral alerts direct to the service provider.

Referral templates make referral quick and easy, and ensure that all the relevant information on the case is made available to the receiver. Each referral requires a response from the receiver - this ensures that clients are not ignored or forgotten - and gives confidence to the referrer that the help will be given.

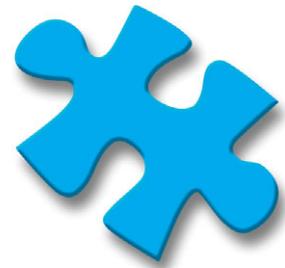
Where the receiver cannot accept the referral Refernet facilitates onward referral to the right source of help, and notifies the original referrer of this action. Refernet generates automatic appointment letters for the client to help to prevent 'no-shows' and can integrate into your internal systems diaries to log appointments.

Refernet is available as an off-the-shelf solution to your referral needs. Bespoke solutions can be developed using the unique Refernet system. Refernet can be as big or small as your network or partnership requires and, because it is a web-based application, the network of referring agencies can be widened to suit your needs. Refernet allows you to update and alter content, add or delete agencies and maintain your network or to have a full maintenance contract.

Refernet is the ideal solution for Legal Advice Centres and Networks, Financial Inclusion Partnerships and many other service delivery partnerships to have an effective and appropriate referral system to make and receive referrals. This can include a database of locally provided external services.

Key benefits include

- **Fast, efficient and effective**
- **Guaranteed security**
- **Responsive and traceable**
- **Maintain your own network**
- **Automatic appointment letters**
- **Wide range of service delivery partnerships**



Refernet overview

Refernet can be supplied to suit your requirements - the basic version with a simple search function is ideal for smaller partnerships in a defined area. The Advanced version has a sophisticated search function which enables larger partnerships to refer across a wide range of suppliers and locations. Both versions provide your organisation or partnership with its own brand or identity and acts as a focus for all its client facing activities.

Refernet

- **Ideal for smaller partnerships and organisations**
- **Bespoke branding and identity**
- **Password protected accessibility for different user levels**
- **Full content management system**
- **Comprehensive referral tracking and auditing function by systems administrator**
- **Easy to use, simple and intuitive**
- **Data security and password protected accessibility**

Refernet Advanced (everything as left, plus)

- **Wide application for national, regional and sub-regional partnerships**
- **No limit to the number of organisations**
- **Full search facility and filtering by category and level of service, geographical locations & more**
- **Enhanced service profiles**
- **Additional search facilities can be built to order**
- **Secure document transfer**

Some key benefits

For clients

Giving confidence that their problem is being referred to the right place, with confidential transfer of their details.

For legal service organisations

Giving clear information about the services you offer, times and locations, to ensure that all incoming referrals are relevant and to eliminate time-wasting calls.

For advice agencies

Helping a wide range of organisations and workers to refer clients to you without having to wait to get through on the telephone - improving your reputation and service delivery.

For Network co-ordinators

Giving you quick and easy access to all the data you require for contract compliance and to monitor performance.

For public & voluntary sector organisations

All the information you need to make quick and effective referrals in one easily accessible place and the ability to track those referrals to ensure that your clients get the help they need.

Would you like more information?

Contact us for an informal chat, online demonstration, or our representative can visit you to discuss your requirements.



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