

GUIDELINES FOR ELECTRONIC INDIRECT CONTACT

1. How will it work?

Both parties must agree to participate and provide Families Forward with an email address to which communication can be sent.

Items sent must be in accordance with the existing Court Order, for example:

- Items will be shared with the child/children
- Responses will be encouraged if specified in the Court Order
- Health/wellbeing information can be shared

All items will be checked by Families Forward to ensure they are appropriate

Families Forward agree to maintain confidentiality in line with our Confidentiality Policy

Communication should be sent to familiesforward@btconnect.com. Families Forward agree to pass this on by the agreed communication method to the other party within four days. A read response will be requested to items sent. Once this is received by Families Forward, receipt will be confirmed to the sender.

The responsibility for payment will be in line with the existing Court Order, and the payment of £10 must be made direct to our bank:

- Account Name: Families Forward
- Account Number: 65003165
- Sort Code: 08-92-99
- Please use your name as reference so payment can be correctly attributed

2. What can I send?

You can send correspondence in the body of the email, or as an attachment. Any correspondence sent in the body of an email will be cut and pasted into a new email to avoid email addresses being shared.

Attachments could be (again these must be in line with the Court Order):

- Photographs (either pictures or photographs of cards or letters)
- Letters
- Scanned documents
- Links to gift cards

Please note that all attachments must be available for Families Forward to open and check to ensure they are appropriate, and no confidential information is being shared.

Things you could talk about, but unless the Court Order otherwise stipulates, please do not ask questions that they are unable to get the answer to:

- School
- Interests
- Health
- Tell them what you are doing
- Do not talk about the case or the other parent

3. What happens next?

Dependent upon your Court Order, responses from children or resident parents can be sent by the same method, and these will be passed on with the same deadlines applying.

We will keep the same records of all correspondence as we would for mailed contact.