

REFERRAL PROCESS

Contact Services

1. **Referrals from solicitors** – the solicitor completes a Families Forward referral form and submits to our main office, details of which are given below, together with the non-refundable Referral Fee of £100.00 (See separate referral process for Letterbox contact). Any relevant **Court** Orders must accompany the referral form. Where reports for Court are required this must be discussed with Families Forward at the time of referral, as this will incur extra costs. All fees are payable in advance.
2. **Self referrals** – Families Forward will accept referrals on the basis that both parties are aware that the referral is being made, and on receipt of the Referral Fee as described above.
3. On receipt, Families Forward will contact the parties to negotiate and date and time for separate initial meetings with both parties. This will usually be done within two weeks of receipt of referral and fee, and during that time a risk assessment will be undertaken, contacting any other professionals involved. Following the initial visits, a decision will be made as to whether a service can be offered.
4. Sessions will be charged at the following rates:

Supervised contact	£75 per hour (£130 for two hour session)
Supported contact	£45 per hour (£70 for two hour session)
Handover	£20 one way/£40 two way
Indirect (letterbox) Contact	
Postal contact	£20 per occasion (plus cost of postage for items over 100g)
Electronic contact	£10 per occasion
5. In respect of the payment for contact, these can be paid by cheque (payable to Families Forward) or online by bank transfer (we are not able to accept card payments on the day of contact. Online payments must be made at least 48 hours prior to the contact, or as otherwise advised. If payment is not **received**, the contact will not go ahead and further contact will be suspended. Please note, payment will still be required unless 24 hours notice is given of cancellation. The payment of the fee may be split between parties, but it will be necessary for total payment to be received before the session can go ahead. **Please note – the Legal Services Commission will no longer fund any work in connection with contact matters, whether this be attendance or reports for Court, or contact fees.** The bank details for online payments are as follows (please ensure that you include your surname as reference).

Bank	Co-operative Bank	Account Name	Families Forward
Sort Code	08 92 99	Account Number	65003165

July 2021