



— SUFFOLK —
**INFORMATION
PARTNERSHIP**

Suffolk Information Partnership

Warm Handover Referral Scheme

What is the SIP and Warm Handover?

Suffolk Information Partnership:

A network of statutory, voluntary and independent sector organisations offering information and advice and delivering services to support people's health and wellbeing in Suffolk

Warm Handover:

A secure, online referral process for partner organisations to help their clients and families access services and further support, that they may not be able to find on their own, through a holistic approach and identifying need

BENEFITS FOR PARTNERS, CUSTOMERS AND SUFFOLK RESIDENTS



Relieves pressure on the system, keeping referrals away from statutory services and easy for practitioners to refer out



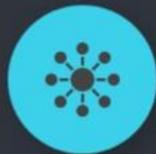
Provides visibility and data of the VCS and evidence of their worth in the wider system



Refer up to two people to multiple organisations in one referral



Partners supporting each other, e.g. attending events, talking to other organisations



Links into countywide holistic support network



Increased awareness and knowledge of partner organisations

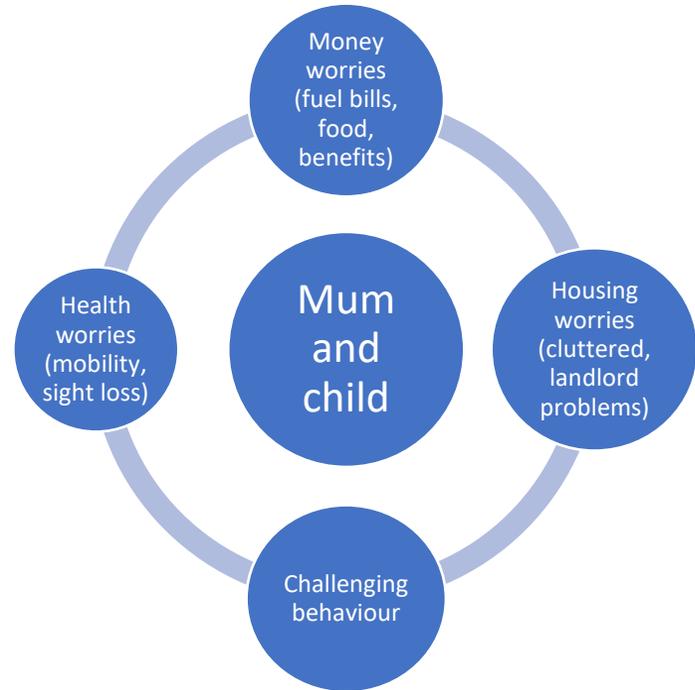
“Working collaboratively with other statutory and VCSE partners is essential. More and more we are seeing a cross-over of multi-support required from individuals” *BSEVC*

