



Can You Hear Me South West Ltd

## Services & Information Guide

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### Who Are Can You Hear Me?

Can You Hear Me is a bespoke and independent expert service for families experiencing separation and conflict. We will help you as a parent navigate this challenging and emotional time, supporting you in managing disagreements and helping you to work out what is best for you as a family. We will have an unwavering focus on your child's voice and their views will be central to our work, as we are passionate in our belief that this is the key to healthy family separation.

We will listen to you and others who know you well to make sure we truly understand what your family wants and needs in order to move forward, and use our extensive experience in children's social work, conflict resolution and family support to find solutions that are in your child's best interests.

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### How Will Can You Hear Me Help My Family?

We offer a range of professional services designed to support you in all areas of family separation and conflict.

#### ONE TO ONE SUPPORT

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#### Child Focused Resolution

Whether as an alternative to Court, or as a first step in resolving difficulties, we help you create arrangements that put your child first, by keeping their voices and wellbeing at the heart of every decision. We use our well established mediation skills and training in conflict resolution to guide parents to separate personal issues from parenting decisions, creating consistent arrangements children can count on. We support effective co-parenting communication and help design flexible agreements that adapt as your children grow.

What to expect: We meet with each parent individually first to understand your perspective and concerns, then bring you together for joint sessions. Parents usually need a minimum of 4 one-hour sessions in total to work out practical details including routines, holidays, and decisions about school and health. We find some parents use Child-Focused Resolution sessions prior to, during, and after Family Time to help maintain communication and prevent family breakdown.

Why we recommend this approach: Child-Focused Resolution sessions offer a constructive alternative to prolonged and expensive Court processes, helping families reach child-focused agreements more efficiently while preserving important co-parenting relationships.

## Feeling My Brave

We recognise that children need support during family changes. We are skilful listeners who help children find their voices. Feeling My Brave sessions provide a safe, neutral space for children who are struggling with big feelings about their family's changes, and help them understand these emotions and feel empowered to handle them. Sessions are confidential to the child, and we ask that parents do not question them about what was discussed. However if your child tells us anything which leads us to believe they are at risk of harm, we will take appropriate action to ensure their safety. If a child wishes to share their thoughts and feelings with you or another person important to them, we will help them do this.

## Family Plan

A bespoke plan for you and your child to keep, detailing who they see and when, who they live with, and other day to day arrangements. Family Plans are usually created in combination with Child Focused Resolution and Feeling My Brave sessions.

## Telephone Support

Quick, flexible support when you need guidance to address concerns early – before small issues become bigger problems. We help you work through disagreements and keep communication on track, preventing conflict from affecting your child's arrangements. Many parents use this alongside Child-Focused Resolution & Family Time to maintain progress between sessions, helping to address concerns as they come up rather than waiting until challenges escalate.

### FAMILY SUPPORT

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## Family Time

We understand that some parents find it hard to manage family time. Maybe it's been a while since you saw your child, or perhaps you're worried about your child spending time with their other parent. To provide the best bespoke support to you, we offer two different types of Family Time; Supported and Supervised.

- Supported Family Time provides a relaxed environment where you can spend time with your child with gentle assistance available when helpful, allowing you to focus on enjoying your time together while having the reassurance of friendly support nearby. Supported family time can take place in a comfortable room setting, out in the community, or at your home, depending on what feels right for your child. A brief 10 minute reflection is offered before and after each session to share positive observations and discuss any guidance that might help your family time continue to flourish.
- Supervised Family Time is just the same as Supported Family Time, but with extra oversight and more proactive support and intervention when needed to keep everyone safe and happy.

Transition Support is an optional additional 30 minutes before and after each Family Time to support parents who are unable to meet directly with each other, allowing your child calm space between one parent leaving and the other arriving. Transition Support also provides guidance on how to improve and progress transitions, so that you can ultimately manage these independently.

We also offer Virtual Family Time where we can be available by telephone or video call to support you and your child with minimal intrusion.

Family Time Summary Reports are short reports that consider how your relationship with your child is progressing and explore what additional support may be helpful for your family. Please note that reports are only provided to the parent who has requested and arranged the service, or the Court

if directed.

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## ASSESSMENTS, REPORTS & STATUTORY WORK

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### Family Report

A Family Report is an assessment which is designed to present a comprehensive picture of your family. It places your child's voice and best interests at the centre of decisions about their care and contact with family members. It examines your family's history and current circumstances and explores your child's needs, wishes and feelings, to propose care and contact arrangements which are best for your family.

### Section 7 Report

A Section 7 report is an assessment that the Court requests from us to help make the best decisions for your child's future. It is similar to our Family Report, but might focus more on a specific issue or concern that the Court has been asked to resolve.

### Court Preparation and Attendance

If the Court is involved with your family, you, the Judge or another party might ask us to attend Court to talk about the support we have provided to you or reports we have written about your family. It is our professional and legal obligation to give evidence truthfully, fairly and based on our expert assessments and opinion of your family's circumstances, regardless of which parent might have originally referred your family to us.

### Statutory Visits

We are qualified and registered Social Workers and as such can support Local Authorities in visiting children who are in Care or subject to Child Protection Plans.

## How Do I Ask Can You Hear Me to Help My Family?

We know that reaching out during difficult family situations takes courage. That's why we have made it really simple to access the help and support we provide.

### What Do I Need to Do?

- Fill in our Referral Form on our website and pay our non-refundable Referral Processing Fee
- We will then contact you for an introductory telephone call
- We will then send you a bespoke plan of support with an Estimate of Fees and our Service Agreement
- Work will begin when your signed Service Agreement and Referral Setup Fee is received

Questions? We're here to help explain any of our services or discuss which option is right for your family.

## Summary of Terms

- Estimates of Fees are subject to change, depending on factors including but not limited to; changes in your circumstances, new information being received, Court direction, or your child's welfare.
- Payment is required at least 24 hours in advance. Work cannot take place without advance payment and will be cancelled if payment is not made.

- All booked work is non-refundable if cancelled by you (or your representative) with less than 24 hours' notice. If pre-booked work is cancelled with less than 7 days' notice, 50% of fees for booked sessions will be retained. Pre-booked work cancelled with more than 7 days' notice will be refunded in full.
- Family Time is non-refundable if cancelled by you with less than 24 hours' notice, if terminated by us or others due to safety concerns, or if upon arrival it is deemed not in your child's best interests. Can You Hear Me's decision about your child's welfare at Family Time is final.
- If you cancel or fail to attend 3 or more booked sessions, Can You Hear Me may suspend services pending review.
- Can You Hear Me is an expert service with decades of combined experience and professional training and qualifications. Assessments and reports are produced to a high standard and using evidence-based approaches. No amendments to professional opinion will be made. Where there are disagreements, these will be recorded, but Can You Hear Me's professional conclusions and recommendations are final.

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Can You Hear Me South West Ltd • Putting children first, every step of the way.