

FEES FOR 2021**SUPPORTED****Families of 1-2 children****Induction Fee – Solicitor Referral: £450.00 Induction fee is payable in advance****Induction Fee – Self-referral: £350.00****Induction fee includes intake visits for both parents (Zoom) Familiarisation visit for child (in Centre) first visit block max 5 visits) midway update meeting with parents (Zoom) summary of initial visits****All further visits: £12.00 per hour if paid by an individual parent or SLAB
£20.00 per hour if costs to be shared equally between parents****Families of 3+ children****Induction Fee – Solicitor Referral £450.00 Induction fee is payable in advance and covers first visit block****Induction Fee – Self-referral £400.00****Induction fee includes intake visits for both parents (Zoom) Familiarisation visit for child (in Centre) first visit block max 5 visits) and summary of initial visits****All further visits: £22.00 per hour if paid by an individual parent or SLAB
£40.00 per hour if costs to be shared equally between parents****SUPERVISED****Quotation will be issued according to Interlocutor and level of supervision required****Induction Fee – Solicitor Referral: £550.00 Induction fee is payable in advance****Supervised visits: £50.00 - £85.00 per hour depending on level of supervision****Report for Child Welfare Hearing: £550.00 Payable in advance of Court date****Reports are not issued until fees are paid****Induction fee includes intake visits for both parents (Zoom) Familiarisation visit for child (in Centre) update meeting with both parents and supervising worker (Zoom) The report will provide comprehensive information and evaluation on the entire process****COLLECT & RETURN****Induction Fee – Solicitor Referral: £300.00 Induction fee is shared equally by parties includes first visit block****Induction Fee – Self-referral: £200.00 payable in advance****Induction fee includes intake visits for both parents (Zoom) Meeting with child (age-appropriate Zoom)****All further visits: £ 7.50 per visit if paid in prior to each visit by an individual parent only
£10.00 per visit if paid by BACS Card or via SLAB for individual parent
£14.00 per visit if costs to be shared equally between parents**

The Centre will not process client to intake stage without receipt of both parties' completed induction forms and payment of induction fees. No dates will be put in place until clients have completed the intake process. The delay between the original request and intake visit is dependent on how quickly the Centre receives forms and fees.

CANCELLED VISITS: Full fees will be payable unless the Centre is advised in writing 48 hours in advance. In the case of illness, a medical certificate will be required to support the absence where a 50% charge will be applied to retain place. There is no cancellation fee applied to collect & return

RECORDS OF VISITS: These can be provided at a cost of £30.00 per visit block, payable in advance. The Centre will require seven working days to prepare the report.

SUMMARIES and REPORTS ON SUPPORTED CONTACT VISITS**Summary of intake visits and first block of contact visits**

- Initial visit block included in induction fee

REPORTS ON SUPPORTED CONTACT:**If the Court requests a report on supported contact, the following will apply:**

- Factual notes from contact session and overview of sessions £250.00
- This must be agreed in advance of contact commencing and be included in the interlocutor.

What your fees include:

Supported contact

- The initial outlay is returned with the induction forms the induction fee is non refundable

On receiving completed forms

- The information on both forms must be checked.
- It is then used to complete a risk assessment to ensure that the most appropriate staffing, timing, venue, and any other requirements are organised before contact can take place.
- This may involve contacting other agencies, communicating with both parents, and liaising with our staff team.
- Files need to be set up and information communicated

Intake Visit (Included in Induction Fee)

- The initial intake visit is conducted via a zoom meeting arranged by the centre.
- The parents are given individual sessions and advised of these by text message with a supporting email sent to the respective solicitors.
- This meeting allows parents to meet speak directly to a staff member who will explain how contact will operate
- Centre policies are also explained.
- At this time, the adult with whom the child live will be given the opportunity to arrange a play visit. This is an opportunity for the child/children attending contact to come and visit the centre where contact will take place. This will help them to settle more quickly.
- Staff, who will meet the child before and after sessions will be present.

First Block of contact visits

- The first block of arranged visits (up to a maximum of 5 visits) is included in the induction fee.
- Update meeting with each parent (Zoom) halfway through contact block

POST COVID OPERATING

During the current pandemic, the centre is operating within the guidelines published by the Scottish Government and we ask all clients to respect social distancing and associated safety measures in place

Observed Contact

What your fees include:

- The initial outlay is returned with the induction forms the induction fee is non refundable

On receiving completed forms

- The information on both forms must be checked.
- It is then used to complete a risk assessment to ensure that the most appropriate staffing, timing, venue, and any other requirements are organised before contact can take place.
- This may involve contacting other agencies, communicating with both parents, and liaising with our staff team.
- Files need to be set up and information communicated

Intake Visit (Included in Induction Fee)

- The initial intake visit is conducted via a zoom meeting arranged by the centre.
- The parents are given individual sessions and advised of these by text message with a supporting email sent to the respective solicitors.
- This meeting allows parents to meet speak directly to a staff member who will explain how contact will operate
- Centre policies are also explained.
- At this time, the adult with whom the child lives will arrange a play visit. This is an opportunity for the child/children attending contact to come and visit the centre where contact will take place. They will meet the staff member who will observe contact sessions and will be able to see the play pod they will use for contact.

