

# FAMILY TIME TERMS AND CONDITIONS

## 1. Our services

- 1.1 Supervised family time 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 family time is where a worker will accompany a family outside the Centre with the agreement of everyone involved. 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 family time, which takes place within the Centre but a worker is not always in sight or sound. Supported family time cannot take place in the Community.
- 1.3 Our handover service is a pick up and/or drop off collection venue in order to facilitate unsupervised family time 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 cancellations or non-attendance for sessions or failure to arrive at the expected time will result in our services being terminated.
- 2.3 Fees should be paid online by bank transfer (we are not able to accept card/cash payments on the day). 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 WILL INCUR A CHARGE OF HALF THE FEE FOR THE SCHEDULED SESSION REGARDLESS OF WHO MADE THE CANCELLATION. WHERE SESSIONS ARE NOT CANCELLED BUT EITHER PARTY DO NOT ATTEND, THE FULL COST OF THE SESSION WILL BE CHARGED.** The bank details for online payments are as follows (please ensure that you include your surname as reference):

<b>Bank</b>	Co-operative Bank	<b>Account Name</b>	Families Forward
<b>Sort Code</b>	08 92 99	<b>Account Number</b>	65003165

- 2.4 If there are outstanding arrears, observation notes will not be provided until the debt is cleared.
- 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 £100 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. The following will not be tolerated:

- abusive or bad language
- threats to workers or other service users
- angry, aggressive or intimidating behaviour

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 anyone is 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 and photographs**

**We do not permit the use of mobile phones and ask that these are switched off. To protect the privacy of children, parents and staff, if you would like a photograph, a worker would be happy to take a photograph on your device on request.**

**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.**

### **9. Recording equipment**

- 9.1 **Audio/visual recording equipment must not be used at any time, or by anyone.**  
Family time 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.

- 9.2 In the event that an electronic recording is found to have been made secretly, our services will be suspended.

## 10. **Gifts Policy**

Gifts can be exchanged only if agreed by the Centre and everyone involved.

## 11. **Families Forward record keeping – self-funded referrals**

- 11.1 Supervised family time sessions are recorded by supervisors on standardised templates. Please note our written observations are a summary of the session only and not a verbatim account. Observation notes on each session can be provided on request to both parties. Please allow four weeks for the provision of any observation notes.
- 11.2 An attendance record of supported and handover family time sessions can be provided when requested by the parties.
- 11.3 We reserve the right to share these with any other professionals involved in proceedings, however, it is the parent's responsibility to provide their legal representatives or the Court with copies of the records. If a summary of a session is required by the Court, this carries a separate charge as detailed in 2.5.

## 12. **Trespass**

The only persons attending the Centre should be those attending for a family time session 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 session will not be able to wait in the car park.

## 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. **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](http://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.

## 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 parent has the right to refuse to give such permission. No files will be shared unless both parents give permission for Families Forward to do so.

## 16. **Security and retention of information**

All records will be kept securely and will only be used for the purpose of facilitating the service 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.

**17. Declaration**

Please signing the referral form, you are acknowledging receipt and adherence to the Terms and Conditions of Use of services provided by Families Forward. Please note the Terms and Conditions are subject to review, and any updated document will be published on the Families Forward website.

**April 2025**