



BRIEFING PAPER

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Coronavirus: Separated Families and Contact with Children in Care FAQs (UK)

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1. Introduction

This paper provides brief information in response to some key questions regarding the impact of the coronavirus outbreak on separated families, maintenance arrangements and access to children.

The paper is not intended to address the specific circumstances of any individual or family and suitably qualified legal advice should instead be sought.

The paper addresses:

- Can children move between the homes of separated parents?
- How should parents comply with a court-orders for contact?
- How are child maintenance payments impacted?
- Can I visit my child in care/residential home?
- My child contact centre is closed: What alternatives are being made?
- Where can I go for help and advice?

This is a fast-moving issue and the briefing should be read as correct at the time of publication.

2. FAQs

2.1 Can children move between the homes of separated parents (UK)?

Guidance published by the UK Government for **England**, [Staying alert and safe \(social distancing\)](#) states that:

Where parents or someone with parental responsibility do not live in the same household, children under 18 can be moved between their parents' homes to continue existing arrangements for access and contact.¹

In response to the UK Government [guidance issued in March](#), the President of the Family Division of the High Court (England and Wales) [noted](#) that the guidance does not mean

¹ Under [The Health Protection \(Movement Restrictions\) \(England\) Regulations 2020, SI 2020/350, paragraph \(6\)\(J\)](#).

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that children must move between homes, the decision being one for parents to take after assessing their circumstances (bold original):

Government guidance issued alongside the Stay at Home Rules on 23rd March deals specifically with child contact arrangements. It says:

“Where parents do not live in the same household, children under 18 can be moved between their parents’ homes.”

This establishes an exception to the mandatory ‘stay at home’ requirement; it does not, however, mean that children **must** be moved between homes. The decision whether a child is to move between parental homes is for the child’s parents to make after a sensible assessment of the circumstances, including the child’s present health, the risk of infection and the presence of any recognised vulnerable individuals in one household or the other.²

Guidance issued by the Governments of [Scotland](#) and [Wales](#) and the **Northern Ireland Statutory Instrument** states that where parents do not live in the same household, children can be moved between their parents’ homes.³

2.2 How should parents comply with court orders for contact (UK)?

In England and Wales, a child arrangements order is an order regulating where a child lives and when they spend time with each parent. Contact orders are the equivalent in Northern Ireland and Scotland.

Background

Whenever a court makes or varies a child arrangements order, a “warning notice” is attached to the order itself warning of the consequences of failing to comply with it. A warning notice states that if someone breaches a child arrangements order, “the court may fine or imprison them for contempt of court, or may make an enforcement order or an order for financial compensation.” An enforcement order can require the person who breached the child arrangements order to undertake between 40 and 200 hours of unpaid work.

Under section 11J of the [Children Act 1989](#), however, a court can decide to not make an enforcement order when somebody fails to comply with a provision of a child arrangements order “if it is satisfied that the person had a reasonable excuse for failing to comply with the provision.” The Act adds that the burden of proof “lies on the person claiming to have had a reasonable excuse, and the standard of proof is the balance of probabilities.” The term “reasonable excuse” is not defined in the legislation or in the explanatory notes to the [Children and Adoption Act 2006](#), which inserted section 11J into the 1989 Act.

Failure to comply with a child arrangements order can be a serious matter. Someone considering doing so on the grounds that they had a “reasonable excuse” would be strongly advised to seek legal advice before doing so.

² President of the Family Division and Head of Family Justice [England and Wales] [Coronavirus crisis: Guidance on compliance with Family Court Child arrangement orders](#), 24 March 2020

³ Northern Ireland: [The Health Protection \(Coronavirus, Restrictions\) Regulations \(Northern Ireland\) 2020](#), SI 2020/55, paragraph 5(J)

Compliance with child arrangements orders during the Coronavirus outbreak

England and Wales

The President of the Family Division of the High Court has issued [national guidance](#) for parents whose children are the subject of Child Arrangement Orders made by the Family Court.

This guidance states that parents, acting in agreement, are free to decide that the arrangements set out in a child arrangements order should be temporarily varied.

Regarding situations where parents do not agree, the guidance states:

7. Where parents do not agree to vary the arrangements set out in a [child arrangements order], but one parent is sufficiently concerned that complying with the [child arrangements order] arrangements would be against current [Public Health England] advice, then that parent may exercise their parental responsibility and vary the arrangement to one that they consider to be safe. If, after the event, the actions of a parent acting on their own in this way are questioned by the other parent in the Family Court, the court is likely to look to see whether each parent acted reasonably and sensibly in the light of the official advice and the Stay at Home Rules in place at that time, together with any specific evidence relating to the child or family.

