

**RECORD OF DECISION TAKEN UNDER SCHEME  
OF DELEGATION BY MEMBER OF SENIOR  
MANAGEMENT TEAM IN CONSULTATION WITH  
PORTFOLIO HOLDER / COMMITTEE CHAIRMAN**



<b>SMT Member:</b>	Jennifer Mullin
<b>Service Group:</b>	Neighbourhoods & Development
<b>Portfolio Holder / Chairman:</b>	Cllr Titherington
<b>Portfolio / Committee:</b>	Health Wellbeing and Leisure

**Subject:** Adoption of REFERNET, digital referral system

**Decision:** To become part of the emerging REFERNET network in Lancashire, with a one off financial contribution as an early adopter

**Details and Reasoning:**

**Background**

One of the recommendations that emerged from the Scrutiny Task Group review of Social Isolation and Loneliness in 2015 was to develop an accredited protocol for partner organisations referring older people to other agencies so that the case is managed more efficiently and effectively, including data sharing. A solution has been developed called Refernet and has already been rolled out in Chorley Borough.

As the Council seeks to transform services, deliver digital transformation and support new ways of working with partners; Refernet provides that opportunity to progress and be part of the core group of founding organisations for the County.

Leadership Team considered a report to adopt Refernet (25<sup>th</sup> February 2019) which was approved.

**Details & Proposals**

Refernet is a secure, online referral management system that's been developed to provide secure communication between partners, offering external agencies and organisations a simple and secure method of referring their clients for help. It is designed to complement existing case management tools or it could act as a simple case management system in its own right.

The purpose of Refernet is to develop a single point referral system that brings together statutory bodies, local authorities, health services and the 3rd sector organisations in one place rather than the many and varied referral processes out there.

It provides a trackable and auditable client journey with recorded outcomes. It's been in development for almost 10 years and after successful testing in other areas by Citizens Advice, it's now ready to expand across the country.

The initial roll out of Refernet will include the following services;

- Environmental Health
- Housing Options
- Benefits
- South Ribble Integrated Team

As an early adopter of the system, South Ribble will be admitted to the steering group and be part of the systems wider development.

**Wider Implications  
(including Financial, Legal,  
Equality and Risk):**

Financial – The cost is a one off contribution of £10,000 to the project to become an early adopter within Phase II of the roll out of Refernet in Lancashire. This can be funded from unallocated New Burdens grant that is within the reserves balances.

Equality – Use of the system should assist in ensuring people with additional needs or support can be directly referred to services that are able to assist.


Risk -.The risks to data management and implications have been considered and a Data Impact Assessment has been duly completed and a data sharing agreement in place.

**Report attached?  
Exempt from publication?  
If exempt, give reason(s):**


No

No


**Signed:**

  
Date: 16/8/19


Financial  
Management

  
Date: 16/8/19

Legal  
Services

  
Date: 16/8/19

SMT Member

  
Date: 19/8/19

Portfolio  
Holder/  
Chairman

**Publication Date (DST use):**

Decision template revised June 2013

**THIS DECISION WILL COME INTO FORCE AND MAY BE IMPLEMENTED FIVE  
WORKING DAYS AFTER ITS PUBLICATION DATE, SUBJECT TO BEING  
CALLED IN IN ACCORDANCE WITH THE COUNCIL'S CONSTITUTION**