

# Guidance on monitoring referrals

*Note: This tool forms part of a suite of guidance documents, tools and templates developed by the IPS Grow consortium. It should be read in conjunction with document “2.0 Introduction to IPS Grow delivery tools”. Further information can be found at [www.ipsgrow.org.uk](http://www.ipsgrow.org.uk). This tool was last updated June 2018.*

It is recommended that you monitor where your referrals are coming from and set up a system to be able to analyse patterns in order to best shape service improvement/development.

A suggested referral management system needs to be established to track and measure:

1. The date of a complete referral;
2. Who made the referral
3. The date the decision to accept or reject the referral was made;
4. The reason for any referral being declined;
5. The date the person commenced to receive employment assistance

Your system needs to keep track of multiple referrals and incomplete referrals, and make sure these are entered into the data base every day or every second day.