



The A Project

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Who can access this service?

To be eligible to access this service a referral form must be submitted.

We can usually accept referrals where there is the following:

- Ongoing court proceedings
- Children looked after by local authorities
- Children adopted or living with family under SGO arrangements (or similar)
- High levels of conflict
- Parental communication breakdown
- Parents building skills and experience caring for their children
- Parents With Learning Difficulties

Referrals we cannot accept:

- If parties are awaiting a court hearing / Finding of Fact with regards to domestic abuse. We must know the outcome before a referral can be considered.
- If one of the parties has a conviction or Finding related to domestic abuse, they must have successfully engaged with appropriate work e.g., Domestic Abuse Perpetrator Programme (DAPP), Safer Relationships or similar before a referral can be considered further. Anger manager programmes are not appropriate or accepted in this instance.
- Where there are an ongoing police investigation or criminal proceedings
- Adults who have sexually offended against children, regardless of whether legal proceedings have concluded or are ongoing.
- Referrals whereby there is a threat/risk of violence to another person (regardless of age)

How to access this service:

Arrangements are by referral. The referral can be made by a social worker, solicitor, family mediator, Cafcass family court advisor or other appropriate professional.

We also accept self-referrals from parents or family members that do not have legal representation, subject to safeguarding checks. For self-referrals we require each parent or carer to complete and sign the referral form. Referrals will be accepted at the discretion of the contact centre co-ordinator.

When a completed referral form is received, it is assessed by the centre co-ordinator who will confirm if we can accept. If we cannot accept a referral we will explain why and also offer any guidance if we can.

Once a referral is accepted, we will arrange payment of the referral fee. Then each adult party will be booked in for an introductory meeting or visit with a contact worker. During this, we'll find out more about your family and current situation, and you'll be able to ask any questions. You'll also have the chance to see the premises and meet the staff. If you're the resident parent (living with the child), you'll be asked to bring your child so they can take a look around and become familiar with the centre.

Following completion of introductory meetings, and once we are satisfied that it is appropriate to commence contact, we aim to arrange the first session at the first available opportunity. This will dependant on a number of factors such as centre capacity and parent/carers and child availability.

Pricelist

You may be able to get Legal Aid to help you to pay for Family Time. You should speak to your solicitor or to Citizens Advice in the first instance about this. We are currently aware of a charity organisation called Turn2us, who advise on benefits and have opened what they call a Response Fund. Please contact them directly for criteria requirements.

The A Project is a charity, and we work hard to keep our fees as low as we can so that anyone who needs our support can access our services. Please get in touch if you are not able to access Legal Aid, and you are on benefits or a low income. We will be happy to have a confidential conversation with you regarding an individualised plan.

Referral Fee (one off payment per family) – £100.00

This covers initial administration, assessment of referral form and any additional paperwork, and introductory meetings for parties.

Supervised Family Time - £100.00 per session with up to 2 children & consisting of 15 minutes staggered arrival/check in, 1-hour direct contact time, and 15 minutes staggered departure/verbal feedback. A typed observation report is provided to the paying client (Additional Report - **£10**). A 2-hour session is - **£190**.

Community Family Time - £95.00 per 1-hour session with verbal feedback. A typed observation report is provided to the paying client (Additional Report - **£10**). A 2-hour session is - **£180**.

Virtual Family Time - £75.00 per session including computer login, observation, support, verbal feedback. A typed observation report is provided to the paying client (Additional Report - **£10**).

Indirect Family Time – £20.00

The monthly fee for Indirect Supervised Contact includes a maximum of 2 messages/presents per week from parents and child(ren).

Supported Family Time - £75.00 per 1-hour session with date and time of attendance record.

Handovers - £30.00 per Handover inclusive of drop-off and pick-up with staggered timings.

Contact Sessions can be arranged Monday to Sunday, between 9.30am and 5.30pm.

Payment terms and information

- Each contact session must be paid for 48 hours before the day of contact. Contact sessions will not go ahead unless payment is received.
- Payments can be by bank transfer, if paying by PayPal or credit/debit card then use our website shop.
- In the event of a contact session being cancelled with less than 48 hours' notice, full payment is required. Payment of the cancelled session must be provided before the next scheduled session. Failure to pay will result in the remaining sessions being suspended until the outstanding balance is cleared.
- In the event of persistent non-payment (2 sessions) contact arrangements will be suspended until any outstanding balance is cleared
- If a contact session is cancelled by the A Project Child Contact Centre, the contact fee will be waived.