



**Brighton
& Hove**



How to refer to Harry

A guide for Switchboard staff

Here's the referral link to refer clients to us for advice:

<https://refer.citizensadvice.org.uk/task-lists/61971>

1. Click the link and enter your email (it only works from @switchboard.org.uk email addresses). You will then receive an email with a link which takes you to a secure referral page.
2. On that page you can enter client details, why the referral is being made and any other relevant information. It also allows you to attach any relevant/supporting documents.
3. There is also a client consent form that needs to be uploaded with each referral (Raf will share a copy). I have created this so that clients can get started with their appointment straight away, rather than having to repeat themselves or answer data handling questions.