

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 takes place inside the Centre.
- 1.2 Escorted community contact is where a worker will accompany a family outside the Centre with the agreement of all parties. In busy settings it may not always be possible to hear all conversations or to be in line of sight at all times.
- 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 in the community.

2. Punctuality, attendance and payment

- 2.1 So as to ensure the safety of all concerned, the non-resident parent will be expected to arrive 15 minutes before the session is due to start. **Please note children will not be expected to wait any longer than 15 minutes if the non-resident parent is late attending, and they will be then allowed to leave.** Therefore, if you are unavoidably delayed, you must contact the Centre immediately.
- 2.2 A pattern of non-attendance for sessions or failure to arrive at the expected time will result in our services being terminated.
- 2.3 Contact fees should be paid online by bank transfer (we are not able to accept card/cash payments on the day of contact). Online payments must be made in the timescales stipulated by the centre manager. If payment is not received by the expected deadline, the session will not go ahead. **PLEASE NOTE, ALL CANCELLATIONS OR NON-ATTENDANCE WILL INCUR A CHARGE OF HALF THE FEE FOR THE SCHEDULED SESSION REGARDLESS OF WHICH PARTY MADE THE CANCELLATION OR DID NOT ATTEND.** 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

- 2.4 If there are outstanding arrears, records of contact will not be provided until the debt is clear.
- 2.5 If an additional report is required for Court, other than the provision of observation notes, or attendance is required at a Court hearing, this will carry an additional cost of £75 per hour, with a minimum of two hours. This must be agreed prior to the referral being made, or before this is ordered.

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 any concerns related to a child's emotional well-being and/or physical safety, the supervisor shall intervene appropriately.

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, and no further service will be offered.

6. **Your conduct**

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. Abusive language and threats to workers or other service users will not be tolerated. Services are offered at Families Forward discretion and we reserve the right to withdraw our services at any time.

7. **Drugs and alcohol**

Drugs (excluding medicines) and alcohol are not permitted on Families Forward premises. Where it is known or suspected that parties are under the influence of alcohol or to have misused drugs, then the session will not go ahead. If this is the case then the service will be suspended pending review.

8. **Mobile telephones**

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

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 at any time, or by any party.** Contact at Families Forward has a therapeutic aim and electronic recording breaches the privacy, confidentiality and security of the children involved. It will not be tolerated and will result in the immediate termination of our services.
- 10.2 In the event that an electronic recording is found to have been made secretly, our services will be suspended.

11. **Gifts Policy**

Gifts can be exchanged only if agreed by the Centre and all parties.

12. **Families Forward record keeping**

12.1 Supervised sessions are recorded by supervisors on standardised templates. Please note our written observations are a summary of contact only and not a verbatim account.

12.2 For self-funded referrals, both parents/carers can receive a copy of our written observations of supervised contact. An attendance record of supported and handover contact can be provided when requested by the parties. 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 or the Court with copies of the records. If a summary of contact is required by the Court, this carries a separate charge as detailed in 2.5.

13. **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. Any person not party to the contact session will not be able to wait in the car park.

14. **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.

15. **Complaints**

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 Policy, which can be accessed through the download page on our website at www.familiesforward.org.uk. In the first instance we encourage you to speak to a worker. However, if your issue is not resolved by these means, you may wish to make a formal representation as described in the Complaints Policy.

16. **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.

17. **Security and retention of information**

All records 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 scanned on receipt and will be retained electronically for three years following closure of the work, and then will be securely and confidentially deleted. All paper documents will be securely and confidentially disposed of.

18. **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.

November 2021

Registered Company Number: 5323430 Registered Charity Number: 1139557
Oaktree House, 408 Oakwood Lane, Leeds LS8 3LG
Telephone 0113 235 9322
www.familiesforward.org.uk
Email office@familiesforward.org.uk

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: _____

November 2021