



Referral Guidance

Where can I obtain a referral form?

- Referral forms for the Family Support Network can be obtained from www.fsn.org.uk. If you do not have Internet access please contact the Core Team on 01782 683707.

Who should make a referral?

- Anyone working with a family as Lead Worker or part of a Team Around the Child through the Common Assessment Framework can make a referral to the Family Support Network.
- It is preferable that everyone working in the Team Around the Child is in agreement with the referral. The TAC should step back during the period the Family Support Network is working with the family.
- It is also preferable that whenever possible, individuals working on different CAFs with the same family are also in agreement.
- The family must consent to the referral being made. Family Support Network cannot work with a family who have not consented to the service.
- Agencies such as Specialist Services and the Emergency Services who would like to make a referral but are unable to work with the Common Assessment Framework should contact the Core Team on 01782 683707.

When to make a referral

- Family Support Network works with families who have been accessing support through the Common Assessment Framework who are not making positive progress.
- A referral to Family Support Network should be considered a last resort; action which is taken when every other possible option has been tried and exhausted, and no further options are available to the CAF.

Referral Criteria

- Family Support Network works with families who live in Stoke-on-Trent.
- At least one child in the family will be currently supported through the Common Assessment Framework.
- The needs of at least one of the children on a CAF have been assessed at Level 3 'Intensive Needs' on the 'Levels of Need for Children and Young People'.
- All options to support the family under the Common Assessment Framework have been tried and exhausted, but the family remains in need of additional support to prevent circumstances from deteriorating any further.



- Family Support Network is unable to work with families with children who are under Child In Need or Child Protection plans.

What happens to the CAF?

- Family Support Network works with families based around one or more ongoing assessments under the Common Assessment Framework. The Network is able to meet a large range of a family's needs at once. To prevent duplication of work agencies working with a family may be asked to take a step back during the support period.
- This does not mean that the CAF has come to an end or that it should be closed. At the end of the support period Family Support Network will hand the referral back to the Team Around the Child to continue delivering support through the CAF.
- Family Support Network recognises that other agencies provide a high quality level of support to families. Rather than duplicating or replacing work which is having a positive effect, with the family's agreement Family Support Network will encourage work to continue whenever appropriate.
- Family Support Network will ensure that the lead worker and the Team Around the Child are regularly updated about a family's progress. This may be through regular contact, participation by agencies in the support package or continuation of Team Around the Child meetings, according to a family's preference.

Family Consent

- The family must give their explicit consent to the referral being made. Family Support Network cannot work with families who have not given their consent.
- By signing the Referral Form, the referrer is confirming that they have obtained explicit consent from the family to make the referral.
- It is preferable whenever possible that the family sign the form in the space provided to confirm their consent. However, it is recognised that this is not always possible, so this part of the form remains optional.
- Please provide the family with a Family Support Network Family Information leaflet. These are available in hard copy by contacting the Family Support Network Core Team, or by downloading the leaflet from <http://www.fsn.org.uk>.



Completing the Referral Form

Ethnicity

When requested by the form, please provide details of the parent's \ carer's and each child's ethnicity using the codes below. The options provided are taken from the Common Assessment Framework form.

African	1	White & Black African	10
Bangladeshi	2	White & Black Caribbean	11
Caribbean	3	Any other White background	12
Chinese	4	Any other Black background	13
Indian	5	Any other Asian background	14
Pakistani	6	Any other mixed background	15
White Irish	7	Any other ethnic group	16
White British	8	Not given	17
White & Asian	9		

Section 1

Family Name

Please enter the family's surname. In cases where there are more than one surnames within the family, please use the surname of a parent or carer. Other surnames can be provided further on in the form.

Section 2.1

Parent's \ Carer's Name

If the parent \ carer does not share the Family Name please provide their full name.

Date of Birth

This information is not essential if it is unavailable. However, its inclusion would be beneficial whenever possible.

Relationship to Children

Please indicate whether the individual is a parent to some or all of the children in the family, a carer to some or all of the children in the family (eg. Where an individual living with family is the partner of a parent but not a parent of children in the family) or other. This information is important to indicate the family's circumstances.

Section 2.3

What is the Level of Need?

The level of need is obtained from the Local Authority Guide to Levels of Need for Children and Young People. Levels of need for children assessed under the Common Assessment Framework should be assessed at either Level 2: Additional Needs or Level 3: Intensive Needs.



Section 3

⊕ Concerns \ Reasons for Referral

Please try to provide as much information and detail about the whole family's circumstances as you possibly can. Please provide information even if it does not seem relevant, to ensure that the referral contains as much information as possible. Please continue this on a separate sheet if there is not enough space on the form. Please remember that the whole family is being referred, and not just the child \ children on a CAF.

Section 5

⊕ Family Comments:

This section is optional for the family to provide their view on the support they would like to receive from Family Support Network., and to give signed consent. This may not always be possible, especially if the referral is completed electronically, and the absence of this information will not affect the chances of the referral being accepted. However, in the interests of the family's participation in the process, it is preferable that the family are at least asked if they would like to make any comments.

CAF Forms

- ⊕ Please provide a copy of each CAF form for each Common Assessment being carried out within the family. If not all the CAF forms are available for inclusion with the referral, we will contact the local authority CAF Team in order to make contact with the lead workers on the other CAFs.
- ⊕ If you have completed the referral electronically and do not have electronic copies of the CAF form to include, please send these as normal as soon as possible after submitting the referral.

Risk Assessment

- ⊕ Please indicate whether any member of the family is affected by or causes risk under each type of risk.
- ⊕ Please then provide as much information as possible about the risk, including information about:
 - Who is affected by or who poses the risk
 - Nature of the risk and information about concerns around the risk
 - Whether the risk is current or past
 - Date of the most recent incident
 - Details of significant incidents and events
 - Any methods used by the child\young person and\or family to manage the risk themselves
 - Individuals and agencies aware and involved in managing risk



Submitting the Referral

☎ Please email completed electronic referrals to Family Support Network:
admin.fsn@archnorthstaffs.org.uk

☎ Referrals can also be mailed to Family Support Network:

Family Support Network Referrals
c/o Arch North Staffs
Canalside
Pelham Street
Hanley
Stoke-on-Trent
ST1 3LL

Confidentiality

Family Support Network operates an open file system and will share information on file with the family. If there is information within this referral or the risk assessment that is confidential and should not be shared with the family, please indicate this. This information will be stored securely and we will not share it with the family.