



The A Project

25 North Row, Marble Arch, London W1K 6DJ
Tel: 07971 481884 E: contact@theaproject.co.uk

Heritage House 79-80 High Street, Gravesend DA11 0BH
Tel: 07917 481884 E: gravesend@theaproject.co.uk

Knightrider House, Knightrider Street, Maidstone ME15 6LU
Tel: 07917 481884 E: kent@theaproject.co.uk

Pluto House, 6 Vale Avenue, Tunbridge Wells TN1 1DJ
Tel: 07917 481884 E: tunbridge@theaproject.co.uk

What is supervised Family Time?

Supervised Family Time means that your contact with a child will be in the presence of a trained contact worker. Contact sessions are supervised by an experienced member of staff who are trained to intervene when absolutely necessary in a professional manner. The staff member will also complete an un-biased factual observation report recording what happens during the contact.

What is a Supervised Contact Order?

A child Contact Order can be made to give children the right to see both of their parents. The amount of contact and the arrangements made should take into account the situation immediately before the Child Contact Order, if there is deemed to be a risk the order will specify that supervised Family Time is required.

When is Supervised Family Time necessary?

Supervised Family Time is used when it is determined that a child has suffered or is at risk of suffering harm when spending time with a family member.

Where do supervised Family Time sessions take place?

Supervised Family Time sessions take place in our Supervised Family Time rooms at the A Project Centre's or close by in the community. Our Family Time rooms have an array of toys, arts and crafts, books, and a super programmed interactive smart table for children of all ages. This allows for a relaxed contact session which enables children to feel at home and safe and encourages positive interaction between children and parents.

How long can supervised Family Time sessions last?

This is dependent on the court order and what is agreed in court.

Why is supervised Family Time important?

Supervised Family Time ensures the physical and emotional safety of a child. Supervised Family Time assists in building and sustaining positive relationships between a child and members of their non-resident family.

Who pays for supervised Family Time?

If a referral is made by a local Authority, then Supervised Family Time sessions are usually funded. For private arrangements the cost of Supervised Family Time is covered by the parents as stipulated in the court order or as mutually agreed by the parents out of court.

Can grandparents have Supervised Family Time?

Yes, this is possible but would be highlighted within the court order as part of a mutual agreement between all parties.

How do I make a referral for a Supervised Family Time at the A Project Centre?

Referrals to our Child Family Time Centre's are made by a professional body such as a family law solicitor or by a social worker or from Cafcass following an order by the courts. Parents may also undertake private Supervised Family Time, but both parents must sign the referral form, and we will require a Risk Assessment before this can go ahead.

How long does referral take?

It depends. The length of the referral process depends on parental co-operation, the judicial process and the availability of a place at the centre. There is no set time for how long the process takes from the point at which you make initial arrangements to the contact taking place.

Do I have to meet my former partner when I go to the centre?

Not if you don't want to. We implement staggered arrival and departure times, and the centre staff will support with the handover of your child, so you don't need to meet your former partner. The resident parent is not generally permitted to remain at the centre during contact. Staff spend time with both parents (separately if required) before and after the contact session to talk about how the contact is going and discuss any issues or concerns.

What kind of people run Child Family Time Centres?

You're in safe hands. Our Child Family Time Centres are run by a management committee and trained staff, both paid and volunteers. The management committee consists of qualified people with relevant backgrounds in social work, teaching, law, and conflict management. All staff members are trained to deal with child protection issues, health and safety, conflict management, confidentiality, and domestic abuse.

How old do children have to be to use the centre?

There is no age limit. Although many of the children who use the centre are younger, some might be 16 or older, and other young people may have learning difficulties. They all need to use a safe venue to meet their non-resident parents, and that is what we provide at our Child Family Time Centres.

What happens in the Family Time session?

During a Family Time session, the supervisor stays in sight and sound of the child at all times making notes of what happens during contact. These notes will be seen by your professional referrer to assist in next steps including Cafcass (if referred by them) who report to the court. Information is confidential unless there is a question of a child or adult being at risk of danger.

What is included in a Supervised Family Time report?

A supervised Family Time report covers a wide range of information, including Timekeeping (and ability to adhere to any special measures such as arriving early), Visual check of the Child's physical state, Physical reaction between the parent and the child, any interventions made by the supervisor, any disputes and how they are handled, the emotional impact of contact of the child and changes required/recommendations for future Family Time arrangements.

Notice of property left at owner's risk?

