

THE REFERRAL PROCESS

PUBLIC LAW (SOCIAL SERVICE REFERRALS)

Social workers are encouraged to get in touch with centre management directly to discuss their specific needs. Please note referral forms and risk assessments will need to be completed by the Social Worker and returned to enable us to review the referral before we can confirm booking of dates.

Please always ensure you mention in any enquiry the Contact Centre of interest. Our central email is contact.centres@agfamilysupport.com if you are not sure which centre might be applicable

PRIVATE LAW AND SELF REFERRAL

This guidance applies to Private Law referrals only – (Direct Families and Family Law solicitors)

Please start with getting in touch with your local AG Family Support Contact Centres and request a referral pack stating which contact centre you are hoping to use. Contact details for each centre are on the website. Ideally supply the email address of the resident parent /carer at this stage, if you are aware of it, but we appreciate in some cases you may not have their contact information only that of their solicitor.

Please note our administration services are only available Monday to Friday so any request for referral packs will not be actioned over weekends and bank holidays but will be responded to in due course.

Our central email is contact.centres@agfamilysupport.com if you are not sure which centre might be applicable

- The Centre Manager will get back to you with the view of providing you with our referral forms (referral and risk assessment forms) for you, as the referrer, to complete and return to us. We will also send referral forms to the resident parent to complete.
- Once we have the forms back from both parties, an invoice for the non-refundable referral fee will then be sent to the paying parent. Once this has been paid individual referral meetings will be sent up with the centre management and parents, these are usually on Zoom. Be assured that these are 1-2-1 and that both parents will not be at the same meeting.
- Only after the referral meetings have taken place can our centre managers review the referral as a whole and any associated risk to decide if we are able to provide the services requested.

- Please be aware we expect all our staff to be treated with courtesy. Shouting and abuse will not be tolerated, and all services will cease immediately.
- If parents are not to meet, we can arrange for handovers either side of the contact time with the child/ren. These are typically 15 minutes either side of contact and this additional time must be booked and paid for.
- Contact reports can be supplied if requested and paid for in advance.
- When it has been agreed that we are able to facilitate contact a pre-visit to the centre for the resident parent and child/ren is arranged (the non-resident parent is also welcome to visit the centre ahead of the first contact session) There are videos on the website of our contact rooms.
- Each parent will be asked to sign the contact agreement and plan (including review arrangements), with the view of contact sessions commencing as soon as they are needed.
- Once a date and time has been agreed, a provisional booking will be made, and an invoice sent to the paying parent. This must be paid no less than 5 days prior contact to confirm the provisional booking.
- Please be aware the time to process can take 1-3 weeks depending on form returns, payment, referral meetings and centre availability.
- Throughout our involvement with any one family, we will do our best to make sure the same, consistent workers are used. We know it is important to the children's sense of consistency and continuity!

Our website will provide you with details of all our centres, their locations, opening times for contacts and general information plus videos of the rooms.