



CHILD  
CONTACT CENTRE  
PART OF YMCA BOURNEMOUTH



## Charging Policy

The YMCA is a Christian charity with a mission to support the lives of children and young people. However, to cover the cost of providing services, the YMCA is required to charge fees. These are kept to a minimum to enable as many families as possible to access the services on offer.

It is essential that fees are paid promptly and ahead of contact sessions. Failure to do so will result in contact sessions having to be cancelled, with the obvious disappointment to children and families.

The fees not only pay for the staff in the room and use of the facilities, but also for the manager and the administrators who support with setting up and taking payments. A contribution is also paid to the wider YMCA Bournemouth finance team to raise the invoices and the building services team who ensure our buildings are clean, safe and secure.

If you are having difficulties with paying fees, please do speak to us.

### What do your fees pay for?

**Referral Fee** - £62 per family with an initial deposit of £30 to start the process that is non-refundable.

The initial deposit is payable on receipt of the first referral. We then contact the other parent to get them to complete their referral form. The manager compares the information on both forms, court orders and other information and uses it to complete a risk assessment and ensure that the most appropriate staffing, timing, venue and any other requirements are organised before contact can take place. This will involve communicating with both parents and liaising with our relief staff team, and may involve contacting other agencies.

Files and documentation are established, with information communicated to our finance department.

**Pre-Contact Visit** - £46

This is an opportunity for the child/children attending family time to come and visit the centre where sessions will take place. This familiarisation will help them to settle more quickly. Wherever possible the manager will be present to meet the child and to establish a relationship with them.

This is also a time for the resident parent to complete their contact agreement, to ask any questions or discuss any concerns they may have.

### **Supervised Family Time - £62 per hour for up to two children (plus £8 per hour, per additional child)**

Supervised contact takes place between a child(ren) and parent with a practitioner in the room, who will write accurate notes of what happens in the family time. The notes are a record what is said and what is seen during the session and will not be judgemental. It is not a verbatim account. There may be comments made in the recommendation section of the notes, intended to improve contacts going forward, or about issues causing concern. Practitioners will only intervene to safeguard the wellbeing of the child(ren), parents or staff.

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

Non-resident parents are required to arrive 15 minutes before supervised family time starts and leave 15 minutes afterwards. No extra cost is requested for this time.

### **Supervised family time in the community - £62 per hour for up to two children (plus £8 per hour, per additional child)**

Supervised contact in the community takes place between a child(ren) and parent outside of the contact centre. Additional planning and risk assessments may be required by the manager and parents.

Parents are required to pay any additional expenses such as taxis or public transport, the entrance to a venue, meals, parking, etc.

The contact centre staff are not able to transport parents or travel with them in their cars.

## **Supervised video contact – £55 per hour**

Video contact is a remote contact family time between a child(ren) and a parent, with a practitioner monitoring what is said and done.

The centre will establish a virtual meeting room via the internet application 'Zoom' and invite the parties to join at an agreed time.

The practitioner maintains control of the sound and video and will intervene to deny access should conversation contravene the contact agreement.

Notes are recorded in the same way as during face to face contact and are provided to parents as a typed document.

## **Letterbox contact - £10 per exchange**

Letterbox contact is the managed exchange of letters/presents or emails, where one or both parents are unable to share their addresses.

Depending on the initial request for support, letters/presents may be opened and inspected by practitioners, before forwarding them to the respective child or parent. Parents should consider carefully what is written in letters as if deemed inappropriate they will be returned to the sender.

Records are kept of each exchange.

## **Group supported contact - £38 per hour up to 2 children (plus £8 per hour, per additional child)**

Group supported family time takes place between a child(ren) and parent with a practitioner in the room. There is more than one family present in the room for this type of contact. The practitioners and volunteers do not take individual notes or record conversations. They are there to safeguard all those present and to provide support and assistance if necessary.

General notes are taken for the group, at key points throughout the family time. The notes are not provided to parents, although any concerns that are recorded will be shared with parents, as necessary.

Contact parents are required to arrive 15 minutes before supported contact starts and leave 15 minutes afterwards. No extra cost is requested for this time.

## **Individual Supported contact - £60 per hour up to 2 children (plus £8 per hour, per additional child)**

The practitioners and volunteers do not take individual notes or record conversations. They are there to safeguard all those present and to provide support and assistance if necessary.

General notes are taken, at key points throughout the family time. The notes are not provided to parents, although any concerns that are recorded will be shared with parents, as necessary.

Contact parents are required to arrive 15 minutes before supported contact starts and leave 15 minutes afterwards. No extra cost is requested for this time.

There is an additional cost for this service because YMCA Bournemouth are unable to claim back the VAT. Unfortunately we have to pass this cost on to service users.

## **Supported handover - £35 per day**

The child and parent have contact outside the centre, but the handover process is managed by practitioners at the centre, so that parents do not have to meet.

Handovers may be court ordered and for a number of reasons, including when substance misuse or domestic abuse has previously been a concern. Practitioners may be required to make a judgment regarding whether a parent is under the influence of a substance and fit to take responsibility for the child(ren). Parents may choose to purchase a drug/alcohol test at the centre but the decision of the practitioner remains final.

If the handover and return occur on the same day, there is one payment.

If the child(ren) are returned on a different day, then a second fee of £35 is payable.

Contact parents are required to arrive 15 minutes before handovers and leave 15 minutes afterwards. No extra cost is requested for this time.

## **Room Hire - £38 per hour**

There is some availability for one of our rooms to be hired for family times to take place either supervised by a local authority practitioner or by another adult deemed safe by court.

This comes with the additional support of our team for safeguarding purposes and use of resources.

There is an expectation that the practitioner facilitates any extra time required to prevent those having contact and the resident carers meeting if required and also ensuring the room is left tidy.

## **Cancellation Fees**

Any family time cancelled with less than two day's notice will be charged 50% of the fee. This is because the staff will still need to be paid and other costs met.

## **Next steps meeting - £42**

This is an opportunity for both parents to meet, if possible, with the manager to review how sessions have gone and to plan the next steps towards families organising their contact. Parenting plans may be completed. This is usually for families where court are not involved in contact arrangements.

## **Saliva drug test - £5**

## **Saliva alcohol test - £3**

## **Report writing**

Typed notes are provided within the fees for all 'supervised' contact family times but additional letters/reports from the contact centre may also be requested.

## **Letter to the court - £35**

A letter to the court provides a summary of all family times and a recommendation about future contact.

A letter is suitable when contact has taken place in a supported group, when supported handovers have been provided, or when the total number of supervised sessions is below ten.

A letter can also be requested to evidence where there has been difficulty establishing family time, contact has been inconsistent, or where contact has been withdrawn.

## **Full court report - £130**

A full court report will contain a summary of the contact sessions attended, as well as a recommendation about future contact.

A full report may be requested at any time but is most suitable for supported or supervised contact, where the number of family times have exceeded ten.

## **Attendance at court - £250 per half day**

If requested, the contact manager may be requested to attend court to give evidence and/or recommendations, based upon the observations of the practitioners.

Please, speak to the centre directly if this is something you are considering.

**All fees are inclusive of VAT where necessary.**