**Learning Steps Day Nursery Ltd**

**Children’s Contact Centre Referral Process**

**Referrals from solicitors** – the solicitor completes a learning steps referral form and submits to our main office, details of which are given below. Any relevant Court Orders must accompany the referral form.

**Self-referrals** – Learning Steps 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.

On receipt, Learning Steps 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.

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

**Supported contact £25 per hour (£40 for two-hour session)**

In respect of the payment for contact, these can be paid in cash, cheque (payable to Learning Steps Day Nursery ltd) 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 ensure you include your surname as reference)

|  |  |  |  |
| --- | --- | --- | --- |
| **Bank** | Barclays | **Bank Name** | Learning Steps Day Nursery Ltd |
| **Sort Code** | 20-45-45 | **Account Number** | 70878871 |

**Contact Details:**

**Learning Steps Day Nursery Ltd**

**117 Soho Hill, Hockley,**

**Birmingham**

**B19 1AY**

**0121 5230088**

**info@learningstepsdaynursery.co.uk**