8. Where, either as a result of parental agreement or as a result of one parent on their own varying the arrangements, a child does not get to spend time with the other parent as set down in the CAO, the courts will expect alternative arrangements to be made to establish and maintain regular contact between the child and the other parent within the Stay at Home Rules, for example remotely – by Face-Time, WhatsApp Face-Time, Skype, Zoom or other video connection or, if that is not possible, by telephone.

The “key message”, the guidance states, should be that “where Coronavirus restrictions cause the **letter** of a court order to be varied, the **spirit** of the order should nevertheless be delivered by making safe alternative arrangements for the child” (emphasis original).⁴

Scotland

In Scotland, the Court of Session has issued [guidance](#) on compliance with Family Court Orders during the coronavirus outbreak.

The guidance states that parents, acting in agreement, are free to decide that the arrangements set out in a court order relating to parental responsibilities should be temporarily varied. Regarding situations where parents do not agree, the guidance states (bold added):

Where parents do not agree to vary the arrangements set out in a court order, but one parent is sufficiently concerned that complying with the court order would be against current Government advice, then that parent may exercise their parental responsibility and vary the arrangement to one that they consider to be safe. **If, after the event, the actions of a parent acting on their own in this way are questioned by the other parent in court, the court is likely to look to see whether each parent acted reasonably and sensibly in the light of the Government guidance in place at that time, together with any specific evidence relating to the child or family.**

Where, either as a result of agreement or as a result of one parent on their own varying the arrangements, a child does not get to spend time with the other parent as set down in the court order, the courts will expect alternative arrangements to be made to establish and maintain regular contact between the child and the other

⁴ President of the Family Division and Head of Family Justice [England and Wales] [Coronavirus crisis: Guidance on compliance with Family Court Child arrangement orders](#), 24 March 2020

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parent safely, for example remotely – by Face-Time, WhatsApp, Skype, Zoom or other video connection or, if that is not possible, by telephone.⁵

Northern Ireland

The Lord Chief Justice's Office has published guidance as [COVID-19 Guidance for Courts: Family proceedings \(All Court Tiers\)](#). This states that children should continue to travel between homes where possible and taking full account of guidance on social distancing. Guidance allows for temporary variations to contact orders without reference to a court (bold original):

It is important that children should maintain their usual routine of spending time with each of their parents in compliance with a Contact Order unless to do so would put the child, or others at risk with regards to Government and Public Health Authority (PHA) guidance during this period. Where contact can be continued, this will help the child to feel a sense of consistency, whilst also reassuring them that the parent they don't always live with is safe and healthy.

The decision whether a child is to move between parental homes is for the child's parents to make after a sensible assessment of the circumstances, including the child's present health, the risk of infection and the presence of any recognised vulnerable individuals in one household or the other.

Where Coronavirus restrictions cause the letter of a court order to be varied, the spirit of the order should nevertheless be delivered by making safe alternative arrangements for the child. If it is not possible to maintain the child's routine due to illness or self-isolation, or non-availability of, or risk to, people who ordinarily support contact, **the courts will expect alternative arrangements to be made to establish and maintain regular contact between the child and the other parent**, for example remotely – by Face-Time, WhatsApp Face-Time, Skype, Zoom or other video connection or, if that is not possible, by telephone.

Temporary variations to contact orders WITHOUT REFERENCE TO THE COURT can be made by one of the following means:

- Where parents agree to temporarily vary the arrangements of a contact order they are free to do so, and each should record such an agreement in a note, email or text message sent to each other and to their legal representative (if they have one);
- Where parents do not agree to vary the arrangements of a contact order, because one parent is sufficiently concerned that complying with the arrangements would be against current PHA advice, then that parent may exercise their parental responsibility and vary the arrangement to one that they consider to be safe. If, after the event, the actions of a parent acting on their own in this way are questioned by the other parent in the Family Court, the court will consider whether each parent acted reasonably and sensibly in the light of the official advice and any Stay at Home Rules in place at that time, together with any specific evidence relating to the child or family.

If any court directed contact arrangements are missed or found to be unreasonable, the court may take this into consideration when making further orders, and separated parents may be able to 'make up' time with the child after the restrictions are lifted. It is vital that child's needs are put to the fore by both parents, and the child should not be used as a source of tension or conflict– especially at a time when the child is likely to be feeling anxious about the effects of the pandemic.⁶

2.3 How are child maintenance arrangements impacted (UK)?

Broadly, there are three forms of child maintenance: informal (agreed between parents); court-ordered and statutory (organised by the separate Child Maintenance Service (CMS))

⁵ Lord President, [Guidance on compliance with Family Court Orders](#), 27 March 2020

⁶ Judiciary NI, [COVID-19 Guidance for courts Family proceedings \(all court tiers\)](#), 12 May 2020, pp3-4

in Great Britain or Northern Ireland). These are described in the Library Briefing [Child maintenance: how it is calculated](#) (CBP-7770).

