Appendix 2

Floating Support Gateway Service

Feedback from Referrers

- 90% Strategically relevant

- 90% Performing well

- 77% Informed about status of referrals

- 64% Improved information about services and ease of making referrals

Feedback from Providers

- 80% Contributes to increased utilisation

- 100% Referrals forwarded promptly, responsive to queries and prioritises referrals

- 80% Time saving

- 40% Increased referral sources

Improving and Developing the Service

- **Referrers suggestions**
- *'Joint strategies to engage the hard to reach clients'.*
- *'Waiting list and vacancies email once a month…'*
- *'Clients that are on the waiting list that are deemed to be at high risk should be placed on a priority list'*
- *'To reduce the waiting time lines'*
- *'Ensuring that the service is well publicised and that links with all connected agencies are well maintained'*

- **Providers suggestions**
- *'Establishing .. a drop-in service where clients can refer themselves'*
- *'I would like to see the system computerised'*
- *'.….the Gateway develop into a highly recognised referral service in all boroughs…to help pick up on referrals coming into the borough'*