

TERMS AND CONDITIONS

1. Our services

- 1.1 Supervised contact means that someone will always be in sight and sound of the child(ren) and will monitor conversations. It can take place inside or outside the building at the supervising worker’s discretion unless otherwise instructed by the referrer or the Court. Please note, in busy community settings it may not always be possible to hear all conversations
- 1.2 We also offer supported contact, meaning that contact takes place within the Centre but a worker is not always in sight or sound.
- 1.3 Our handover service is a pick up and/or drop off collection venue in order to facilitate unsupervised contact.

2. Punctuality, attendance and payment

- 2.1 So as to ensure the safety of all concerned, the contact parent will arrive 15 minutes before the session is due to start. Please note a child/ren will not be expected to wait any longer than 15 minutes if a parent is late attending. Therefore, if you are unavoidably delayed, you must contact the relevant centre immediately.
- 2.2 A pattern of failure to attend for visits will result in contact being suspended. Similarly, a persistent pattern of poor attendance will result in our reducing the frequency of contact/or suspending contact.
- 2.3 Contact fees can be paid in cash, cheque or online by bank transfer (we are not able to accept card payments on the day of contact). Cash payments must be made in advance of the session. Online payments must be made at least 48 hours prior to the contact. If payment is not received, the contact will not go ahead, and further contact will be suspended. Please note, all cancellations will incur a charge of half the fee for the scheduled contact. The bank details for online payments are as follows (please ensure that you include your surname as reference):

Bank	Co-operative Bank	Account Name	Families Forward
Sort Code	08 92 99	Account Number	65003165

3. Safeguarding concerns

- 3.1 We have a duty of care to protect and ensure the safety and well-being of all children and families using our Centres. Should concerns arise and if deemed appropriate, we will make a referral to the relevant agency, in line with our own safeguarding procedures.
- 3.2 In the event of concerns related to a child’s emotional well-being and/or physical safety, the supervisor shall intervene appropriately. Any concerns noted shall be fed back to both parents/carers.

4. **Health and safety**

- 4.1 All parents/carers are responsible for the safety and supervision of their children whilst at the centre and it is expected that they will exercise reasonable discipline.
- 4.2 Families Forward is responsible for meeting its statutory obligations under Health and Safety legislation.
- 4.3 All parents are responsible for tidying up and putting toys away in the correct place at the end of their session.

5. **Security and abduction**

Whilst every precaution is taken to guard against abduction, Families Forward staff will not attempt to physically restrain a person from leaving the premises with a child. However, should this occur, the Police will be contacted immediately.

6. **Your conduct within the Centre**

We strive to create an environment that is a positive experience for all involved. It is expected that all parents/carers shall behave in a respectful and calm manner. Families Forward reserve the right to withdraw our services if this is not adhered to.

7. **Drugs and alcohol**

- 7.1 Drugs (excluding medicines) and alcohol are not permitted on Families Forward premises. Anyone known, or suspected to be under the influence of alcohol or to have misused drugs may not be admitted onto the premises.
- 7.2 We do not conduct tests but if we consider a parent to be under the influence of alcohol or drugs contact will be suspended pending review and a report in the form of a letter of concern will be sent to the referring agency.

8. **Mobile telephones**

Mobile telephones must not be used for any form of communication with others.

9. **Photographs**

Photographs are permitted as long as staff feel the child is comfortable with this, unless stipulated otherwise by Court Order. **Please note that photographs are for personal use only. Any photographs taken on our premises cannot be used on any social media website without our express permission. Photographs of staff members or contact with staff members through social media is not permitted. Any breach of this policy shall result in the immediate suspension of contact until removed. Any further breaches shall result in the termination of our services.**

10. **Recording equipment**

- 10.1 Audio/visual recording equipment must not be used whilst at Families Forward, at any time or by any party. Contact at Families Forward has a therapeutic aim and purpose and electronic recording of contact breaches the privacy, confidentiality and security of the child/ren involved.
- 10.2 In the event that an electronic recording of contact is found to have been made, secretly, all further contact will be suspended.

11. **Families Forward record keeping**

- 11.1 Contact sessions are recorded by supervisors on standardised templates. Please note our written observations are a summary of contact only and not a verbatim account.
- 11.2 Both parents/carers shall receive a copy of our written observations. We reserve the right to share these with any other professionals involved in proceedings, however, it is the parties' responsibility to provide their legal representatives with copies of the records. If a

summary of contact is required by the Court, this carries a separate charge. Please contact our office for details.

12. Trespass

The only persons attending the Centre should be those attending for contact or whoever is bringing the children. If the person bringing the children is not the resident parent they should still abide by the Terms and Conditions of Families Forward.

13. Liability for visitors' vehicles and belongings

Families Forward accepts no responsibility for motor vehicles or any other property of visitors, which are brought onto our premises entirely at the visitors' own risk.

14. Feedback and complaints

14.1 Families Forward 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. We welcome and value your feedback.

14.2 If you are not satisfied with the way Families Forward is working with your family, you can make a complaint, in line with the Families Forward Complaints Procedure, which you can request at any time. In the first instance we encourage you to speak to your key worker, or the Centre Co-ordinator. However, if your issue is not resolved by these means, you may wish to make a formal representation as described in the Complaints Procedure.

15. Quality Assurance

Families Forward is an enhanced accredited centre with the National Association of Child Contact Centres. In respect of the accreditation process, this agency will perform quality assurance checks on our work. Information shared for this purpose will be considered solely as a reflection of Families Forward and the quality of work they provide, and on the understanding that confidentiality is protected. Any party has the right to refuse to give such permission. No files will be shared unless both parties give permission for Families Forward to do so.

16. Security and retention of information

All records, both electronic and on paper, will be kept securely and will only be used for the purpose of facilitating the contact required. Unless there are safeguarding concerns that need to be referred to the appropriate agency, information will not be passed to any other party without the prior consent of the individual concerned, or their parent if they are under 16. Families Forward do not pass on any personal details to agencies not involved in the contact process. Paper copies of documents will be kept for six months following the closure of the file, at which point all records generated by Families Forward, including the referral form, will be scanned and retained electronically and the paper file will be securely and confidentially disposed of. All electronic records will be retained for three years following closure, and then will be securely and confidentially deleted.

16. Declaration

Please sign the attached declaration slip to acknowledge receipt and adherence to the Terms and Conditions of Use of services provided by Families Forward.

April 2018

TERMS AND CONDITIONS

PLEASE SIGN BELOW:

I have read and understood the above Terms and Conditions, and agree to abide by them.

I agree that my file may be shared with other agencies for quality assurance purposes only

I do not agree that my file may be shared by other agencies for quality assurance purposes only

I agree that the information held by Families Forward may be used for the purpose of the facilitation of the contact requested

I understand that information held by Families Forward will be retained either electronically or on paper for no more than three years.

Name (please print) _____

Signature _____

Date: _____

April 2018