

FRESH FUTURES

Improving lives, inspiring change

31/10/2024

**Subject: (1) Notice of Fee Increase for services at Fresh Futures
(2) Change to service provision**

Dear Parent / Carer,

We are writing to inform you of an important update regarding the fees for the Family Time services at Fresh Futures.

For the past eight years we have worked hard to keep our fees unchanged, despite the rising cost of living and operational expenses. This has ensured that families like yours have not been impacted by external financial pressures. However, after extensive review, we have reached a point where we can no longer sustain this without compromising the quality of our services.

Therefore, we will be implementing a fee increase effective from **Thursday 2nd January 2025**.

The new fees will be as follows:

Service	New fees
Supervised per hour (max time 1.5 hours)	£95.00 plus 30 minutes chargeable for community visit outside of town centre
Supported per hour (max time 1.5 hours)	£45.00
Handover	£15.00 one way £30.00 both ways
Indirect electronic letter	£15.00 (sent via email)
Indirect letter or card only	£15.00 plus postage (sent via 1 st Class standard post)
Indirect letter or card or gift voucher	£17.50 plus postage (sent via specialised/signed for delivery)
Indirect gifts	£20.00 plus postage Includes maximum 3 items and 1 card or letter - additional items charged at £1 per item (sent via specialised/signed for delivery)

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Before making this decision, we carefully researched the fees of other Child Contact Centres to ensure that our pricing remains fair and competitive. We are confident that our updated fees still offer good value while allowing us to continue providing the safe, supportive environment you have come to rely on.

Additionally, after reviewing the usage of our services, we have decided to discontinue **Assisted Contact sessions** due to low demand. This service will no longer be available from **Monday 2nd December 2024**. We encourage any families currently using this service to reach out to us so we can discuss alternative options that may meet your needs.

Our primary focus remains on the well-being of the children and families we serve. We thank you for your understanding in this unavoidable increase.

Yours Sincerely,

C. McKenzie

Catherine McKenzie
Head of Children and Family Services