

Explanation of fees

Referral Fee £55.00 per family

This initial outlay accompanies the receipt of referral forms from both parents.

The co-ordinator has to compare the information on both forms and use it to complete a risk assessment to ensure that the most appropriate staffing, timing, venue and any other requirements are organised before contact can take place.

This will involve contacting other agencies, communicating with both parents and liaising with our relief staff team.

Files need to be set up and information communicated with our finance department.

Pre Contact Visit £42.00

This is an opportunity for the child/ children attending contact to come and visit the centre where contact will take place. This will help them to settle more quickly. Wherever possible the practitioner who will be leading the sessions will be present to meet the child and to establish a relationship with them. If this is not possible the co-ordinator will be present who will also meet the child before and after sessions.

This is also a time for the resident parent to complete their contract and to ask any questions or discuss and worries they may have.

Supervised Contact £55.00 per hour

Supervised contact is when there is a practitioner in the room with the child and non-resident parent who will record accurate notes of what happens in the session. This will be based on what is said and what is seen. It will not be judgemental. There may be comments made in the recommendation section of the notes that may improve contacts going forward or about issues causing concern. Practitioners will only intervene if a session is unsafe and there are safeguarding or health and safety concerns.

Supervised contact notes will be typed up, quality assured by a co-ordinator at the contact centre and shared with both parents as soon as possible after the session. Supervised contact is often recommended by court.

The fee not only pays for the staff in the room, but also, for the administrator to type the notes and the finance team to raise the invoices and process the payments.

Non resident parents need to arrive 15 minutes before contact starts and leave 15 minutes afterwards. No extra cost is requested for this time.

Group Supported Contact £35.00 per hour

There is often more than one family present for this type of contact. Here the staff and volunteers do not take notes or record conversations. They are there to ensure the safeguarding of all present and provide assistance if necessary.

General notes are taken for the group. Any concerns about individuals are recorded. These would be shared if necessary.

Handover £35.00 a day

The child has contact outside the centre, but the handover process is managed by the centre, so parents do not need to meet.

If the handover and return is on the same day, there is only one payment. If the families need to come back on another day then there is an additional cost.

Additional children £7.00 per hour

If there are 3 or more children in the family, there is an additional cost. This is because we may need to provide an additional member of staff in the session.

All fees are inclusive of VAT where necessary.