



Children's Contact Centre



Granary Families Contact Centre

where nurture's second nature

Ethos & Philosophy of our Child contact Service

Granary Families Contact Centre is run from an equal opportunity origin regarding all clients and employees.

We firmly believe that children should have a right to a family life that is loving, safe and suitable to their needs. We are here to support family's efforts to take the best possible care for their children.

The safeguarding and wellbeing of children is pivotal:

- One of our core values is safe care of children
- For successful contact sessions and assessments, children and their families should be actively involved
- We provide children and families with the highest quality of service

We recognise that many of the families and children referred to Granary Families Contact Centre are dealing with personal difficulties. Such as adults having to deal with the effects of abuse and neglect in their own childhood including traumas, problems and disappointments. We also work with families who are victim to disadvantages of disabilities, health, finances, social exclusion and discrimination.

By employing experienced and knowledgeable staff we are able to understand and lessen the disadvantaged pressures on families whenever possible. By doing so we aim to provide professional support for a healthy blossoming child and family relationship.

Granary Families Contact Centre provides the following services:

Supervised Contact

Supervised contact is used when it has been determined by a court that a child is at risk of suffering harm during contact with a parent or parents. The court will usually refer the case to a CAFCASS (Children and Family Court Advisory and Support Service) officer, local authority or another child contact centre. However, in exceptional circumstances you can self-refer to a child contact centre. Supervised contact ensures the physical and emotional safety of a child. It also aims to assist in building and sustaining positive relationships between a child and their parent or parents. This is carried out by supervisors who are trained to intervene immediately and firmly, if necessary, and work professionally in a planned way with vulnerable children and their parents.

- Individual supervision of contact with the supervisor in constant sight and sound of the child
- The supervisor and the centre having access to all relevant court papers and transcripts of any judgements in order to supervise effectively
- All contact to be closely observed and recorded in a manner appropriate to the purpose of protecting children and working in a planned way with parents.
- A venue that provides privacy and confidentiality to each child and family and is structured to provide maximum safety to all concerned and maximum stimulation for children.
- Contact is time limited with a planned aim to regularly access and review progress and the possibility of safer future outcomes.

The level of supervision may be reduced in a planned way after a professional assessment has been made. Some families, after being assessed, may move from constant supervision to an immediate

level of supervision, escorted outings, supported or unrestricted contact, while other will always need the security of full supervision.

Supported Contact

In-centre supervision of the venue, while enabling a peaceful hand-over of the child from one parent to the other and supporting the contact within the centre when appropriate. Information on interactions before, during or after the contact is not recorded, unless a child protection or health and safety issue is observed. A record of attendance is kept and an attendance report can be provided upon request.

The central concept of a Child Contact Centre is to offer a safe, friendly, neutral, child-centred environment for children to meet with their non-resident parent or other family member, for example a grandparent.

The Centres can be used for a period of indoors contact or just as a place for a safe, comfortable handover, making the transition from one parent to another easier for the children.

A trained organiser and volunteers are on duty at these locations, the contact is **not supervised** and parents remain responsible for their children. At the request of solicitors and on payment of a fee, we can provide records of attendance at the centre.

Escorted Contact

A qualified employee of Granary Families will accompany the child and parent on visits to outside activities such as to the parks and shops. This member of staff will produce a report from that visit.

Handover

Handover takes place when a child(ren) can be passed between parents, without contact of the parents. One parent can drop the child off with the centre staff allowing the other parent to pick up the child and return them back to the centre where the first parent will pick them up again. This can be done with the parent living with the child and vice versa. In some instances, it may be possible for handovers to be done outside of the contact centre.

In house and Community Parenting Assessment

Takes place when a professional member of staff goes to the family's home to assess their parenting capacity. Granary Families Assessment Centre already provides residential parenting assessments at its Vaughan Road premises.

Our facilities

The facilities at Granary Families Contact Centre are kept clean and user friendly to a professional standard.

Our centre has the following facilities: Wheelchair access contact room, communal waiting area, four contact rooms, toilets and kitchen.

Activities

We provide children with age appropriate toys such as educational games, books, arts and crafts materials and soft toys.

The contact centre has a kitchen diner where light refreshments and snacks can be prepared.

Aims

Granary Families Contact Centre aims to provide a focused, specialised, professional, safe and caring environment for supervised contact between children and their families. Our assessments are used to advise Social Services, Courts and Solicitors of possible ways forward to ensure that children's needs are met.

At the centre we provide a safe and nurturing environment to allow family members show that they can care for their children and keep them safe.

Child protection

Safer care is our main emphasis of work at Granary Families Contact Centre. We work with internal procedures that aim to minimise risks and promote welfare and safety of children and adhere to the London Child Protection Policies and Procedures.

Our management ensures that communication is effective and that we work in partnership with children and families as well as professional agencies. There is a minimum of two staff on duty at any time.

Granary Families follows Safer Recruitment and ensures all staff are DBS checked before they are appointed and are trained to identify signs and symptoms of abuse. Our staff have a duty of care to report any concerns.

