

**Virtual Family Time Agreement**

TO BE COMPLETED BY SOCIAL WORKER, PARENT AND CONTACT CO-ORDINATOR PRIOR TO FIRST CONTACT

1. Name of Children

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | DOB | Home address | School | Ethnicity |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

2. Days and times of virtual family time:

|  |  |
| --- | --- |
| Monday |  |
| Tuesday |  |
| Wednesday |  |
| Thursday |  |
| Friday |  |
| Saturday |  |

Date of first virtual family time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Allocated Worker: \_\_\_\_\_\_\_\_\_

4. The people who can attend family video calls:

|  |  |  |
| --- | --- | --- |
| NAME | FREQUENCY | TELEPHONE NUMBER AND MEDIA TO BE USED |
|  |  |  |
|  |  |  |
|  |  |  |

5. Is the case part of court proceedings? YES  NO 

6. Date of child/ren’s review meeting

7. Additional photos and videos to be sent? YES NO

**EXPECTATIONS OF VISITING ADULTS**

* A family support worker will contact you at the start of your allocated timeslot. The worker will remain present throughout your video call with your child/ren.
* Parents and any other family members with whom video have been arranged, are expected to answer the calls on time. If family members have not answered after 5 minutes of the starting time and have not notified the family support worker of the reason for their delay, then the call will be ended.
* If you or other family members cannot attend a video call, they must inform their allocated family support worker as soon as possible. This will avoid your child/ren waiting for you unnecessarily.
* If three consecutive calls are missed with no explanation, then the video calls will then be reviewed with the social worker and a review meeting will be held to ascertain the reasons for non-attendance and how we can support you.
* Video calls are only for the person referred; other people will not be allowed to join the calls unless prior agreement has been given by your child/ren’s social worker.
* During the call parents and family members are encouraged to be involved and interact with their child/ren during the session. Your allocated worker will provide support and guidance, in order to enable you to engage in an age appropriate way that is meaningful for your child/ren.

However, if a worker believes that an adult is behaving inappropriately towards the child/ren or consistently not responding to the child/ren, the worker will intervene.

* Any discussions about your case must not take place, and the call we be ended by your worker should this happen.
* We are aware that visits with your child/ren can be an emotional and stressful time, however, you are expected to behave in a civil manner towards your worker, other professionals, and carers
* If anyone appears to have consumed alcohol or drugs or behaves inappropriately during a call, then it will be ended and reported to the social worker.
* The recording of video calls and taking screenshots during family visits is not permitted. If an agreement has been given for photographs than these will be sent to you securely. Any photographs and videos sent are for personal use must not be uploaded to social media sites e.g. Facebook and Instagram.
* Before the call starts, try to find a place where you can be heard and seen clearly on the screen. Poor connection can sometimes occur when moving around, so try to keep your phone or computer device still during the call.
* The duration of video calls is based on your child/ren’s age and level of concentration. If your child/ren appears to become distracted and disengaged during the call then it will end before the allocated time slot.
* When children are away on holiday then video calls will be reduced, and the frequency will be agreed by your child/ren’s social worker
* If your visit falls on a bank holiday then this will not be paid back unless it is your only call that week, in this instance another day will be arranged.
* Any agreement for requests to have video calls on special occasions such as Children’s Birthdays, Christmas and Eid will be discussed with your child/ren’s social worker.

EXPECTATIONS OF FAMILY SUPPORT WORKER:

* The Family Support Worker will keep a written record of all contact visits and attendance, which will be shared with other relevant agencies as appropriate.
* A chronology of the visits will be kept and your attendance recorded.

* The Family Support Worker will keep in regular contact with the Social Worker with regard to the case.
* Prompts and advice will be offered at every session and formal feedback will be given at regular intervals by the Family Support Worker. Occasionally the Social Worker may be present for this.
* Parents will receive a copy of all their contact notes and feedback sheets at regular intervals.
* If the child/ren attend late for a call, then any time lost will be added onto the end if possible.

**EXPECTATIONS OF SOCIAL WORKER**

* It is a requirement that the social worker will keep the family support worker updated of any developments in the case, relating to the child/ren or parents.
* The family support worker will be invited to all relevant meetings to be able to present feedback about family time.
* The Social Worker is required to occasionally observe a family time call as part of their own assessments.

CHANGES TO THE ARRANGEMENTS

* Family time arrangements will be discussed at statutory reviews. Any proposed changes must be discussed with the family centre manager to see if they are viable. Once agreed any changes to family time must be sent to the centre manager on an update form before any changes will take effect.
* Any incidents that raise serious concerns will lead to suspension of family time for up to 7 days. Decisions to reinstate or terminate visits will be made with the involvement of the service manager. During the suspension period a meeting will be held to review arrangements.

**DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PARENT/S PERSON/S HAVING**

**VIRTUAL FAMILY TIME**

**DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PARENT/S PERSON/S HAVING**

**VIRTUAL FAMILY TIME**

**DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CONTACT CO-ORDINATOR**

**DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SOCIAL WORKER**

**DATE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ SIGNATURE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**FAMILY SUPPORT WORKER**