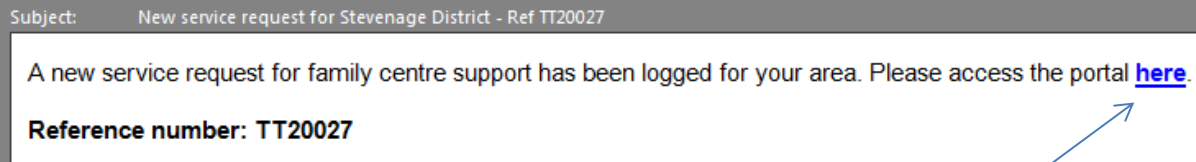


Family Centre Referral Form

Viewing Referral Form Details

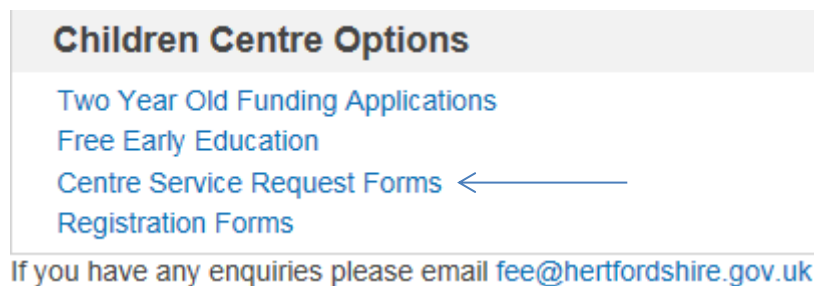
Nominated members from each quadrant will receive an email notification when a Family Centre Referral Form is completed for a family living in their quadrant.



Click on **here** in the notification email to be taken to the Early Years Portal to log in and view the referral form.

The screenshot shows the login page for the Early Years Portal. The header features the Hertfordshire logo and the text "Early Years Portal". Below the header is a section titled "Login to Early Years Portal" containing a login form with fields for "Username: *" and "Password: *", a "Login »" button, and links for "Change password" and "Forgotten password". The text "Powered by WASP" is visible in the bottom right corner.

Click on **centre service request form**



This will then display a search screen where you can enter criteria to narrow your search results. You can narrow your search on **status**, **reference number**, **submitted date range** and **processed date range**. Once you have entered your criteria click **search**.

Service Request Form Search

[< Main Menu](#)

Enter any criteria to search for family centre service requests

Status: ←

Reference Number: ←

Submitted date range: * To * ←
dd/mm/yyyy dd/mm/yyyy

Processed date range: To ←
dd/mm/yyyy dd/mm/yyyy

[Search](#)

[Reset](#)

This will then display your list of results with some summary information about the referral. Click on the **parent name** to view the referral.

Service Requests

*Click Parent Name to view the processing summary.

Displaying 1...2 of 2 records

| Reference Number | Status | Parent Name | Postcode | Centre Code | Date Submitted | Date Processed |
|------------------|--------|---------------------------|----------|-------------|----------------|----------------|
| TT20027 | New | TEST TEST | SG1 2ST | SD | 19/12/2018 | |
| TT20026 | New | TEST TEST | SG1 2ST | SD | 19/12/2018 | |

Click on **confirm receipt** to change the **status** of the referral to **in progress**.

Service Request Summary for Reference Number: TT20027

<< Main Menu < Search

Last processed

Service Request Progress

Status: New **Confirm receipt** ←
Date Submitted: 19/12/2018 09:29:44
Completed By: Professional

Parent Details

Name: TEST TEST
Date of Birth: 15/11/1994
Gender: Male
NHS Number:
Email: test@test.com
Phone: 01234567890
Preferred Method of Contact:
Address: HERTFORDSHIRE COUNTY COUNCIL
STEVENAGE SG1 2ST
District: [Stevenage District \(SD\)](#)
First language: English

Referrer details

Name: Test Test
Email: test@test.com
Phone: 01234567890
Service: Other
Name of Organisation: cxbcxcbx
Job title:

Family Status

About the family:
Children Under Five: Yes
What family needs apply?
Young Carer: Yes
Anxiety: Yes
Children missing education: Yes
Bullying: Yes
Menu of service:
Package of support: Parental emotional wellbeing

Family Status - free text questions

Family background: test
Reason for referral: test
Desired outcomes: test
Family strengths: test
Health and safety: test

When the referral has the **status** of **in progress** you are able to print the referral by clicking **print PDF**.

Processing Notes

Displaying 1...1 of 1 records

| Created By | Created Date dd/mm/yyyy hh:mm:ss | Note |
|-------------|-------------------------------------|-------------------|
| Ian CCentre | 19/12/2018 10:56:07 | Confirmed receipt |

<< Main Menu < Search

→ **Print PDF** **Process Request** <

When the **status** of the referral form is **in progress** you are able to process the request by clicking **process request**.

You will be then taken to the **process service request progression section**. This section allows you to decide if the referral can be **accepted** or **declined** by the Family Support Service.

Process Service Request for Reference Number: TT20027

<<< Main Menu <<< Search < Summary

Process Service Request Progression

Progression: *  Please select
Family accepted for family support
Referral declined - request not appropriate for Family Support Service

Add Note:
For internal use only *

<<< Main Menu <<< Search < Summary 


If the referral is accepted then the following screen will display. You are required to fill out the following fields **FC group name, name of FC worker, phone number, email** and **internal note**. Once entered click **save**.

Process Service Request for Reference Number: TT20027


<<< Main Menu <<< Search < Summary


Process Service Request Progression

Progression: *  Family accepted for family support

FC Group Name: *  |

Name of FC Worker: * 

Phone Number: * 

Email: * 

Add Note:
For internal use only * 

<<< Main Menu <<< Search < Summary  


If the referral is declined the following screen will display. You are required to fill out the **internal note**. Once entered click **save**.



Process Service Request for Reference Number: TT20027

<<< Main Menu <<< Search < Summary

Process Service Request Progression

Progression: * Referral declined - request not appropriate for Family Support Service

Add Note:
For internal use only * 

<<< Main Menu <<< Search < Summary  

Whether the referral is **accepted** or **declined** the referrer who completed the family centre referral form will receive an email with the information entered from the screenshot above (apart from the internal note).

Subject: Family centre service request for Dacorum District - Ref IH20019 - Outcome

Thank you for your service request for family with reference number: **IH20019**, the outcome is:

Family accepted for family support.

If you wish to have a further update, please contact:
CC group name: sdgsdgsdg
Name of CC worker: dsgsgsdg
Phone number: 01234567890
Email: ian.hackett@hertfordshire.gov.uk

Family Services Commissioning
fscdata@hertfordshire.gov.uk

The status of the referral will then change depending on whether the referral form has been **accepted** or **declined**. All referral forms for your quadrant regardless of **status** can be viewed at any time in the Early Years Portal.