



MAKING A REFERRAL TO LEWISHAM CHILDREN AND FAMILY CENTRES

Lewisham Children and Family Centres provide 1:1 Family Support for families facing difficult periods and challenges in their lives, to prevent escalation to more targeted services, as well as a range of Parenting Courses and Domestic Abuse Recovery Programmes.

Referrals for these services can be completed online via our [professional referral form](#), or the form downloaded as a word document from our website and sent to our secure email Lewisham.Secure@eyalliance.org.uk where the EYA Family Services team will assess the referral and place it within the correct service or programme to meet the family's needs.

Find out which services you can refer to and their criteria by downloading this [A4 info sheet](#).

To ensure that we can accept your referral quickly and provide the most appropriate service to meet the needs of the family you are referring to our service, we have put together some 'top tips' for completing our referral form to support the process:

When completing the referral form, please:

- specify your role and the capacity in which you are making the referral
- state whether you are currently working / have worked recently with the family – if so, please summarise the interventions you have provided to date and their outcomes
- give details about any other professional also working with the family currently and what support they are providing
- be specific about which service you are requesting and why you think this particular service is right for the family at this point
- give us much information about the family's current circumstances and challenges as you can – it helps us to allocate the right intervention from our service menu
- give some historical information, where this is relevant to the current referral
- give date and outcome if there has been a recent MASH referral
- attach the most recent assessment carried out with the family to the referral – if this is not possible, please summarise the key points
- include a summary of any further contact or work with the family since the assessment was carried out, and any changes that this has brought about within the family as a result
- Ensure there are contact details for the parent/main carer on the form and the DOB of the children in the family, details of schools etc

- ensure that the allocated social worker is aware of your referral to our service, if the family has one and ensure that consent is recorded on the referral form

CONSENT

All our services are consent-based, and we cannot accept a referral without consent being recorded – either written or verbal. **Section D** on the referral form should be completed fully to comply with GDPR.

PARENTING PROGRAMMES

If you are referring to one of our Parenting programmes (Triple P or Incredible Years), do consider whether the parent is ready and able to engage with a parenting programme at this time, or whether there are any other issues that it may be more helpful to address first – e.g., domestic abuse or mental ill health.

We also offer a range of parenting workshops that may provide support with specific issues. Please refer to the Information Sheet for details of the programmes and the different referral criteria for each of the programmes.

DOMESTIC ABUSE PROGRAMMES

If you are referring into one of our Domestic Abuse recovery programmes, please refer to the Information Sheet for eligibility and contra-indications.

Please note that our domestic abuse programmes are **recovery** programmes only.

It is important that attendance at the programmes is when the survivor/victim is ready to participate and gives their consent to do so, so this should not be mandated as part of a statutory response.

If the family is in crisis or needs safety planning, you should refer to the Athena Service.

If you require a domestic abuse support service, or there has been recent abuse, please also complete **SECTION C** on the referral form.

If you wish to talk to us about a possible referral before you send it to us, please do contact us via Lewisham.Secure@eyalliance.org.uk and a member of the Family Services Team will contact you.

For details about our full Children's Centre offer – *universal sessions and universal plus programmes, live timetables, information, blogs, links to external services* - which can also give support to the families you are working with, please visit our website: <https://www.lewishamcfc.org.uk/>