

**Welcome to Chances Gives Choices.**

We welcome feedback from our clients, if you feel you have feedback that we would benefit from please

direct all complaints or compliments to:

Duty Manager, writing either via email to [contact@chancesgiveschoices.com](mailto:contact@chancesgiveschoices.com)

or

Claire Lizbeth House Lone Barn Stables, Stanbridge Lane Hants, SO51 0HE.

**CGC locations:**

Claire Lizbeth House Lone Barn Stable ROMSEY Hants SO51 0HE .

Richard Alan Old Road Alderbury Wilts SP5 3AR

The Madeleine McGrory Room Suite 16 Basepoint Aviation Business Park Enterprise Close

Christchurch Dorset BH23 6NX

The Basingstoke McCrory Rooms, 12 Faraday Court, Rankine Road, Basingstoke, Hampshire, RG22 4BJ

The Marion Patience Rooms Badger Farm Community Centre Badger Farm Road Winchester Hampshire SO22 4QB

The Joy Carter Rooms, Suite 1 Basepoint, Harts Farm Way, Havant, PO9 1HS

The Danny Charles Rooms, New Park Centre, New Park Road, Chichester, West Sussex PO19 7XY

**We provide services for:**

- Transporting children
- ICFA Direct work with families

- Supported sessions
- Supervised sessions
- Meeting room hire
- Handover service
- Letter box service
- Community sessions for supported & supervised
- Venue full day sessions (for weddings and other full day events)
- Assessment day sessions including a full written report for court.

In addition to this CGC also offers **Communication Services** between parties.

This is when there is currently no direct communication and to avoid communicating via legal.

CGC will not pass on any abusive, threatening or negative communication.

CGC will only pass on when both parties agree to this.

CGC will log the communication on CGC internal system for reference should this be needed.

Current charge for this service is £5.00 per communication and the person seeking to send the communication is the payee.

### **Referral process & service information:**

Our opening hours are Monday to Saturday 9am-6pm & Sunday 10am-6pm  
(Additional hours upon request.)

The basic elements of **Handover Service** are: Referral fee £100.00 Charge £23.50 per day £47.00 if over multiple days

- Impartiality.
- Staff and volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations.
- 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 acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

The basic elements of **Supported contact** are: Referral fee £100.00 Charge: £26.00 per hour thereafter. This is available in our Centre and in the community for £33.50 per hour.

- Impartiality.
- Staff and 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 acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

The basic elements of **Supervised contact** are: Referral fee £100.00, Supervised contact sessions £68.00 per hour in our Centre at £83.00 per hour in the community (travel for the supervisor if meeting at location is £40.00 per hour) Additional supervisor £88.00 per hour in our centre and £107.00 for community contact.

- Contact supervisors supervise & record the session using observation, monitoring interactions, responses to other in the session & conversations
- One family to one Supervisor to family observation
- Reports are made for the referrer.
- Review agreements are in place to where possible move the contact forward.
- Impartiality

#### **Standard Guidelines for Referrers:**

Please do not refer a client without contacting CGC Co-ordinator first to check availability of space and time. A completed referral form should be received by CGC Co-ordinator one week in advance of the date which your client would like to contact to commence with the referral fee payment. Only people named on the referral form will be allowed admittance to the scheduled sessions. This may be varied by written agreement by both parties.

CGC advises all clients and referrers here that should we have any concern in regard to abuse or neglect of any child named within this referral we will automatically refer our concern to the relevant children's services for the child. we reserve the right to do this without notifying the clients and or the referrers, this will mean that confidentiality & disclosing of information involving children or vulnerable adults is overruled for this purpose only.

#### **Arrangements for arrival and departure for sessions, referred to as CGC safeguarding window:**

Non residential adults to arrive 15 minutes prior to the session commencing and to remain with CGC staff members or be placed with the contact room.

Residential adult or named person approved by residential adult to arrive at the start time and finish time. Non residential adults remain for a further 15 minutes after the session has concluded, using this time to tidy the room. CGC staff members will advise when the 15 minutes has concluded and enable the non residential adult to leave.

Every family using a Centre will be made aware of and expected to abide by its rules failure to comply

**Paying adults must ensure that they complete their payments in advance 48 hours in advance for Monday-Friday sessions. 4pm is the cut off.  
Weekend sessions must be paid for by 4pm the Wednesday before.**

Please note that this is a contact agreement plan for the facilitation of contact arrangements, this is by no means a contract between CGC and service users/clients.

1. We can only make changes when both parties agree or if the court directs us to do so.
2. If anybody involved in the contact process or the receipt of a service is unable to keep an appointment they

should notify the service provider immediately.

3. Children should not be put in a position where they feel uncertain or could become distressed. This means parents should arrive on time or 15 minutes prior to contact and stay for 15 minutes after contact when requested and behave towards one another in a calm and responsible way. This procedure is CGC's safeguarding window for the adults that they work with.

4. Failure to arrive at the agreed meeting time will result in the session being cancelled and the children returning home. A pattern of delayed or late arrivals is likely to be considered as being prejudicial to the children's well-being and result in the contact or service being suspended and the case being referred back to the referring agency who made the initial referral.