If child maintenance is paid under an informal agreement, then, in the first instance, any changes to payments would be between the resident and paying parent to discuss. If maintenance is in accordance with a court order, individuals should seek qualified legal advice and refer to the contents of their specific order.

In **Great Britain**, regulation 34 of [The Child Support Maintenance Calculation Regulations 2012](#) states that adjustments to child maintenance payments for any paying parent will be made if their gross weekly income has changed by 25%. This remains the case during the Coronavirus outbreak.

The [CMS page on changes you need to report](#) states:

If your income has changed while you're self-isolating because of coronavirus (COVID-19)

Call the Child Maintenance Service if you've lost income while you're self-isolating (for example, you've lost your job or are temporarily receiving statutory sick pay). Your payments may be reduced for the period.

You'll get a payment schedule with the new amount.⁷

It has been confirmed by the Department of Work and Pensions that the CMS is currently accepting verbal evidence of income changes over the phone. It will revert to previous standards once the outbreak has ended and states enforcement action will be taken against those who abuse the change in the evidence threshold.⁸

If maintenance is not paid, the CMS has said that it will not contact paying parents during the outbreak:

Due to coronavirus (COVID-19), the Child Maintenance Service is not currently contacting paying parents about missing payments. You may have to wait longer to get money that's owed to you.⁹

On temporary changes to shared care, the CMS says:

If your shared care arrangements have changed temporarily due to coronavirus we will not be able to make any changes to the amount of child maintenance you pay. This is because this change in care arrangement is temporary.

If this change in care arrangements continues into a longer-term arrangement, please tell us as soon as you can.¹⁰

The CMS has also said parents should expect delays in initial payments and in the time taken to make new arrangements with the CMS:

It is taking longer than the usual 1 month to set up Child Maintenance Service cases because of coronavirus (COVID-19). [...]

The first payment is usually made within 6 weeks of making payment arrangements. Payments may take much longer because of coronavirus. Payments may be estimated for a period until the Child Maintenance Service can process the full amount.¹¹

⁷ Gov.UK, [Manage your child maintenance service case: changes you need to report](#)

⁸ [Single mothers are losing out on child maintenance payments as a result of coronavirus](#), The Independent, 16 April 2020

⁹ Gov. UK, [Manage your child maintenance service case: If a parent does not pay](#)

¹⁰ Child Maintenance Service, [Paying parent information](#)

¹¹ Gov. UK, [Manage your child maintenance service case: Overview](#)

In **Northern Ireland**, the CMS guidance states that parents should inform the CMS if there is an increase or decrease of 25 per cent or more in the paying parent's gross weekly income if they are on the 2012 statutory maintenance scheme.¹²

2.4 Can I visit my child in care/residential home (England)?

Under section 34 of the [Children Act 1989](#), where a child is in local authority care, the local authority must allow "reasonable contact" between a child and their parents, guardian, any person with parental responsibility or a named person who had previous care of the child. However, this can be halted for seven days if the local authority believes it necessary to safeguard or promote the child's welfare; the refusal is decided upon as a matter of urgency.

UK Government [guidance for children's social care](#) states that the Government "recognise[s] that the challenging context means that in some circumstances, local authorities, providers, agencies, and partners may find it more difficult to meet the full range of statutory duties relating to vulnerable children."

The guidance states that the Government expects contact between children in care and their relatives to continue and for the spirit of contact orders to be met:

We expect that contact between children in care and their birth relatives will continue. It is essential for children and families to remain in touch at this difficult time, and for many children, the consequences of not seeing relatives would be traumatising.

Contact arrangements should therefore be assessed on a case by case basis taking into account a range of factors, including the government's social distancing guidance and the needs of the child. Where it may not be possible, or appropriate, for the usual face-to-face contact to happen at this time and keeping in touch will, for the most part, need to take place virtually. Where face-to-face contact is not possible, we would encourage social workers and other professionals to reassure children that this position is temporary and will be reviewed as soon as it is possible to do so.

