

Breakdown of Charges.

There is an **initial referral fee of £110** that must be paid when making a referral for contact. This covers the administration required for initial set up, along with the preparation for contact meetings and risk assessments that have to be completed before contact can start.

Services and Charges.

Service	Service detail	Cost
Home visit / additional child prep meetings	Sometimes it may be recommended for the Contact supervisor to meet the child(ren) in their home prior to contact or for the child to have more than one prep meeting at the centre. This may be recommended if the child(ren) are babies, very young, or have not seen the non-resident parent for a long time. The extra visits enable a relationship to develop with the contact supervisor, prior to the start of contact and for the child to feel settled within the setting.	£40 per hour
Supervised contact	This is where a young person/s is brought to the contact centre and contact with the visiting parent remains in the contact room. A member of staff will supervise at all times, being able to oversee and hear all interactions and conversations. The child or young person is not left with the visiting parent without supervision. A report will be written and given to the appropriate parties following the session.	£60 per hour Monday – Saturday £70 per hour Sunday
Supported contact	This is where a young person/s is brought to the contact centre and contact with the visiting parent remains in the contact room. A member of staff would be in the contact room with the parent and young person intermittently. They would be in close proximity, within hearing distance and on hand should it be needed. An attendance record is kept, but not a contact report.	£40 per hour Monday – Saturday £50 per hour Sunday
Supervised contact in the community	This is where the visiting parent and young person spend their time in the community e.g. bowling; soft play. A member of staff will be present and supervise at all times, overseeing interactions and conversations. Visiting parents are never left alone with the young person. A report will be written and given to the appropriate parties following the session.	£60 per hour Monday – Saturday £70 per hour Sunday
Supervised contact via zoom video conferencing	A member of staff will supervise the zoom contact being able to oversee and hear all interactions and conversations. A report will be written and given to the appropriate parties following the session.	£60 per hour Monday – Saturday £70 per hour Sunday
Supported Handover	This is where families can use the centre as a safe and secure base to exchange in a handover. Parents will be kept apart by arranging different times for their arrival in order to eliminate contact between the parties.	£20 Monday to Sunday
Supervised contact to and from contact centre / community	In some agreed circumstances, where no other option is available, a contact supervisor can collect a child from school / resident parent's house and bring them to the centre or to a community contact. Return journey available.	£20 per hour worked out proportionately + 0.45p per mile

Room Hire	Visiting parent and young person spend time together at the centre without supervision or supervision is undertaken by a third party such as a social worker.	£40 per hour
Letter Box Contact	The non-resident parent has agreement to have indirect contact with the child via letters. Letters are sent to the contact centre where the content is checked by a member of staff to be appropriate, before sending the letter on to the address of the resident parent.	£20 per letter + cost of 24/48 hour guaranteed delivery

Terms and Conditions

- Referrals will not be processed unless the referral form is completed fully and accompanied by the initial referral fee. This is non-refundable whether the contact centre services are used or not.
- Contact sessions must be paid for either prior to contact or on the day of contact. This can be by card, cash or payment link. Subsequent contact sessions will not be booked or undertaken until full payment is received. Further contacts will not be undertaken until sessions received have been paid for.
- Both Resident and Non-Resident parent must attend a preparation for contact meeting either via zoom or face-to-face at the centre.
- The child/ren must attend the centre for a pre-contact visit, prior to the first contact session taking place.
- Both Resident and Non-Resident parent must sign to show their adherence to the contact centre rules and code of conduct.
- Parents **must** tell the contact centre, with as much notice as possible, if they are unable to attend a booked session or would like to change their appointment.
- If contact is cancelled with less than 24 hours' notice, the full cost of the session will be charged to the party who cancelled the contact session. An email will be sent with a payment link. Payment should be made within one week of receipt.
- If contact is cancelled between 24 and 48 hours' notice, a 50% payment of the cost of the session will be charged to the party who cancelled the contact session. An email will be sent with a payment link. Payment should be made within one week of receipt.
- If contact is cancelled with 48 hours or more notice, the cost of the session will not be charged.
- If a contact has to be cancelled or changed by the contact centre itself, no charge will be made.
- If a parent does not attend contact for three booked sessions, then the centre reserve the right to withdraw contact at the centre.
- Should a contact supervisor raise safeguarding issues with the contact centre manager that lead the manager to believe that a child or young person is at risk of harm, the manager will share the information with the company registered manager, who may contact local child protection teams or the police.

Signed (parent):	
Print name:	
	Resident Parent / Non Resident Parent (delete as appropriate)

Signed (supervisor):	
Print name:	
Date:	