

# OUR SERVICE

## Child Contact Centre

Our Child Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with one or both parents and sometimes with other family members. Our centre is a child-centred environment where we have toys, games and facilities that reflect the diverse needs of children affected by family breakdown.

## Quality Assurance

The dedicated Quality Assurance (QA) team at Network Contact Centre promotes continuous improvement in all aspects of service. QA ensures that we not only comply with both internal and external minimum standards, but that we strive to exceed them.

Our Quality Assurance team works tirelessly to maintain the highest quality of care for the children or young people we place, as well as for all carers and Local Authority partners.

QA also acts as a source of information, advice, support and evaluation to staff at all levels across the organisation. This includes conducting customer surveys and producing analysis of their feedback.

## Child contact referral procedure

Phone inquiries, referrals form is sent/faxed and once referral form has been filled in and sent back to us we can then go ahead and contact both parties and arrange individual interviews. Once both clients have been interviewed and accept the service conditions and the contact contract is signed then only can contact commence.



## Registrations and Accreditations

Network Contact Centre is proud to offer a safe service for children, young people and families. We enjoy a proud record of awards and accreditations.

Network contact centre has a strong record of achieving awards and accreditations in quality management and is proud to have received the following:

- Investors in people (IIP)
- NACCC Accreditation
- CQC registered.

## Feedback

Network Contact Centre works in partnership with children, their families, and with commissioners of services, and we encourage all to take part in discussions and planning at all stages, and feedback on their experience of Network Contact Centre as a service takes place.

We also seek feedback from parents and from children when services are reviewed, and when we reach the end of any service to a child or young person. We have different forms for our various services, and for a range of ages and developmental stages.

## Our Goals

The Vision, Mission and Goals at Core Children Services represents the organisations commitment to quality childcare provision, sustained growth, and improvement in service delivery.

## Mission

Working together with our customers, Partner agencies, Parents, carers and young people, Core Children Services will establish and continually refresh a range of services to meet both the social care and educational needs of children and their families which transform outcomes for children.

## Goals

- To be the national provider that delivers positive outcomes for children, young people and their families making a positive and lasting difference to people's lives
- To deliver quality and compliance and safeguard vulnerable people through holistic flexible services to children, young people and their families
- Through recruiting, developing and retaining great people, to deliver excellent services
- Apply a solution focused approach to the market, to deliver cost-effective sustainable growth
- Working in collaboration with a range of partners utilising creative synergy, to innovate and ensure best outcomes



Offering a cosy but safe environment for families to meet their children they no longer live with

[www.networkcareandsupport.co.uk](http://www.networkcareandsupport.co.uk)

# NETWORK HEALTHCARE CONTACT CENTRE

## Information for Parents

Network contact centre offering a cosy safe environment for families to meet their children they no longer with live with. The centre is staffed by experienced workers who are there to support both the children and the parents as we understand that contact can be stressful process for all involved. The use of the service is open to any parent who has a contact agreement with the other parent through solicitors or through the courts, CAFCASS and clients consult refer.

### We aim to:

- Provide a cosy but safe environment for estranged parents to meet with their children
- Support the process of re-introduction and relationship building between estranged parent and child/children
- Offer a sensitive approach to the concept of contact
- Offer an efficient support mechanism to the work of Solicitors who refer to us
- Develop a trustworthy relationship with local agencies and courts officers court officers

## We offer two types of contact:

**Supported contact** is offered when there is an agreement that the contact parent can look after the child(ren) without supervision. In order to be accepted for this type of contact, it is a requirement for both parents to have solicitors dealing with their case. This type of contact is run once a week on Saturdays and all the family used a playroom at the same time. Staff members check in on families throughout the allocated contact time.

**Supervised contact** is specifically devised for families where a court determines that there is a need for contact to happen in a supervised environment due to a number of concerns. During these contacts only one family at a time will be using the playroom and a supervisor will be in the room with the family. Additionally, part of the role of the supervisor will be to record the sessions as solicitors (and the courts) may request reports at any point in time. This service is offered throughout the week and on Saturdays.

