

Place Health and Adult Social Care Procedures

Preparing for Adulthood – Offer Whilst Waiting



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Practice Guidance

Offer whilst waiting for the PfA Team – What Happens While You Wait

Who Checks Referrals?

Every day, someone from our team checks new referrals (requests for help). This happens in the morning and throughout the day.

What Happens Next?

Once we've looked at your referral:

- You'll be added to our system and a manager will put a comment on your record about what needs to happen next
- Your name goes into a list called the **Allocations Tray**.
- We also add you to a special spreadsheet that helps us decide how quickly you need support.

How Do We Decide Who Needs Help First?

The spreadsheet uses colours and numbers to show who needs help the most:

- **Red = Urgent**
- **Amber = Medium**
- **Green = Lower priority**

Sometimes, we change the colour if we think someone needs help sooner. For example, if someone is nearly 18 and has serious safety concerns, we might move them to **Red** even if the system says **Amber**.

Keeping in Touch

While you're waiting:

- A social worker will check in with you however often you would like. This could be weekly, monthly and can change depending on what you need at the time.
- They'll ask how you're doing and if anything has changed.
- If something important comes up, we might change your priority.
- We can call, text or email you depending on what you would like us to do.

What Do We Do With the Info?

- We write notes about our chats and updates in your file.
- If something urgent happens, we'll act on it straight away to support you.

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Helping in Other Ways

Even if you're waiting, we can still:

- Give you advice
- Point you to other services that might help

Live Well Barnsley

Live Well Barnsley is a website that shows services, groups, activities, and events in Barnsley.

These can help you feel better and stay healthy.

We are updating all the information on the website.

Before you join a group or use a service, it is a good idea to contact them first.

This helps make sure the information is correct and the group is still running.

Further information and contact info

You can get more information, including contact details, by visiting

www.barnsley.gov.uk/PFA

Co-production with young people's drawings and what young people told us:

