

**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. For those families referred by CAFCASS as part of our commissioned service, the number of contracted sessions requested by, irrespective of attendance, will be free of charge. After this time, further sessions will be charged at the following rate, the price for which includes the provision of notes on each session to both parties

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
Letterbox	starting price £20.00 per occasion, depending on level of service required

For all other referrals, the above charges apply with effect from the first session.

5. In respect of the payment for contact, these can be paid in cash, cheque (payable to Families Forward) or online by bank transfer (we are not able to accept card payments on the day of contact). Cash payments must be made in advance or on the day at the start of the session. Online payments must be made at least 48 hours prior to the contact. 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. Receipts will be issued for all payments. **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).

<b>Bank</b>	Co-operative Bank	<b>Account Name</b>	Families Forward
<b>Sort Code</b>	08 92 99	<b>Account Number</b>	65003165

6. The issue of who should pay for contact is for the referrer, solicitors and parties to resolve, and is not the responsibility of Families Forward.
7. Families Forward will provide a Terms and Conditions form to be signed by all parties. If this is not completed, then contact will not be able to go ahead.