

## Children's Services Quick Guide

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### Referring to Family Time

#### Adding the Internal Contact

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When it is decided that a child or sibling group requires the **Family Time** service, the Social Worker must request this through an **Internal Contact**.

An Internal Contact can be initiated at any time from any of the Child in Care worksteps such as the **Child in Care Visit** worksteps. Using the send immediately option means the Internal Contact can still be accessed if the step does not need fully completing yet.

**Please note:** The referrals to Family Time need to be completed individually for each sibling that requires the service. This is to ensure the correct needs are recorded for each child.

- Start or Resume the **Child in Care** workstep such as a visit.
- Click on the **Next actions** section (sections list on the left of the form)
- Click **Add**
- Select action - choose **CS Internal Contact**
- Tick **Send Immediately** box
- Pass to worker – Select **Assign to Me**
- Select **Add and Close**
- **Save** and **Close** the workstep – this will return the worker to the Person Summary screen.

#### Completing the Internal Contact

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- Click **Start** next to the **CS Internal Contact** in the **Current Work** box
- Form **CS Children's Services Internal Contact C0924** will display – click the forms and letters icon  to access the **Optional Forms and Letters**
- From the list of forms, there will be the following Family Time Contact options:
  - **FT Family Time Contact (Father) C1283** – to be completed if the Father is having a session on his own
  - **FT Family Time Contact (Mother) C1282** – to be completed if the Mother is having a session on her own

- **FT Family Time Contact (Other) C1284** – to be completed if another relation is requiring a session such as grandparents or older siblings
- **FT Family Time Contact (Parents) C0971** – to be completed if both parents are having a session together at the same time.

**Please note:** If multiple Family Time sessions are required for different relatives, the appropriate forms should be opened and completed to request the session. For example, if Mother and Father are requiring sessions separately, you must open and complete the FT Family Time Contact (Father) C1283 and FT Family Time Contact (Mother) C1282.

- Select the appropriate Contact form(s). A new tab will appear at the top of the window. If the incorrect form has been selected, you can use the delete icon  to remove it. Be aware that if information has been entered into this form that you are deleting, it will be lost.
- Populate all of the sections within the **Family Time Contact form(s)** with the information about the required sessions and needs of the child. Some fields are mandatory so must be completed in order to make the referral.
- Once completed, navigate back to **CS Children's Services Internal Contact C0924**
- Click on the **Section 2. Next actions** (sections list on the left of the form)
- Click **Add**
- Select action – choose **CS Family Time Request**
- Pass to team – select **CS Family Time Team** from the drop down menu
- Click **Add and Close**
- **Finish** the workstep by clicking on the  finish icon

This will initiate the **Family Time workflow** and enable the Family Time Co-ordinator to review the request and allocate the next actions for the Family Time Supervisor to record their work into.