



What happens when Aurora Project Lambeth receives a referral form from you? Here we will take a moment to explain our process to you. If you are unsure how to make a referral to Aurora Project Lambeth please see our [website](#) for the [referral form](#) and the [referral guidelines](#).

Whether you have made a referral to Aurora Project Lambeth by fax or by email we will also respond in the same way, and in the same time frame. Once we have received your referral we will send you an email notifying you that it's been received and is being processed. The referral form then gets passed to Jenni, our Service Delivery Manager.

Jenni will read through the referral form and decide whether or not there is sufficient information for us to be able to proceed. It maybe that Jenni will have further questions for you, to fill in gaps and help ensure that a suitable Peer Mentor match can be made.

Once all the information has been gathered, Jenni will contact the client directly. The client will be contacted within 10 days of the referral from being received. This contact is usually done over the phone and the purpose of this call is to:

- To introduce Aurora Project Lambeth and the work we do.
- To ensure that the client is happy to engage with a Peer mentor.
- To ensure the information in the referral form is correct and up to date.
- To ensure that the client is aware of next steps.
- To ask whether or not they would be happy for Aurora Project Lambeth to tell their referrer whether or not they have chosen to engage or not.

If the client chooses not to engage we will contact the person that made the referral to let them know. Of course sometimes the client may say that they would prefer us not to disclose whether or not they have engaged. In this case we will let you know that the client wishes his engagement, or lack of engagement, with us to remain confidential.

As is the case often enough we find that clients don't answer their phones to us, so we send them a text message asking them to contact us. If after 48 hours we still haven't heard from them we pop a letter in the post to let them know a little about the project and to inform them that they have been referred to our project. This letter will ask the client to contact us if they would like to engage or find out more.

As soon as a client has agreed to engage with our service Jenni will use the Aurora Project Lambeth Matching guidelines (we wrote about this a few months ago, you can see the full article here) to find a suitable Mentor for the client. We will then arrange a first meeting.

Don't worry, that not the last you will hear from us. You should expect a "client update" three months after the client has been continuously engaging with their peer mentor. This update will let you know:

- What the client and volunteer have been working on together;
- What the client feels has gone particularly well since their first meeting;



- Achievements of the client;
- What the client feels they are struggling with;
- What the client and volunteer intend to work on over the next three months.

Please note that this update will only be sent to the person that made the referral should the client agree for this to happen. If the client would rather the referrers not receive this update we will not send it.