All items left at our Family Time Centres are at the owner's risk. The A Project, its staff, and its management accept no liability for any loss, theft, damage or destruction of items left on our premises. Clients are responsible for insuring their own property and must collect them at the end of their time with us, or they may be disposed or sold to recover storage costs.

When are Child Family Time Centres open?

Opening times vary from centre to centre. We are open Monday to Sunday from 9.00am-6.30pm to help accommodate user's schedules.

How much does the service cost?

Some centres make an administrative charge for the intake process, and for each supported in-centre and handover contact to help with the overall costs of keeping the centre open. There is a charge for each supervised Family Time contact and for each requested report. Charges vary from centre to centre, as a charity we try to keep our fees as low as possible, prices can be obtained from our Process and Pricelist download.

What happens at the end of your series of Family Time sessions?

Towards the end of your series of Family Time sessions, you'll have a review meeting to share views about how things have gone and to think about what you'd like to do next.

Things Parents can expect from us

1. The welfare of the child is paramount, there might be times when contact cannot take place if the child is too upset, even if there is a contact order.
2. You can expect us to always place the needs and safety of your child before any other consideration.
3. You can expect us to be impartial. We will not take sides or offer one party preferential treatment over another.
4. You can expect us to be fair, welcoming, and professional.
5. You can expect us to provide professional and qualified staff, who are well trained and offered support and supervision to meet the needs of your family,
6. You can expect us to offer a safe, clean, and friendly contact service.
7. You can expect us to provide toys, games, and activities for you to enjoy with your child. These will always be clean and in a good state of repair. You are welcome to bring some items of your own if you chose to do so.
8. Any changes to the service or the way it is delivered will be agreed by all parties in advance.
9. Parents can expect us to write contact reports that are factual and based on our observations. These will be shared with the organisation or persons requesting it. Reports will be written, quality assured and shared within 5 working days of the contact session taking place.
10. You can expect us to always work within our policy and procedure, which are available on request.
11. You can expect us to work within the requirements of our accreditation with The National Association of Child Contact Centres.
12. You can expect us to work within the requirements and guidance of the Local Safeguarding Children Board.
13. You can expect us to work within the requirements as set out in law, legislation, or legislative guidance.
14. You can expect us to work with relevant professionals, sharing information in line with any agreement we make with you or legal requirement to do so.

Things that we expect from Parents

1. Parents should always act in the best interests of their children.
2. We anticipate providing you with this service for a short amount of time. Therefore, we expect all parents to work with us openly and honestly, so that contact can move to a venue more suited to your child(ren)'s needs.
3. We expect parents to meet the needs of their children. This might include completing basic care tasks (changing or feeding), offering guidance and boundaries to children, and bring any items that a child might reasonably need for the session. These items might include food, (no nut products) drinks, toys, games, activities, changes of clothing, suncream and so on.

4. Aggression, violence, intimidation, or any other behaviour that has the potential to cause discomfort is not permitted and may result on the police being contacted and the service being terminated.
5. The Child Contact Centre reserves the right to reduce or terminate contact if it is felt to be in the best interest of the child or other families using the centre.
6. We reserve the right to ask parents to leave if their conduct is such that the atmosphere becomes unpleasant.
7. We expect all parties to arrive and leave at the agreed times. If this is not possible the centre should be informed at the first opportunity. If this is not maintained contact may not take place and may be terminated.
8. Children will not be removed from the service in an unplanned way.
9. We have a no smoking policy.
10. We expect parents to arrive at the centre free from the effects of drugs or alcohol. If we believe parents to be under the influence of these substances, we will always cancel the session.
11. Additional people are only allowed to attend contact sessions where this has been agreed by the relevant parties in advance.
12. During contact sessions we ask you not to use your mobile telephone for any purpose.
13. The taking of photographs or videos is only permitted when agreed by all parties.
 - a. Photos or videos should only be of your own child.
 - b. Photos or videos should not be of other children, families, our staff or contact spaces.
 - c. We advise against posting photos or videos on social media but will not be held responsible for this.
 - d. Video calls during contact are not permitted unless agreed by both parties.
14. Parents are not permitted to make visual or audio recordings, openly or covertly, on any part of the property belonging to the contact service.
15. We also prohibit the use of GPS or Bluetooth trackers, such as Apple Air Tag, on property or people without explicit consent.
16. Pets are not permitted.
17. We ask all to speak English if this is possible. If this is not possible the referrer should organise an interpreter. This will be a professional service approved by the centre prior to contact commencing.
18. The cost of contact should be paid by the referrer. Payments should be made no later than 48 hours prior to the session taking place. If this does not happen the session will be cancelled.