### Handover service

Providing a safe and child friendly service for estranged parents to hand over children to the other party. This is when the families use the centre as a "pickup" and "drop off" point whereby the children are collected and taken out by the contact parent who then brings him back to the centre once contact time is over. (This is called handover and handback)



# FACILITIES IN AND AROUND NETWORK HEALTHCARE CONTACT CENTRE

## Use of fully equipped

- ✓ Kitchen for parents to provide snacks for their children during contact
- ✓ Provision of games and toys
- ✓ Contact centre is on a bus route
- ✓ Out of town, Train station, easily reached by public transport or taxi
- ✓ On site allocated Parking Space

## Are there any rules about contact?

It is really, important that if you cannot come to a contact, you let us know. We need to look after all involved in contact and the contact may be cancelled or cut short if anyone arrives under the influence of alcohol or drugs, causes a threatening atmosphere all staff feel either the child, themselves or others or at risk. You may want to bring gifts to the contact, but it is important you only bring what is agreed or we may have to ask you to take them away with you. You shouldn't bring other people with you to contact if this has not been agreed. We will not be able to let them in. It is important to be on time for contact. If you are late, we will not be able to extend the time you have with the child.

## How will I know where and when my contact will be?

Once we received information that you are to have contact with your family member, we will organise a contact agreement meeting, which will be an opportunity for all people involved in the contact to talk about the times, dates and rules of contact. Once this is all agreed, you will be asked to sign this agreement an everyone will have a copy of this information to take away.

## Our Policies and how to access them

Network Healthcare work to a set of policies designed to ensure consistency and the best practise in our Contact Centre. If you would like to request a list of these policies, and/or copies of any policy, please ask your contact supervisor or email [dursleycontactcentre@networkhsc.co.uk](mailto:dursleycontactcentre@networkhsc.co.uk)

## Is a record of the visit kept?

Records will be kept of any visit by the contact supervisor. How detailed these records are depends on the person who has referred you to the service. If at any time you want to see these records you must ring the contact centre to book an appointment. In some cases records of contact visits may be used in an Assessment or Court Report.

# COMPLAINTS, COMPLIMENTS AND FEEDBACK

## Complaints and Representations

If you have a complaint or representation about any aspect of the service you have received from Network Contact Centre, please let us know about it. We are always sorry if someone is dissatisfied with our work, but we welcome the opportunity to look into it, and put it right if we can. Many important lessons can be learned in this way, and this is part of our commitment to continuously improving our services.

We believe that the best people to resolve a problem are those most closely involved with providing the service, therefore the first stage of investigating A complaint is for the local manager to investigate the issue and try to satisfy the concerns. So if you have a complaint or comment to make about Network Healthcare, please tell your worker or their manager about it, and they will work to resolve it, usually within three weeks and often more quickly.

If you are not satisfied with what happens at this first stage, or if you don't consider your complaint suitable for the local manager to investigate, the complaint can move on to Stage Two, where it will be investigated by someone independent, who has had nothing to do with the management of the service you have received. If you're still dissatisfied with the independent investigators report, a Panel, which includes a director of the company and independent members, will meet, reconsider the matter and reach a final conclusion.

## Compliments

We are also delighted to receive compliments about our service and our staff, and any suggestions for further improvement and development. Contact us to register a complaint or compliment.

## Contact Centres

### Bodmin

**T: 01579 321758**

**E: [bodmincontactcentre@network-cs.co.uk](mailto:bodmincontactcentre@network-cs.co.uk)**

19E Normandy Way, Bodmin PL31 1RB

### Dursley

**T: 01453 519240**

**E: [dursleycontactcentre@network-cs.co.uk](mailto:dursleycontactcentre@network-cs.co.uk)**

1st Floor Offices Prospect House, 5 May Lane, Dursley GL11 4JH

### Plymouth

**T: 01752 604600**

**E: [plymouthcontactcentre@network-cs.co.uk](mailto:plymouthcontactcentre@network-cs.co.uk)**

Unit 6C, Derriford Business Park, Derriford, Plymouth PL6 5QZ

### Swindon

**T: 01793 618198**

**E: [swindoncontactcentre@network-cs.co.uk](mailto:swindoncontactcentre@network-cs.co.uk)**

Ground Floor, York House, Unit 3 Edison Park, Swindon SN3 3RB