**New referral and registration process 3.9.18:**

1. **Taking referrals:**

From now on we will be taking referrals only in writing either by email to the Haven mail ([the.haven@thehavenproject.org.uk](mailto:the.haven@thehavenproject.org.uk) ) or by post to the Administrator or Project Manager. The referral must contain the person’s full name, postal address (within the CO postal code area) and/ or email.

Within a week of receiving the referral our application for will be sent out either to the person’s email or postal address.

1. **The application form:**

This must be filled and returned to the project either to its postal address (10, St. Peter’s Court, Colchester CO1 1WD) or email address -as above. The application must be accompanied by a letter confirming the person’s PD diagnosis. These documents must be received within a month of the day the application was sent out. If the application is not received within this period. the referral lapses and a new referral must be made.

1. **Pre-registration and registration:**

Provided the application form and letter of diagnosis have been received within the time allowed, the person will be invited to ring, email or write to arrange an appointment to be preregistered. This invitation will be sent within a week of the application and diagnosis letter being received.

The prospective client must make contact to arrange for the pre-registration appointment with in a month of the invitation to pre-register.

If the person has not done this the referral will lapse and a new referral must be made.

If the prospective client comes in to preregister the will be asked to sign up to the acceptable behaviour statement and the group rules. After one month the preregistration is converted to a full registration UNLESS there are circumstances which require a different outcome. (This could be that we cannot register them or they do not want to be registered after all ; it could be that there will be some restrictions laid down on the service use).