



Chances Gives Choices Charging Policy 2023

Purpose:

This policy sets out the cost of using our services and the approach that the organisation takes to ensuring that we remain sustainable, affordable, and fair.

Fees:

The fees that are charged are aimed to be paid by the non-resident parent, or the referrer where this has been agreed in advance.

The cost of using the service is set out in the table below. These fees can change at any time but are scheduled to be reviewed once a year. This review usually takes place in July.

If both parties can come to an arrangement whereby the costs are spread, then please inform us. This would be more than acceptable.

All fees must be paid, and reach our account 48 hours prior to contact for Monday to Friday services, Saturday and Sunday services must be paid by 4pm on the Wednesday prior. You may pay for sessions as far in advance of the session taking place as you wish. Once a payment has cleared, you will receive an email from the payment system Izettle for your records.

The fees are as follows.

Service	Cost
Referral Fee – Administration and risk assessment associated with the management of referrals to the contact centre. This is charged to the person referring to the centre and payment will need to be cleared before the referral process can commence	£100
Supervised Contact	Referral fee £100.00, Supervised contact sessions £67.00 per hour in our Centre at £82.00 per hour in the community (travel for the supervisor if meeting at location is £40.00 per hour) Additional supervisor £87.00 per hour in our centre and £107.00 for community contact.
Supported contact are:	Referral fee £100.00 Charge: £25.00 per hour thereafter. This is available in our Centre and in the community for £32.00 per hour.

Virtual Contact	Referral fee £100.00 Charge : £30 per hour minutes
Communication Service	Referral fee £100.00, Current charge for this service is £5.00 per communication and the person seeking to send the communication is the payee.
Handover Service	Referral fee £100.00 Charge £22.00 per day £44.00 if over multiple days
Letterbox Service	Referral fee £100, Charge £10.00 per item
Travel	£40.00 per hour this includes any mileage cost
Administration – sometimes we are asked to write additional reports. We can assist with this, but the following fee applies. We require 10 working days post fee payment to complete such reports. This is primarily for additional reviews	£65 per additional review
Court Attendance (or any other meeting including LAC, CP or CIN) – those receiving supervised contact may wish to invite us to attend professional meetings and share information based upon our observations.	£82.00 per hour & £40 per hour for travel
Cancellations:	We recognise that things happen which can prevent contact taking place. However, it is also the case that the centre incurs costs by offering or planning to offer a service. With this in mind, we will offer a full refund where we are informed about the need to cancel a contact session, no less than 2 working days prior to the planned session taking place.
Discretions:	If the cost of contact means that you will not be able to use the service, whether this be because parents are on low income, receipt of benefits, or for any other reason. Please contact us, it is regrettable that we will not be able to help on every occasion, but equally, if we are able to offer some flexibility, or have awareness of funding opportunities we will be able to talk to you about this.

We are committed to reviewing our policy and good practice annually

Name: Claire Macklin

Signature:

Date: 22.08.23

This policy was last reviewed on: 22.08.23