

Guidelines for Referrers

All correspondence should be sent to: The Co-ordinator, Huyton with Roby Child Contact Centre, Page Moss Lane Baptist Church, Page Moss Lane, Roby, Liverpool L14 0LX

Tel 0151 489 9304 (answerphone)

07726465673

e-mail robby-cc@hotmail.co.uk

www.huyton-robbychildcontact.org.uk

Opening Times – every 2nd & 4th Saturday, 2.00 – 4.00 pm

Please note that our Child Contact Centre offers **supported contact** only. Supported contact takes place in a variety of neutral community venues where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members. Supported Child Contact Centres are suitable for families when no significant risk to the child or those around the child has been identified.

The basis elements of supported contact are:

- Impartiality
- Volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations
- Several families are usually together in one or a number of rooms
- Encouragement for families to develop mutual trust and consider more satisfactory family venues
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or Court, unless there is a risk of harm to the child, parent or centre worker
- An acknowledgment that is be viewed as a temporary arrangement to be reviewed after an agreed period of time

We operate to NACCC guidelines.

A copy of the following policies is available on request:

Safeguarding & Child Protection, Confidentiality, Health & Safety, Complaints, Equal Opportunities & Diversity, Data Protection, Domestic Abuse & Coercion, Recruitment, DBS, Training,, Toys, Whistleblowing, Privacy, Information Security & Security Incident Policy.

1. Please do not refer a client without contacting the Child Contact Centre Co-ordinator first to check availability of space and time.
2. A completed referral form should be received by the Centre Co-ordinator at least three weeks in advance of the date which your client would like contact to commence. Where a Centre has a waiting list, a completed referral form should still be sent, and the Centre will then notify you when a place becomes available.
3. Only people named on the referral form will be allowed admittance to the Child Contact Centre. This may be varied by written agreement by both parties.
4. Parents are responsible for their children at all times whilst they are at the Child Contact Centre.
5. To try and maintain a friendly, impartial and confidential environment, we would request that you do not at any time ask to see your clients on our premises without prior agreement.
6. Only dates and times of a family's attendance will be disclosed unless it is felt that anyone using the Centre or a volunteer is at risk of harm. In the unlikely event of it becoming necessary to quote a Co-ordinator in any report, due to a Centre user or volunteer being at risk of harm, the form of words should be checked and agreed with that person concerned beforehand.
7. **Child Contact Centres providing Supported Contact will not knowingly accept a referral when somebody involved has been convicted of any offence relating to a) physical or b) sexual abuse of any child, unless there are exceptional circumstances and they have sought appropriate professional advice.**
8. The Child Contact Centre reserves the right to reduce or terminate contact if it is felt to be in the best interests of the child.
9. Parents should be informed that because the welfare of the child is paramount, there might be times when contact cannot take place if the child is too upset, even if there is a contact order.
10. Referrers should make arrangements for the provision of an interpreter where English is not the first language of the family involved and problems may arise with communication.
11. The Centre should be viewed as a temporary facility to help establish contact. The Child Contact Centre will be asking for your assistance to review the family's progress after six months.
12. Please notify the Child Contact Centre Co-ordinator if the arrangements for contact are going to change or if contact is going to cease.
13. The progress a family is making at will be reviewed every 6 months.