House rules

The following rules are put in place for all users of the Contact Centre. If any are broken actions are in place to ensure the welfare and safety of children, family members and staff.

- For health and safety purposes we ask family members **not to bring friends/family with them** to the centre unless pre-arranged during referral and booking.
- Family members **are responsible for their children at all times**
- The use of mobile phones is not permitted for personal use during contact.
- **Photographs and videos of the child(ren)** can only be taken in staff's presence and **after resident parent's written consent**.
- The police will be called in an emergency by staff member
- Family members are asked to report any illness, injury or incident involving a child. Staff will also take note of stated condition involving child.
- **Smoking or the consumption of alcohol is not permitted** in or around any location of the centre premises.
- Anyone observed to be under the influence of any substances will be asked to leave the centre immediately.
- All staff members are **not permitted** to give prescription drugs to children or adults.
- Discriminatory or offensive remarks or gestures are unacceptable and will be challenged and the contact will be terminated. We have a clear policy about respect for others, including children's parents and/or significant others and staff.

Cancellation of Contact

In the event of an incident where inappropriate behaviour takes place or the wellbeing of the child is in danger Granary Families Contact Centre reserves the right to terminate and refuse contact.

Termination of contact will also occur if arrival to the centre is later than 30 minutes and there has been no prior notice.

We aim to keep cancellations to a minimum. If termination does take place we hope this is the result of an emergency circumstances to soften the burden of time wastage of carer's and disappointment of children.

Late cancellation (less than 48 hours) will result in the full payment being charged. It is to cover the cost of the centre and staff booked for the session.

*Contact arrangements must not be withdrawn as a sanction imposed on the child.

Complaints and Implementation of procedures

Complaints can be made to the Granary Families Contact Centre by anyone using our services and premises. The Directors will deal with all complaints; striving to provide feedback to these complaints within three days verbally and 10 days in writing following internal investigation. If necessary, the next steps will involve an independent advisory regarding the complaint.

For further detailed information please ask to see Granary Families Contact Centre's Complaints Policy.

Assessment and Contact

Granary Families Contact Centre provides high quality assessments in accordance of the Children Act 1989, Children in Need and their Families, and the Family Caring Trust.

We also provide behavioural support to parents through expertise from professionals, staff and community programmes. As well as support and strategies about parenting for family members. We work closely with other professionals involved with the family, e.g. Children's Guardians, Teachers and Health Visitors.

Confidentiality

- Information regarding contact and assessment is shared with relevant professionals after written agreement. We are a centre committed to protecting and ensuring the wellbeing of children. All staff will have a duty of care to report any incidents or information of concern.
- If in the course of the assessment information is shared with staff which highlights someone has been a victim of harm this information cannot be kept private and will be shared with the relevant professionals.
- Our staff will not discuss information pertaining to families with other families.
- Files will be kept in a fire safe locked cabinet in the main office and remain confidential. The files will only be accessible to the Parent and named family members via staff after Granary Families Contact Centre has been provided with written consent from third parties for consent about disclosing information in accordance with our policies and procedures.

Criteria and Referrals

Granary Families Contact Centre accepts and works with:

- Referrals directly from parents and relatives.
- Families referred by Local Authority Social Workers, Children’s Guardians, Family Solicitors and the courts.
- Referrals from any local authority however transportation should be considered.
- Families with serious concerns of family members capability to look after children and keep them safe.
- Families who are expecting babies.
- Family members with learning, physical or sensory difficulties who may need ongoing services to assist their parenting.
- Referrals where drug or alcohol abuse is a current concern.
- Young parents from the age of sixteen.

Registration

There will be a £50 non-refundable registration fee for all families who wish to use our service. This will be made prior arrival to the Contact Centre.

If you wish to arrange a pre visit ahead of contact to Granary Families Contact Centre please contact us via email or over the phone.

£60ph Includes report	Supervised Contact – facilitated by qualified social workers/staff. This includes a report being produced and sent to referrer.
£30ph No report included	Supported Contact – Facilitated by qualified staff and/or volunteers. No report produced
£65ph Includes report	Escorted Contact – Facilitated by a qualified staff member. A report will be included.
£20 Each way	Handover – Additional fees will be applied if handover is to take place outside of the Contact Centre.
£70ph Includes report	In House and Community Parenting Assessment – Facilitated by qualified members of staff. A report will be produced

Finding us

Granary Families Contact Centre

93 Roxeth Hill
Harrow
HA2 0JL

Email: contact@granarycontact.com

Telephone: 0203 843 6130

Opening hours

Monday – Sunday: 09:30 – 20:00

Transport

Bus stop RN - 258 bus towards South Harrow approximately a 10-minute bus journey to South Harrow Tube Station on the Piccadilly line.

Bus stop RH - 258 bus towards Harrow on the Hill approximately 15-minute journey to Harrow on the Hill Train Station on the Metropolitan line. **Bus stops outside the premises**

Bus stop RK - H17 bus towards Wembley Central

Buses: 258, H17

Parking

There is very limited parking at the premises. There is limited parking on the main road.