A few of the partners

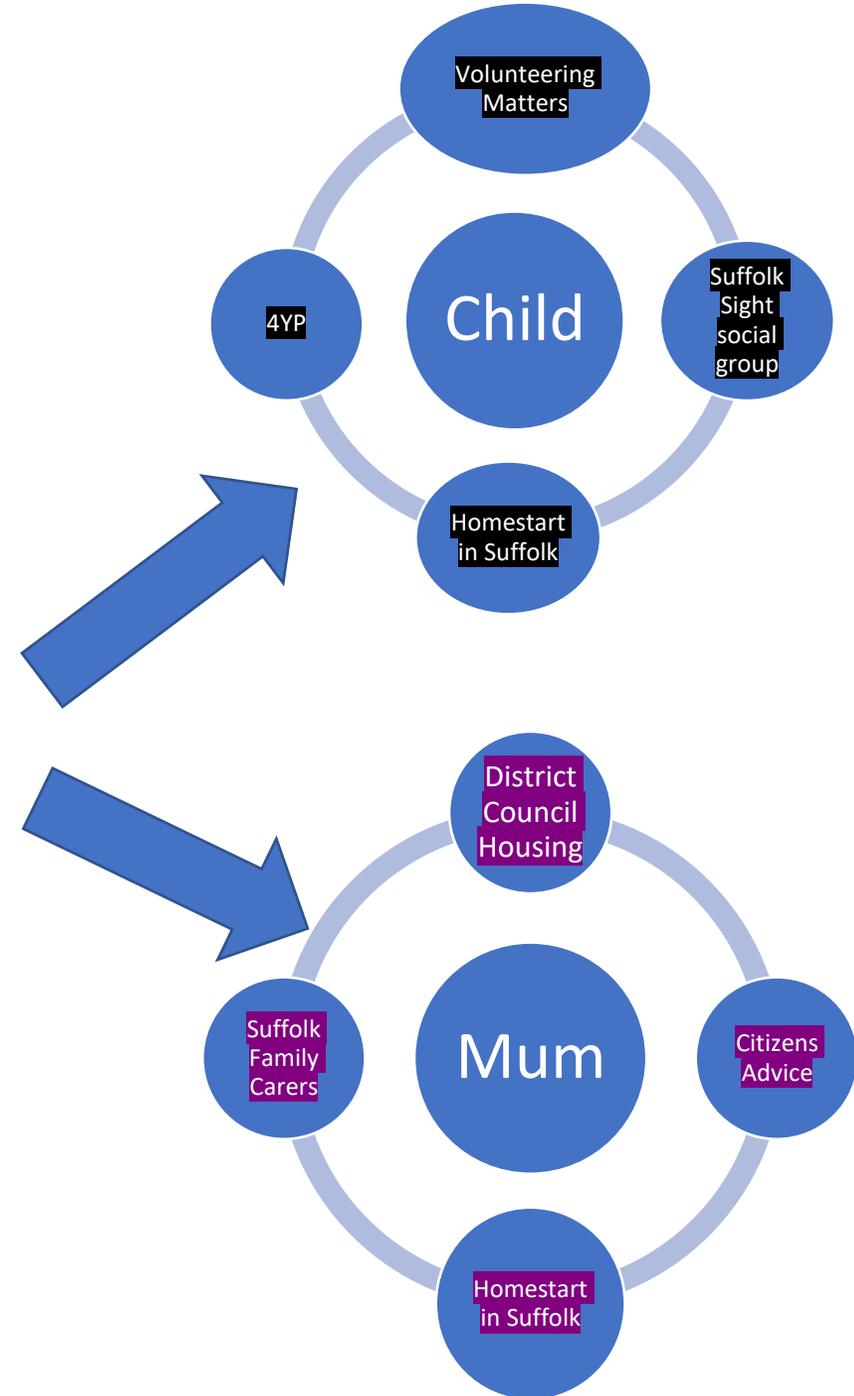


How the Warm Handover works

Organisation / Practitioner



The screenshot shows the Suffolk County Council website header with a search bar and a "Sign in" button. Below the header is a yellow attention banner: "Attention This page will timeout in 45 minutes at 3:48 PM". The main heading is "SIP Referral". Below this is a paragraph: "Please use this form if you are part of the Suffolk Information Partnership or Adult Social Care and wish to make a non-urgent referral to another organisation(s) within the Partnership. This form is not to be used for safeguarding concerns or emergency support. If you wish to refer a young carer to Suffolk Family Carers please use their specialist referral form in their Useful Links section." A warning message follows: "Warning: this form will time out if you leave it inactive." There are several navigation links: "Your Details", "Details of Person with Care Needs - 1", "Details of Person with Care Needs - 2", "About the Referral", "Details of Family Carer - 1", "Details of Family Carer - 2", "About the Referral", "Referral Organisation", and "Review". Below the links, it says "Fields marked with * are required". The "Your Details" section has three input fields: "First Name *", "Last Name *", and "Email Address *". A note at the bottom states: "A copy of this referral will automatically be sent to this email address, please check you have entered your email correctly."



