

# Child contact centre service delivery flowcharts



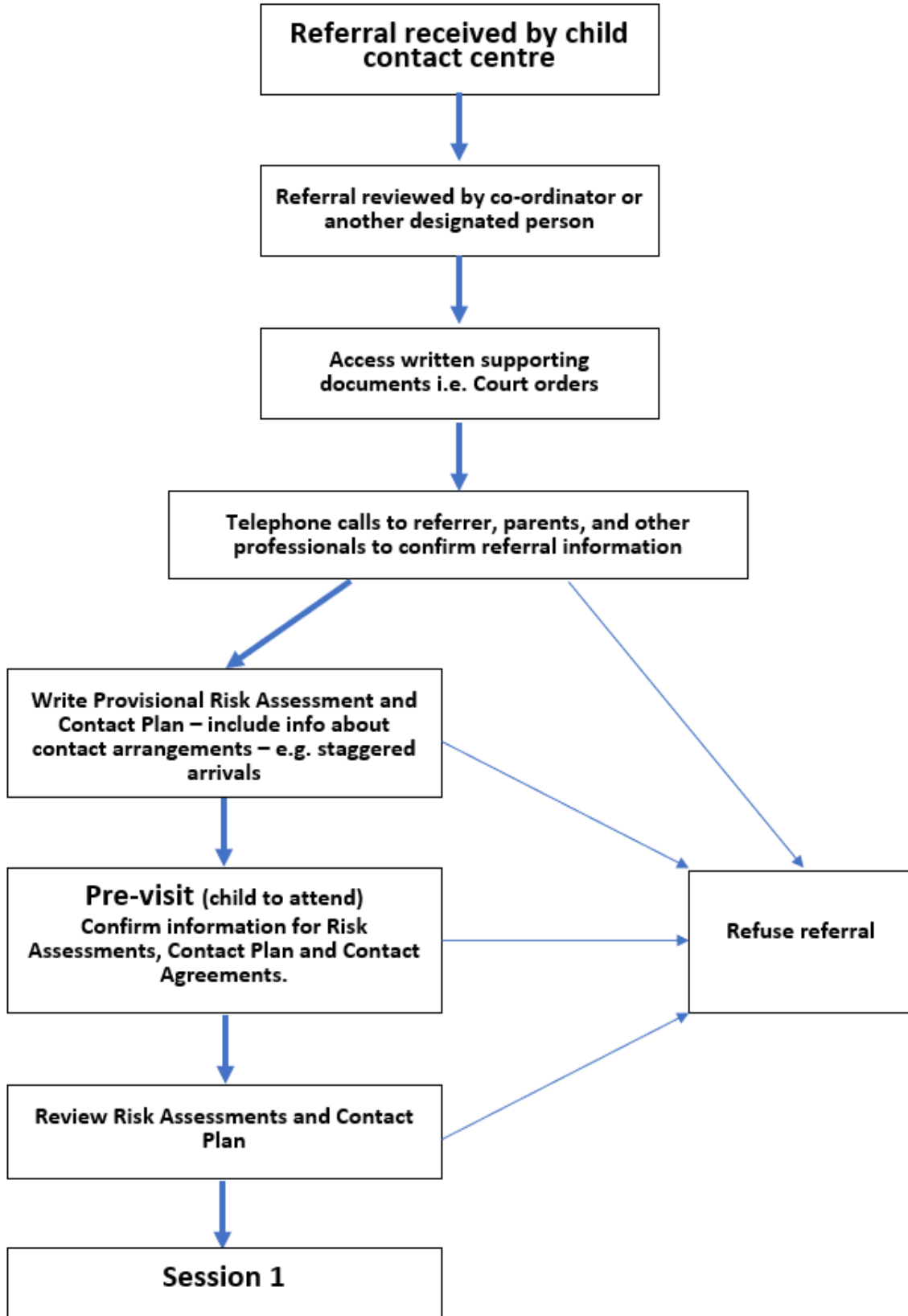
**This document is provided as guidance to what a NACCC accredited child contact centre might look like, whilst recognising all families and services are different and this should be celebrated.**

The flowcharts that follow overleaf describe the following processes which are carried out by the child contact centre on receipt of a referral. They also describe the pre-visit, risk assessment and review processes that form part of the service. As shown, it may be the case that a supported contact centre may have to refuse a referral depending on the outcome of the referral process. If they are unable to offer a place to a family, they may suggest other options or alternative services that may be able to help.

Further information and guidance on 'How to set up contact for your child' can be found on our website: <https://naccc.org.uk/>

*Please see overleaf for further details:*

## Referral Process flowchart



**Service Delivery flowchart**

