

Overview of Supervised Contact Child/Family Contact

TLC understands that relationships can be strained among parents going through a tough divorce/separation or probably situations may cause a parent limited opportunity to directly interact with his/her child. Irrespective of the situation it is fair that the innocent child involved does not suffer directly or indirectly. TLC believes that when commissioned to facilitate direct contact between a parent/s and a child, preference is to ensure contact takes place in a safe, welcoming, homely but neutral environment where both parties spend and enjoy memorable time together.

Our objectives

TLC's child contact center seeks to:

- ❖ Help children affected by family breakdown to re-build or maintain relationship with the parent or other family members no longer living with.
- ❖ Offer a safe, friendly, neutral, child-centred environment for children to meet non-resident parent or family member.
- ❖ Provide a stepping stone to a more permanent arrangement for future contact

What happens at the Child Contact Centre?

Referral

Most referrals are made through the court via CAFCASS or social work assessment department, but we occasionally accept self-referrals. If you think that we can help you and want to refer yourself, please get in touch with us by completing our referral form which can be found on our website.

Contact Supervisors

TLC wish to assure all service users that they would be in safe hands. Our contact supervisors are trained and well abreast with policies that ensure contact takes place in a safe environment. The protection of children is paramount as such proactive steps would be taken to ensure a parent behaves in an orderly and respectful manner. During contact our staff will only intervene to ensure the best interest of a child is not compromised.

Our staff members are also trained to deal with child protection issues, health and safety, conflict management, confidentiality, etc.

Environment

Our ethos demand that child contact takes place in an environment that is user-friendly, warm and conducive which is consistent to health and safety policy. Every contact room is furnished with age appropriate materials. Upon request we would endeavour to provide the needs of our service users timely. Prior to every contact session the supervisor will assess the environment to ensure any potential hazards and risks are eliminated. Parents are also advised to tidy up after using the facilities.

We promote celebration of special occasions such as birthdays so please speak to a supervisor prior to booking a contact room.

Observation & Supervision

At TLC we understand that being watched can be very intimidating; please feel at home and give your child the best in terms of interaction bearing in mind we're not against you! TLC remains neutral and objective in what we pledge to do by maintaining professionalism.

Timing

Contact sessions will take place on a timely manner with no disruptions. Parents and family members are advised to arrive minimum ten minutes to complete the check-in process. During contact session the supervisor will prompt the individual parent in respect of timing hence the need to prepare to say goodbye to your child until your next session.

Duration/Payment

Each contact session is subject to **two hours** minimum slot upon receipt of purchase order or full payment of cleared funds. .

Feedback to parents is optional; however, contact supervisors are mandated to send a report if **paid for** to the responsible social worker, court and/or solicitor.



Transforming Lives Company

Guarantees a Brighter Future for Younger People



Supervised Child/Family Contact Centre

15 Lancaster Avenue
Upney/Barking
IG11 7RB

Telephone: 0203 719 3563 Mobile: 0789 620 5295

Email: admin@tlcsocialcare.co.uk

Website: www.tlcsocialcare.co.uk

Guidelines for Supervised Contact

TLC endeavour to have as few rules as possible, however, as the centre is used by several families at the same time, consideration for the comfort and safety of all users is paramount. Therefore we are very thankful to families for following these guidelines;

- Parents are responsible for the safety and supervision of their children at all times while at the centre.
- No child may be left without a parent/adult in attendance for contact.
- A parent/carer bringing a child for contact must leave a reliable phone number with the centre staff before leaving and must be prompt in collecting the child after the stipulated contact period.
- Children *cannot* be taken out from the centre unless it is stated on the referral form, or there is a written consent from the allocated social worker.
- Only parents, relatives and friends named on the referral form can attend the centre with a **valid photo ID**.
- There must be no arguing in front of any child.
- A parent found interrogating a child about the other party or foster carer will not be allowed to continue the session.
- Persistent disruptive behaviour will be reported to the police. Neither abusive nor aggressive behaviour including racist or other offensive remarks will be tolerated.
- Smoking is not permitted anywhere inside the centre and this include the community if you're under supervision with a child.
- Alcohol or drugs are not permitted and anyone under the influence of these substances will not be permitted in the centre.
- Should the contact supervisor feel that the child is distressed or the parent is putting the child under unnecessary pressure s/he will use his/her discretion to end contact.
- Please switch mobile phone off while you are with your child.
- Authorised use of electronic gadgets including taking photos must be in writing and content of material should be age appropriate and visible to the supervisor. Please speak to allocated social worker.
- Pets cannot be accommodated in the centre/service.
- Parents are allowed to offer snacks to the child but feeding a child with food would not be accepted.
- All parents are required to clean after using the facilities.

Adapted from the National Association of Child Contact Centres
<http://www.naccc.org.uk/standards/standards-for-supervised-contact>

Contact Details

For suggestions, compliments and complaints please write to:

TLC Supervised Contact Dept
15 Lancaster Avenue
Upney - Essex
IG11 7RB

Email: admin@tlcsocialcare.co.uk

Buses - Bus 287 and 368 from Barking towards Rainham or Chadwell Heath respectively which is 2 minutes walk from Blake Avenue

All popular shops, cafes including Tesco, McDonalds and KFC are 15 to 20 minutes walk from the unit.

Trains - The nearest rail station is the Upney or Barking

Parking –There is free parking on the premises which can take 2 cars but restricted parking on street .



To make a booking please call to request for referral form or send background information.

Kindly note that without a purchase order number or payment of cleared funds, bookings will not be confirmed.

Many thanks!!!

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