Tools to support organisations

[Suffolk Information Partnership website](#)

What partners do spreadsheet

Partners	Area covered	Abuse	Advocacy	Befriending	Benefits Advice (Accredited)	Benefits Information	Community Transport	Consumer Advice	Crime Prevention	Debt Advice (Accredited)	Debt Advice	Decluttering/downsizing	Dementia	Digital Care	Digital support	Disability	Employment	Ethnic groups	Falls	Family Care	Family support	Fire Safety	Food bank/services	GP Services
4YP	Ipswich & Bury St Edmunds																							
Abbeycroft Leisure: Active Communities	West Suffolk, Mid Suffolk																							
Abbeycroft Leisure: Active Living Exercise on Referral	West Suffolk, Mid Suffolk																							
Ace Anglia	All Suffolk																							
Access Community Trust Waveney	All Suffolk																							
The Ace Project	All Suffolk																							
ActivLives	Ipswich & East Suffolk																							
Alumah	West Suffolk																							
Alzheimers Society	All Suffolk excluding Waveney																							
Anelia Care Trust	All Suffolk																							
Apprenticeships Suffolk	All Suffolk																							
Babergh & Mid Suffolk Council Customer Services	Babergh & Mid Suffolk																							
Babergh & Mid Suffolk Council Digital skills	Babergh & Mid Suffolk																							
Babergh & Mid Suffolk Council Housing Solutions	Babergh & Mid Suffolk																							
Babergh & Mid Suffolk Council Income Management	Babergh & Mid Suffolk																							
Babergh & Mid Suffolk Council Tenancy Management	Babergh & Mid Suffolk																							
Barton Mills Good Neighbour Scheme	Parish of Barton Mills, West Suffolk																							
The Befriending Network	West Suffolk																							
Better Housing Better Health	All Suffolk																							

Click on tabs at the bottom of the spreadsheet to view Food Network Organisations and Food Service Providers

Tools to support organisations cont:

Search buttons:



[Suffolk InfoLink](#)

Training – via MS Teams or viewing online training session video

Process

- Register to join by submitting required documents
- Once all documents received & agreed by SIP Admin your organisation will be added to the SIP mailing list, website, and set up on the Warm Handover referral system
- A test referral will be sent to you. Upon confirmation of receipt, you will be sent details of how to access the referral form
- Referral figures will be collated from 1 August to 30 September with payments made for this initial 'first' period during October. Thereafter referral numbers and payments will be collated and paid quarterly
- Payments will be transferred directly into organisations' bank accounts, and for payments to be made this way we will require your organisations' bank account details. These will be requested following set up on the system
- To access training (info about partners, search for services, how to complete the referral form) you can book onto one of our monthly sessions – found on [Events » Suffolk Information Partnership \(onesuffolk.net\)](#)
- Alternatively, you can watch our training video [Help & FAQs » Suffolk Information Partnership \(onesuffolk.net\)](#)

CASE STUDIES



Trading Standards received a complaint about a sofa. It appeared faulty and the trader was not contactable. During case discussions with the consumer, I established that she had health issues and had other problems in her life/home. After lengthy conversations, she agreed that I could make referrals for her for further support.

I also engaged the help of Suffolk Fire and Rescue Service re removing the potentially dangerous sofa from the home. They visited the home premises and advised the sofa was to be removed immediately. I also liaised with the consumer's housing provider.

The family members did not appear to meet the need level that would warrant a safeguarding referral, so I processed the SIP Warm Handover referral. Very quickly, Home-Start contacted the family and they have matched them with a Volunteer. After their advice, the consumer is also referring her daughter to Suffolk Young Carers.

A replacement sofa was sourced by the family. Home-Start sent them the links to the Wellbeing Service for the family, as it seems they may have resources that would be of use both to the consumer and the eldest son. Steps are also now being taken by the family around contacting the Housing Association for repairs, so hopefully things will begin to improve for them soon. The response from Home-Start was excellent and very supportive.



— SUFFOLK —
**INFORMATION
PARTNERSHIP**

The SIP and Warm Handover Referral Scheme is managed by Public Health,
Suffolk County Council

Find out more at <http://suffolkinformationpartnership.onesuffolk.net/>

Or contact:

Suffolk Information Partnership team

suffolkinformationpartnership@suffolk.gov.uk

01473 260796