



SUPPORT & SUPERVISED
FAMILY CONTACT CENTRE LTD

CONTACT
AGREEMENT
&
RISK ASSESSMENT

NACCC Enhanced Accredited
No: 1665/2



DATE:

Family Name:

Type of Agreement:

CLIENT ID:

AGREEMENT BETWEEN CENTRE & SERVICE USER

1	Names of children & Relationship to each other	<u>CHILDREN</u>	<u>RELATIONSHIP</u>
2	Name of parent/s family members (Anyone not named may not attend without agreement)	<u>PARENT/S</u>	<u>RELATIONSHIP</u>
3	Venue Name & Address (if not S&S Supervised Family contact centre's venue)	<u>NAME</u> Support & Supervised Family Contact Centre Ltd	<u>ADDRESS</u> Welland Workspace Business & Training Centre Office number 15 & 16 10 Pinchbeck Road, Spalding, Lincolnshire, PE11 1QD
4	Times and days	<u>TIMES</u>	<u>DAYS</u>
6 5	Level of Supervised Contact High- Supervisor is in constant site and sound Medium- Supervisor may leave the room briefly. Low- Supervisor can leave the room on occasion.	<u>SUPERVISED</u> HIGH: <input type="checkbox"/> MEDIUM: <input type="checkbox"/> LOW: <input type="checkbox"/>	<u>SUPPORTED</u> Further info please state below Supervised Contact Report to be completed? (Please tick) <input type="checkbox"/>

6	SUPERVISED	SUPPORTED	HANDOVER	ROOM HIRE ONLY	OTHER Please specify
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7	Is the contact contributing to any assessment or support work of the adults with the children (Supervised Contact only)?
---	---

--

8	DESCRIPTION	<input type="checkbox"/> Yes/No/NA	COMMENTS
a	Can Photos be taken within the session by a parent/family member ? There is a no video or audio recording policy.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Briefly (explain why)
b	Can Parent/Family members bring in food, snacks, toys, clothes etc.?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Reason: (if not why)
c	Supervisor must accompany family members to the toilet when the child/ren go?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Briefly (explain why)

d	Is a communication book needed between Carer (of the child/ren) & Service user?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Is assistance needed
e	For the duration of the Contact session does contact have to remain on site.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Please specify:
f	Mobiles to be switched off at all times.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Reason:

g	Do Parents/Family Members need to be on site by a certain time prior to contact commencing?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Reason:
h	Is there a non-molestation order in place which prevents parents meeting one another?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Brief Reason:
i	Parents/Family Members to say their goodbyes? ARRIVAL- ENDING –		<input type="checkbox"/> In the centre <input type="checkbox"/> In the room <input type="checkbox"/> Other
j	Any other relevant Information -Please also adhere to all Policies, Procedures and Guidance which S&S Family Centre can provide you with on request. -This agreement is subject to change. This is a brief guidance as we continue to review the contact sessions.		

The role of the Supervisor (Supervised & Supported Contact)

- ★ **Supervised Contact** This service specialises in Supervised Contact sessions where the supervisors will remain in the room for the duration of the session, depending on the level of Supervision. Includes a Contact Report
- ★ **Monitored Supervised Contact** This service specialises in Supervised Contact sessions where the supervisors will remain in the room depending on the level of Supervision as stated above. No report
- ★ **Supported Contact.** The Contact Supervisor will be present to do the greeting and ending of each contact session. They will not remain in the room with

the named Parent/Family member who the contact is intended for but will be present in the building and will check on the contact periodically.

Whilst it is the parent/ family member's responsibility to look after their child/ren in a contact session.

A member of staff at times may have to Intervene, particularly in the below instances.

- If a child appears physically unsafe in any way or handling could be improved.
- If there was a hygiene issue around washing hands, equipment, disposing of nappies etc.
- If the parent/family members were becoming agitated and the child's distress is increasing.
- If inappropriate language, conversation is used to, or around the child/ren. This could include any discussion around court proceedings, derogatory comments about the person/s who is the resident main carer for the child/ren.
- If the child/rens behaviour is deteriorating due to lack of attention or structure from parents.
- Supervisors are present to ensure that contact is conducted in the best interests of the Child, to ensure that they are cared for in a safe and secure environment.
- They are also there to support the adults in their parenting and ensure a positive contact for all.
- You have the right to see and access your Contact Reports which will contain an account of the observations and interactions that take place from when the family members attend the centre until they all leave. For Private contacts, **Contact Reports** can be requested by the person/s attending the contact session only. All **Contact Reports** and documents are confidential and only shared with the relevant parties and agencies.
- Files will only be kept for the duration of time that the service is needed.

→ Contacts will be regularly reviewed and any changes that may need to be made will be discussed and the contact agreement amended where applicable.

Centre Policy: Contacts may be cancelled and/or suspended: -

- If any adult present is physically or verbally abusive to anyone in the building; this includes your own children.
- If any adult attends contact under the influence of alcohol, or any substance that may affect their behaviour during the session.
- Please see separate Terms & Conditions for further Centre policies

OFFICE USE

- Copy Of Signed Contact Agreement
- Ground Rules for Visiting Persons Supported Contact sessions
- Terms & Conditions
- Ground Rules for Person/s bringing Child/ren to the Contact Centre
- Privacy Policy
- Confidentiality Policy
- Feedback Forms

Signatures:

By signing, you agree to abide by the Contact Centres
Terms & Conditions - Procedures & Policies

Date of meeting:

Parent/Family member:

Contact Referrer:

Contact Centre Manager:

Supervisor (if applicable)

Support & Supervised Family Contact Centre Ltd: 11468241

Phone: 07968448732

Email: ssfamily.cc@gmail.com

Website: ssfamilycc.com

NACCC Accredited-1665/2

Welland Workspace, Business & Training Centre

Office number 15 & 16

10 Pinchbeck Road, Spalding, Lincolnshire, PE11 1QD

