

LETTERBOX / INDIRECT CONTACT PRICE LIST (HUDDERSFIELD)

	Cost
Initial Referral Fee – (non refundable) to be sent in along with the referral, to cover assessment and administration. Can be paid by cash, cheque or by credit/debit card (in person or over the telephone). Cheques to be made payable to “National Children’s Centre”. Referrals will not be processed until the referral fee has been received.	
Referral fee for Handover or Indirect/Letterbox contact	£30.00

Contact Description – Information Leaflets Available	Cost
<p>Indirect/Letterbox – passing on letters, cards and presents.</p> <p>Available as Ordered or as agreed by parties. Please specify frequency on referral form.</p> <p>We are able to facilitate email correspondence if required.</p> <p>Physical letters and cards are sent via 1st Class post and are covered by the £5.00 contact fee for each instance.</p> <p>Large or expensive items (e.g. gift cards) will be sent by 1st Class Signed For post or ParcelForce 24, whichever has the lowest postage cost. The party providing these items will be invoiced for the cost of any additional postage. Further contact will not be passed on until the invoice has been cleared.</p> <p>Parties are required to provide us with appropriate packaging (e.g. box, plastic packet, bubble wrap).</p>	<p>£5.00</p> <p>Excluding any additional postage fees for parcels. We require additional postage to be reimbursed.</p>

Process and Guidelines on Indirect Contact

What is Indirect Contact?

Indirect contact can be also be known as letterbox contact and can take the form of letters, cards, gifts or emails sent through a third party.

What happens once a referral for Indirect Contact is received?

As referral form must be submitted, and a referral fee of £30.00 must be paid a before we can proceed with the service.

We will then set a schedule for indirect contact, the conditions of which are determined by what has been agreed between the parties or what has been ordered by Court.

A copy of the schedule will be sent to both parties and will be updated every time indirect contact is received and sent on.

Cost and Payment of Indirect Contact

- Passing on standard letters/cards/emails is charged at £5.00
- Passing on gifts is charged at £5.00

The £5.00 fee must be paid before we will send any items on.

- If any additional postage charges are incurred these will be invoiced for after the items have been sent.

We will not pass on any further indirect contact items until any outstanding invoices have been paid.

Contact fees can be paid by cash (in person), cheque (made payable to “National Children’s Centre” or be debit/credit card (over the phone or in person) or via bank transfer (request details)

Method of Post

- Standard letters and cards will be sent by 1st Class Post.
- Larger items or items containing money or gift cards will be sent by Post Office 1st Class Post Signed For, ParcelForce48 or ParcelForce24 with a Signature depending on which service costs less.

If you wish us to use a different service or send items unrecorded please inform us.

What happens if I miss or am late for an Indirect Contact deadline?

We expect parties to be responsible for and aware of their schedule. For example – if you have a planned holiday at the time indirect contact is due then we would expect you to send your indirect contact to us before you went away, and let us know the reason why it is early.

If being late with or not providing indirect contact at all is a persistent issue e.g. items not received for several months, then the contact centre coordinator will assess your case and decide whether we will terminate our service.

How to provide Indirect Contact items to us

You are welcome to post items to us or bring them in person. If you are planning to come in person please telephone the Contact Team **at least 2 days before** so we are aware you are coming and can confirm a member of staff will be available.

As part of our service we catalogue and read all letters/cards and check all gifts. Do not to wrap any gifts or seal any envelopes. Wrapped gifts or sealed envelopes will be open by us and will not be re-wrapped or re-sealed.

Address: Children & Families Team – Child Contact Centre
Yorkshire Children’s Centre
Brian Jackson House
New North Parade
Huddersfield
HD1 5JP

Please ensure that that FULL address is written as above. There are numerous departments in Yorkshire Children’s Centre and agencies based in Brian Jackson House.

Email: children-familyservices@yccuk.org.uk
Telephone: 01484 519988

Packaging

We do not keep a large supply of packaging materials. Our indirect service is only a means of passing on indirect items between parties when it is required that addresses are kept confidential and to ensure the items sent are suitable. If you wish us to pass on numerous items, bulky items, and/or fragile items then we require you to provide the appropriate packaging (i.e. box, plastic packet, bubble wrap) for those items.

Guidelines for Letters / Emails

Indirect contact is usually agreed or court ordered to be between a child and their non-resident parent. If letters to your child include messages (negative or otherwise) to the resident parent they will not be passed on.

Letters that include negative comments about the other parent or family members, discussing past negative experiences or discussing future arrangements that haven't been formalised will also not be passed on.

Letters containing requests for your child or the resident party to contact you or containing contact numbers, email addresses or postal addresses will not be passed on unless this has been agreed to by the resident party or authorised by a Court Order.

If you are uncertain about something you have written, please contact a member of the Contact Team to discuss this.

***If English is not your first language please contact us to discuss this further.

Guidelines for Gifts

It is important to understand that it is part of our centre policy not to promote violence or inappropriate behaviours. All gifts should be age appropriate and follow the designated age rating for children.

Gifts that will not be accepted include:

- Items that promote violence i.e. model weapons, video games containing violent themes, DVDs containing violent themes
- Over age limit games, DVDs and computer games
- Expensive electronic items such as mobile telephones, tablet computers (iPads, Kindle Fire etc), games consoles (X Box, Ninetendo Wii or DS etc)
- Cheques for **any** amount and large amounts of cash (£50.00 maximum)

If you are uncertain about a gift you would like to send please contact a member of the Contact Team to discuss this.

If we feel an item or the content of a letter is not appropriate we will inform you and explain why we were not able to pass it on.

Contacting your children indirectly:

*****Please note that authorised methods of communication may be restricted by a court order*****

Letters and Emails: You may feel writing a letter to your child or children is the best way of contact them. Following the advice from above this should be done in an age appropriate way, focusing on your relationship with your child and the future.

Cards and Gifts: This can be for special occasions such as, Birthdays, Eid, and Christmas. The advice given above should also be followed when choosing what to write in the card to your child.

Telephone Calls and Skype: You may feel talking with your children over the phone or over Skype will enable you to maintain a relationship with your children through hearing your voice and being able to see you indirectly.