

Instructions for Completing the International Family Tracing service referral form

- **Mandatory Fields:** Please ensure all fields marked with an asterisk (*) are completed as a minimum requirement.
- **'Reasons for Referral' Field:** In this section, please provide the following information:
 - Who is the service user trying to locate?
 - When was their last contact with the sought person(s)?
 - Where does the service user believe the sought person(s) may be?
 - What led to the separation and loss of contact?

If you are a social worker making a referral for an Unaccompanied and Separated Child (UASC), please include your name and contact details in the 'Social Worker' section of the referral form. If you are a third party referring an under-18-year-old, please ensure you provide the details of the young person's social worker.

- **Consent Section:** At the bottom of the form, there is a Consent Section that must be discussed and completed with the service user before submitting the referral.
- **Managing Expectations:**
 - Please explain to the service user that submitting a referral does not mean a tracing case has been opened. We have not yet begun searching for their family.
 - Let them know that we will contact them as soon as possible to carry out a triage call, but we cannot guarantee a specific timeframe.
- **Sensitive Information:** We understand that some service users may prefer to wait until the tracing appointment to discuss family details. If they are comfortable sharing this information during the referral stage, it will help us prepare for the triage call, where we will further explore:
 - Who they are looking for
 - When they were last in contact
 - Where the family members were last known to be
- **Data Retention:** Please inform the service user that if we are unable to contact them after three attempts, or if they miss two appointments, or if we are unable to open a case, their record will be deleted from our database. The record will be retained for 12 months from the final contact attempt before deletion. After that, they will need to be re-referred to access the service.

Thank You

We sincerely appreciate the continued support of all our referrers in helping people access the International Family Tracing service.