



Case Management Service Provision

Terms and Conditions from 1st Jan 2020

1. Instructions for Faye Hammond Consultancy Ltd to proceed are understood to constitute acceptance of the following terms and conditions.
2. Meet and greet visits are offered on a case by case basis (depending on location), for a one-off 30-minute visit and will be charged at £55.
3. Immediate Needs Assessment report writing time will be capped at 12 hours including visit, travel time and expenses. Report writing is charged at £100 per hour. Where an INA report is already available, remains current and in a sharable format, it may not be necessary to repeat the report writing but a shorter update report will be produced.
4. Following the initial meeting and assessment, Faye Hammond Consultancy Ltd will provide, within fifteen working days, an Initial Needs Assessment report including an initial plan of action and an estimate of the likely duration and cost of further intervention if required, for the coming 6 months. Subsequent reviews will cost for the 12 months ahead and be based on updated goals.
5. Professional case management time is charged at £100.00 per hour. Travel time is charged at £50.00 per hour. Mileage expenses of 45p per mile are in addition to travel time. Additional charges may be made for travel expenses related to visiting the client in various environments, or researching, for example, equipment/housing needs. These additional costs will be quoted and agreed prior to any professional work. All efforts will be made to minimise costs and travel time will be shared with other assessments whenever possible.
6. Attendance at case conferences, reviews and meetings will be charged at £100.00 per hour plus travel time of £50.00 per hour and travel expenses.
7. The company has a Case Manager Assistant (CMA) who is able to attend some meetings, and address some areas of work under the remote supervision of the allocated case manager at a reduced rate of £50 per hour and travel time of £25 per hour for projects within their skill

set and suitability. Permission will be sought in advance before allocating tasks to the CMA, and only where appropriate to offer this as a cost or time efficient solution.

8. Case Manager court attendance will be charged at £800 per day. In the event that a trial is cancelled with less than five days' notice, court preparation time only will be charged. Cancellation prior to five days will incur no charge. A fee of £450 will be charged for cancellation on the day of the trial
9. Invoices along with a monthly summary will be provided at the end of each month. Payments of all invoices are due within 30 days of the invoice date. I reserve the right to charge interest at 1.5% per month on all unsettled invoices outstanding after 28 days.
10. Where an hourly rate is charged, all services will be billed in 6-minute intervals, apart from text messages and leaving of telephone messages which will be charged at 3-minute intervals