

This summary sets out the minimum level of service you can expect from Hexagon. We are committed to meeting all of these standards, which have been agreed in consultation with Hexagon residents.

Hexagon does more than provide homes. We work to create opportunities to improve the lives of our residents. Where we do not provide a service ourselves, we will signpost or refer you to organisations which are better placed to help. This may be for:

- Employment and training opportunities
- Specific or general support
- Specialist information, advice or guidance
- Social and community activities

There is a distinction to be made between **signposting** and **referral**:

1. When we signpost further help, we give you all the necessary details to make an approach yourself to the relevant service. It is then your responsibility to follow this up.
2. When we refer you, Hexagon staff take on responsibility for making the initial contact between the person and the referral point.

All frontline staff have responsibility for referring and signposting. From time to time this may include volunteers or residents and service users on work experience placements.

Standards

We will:

- If you make a request which qualifies as needing signposting or referral, we will respond within 2 working days (if we cannot respond immediately)
- Not pass on personal details to external organisations without your prior permission
- Share personal details *within* Hexagon solely for the purpose of providing a more appropriate signposting or referral. This will be made clear to you.
- Inform you if you are being signposted or referred as to why that is being done, and give details about the referral point.
- Explain to you if signposting or referral to an external organisation is likely to be complicated, or if it is likely that it may be some time before you get a response.
- Be clear if the signposting or referral is to an external agency that makes a charge or that may not be impartial. We will explain the limitations of the agency, as far as we know them, to you
- Regularly evaluate signposting and referrals to partners and take action in the event of negative feedback or results.

If you would like this document produced in your own language, in Braille, large print or audio, please let us know.