



FAQs

1. I used to make referrals via a phone call directly to the programme manager, can I still do this?

We would like for all referrals to be made via the form on the website. If you are having any difficulty with completing this form, please call the office on 020 8768 6047 and someone will be able to assist you in completing the form on the website.

2. I used to make referrals via a referral form on word, can I continue to use this?

We are no longer accepting referral forms via MS word. The form on the website will ask you similar questions to the previous referral form.

3. When will I hear back about the referral I have made?

We have a fortnightly triage meeting to discuss the appropriate support and pathway for referrals. Someone may be in contact with you if they need to gather further information in preparation for the meeting.

4. I made a referral over 2 weeks ago and haven't heard anything back. What's happened to the referral I made?

We have a fortnightly triage meeting to discuss referrals and aim to feedback within 10 working days of that meeting. Please ensure you check your junk email in case we have emailed you.

5. Do you have a waiting list?

We run a variety of programmes/services. Some of the programmes will have a waiting list and others you will be able to access more quickly. We will endeavour to get in contact and let you know how long the waiting list is should you be interested in a programme that has a waiting list.

6. How is my data protected and stored?

We take privacy very seriously and do all we can to safeguard data. Please see our privacy policy [here](#).

7. How can I give I give feedback or complain?

We take complaints seriously and always strive to improve our programmes. Please see our 'Customer Complaints and Feedback' policy [here](#).

8. I'm not sure what programme is right for me or the person I'm referring. Is there anyone I can talk to before making the referral?

Yes, we welcome conversations about possible referrals. Please email referrals@palaceforlife.org and someone will arrange a call with you. Additionally, please see the '[our work](#)' section on the website to discover more about the range of programmes we deliver.

9. How can I learn more about the programmes available?

Please see the section on our website titled 'our work' or alternatively call 020 8768 6047 to find out more.

10. I heard Palace for Life only work with those under 18, is this true?

No, we work with individuals, of all ages, from all backgrounds. For more information on our programmes please see the 'our work' section on our website. Please ensure you obtain consent for the referral. If the referral is a young person aged under 16, we will contact the parent/carer prior to contacting the young person.

11. I'm interested in one of the programmes, can I refer myself?

Yes, we welcome self-referrals. Please follow the questions on the form and ensure you tick the correct box at the beginning of the form.

12. My referral has a criminal conviction; will you still work with them?

We have various criteria set out by our funding providers. We want everyone to be supported with making positive life choices. If you are concerned or worried about whether your referral will be accepted onto a programme, please still refer so we can discuss further with you.

13. Can I complete a 'bulk referral' if I am referring more than one person?

No, you will need to complete a separate referral for each individual.

14. Can I refer myself/someone else for more than one programme?

Yes, we will work with that individual on a pathway that is appropriate and supportive for them. Please indicate which programme areas they are interested in or would benefit from on the referral form.

15. Why do you ask me to prioritise and select multiple programme areas that would be particularly relevant for the person I am referring?

We run a variety of programmes that enable us to improve outcomes for referred individuals. We would like you to consider what your referrals primary, secondary and tertiary needs/interests are so we can coordinate appropriate support through our programmes. This will prioritise the referrals primary programme needs whilst also considering where else the individual needs support, allowing us to create a bespoke holistic pathway through our programmes and expert staff.

16. Can I withdraw a referral?

Yes, please call us on 020 8768 6047 or email referrals@palaceforlife.org to discuss withdrawing the referral.

17. I made a mistake on the referral form. Can I go back and change this?

Please email us at referrals@palaceforlife.org with what you would like changed and we can amend this for you.

18. I find it difficult to complete forms. Can someone help me?

Yes, if you don't have anyone who can help you to complete the form, please call us on 020 8768 6047 and someone will be able to help you make the referral.

19. How much of the referral form should I complete?

It is important that the whole referral form is completed in as much detail as possible. This enables us to identify the right support for the individual.

20. How long can you support someone for?

Our programmes vary in length. Please see our 'Our Work' page on the website for further information on each programme or click [here](#).

21. Who is eligible for your programmes?

We run a variety of programmes that cater for various needs. If you have a specific programme in mind please contact the manager of that programme, visit our ['Trustees and Staff' page](#).

22. Are your programmes free?

The majority of our programmes are free. However, we do charge for some programmes. Please see the ['Our Work'](#) section of the website for our programmes which have a fee.

23. I'd like to fundraise/ volunteer/ work/ make a donation for Palace for Life.

Please visit the 'Support Us' section of the website [here](#).

