

The logo for Bolton Together, featuring the word "Bolton" in white text on a blue rectangular background, followed by the word "Together" in white text on a red rectangular background.

Bolton

Together

A Useful Guide to Making a Referral to the IThrive Hub

How do I Refer?

You can only refer using the online referral form, found here: <https://bolton-together.org.uk/ithrive-2-19-years-referral-form/> This information automatically populates our database system and is where triage and allocations to providers for support takes place. We cannot accept referrals in any other format.

What Information should I provide?

Please explain as much as possible about the child/young person and what support they require with their emotional health and wellbeing. We are receiving a high volume of referrals with very little, or no details included. This makes it very difficult to appropriately triage referrals and ensure that we are in fact the right service to support the child/young person. Trying to fill the gaps in information is very time consuming and leads to longer delays to accessing support. Taking time to adequately complete the form the first time prevents follow up calls and requests for further information. If you have very little information, please try to find out more so that you know whether it is the right time and the right service to refer to.

If support is already in place

If the child or young person is already receiving support for their emotional health and wellbeing from school or another agency whether a statutory or voluntary organisation, we advise you **not** to refer them to the IThrive Hub. This enables better use of the resource and avoids conflicting support and information being provided to the child/young person.

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Is it okay to refer to Bolton Together if the child is open to CAMHS?

If the child/young person is awaiting an assessment, we advise that you wait until this has happened before making a referral as CAMHS may decide to signpost or refer to us following assessment, at which point the referral will be closed at CAMHS. If the child is awaiting a case manager, care coordinator or psychological therapy or treatment, we understand the wait can be long, but we advised that people who are open to CAMHS use this as their main intervention. This is because the IThrive Service is an Early Intervention Service designed to support children and young people and have the most impact before they are experiencing more complex difficulties.

Do I need to gain parental consent?

We strongly recommend that you receive consent from the parents and this is a requirement for anyone under the age of 14. Where a young person over this age does not wish to involve their parent, we ask that an assessment is made prior to referrals using the Gillick Competency Framework.

Do I need to get consent from the child or young person I am referring in?

Yes. Informed consent from the child/ young person is essential for IThrive to be able to support them. This means that they understand what they are being referred to and have agreed to receiving the support. IThrive is a child/youth centred service and without the involvement of the child we are unable to offer adequate support.

When I refer into Bolton Together can I make other referral to another agency at the same time?

Breaking Barriers, YMCA Bolton, BLGC and Fortalice all provide services through IThrive. There is no point referring to the IThrive Hub **and** to one of these providers for emotional health and wellbeing support. It is the same service. We think this approach makes it harder for services to support a young person as everyone is trying to achieve the same goal at the same time, without always realising it. We advise people to choose right intervention for that time, therefore only referring to one service at a time, then if things need escalating or deescalating there is appropriate services available.

What if a young person is already receiving school support, either therapy or behaviour management?

We think that schools are well placed to provide interventions that can improve emotional health and wellbeing, so we would encourage referrers, children and young people to complete current support before looking at referring onwards.

Can people self-refer?

Yes, you can self-refer into Bolton Together as a parent or young person over the age of 16.

Does there need to be an early help plan in place?

We do not need to have an early help plan in place but do appreciate knowing if there are any plans, e.g., child protection, child in need, child action or educational health care plans.

Is the information shared secure?

We work hard to keep your information safe and will only share with IThrive partners, educational and healthcare on a need to know basis as sometimes it helps us to support this young person together. We record some personal information which is stored securely via our bespoke database. Any data is anonymised for reporting purposes.

Safety Planning

The IThrive Hub and services **do not** provide crisis support. If the child/young person has disclosed risks to themselves, we recommend that a safety plan is completed by the referrer before referring using.

Bolton's Children and Young People's Pathway for Action following Self Harming Behaviour. The referrer is best placed to do this as you are already likely to have a trusted relationship with the child. Where risk is identified by the Hub at the point of referral this will be assessed to decide appropriate next steps. In such cases the IThrive Service may not be the right service at this time for the child/young person. A safety plan will be completed with the young person where this has not already happened, and The Hub will evaluate the right support at this time for the young person depending on the current level of risk.

What if a service does not work with the age range or offer the intervention I need?

The IThrive Hub aims to provide Information advice and guidance to referrers, however sometimes we cannot always provide the support a child needs or an intervention they would be eligible for. Therefore, we encourage referrers, to look at what these service offer, on a wider scale, as some deliver high quality and specialist non-iThrive programmes which you can refer directly to, which the child young person, parent/carer or family may be eligible for. To find out more about wider services across Bolton then please visit the BeKindtoMyMind website for more details.

[Directory – Be Kind To My Mind](#)