Terms & Conditions

NOTE FOR SOCIAL WORKERS / SOLICITORS:

PLEASE ENSURE THIS DOCUMENT IS READ BY OR EXPLAINED TO FAMILY MEMBERS / YOUR CLIENT PRIOR TO COMPLETION OF THE SUPPORT & SUPERVISED FAMILY CONTACT CENTRE AGREEMENT FORM FOR SUPERVISED CONTACT.

REFERRAL FORM AND SUPPORTING DOCUMENTS

- Supervised contact will only take place on receipt of a satisfactory completed Referral Form and listed Supporting information and documents as requested on the referral form.
- The referral form will be assessed, and a risk assessment completed then a decision made if S&S Family CC can accommodate the requested requirements. Only when a referral has been accepted can we seek to provide the required contact service and for the avoidance of doubt Contacts will only take place once S&S Family CC have officially accepted the referral.
- Once accepted a Referral Fee of **£60** (non-refundable) will be due for payment along with the first Contact session.
- S&S Family CC will then agree to a schedule of contacts with all parties.
- A pre-visit to the centre for both the child/ren and resident parent will be completed prior to contact sessions commencing.
- The parent/family member attending contacts will receive a contact agreement between them and the contact centre.
- S&S Family CC reserves the right to suspend or cancel contacts if there is a breach of the Terms & Conditions.

COURT ORDERS

- As an Independent Limited Company S&S Family CC, reserves the right to withhold, suspend, or terminate child contact as it sees fit following, where required, a consultation with statutory funding agencies.

PUNCTUALITY, ATTENDANCE, AND PAYMENTS

Delays

- To avoid distress / uncertainty for children having contact, parents / carers must arrive **within 5 minutes (**unless otherwise stated in the contact agreement) of the agreed meeting time otherwise the contact session will be cancelled and the children returned home.
- If a pattern of delayed or late arrivals is considered likely to be prejudicial to the children's wellbeing this may result in us suspending or possibly terminating contact.
- Parents/family members who have been unavoidably delayed should telephone us and if practical we will arrange for the children to wait.

Attendance

- Failure to attend for visits on two consecutive occasions will result in contact being suspended. A persistent pattern of poor attendance will result in our reducing the frequency of or suspending contact.

Cancellations

- We would ask parents/visitors to let us know as soon as possible if they are unable to attend.
- A period of **48 hours** is required to cancel a contact session. Failure to give **48 hours**' notice will mean that the full payment will still be required. Regardless of which parent/carer is cancelling the contact session.
- Supervised contact sessions that over run for a period of time up to, equal to or greater than 15 minutes will incur additional charges. These charges will be proportionate to an equivalent cost of the advertised hourly rate for that specific contact session.

Payments

- ***Private Law*** all payments must be made **prior to** the contact sessions taking place. Any invoice not paid will incur an additional admin and late payment charge of **£55** per invoice regardless of the quantity of invoices.

- ***Local Authority***. An invoice will be sent to the social work team for approval of their finance departments to raise a Purchase Order. The referral fee and the first 3 months of contacts will be due for payment ASAP. Invoices will then continue to be sent every 3 months for the contact sessions. Any payment or invoice that has not been cleared and paid in full and / or has not been completed within the specified 30-day (inclusive) period will incur an

additional admin and late payment charge of **£55** per invoice per month regardless of the quantity of invoices per organisation.

PHYSICAL SAFETY- SECURITY AND ABDUCTION

- The physical safety and wellbeing of the child/ren is the responsibility of those indicated in the Referral Agreement Form. S&S Family CC is responsible for meeting its statutory obligations under the Health and Safety legislation.
- Whilst every precaution is taken to guard against abduction, S&S Family CC staff will not attempt to physically restrain a person from leaving the contact. The police will be contacted immediately, and the relevant Authorities or Agencies will be notified.

RECORDING EQUIPMENT

- Audio/visual recording equipment must not be used during supervised contact. Supervised contact delivered by S&S Family CC has a therapeutic aim and the purpose and electronic recording of contacts breaches the privacy, confidentiality and security of the children, staff and parents involved.
- If an electronic recording of contact was found to be made secretly, all further contact will be suspended, a letter of concern will be sent to the referring agency.

S&S Family CC: RECORD KEEPING

- Supervised contacts are recorded by the supervisor on a standardised Supervised Contact session report. The referring agency will receive an e-mailed copy of the report. S&S Family CC aims to send this within fourteen days of the contact. We do not hold paper copies of the report; any paper documentation is held in a locked filing cabinet within a secure office.

CONFIDENTIALITY AND ACCESS TO RECORDS

- **In Public law** proceedings where S&S Family CC is first and foremost providing child protection, records of contact. Which will be made available to the Local Authority within ten to fourteen working days of each contact in order to assist the Local Authority in monitoring the child's welfare and in reviewing the child's care plan.
- It is the responsibility of the Local Authority to ensure records of contact disclosed to them are made available to the family members or others attending for contact or to decide to restrict such access.

- **In Private law** a referral is accepted subject to the condition that will not require disclosing its contact session notes of the contact.
- Contact Reports however will be made available to the person/s attending the contact sessions. If a report of the contact sessions has been asked and agreed in the contact Referral or Agreement stage.

REPORTING POLICY:

PRIVATE LAW PROCEEDINGS

- A referral in private law proceedings (Parent v Parent/Relative) is accepted subject to the condition that S&S Family CC will provide the reports by secure email to the respective Parent/Relative (who is attending the contact).
- S&S Family CC will not be required to disclose its records or provide written reports for use in court. Exemptions apply if the named service user (person/relative) who the contact reports are intended for wishes to submit or share their contact report in court or with their legal representatives they may do so.
- Exemptions apply if records need to be disclosed or if the court decides that there is an overriding need for disclosure in the interest of the child/ren or due to a safeguarding concern.
- S&S Family CC will only work with parents/relatives in agreement to use our service. If parents/relatives are not in agreement, then the case will be placed on hold for a period of 6 weeks and closed if a resolution has not been found within this time.

PUBLIC LAW PROCEEDINGS

- In public law proceedings (Local Authority V Parent/Relative) S&S Family CC will provide its records of contact to the Local Authority. It is the responsibility of the Local Authority in all cases to ensure these records are made available to parties in the proceedings.

PUBLIC LAW ASSESSMENTS

Where S&S Family CC has been contracted to undertake a Supervised Contact Court Summary Report (not the same as a contact session report). This will be at an additional cost to the parents or agencies requiring the report.

LIABILITY FOR VISITORS, VEHICLES, AND BELONGINGS

- Children's Contact Services accept no responsibility for motor vehicles or any other property of visitors, which is brought to the contact centre ; it is entirely at the visitor's own risk.
- Resident Parent/Carers are **not permitted** to attend the contact sessions or wait on the premises for their child/ren

REPRESENTATIONS AND COMPLAINTS

- S&S Family CC wishes to ensure that all those who use our service receive a courteous and professional response and one that is appropriate to their needs regardless of gender, race, language, religion, or disability.
- If you wish to make a complaint about any aspect of the service, in the first instance your complaint should be made to the worker supervising contact. If the complaint is not dealt with to your satisfaction, then your complaint should be made in writing to the **Director/ Owner Jennifer Wheelhouse of Support & Supervised Family Contact Centre Ltd.** Including any complaints and concerns around the centre or any members of its staff. Who will investigate the matter, in line with our complaint's procedures?

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