

CALL FOR EVIDENCE AND INSIGHTS

EFFECTIVE REFERRALS WITHIN EMPLOYABILITY, HEALTH AND PLACE-BASED INTERVENTIONS

About the research

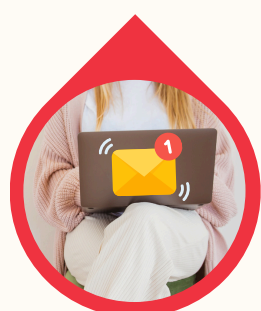


Rocket Science is working with the **Greater London Authority Trailblazer Team** to explore what makes referrals effective across sub-regional, local, and hyperlocal services.

We know that there is already a wealth of good practice across London and the wider UK about how organisations such as the NHS, housing associations, employment support programmes, education institutions and other services can work together to help people move into or closer to employment. Our goal is to build on this evidence and best practice to further support sub-regional partnerships, local authorities, and service providers in making effective referrals between and across services.

We're particularly keen to hear about:

Call for contributions



- Effective engagement and referral pathways: How people are referred into and between services - whether through formal, informal, or contractual relationships.
- Collaborative principles and approaches: Strategies for effective collaboration within complex service environments, both in place and at scale.
- Improving service integration, including:
 - Approaches to reach and engage people through diverse referral routes (e.g. health, community, family).
 - Knowledge about the offer and where people are referred to - 'getting it right first time'.
 - Data and story sharing approaches (e.g. "tell us once") that support seamless, trauma-informed transitions between services.
 - Methods to reduce attrition between referrals, including warm handovers and follow-up practices.
 - The skillsets and attributes of referrers - and how these are developed and sustained.
- Managing risks around data protection and data sharing in particular whether shared/integrated management systems work and in what way. For example, this would be easier within a Prime/Subcontractor relationship but more difficult between services and providers without a formal relationship or across geographic boundaries.
- Service design and user voice: How people's experiences and feedback inform the design and review of services, particularly around referral processes.

Get in touch



If you have relevant insights, evaluations, research, or experiences to share - or would prefer to discuss them in a conversation - please get in touch via info@rocketsciencelab.co.uk with the subject **GLA Referrals** to share your thoughts or arrange a call.

The deadline for contributions is 9th September 2025. Thank you!