First Block of contact visits

- The first block of arranged visits (up to a maximum of 5 visits) is included in the induction fee.

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Supervised contact

What your fees include:

- The initial outlay is returned with the induction forms the induction fee is non refundable

On receiving completed forms

- The information on both forms must be checked.
- It is then used to complete a risk assessment to ensure that the most appropriate staffing, timing, venue, and any other requirements are organised before contact can take place.
- This may involve contacting other agencies, communicating with both parents, and liaising with our staff team.
- Files need to be set up and information communicate
- The fee not only pays for staff in the room, but also, for the administration and preparation of reports, the raising of the invoices, and processing of payments.

Intake visit (Included in Induction Fee)

- The initial intake visit is conducted via a zoom meeting arranged by the centre.
- The parents are given individual sessions and advised of these by text message with a supporting email sent to the respective solicitors.
- This meeting allows parents to meet speak directly to a staff member who will explain how contact will operate
- Centre policies are also explained.
- At this time, the adult with whom the child live will be given an appointment for a play visit. This is an opportunity for the child/children attending contact to come and visit the centre where contact will take place. This will help them to settle more quickly.
- The practitioner who will be leading the sessions will be present to meet the child and to establish a relationship with them
- Only experienced practitioners supervise these contacts

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Collection and return or collection only services

What your fees include:

- The initial outlay is returned with the induction forms the induction fee is non refundable

On receiving completed forms

- The information on both forms must be checked.
- It is then used to complete a risk assessment to ensure that the most appropriate staffing, timing, venue, and any other requirements are organised before contact can take place.
- This may involve contacting other agencies, communicating with both parents, and liaising with our staff team.
- Files need to be set up and information communicated

Intake visit (Included in Induction Fee)

- The initial intake visit is conducted via a zoom meeting arranged by the centre.
- The parents are given individual sessions and advised of these by text message with a supporting email sent to the respective solicitors.
- This meeting allows parents to meet speak directly to a staff member who will explain how contact will operate
- Centre policies are also explained.
- The adult with whom the child live will be given the opportunity to arrange a visit to the centre with the child before contact visits commence.
- Detail of how arrangements for the exchange of the child/ren will be explained

First Block of contact visits

- The first block of arranged visits (up to a maximum of 5 visits) is included in the induction fee.

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What your fees include: Definitions

Supported contact

- Each family has a designated play pod
- The staff are there to ensure the safeguarding of all present and help if necessary.
- General notes are taken
- Any concerns about individuals are recorded. These would be shared if necessary.

Observed contact

- Each family has a designated play pod
- A worker is allocated and is present through the visit
- Notes are taken
- Report can be provided

Supervised contact recommended by court

- Supervised contact is when there is a practitioner in the room with the child and non-resident parent
- They will record accurate notes of what happens in the session.
- This will be based on what is said and what is seen.
- It will not be judgemental.
- There may be comments made in the recommendation section of the notes that may improve contacts going forward or about issues causing concern.
- Practitioners will only intervene if a session is unsafe and there are safeguarding or health and safety concerns.
- Supervised contact notes will be typed up, quality assured by a member of the management team at the contact centre
- They will then be sent to the relevant Sheriff Court and the instructing solicitors.

Collection and return services

- The child has contact outside the centre
- The handover process is managed by the centre, so parents do not need to meet.
- If the handover and return is on the same day, there is only one payment.
- If the families need to come back on another day, then there is an additional cost.

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Centre Opening Times 2021

IN CENTRE ROSE STREET		
	Open	Close
Wednesday	Closed	Closed
Thursday	13.00	18.00
Friday	13.00	18.00
Saturday	09.30	17.00
Sunday (alt)	11.00	17.00

IN CENTRE SOMERSET PLACE		
	Open	Close
Wednesday	Closed	Closed
Thursday	By appointment	By appointment
Friday	16.00	1800
Saturday	09.30	17.00
Sunday	11.00	17.00

COLLECT & RETURN		
	Open	Close
Wednesday	Closed	Closed
Thursday	13.00	18.00
Friday	13.00	18.00
Saturday	09.15	17.00
Sunday	11.00	17.00

SUNDAY OPENING 2021			
January	17 th : 31 st	July	04 th : 18 th
February	14 th : 28 th	August	01 st : 15 th : 29 th
March	14 th : 28 th	September	12 th : 26 th
April	11 th : 25 th	October	10 th : 24 th
May	09 th : 23 rd	November	07 th : 21 st
June	06 th : 20 th	December	05 th : 19 th

HOLIDAY CLOSURE 2021		
	Close	Open
Easter	April 1st	April 8th
Summer	July 8 th	July 15 th
Autumn	September 30 th	October 7 th
Christmas	December 23 rd	January 6 th

Please remember the information above while correct at the time of writing may be subject to change due to changes in COVID operating levels.