We expect the spirit of any court-ordered contact in relation to children in care to be maintained and will look to social workers to determine how best to support those valuable family interactions based on the circumstances of each case.¹³

Regulation 11 of [The Adoption and Children \(Coronavirus\) \(Amendment\) Regulations 2020](#) amends [The Children's Home Regulations 2015](#). It states there must be suitable facilities within a children's home for any child accommodated there to meet persons including parents, friends, relatives and their assigned social worker, or, where this is not possible, for communication over the telephone, video-link or other electronic communication method. The [guidance for children's social care services states](#):

Normally, a children's home would be required to make sure that suitable facilities are provided within the children's home for such meetings. This may not be possible or practical in the current circumstances, but it is important that children are allowed to maintain contact with their families and people who are important to them. During this period, the regulations now provide for such private meetings to take place over the telephone, a video-link or via other electronic communication methods if it is not possible for such meetings to happen in person. We encourage providers to explore ways to achieve this sort of contact.

Face to face contact is still permitted, taking account of the social distancing guidelines, and children should be supported to manage this. Where it is necessary for

¹² NI Direct, [Changes Child Maintenance Services need to know](#)

¹³ Department for Education, [Coronavirus \(COVID-19\) guidance for local authorities on children's social care](#), 6 May 2020

safeguarding or welfare purposes to impose conditions, restrictions or prohibitions on a child's contact with family or friends this remains possible under regulation 22.

Concerning situations where a child in residential care needs to self-isolate, [guidance](#) states that managers of such settings should speak to parents to establish what should happen:

Managers of residential settings should speak to parents and carers to establish views on whether the child or young person should return home for any period of self-isolation (due to them, or someone else in the same setting, displaying symptoms) or should remain at their setting. They should do this pre-emptively, rather than waiting until someone shows symptoms. Where possible, the risk assessment should also include consideration of the impact on the pupil or student from the disruption of their usual staff relationships and routines.

2.5 My child contact centre is closed: What alternatives are being made (UK)?

In **England, Wales and Northern Ireland**, Child Contact Centres are run by a variety of independent organisations that form the National Association of Child Contact Centres (NACCC). They deal with:

- private law cases, where there is an agreement or court order made for supervised contact, and
- public law cases, where a child is in the care of the local authority and a contact order has been made with respect to the child for supervised contact.

The NACCC is maintaining a [webpage on Covid-19](#). The guidance from them is that people should not be attending Child Contact Centres.¹⁴

Some Centres are exploring ways to ensure child contact can continue to take place:

1. **Centres are working creatively with families** to see if there are other people that might be able to take up the role of the contact centre. This works well where there are family members or other trusted people that can step in, to support. The government has detailed that children can travel to see parents and the judiciary are urging parents to work together in making decisions for children where this is safe and appropriate.
2. **Indirect Contact** is being achieved using technology like skype, WhatsApp video calling, facetime and so on. Some centres are finding ways to support this so that similar arrangements can be implemented in line with the services usually being offered.
3. **Other centres are reducing service sizes and availability.** This means that whilst the centre may have suspended contact, it might be possible for them to offer handovers for those parents who just cannot organise this without the centre.

The NACCC states that impacted members of the public should contact NACCC directly or a local contact centre to find out what services are available. Contact details for local centres may be found here: <https://naccc.org.uk/find-a-centre>.

In **Scotland**, parties should contact their local Contact Centre.¹⁵ Contact Centres in Northern Ireland can also be contacted individually.¹⁶

¹⁴ NACCC, [Statement 12 May 2020](#)

¹⁵ Relationships Scotland, [Child contact centre services](#)

¹⁶ Child Contact NI, [Centre locations](#)

2.6 Where can I go for help and advice?

Anyone seeking to vary a court order should seek legal advice. The Library Briefing [Legal help: where to go and how to pay](#) provides further information.

The following charities and groups provide advice on family law and arrangements:

- [Gingerbread](#), a single parent's charity: 0808 802 0925
- [Child Law Advice Service](#), providing an email service on [education](#) and [family law](#)
- [Family Rights Group \(England & Wales\)](#) for parents who have a social worker involved in their child's life or require support for children's services: 0808 801 0366
- [Cafcass](#) [Children and Family Court Advisory and Support Service] (England), provide advice on co-parenting and child arrangements in relation to the Family Courts: 0300 456 4000
- [National Association of Child Contact Centres](#), provides advice to parents around child contact arrangements on 0845 4500 280 or via contact@nacc.org.uk
- [Scottish Child Law Centre](#), provides advice and information about children's rights and law in Scotland, via advice@sclc.org.uk
- [Clan Childlaw](#), a legal and advocacy service for children and young people in parts of Scotland, on 08081290522
- [One Parent Families Scotland](#), offers advice to one-parent families, on 0808 801 0323 and info@clanchildlaw.org
- [Shared Parenting Scotland](#), a charity supporting separated families, on 0131 557 2440 and info@sharedparenting.scot
- [Gingerbread Northern Ireland](#): 028 9023 1417

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