THE DONALDSON TRUST

The National Body for Neurodiversity

Guide to Our Application and Assessment Process





Introduction

The Donaldson Trust supports children, young people and adults through its services, encouraging each individual to realise their potential.

An application can be daunting, and this guide aims to take you through each step of the process.

It can seem like a time-consuming process, but like you, we want to make sure Donaldsons is the right choice for you and those we support.

Throughout the application process there will always be someone to help you.

Step by step guide



01 Initial Enquiry

To ensure we are the right provider, it is essential to establish if our services are suitable for you. This is why we ask you to complete an initial online **Enquiry Form** to gather relevant important information.

We can help you should you need any assistance in completing this form.

Once we have received the Enquiry Form, we review it and we may ask some further questions.

Next steps: Based on the information you provided, we will confirm one of the following steps:

- A visit to the service (move to Stage Two)
- If we decide our services will not meet the supported needs at enquiry stage, we will let you know in writing clearly stating the reasons why.



02 Visit

Stage two of the application process will invite you to have a visit to our services, to understand more about the support required and if a placement at one of our services can meet those needs.

This visit provides an opportunity to ask any questions while seeing the environment and facilities we provide. We will schedule the visit at a mutually agreed time, whilst minimizing disruption to individuals using our services. We may also ask more questions about the applicant to better understand their needs.

Next steps: After the visit and based on information provided and further assessment of placement suitability, we will confirm one of the following steps:

- An Application Form will be sent to you (move to Stage Three)
- A decision has been made that our services will not meet the needs of the potential applicant, and we will confirm this in writing clearly stating the reasons why.



03 Application Form

An **Application Form** will be sent to you with a request for additional supporting documentation.

Supporting documentation could be, but not limited to:

- Education reports
- Medical reports/ assessment letters
- Social work assessments
- Written observations of the child/ young person / adult carrying out tasks
- Documented discussions with parents and professionals involved from previous placements or assessments (such as educational psychologists, social workers, teaching staff at current educational establishments)

We can help you should you need any assistance in completing this form.

Once we have received the Application Form and Supporting Documentation it may be necessary to ask some further questions or request additional information.

The Application will then be reviewed and considered by the Service Team. We may contact you again to ask for further information.

Next steps: We will confirm the next steps which will be one of the following:

- Invite to attend an Assessment Visit and/or Profile Meeting (move to Stage Four)
- A decision has been made that our services will not meet the needs of the applicant, and we will confirm this in writing clearly stating the reasons why.

04 Assessment Process

As part of our assessment process we will arrange visits to help us explain more about the services we offer and discuss the support needs in more detail. Assessment visits may take place in your home and in our services.

During assessment visit(s) to our service, activities may be scheduled to allow an accurate assessment to determine if our specific service can meet the applicant's needs.

We may request further information and supporting documentation, and arrange additional visits and meetings, to ensure we have sufficient information to complete our assessment, and ensure we can provide the right placement to meet the needs highlighted.

Next steps: We will confirm the next steps which will be one of the following:

- Offer a placement
- A decision has been made that our services will not meet the needs of the applicant, and we will confirm this in writing clearly stating the reasons why.



05 Placement Offer, Funding and Contract

At this stage you will receive an **Offer of Placement** letter by email. This letter will confirm the following details:

- The service we can provide and why we think that's best matched to the needs and wants of the applicant
- Placements start dates will only be agreed when written confirmation of funding is received by us
- Where a delay in agreed placement start date occurs, we may require to undertake further assessment to ascertain placement suitability based on current circumstances
- Every Placement is subject to a review within six weeks of the start date
- The full cost of the Placement, and where applicable any additional costs, will be provided in advance of the placement agreement, and updated annually with a 12 week notice period.
- We will ask you to confirm acceptance of the 'Offer of Placement'. If we do not receive an acceptance from you within a six week period, we reserve the right to withdraw the offer of placement or request that a further assessment of placement suitability is undertaken. A decision will be made by the Service which may result in either the 'Offer of Placement' being held open subject to regular monthly updates, or the 'Offer of Placement' being withdrawn
- Once the provisional start date and days of attendance have been confirmed, a contract will be drawn up. Once a signed contract has been returned, preparation for starting in service will commence and we will work in partnership with you to agree a suitable transition plan into service.

Please refer to our Guide to Starting in Service for more information on this stage.

Contact:

If you have any questions, or require support at any stage of this process, we're here to help you.

Call us:

01506 841900

Send us an email:

info@donaldsons.org.uk

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www.donaldsons.org.uk

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The Governors of The Donaldson Trust is a registered charity in Scotland, number SC017417.

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