






Referral Pledge

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A resident or champion will Connect to your service on the Connected Kingston Digital Tool	Your service will receive an email notification that a referral/connection has been made	Log on to Connected Kingston, following the link in the email	Contact the individual by phone or email to book an appointment, arrange a visit, or invite them to drop in	Once the individual has been contacted, you can change the status on Connected Kingston to 'Completed (actioned)'
				
There is a 10 working day window to respond to referrals				
<i>A resident may refer themselves, or a champion may do so on behalf of someone</i>	<i>The email will have details of what needs to happen next</i>	<i>You can change the status of the referral to 'In Progress'. Contact details will be provided in the referral</i>	<i>If an individual is non-contactable, you can set the status as 'Incomplete (closed)'. 3-5 Attempts should be made to contact the person</i>	<i>When a referral has been marked 'Completed' or 'Incomplete', the referrer and referree will receive confirmation</i>