Provider FAQ

What will it cost?
Link Maker is funded by authorities, and free to placement providers.

Do we have to add all our vacancies?
It's up to you; you might choose to add certain specialist vacancies, or none at all. At its simplest, Link Maker is an easy-to-use referrals portal, with added functions like case management, referral filtering and secure discussions.

Isn't this just another thing to login to?
Initially yes. But if only a small number of authorities choose to send you referrals through portals such as Link Maker, life could get easier. Potentially you could have a small number of portals to access, rather than many email accounts.

Will this mean we get better referral information?
We hope so. Authorities can use a universal placement request template, which has been designed to include all the information providers have said they need.

If it's national, might I get too many referrals?
You have control over this. You can set what kind of referrals you want to be alerted to by email, according to the type of placement, who the authority is, and other factors. At the same time, you can always view all the referrals that have been made available to you online.

What about the frameworks I am on?
Authorities can issue referrals to specific groups of providers according to tiers, lots etc. Sequences can be set to run automatically to avoid delay, and reports can evidence all referral activity.

Will it work on a phone?
Yes – referrals can be securely reviewed and responded to on smart phones and tablets, 24/7.

Will I lose control of my foster carers?
No. Foster carers (and children's home) profiles are available to local authorities only – not to other providers. No contact details for foster carers appear on profiles, and Link Maker will never share this information with anyone else. We are finalising the way foster carers use Link Maker to ensure they can be involved in placement finding as appropriately as possible, and you can read about this here: https://www.linkmaker.co.uk/pages/view/88

Do I have to publish costs?
No – you would only be asked for a price by an authority in relation to a specific placement.

Is it secure?
Link Maker is independently certified to ISO27001 and is used by almost every authority in Great Britain - we are not aware of a more secure way of arranging placements. All user data is owned by users themselves, and you can find full detail of our data protection and privacy arrangements here: https://www.linkmaker.co.uk/security

Can I get vacancy information directly from my own records system?
Link Maker is keen to save users updating information twice. We will be producing an interface (an 'API') which makes it possible for detail of vacancies to be pulled directly from other records systems.

I don't need help getting referrals – why bother?
We hope that you will find it worthwhile for the reasons above, such as receiving referrals in a more targeted way. We believe that platforms such as Link Maker can make it easier for authorities to access a range of options for children, according to their specific needs. We would also like providers to have a more reliable picture of where recruitment and development needs to be targeted, and platforms such as Link Maker can help with this.