5. Records will be kept of the contact or the service being provided. A copy of these will be forwarded to the referring agency that requested the contact/service upon request.

6. Should any of the following request your file we will release this upon request to:

- Cafcass
- Police
- Children's services
- Either legal parties.

7. If a concern arises relating to the abuse or neglect of any children involved in the contact or service a referral will be made to the Children's Services Department responsible for the area in which the children live. 8. Every family using a centre/service will be made aware of and expected to abide by its rules failure to comply with result in our service being withdrawn:

- The use of mobile phones or any recording device is prohibited during the contacts, therefore must be turned off whilst at the centre & will be stored in the phone safe in reception during your sessions. ● Medication cannot be given to children during contact. Unless it is in response to an emergency situation (such as the use of an epi pen, anticonvulsant medication or asthma pumps).

- If a person appears to be under the influence of drugs or alcohol the contact will be cancelled. ● No other person can be at the centre or waiting outside of the centre, any indication of this result in the child being returned home.

- Verbal abuse from either the children or the adults will not be tolerated.

- Racial abuse will not be tolerated & the police will be formed.

- Any negative behaviour towards staff, children or other service users will not be tolerated and will result in further sessions being suspended.

- No smoking in or outside of the centre.

- Rooms must be tidied before your session ends, including washing up of items that have been used. ● Supervisor's advice must be followed.

- CGC will permit photos unless court directs otherwise (Photos are sent at the end of the team members day via email).

- Gifts are agreed unless the court directs otherwise.

9. A family's progress whilst using the centre/service will be reviewed at agreed intervals. The family will be made aware of and invited to take part in these reviews.

10. When CGC are completing supervised sessions we aim to have your recordings with you within 24 hours (depending on administration timings) these will be released via email PDF and password protected.

CGC has full written policies these are available at upon request, if you require a copy of any of our policies please contact CGC via email to request this [contact@chancesgiveschoices.com](mailto:contact@chancesgiveschoices.com)

### **Confidentiality Policy**

#### Basic Principles

- Gather information
- Record information
- Disclose information
- Store information
- Gain access to information

## **Additional factors**

### **A. Inter-agency working**

1. When CGC is engaged in joint working with other agencies, clients should be made aware of what, when and how information about them will be shared.
2. When CGC receives a request for information, the person receiving the request must record details of the agency or person making it and the nature of the information being requested. They must also record: Whether the consent of the relevant person was sought and obtained, sought and refused, or not sought. The reasons for providing the information, if consent was either not obtained or refused. Whether the person in question was subsequently informed about the information transfer.

**B. Safeguarding and Child-Protection** If CGC has any concerns about or receives any information that could compromise the safety of any adult or child it is working with steps will be taken to ensure the safety of the people concerned. This may involve the disclosure of information to: Other agencies involved with Safeguarding/Child Protection of the family members or others who could be at risk of harm/abuse.

**C. Disclosing Information.** If a report is being written or a client is asking CGC to liaise with, disclose information to or share information with any third party, statutory or voluntary agency CGC will: Discuss the possible implications of any disclosures with the person or persons concerned before they are made. Ascertain who will have access to the information. Ensure its staff make their line manager aware of, discuss and record any concerns relating to the disclosure of information and will remind all clients especially those meeting in a group setting about the need for confidentiality. However, it cannot guarantee that clients will comply with this request.

**D. Client files.** All clients have the right to view their files. However, to protect the safety and confidentiality of others, no clients will have access to any information from their files that has been obtained from a third party, such as their former partner, their children or any other agency they are known.

**E. Transmitting information** , CGC uses additional security for the transmission of information by email. The email address to which it is being sent to will be carefully checked and the email should include the following information: This document is strictly confidential and is intended only for use by the addressee. If you are not the intended recipient, any disclosure, copying, distribution or other action taken in reliance of the information contained in this email is strictly prohibited. If you receive this transmission in error, please use the Reply function to tell us and then permanently delete what you have received.

**F. Storage of Information** All information relating to families, CGC stores information securely

by: 1. Kept in a secure place always.

2. Disposed of after three years unless safeguarding or child protection issue has arisen or anybody has been injured while using CGC.

3. All information relating to families will be treated as confidential waste whether it is being destroyed before or after three years has elapsed.

### **G.Guidelines for Staff :**

No member of staff will: Disclose any information either seen or heard in CGC to anyone outside of CGC.

Arrange to meet or offer to provide support to any family or individual outside CGC.

Members of staff will also inform their Line Manager if someone known to them either comes to or starts using CGC.

- Referrers and users will be made aware of the existence of this policy and have access to it upon request. ● Staff will be given a copy of this policy upon request.

- This policy will be reviewed and if necessary updated annually.

#### I. Data Protection

CGC incorporates The Data Protection act using the eight “Data Protection Principles”. These specify that personal & sensitive data for staff, volunteers & clients must be: ● Processed fairly and lawfully.

- Obtained for specified and lawful purposes.
- Adequate, relevant and not excessive.
- Accurate and up to date.
- Not kept any longer than necessary.
- Processed in accordance with the “data subject’s” (the individual’s) rights.

- Securely kept.
- Not transferred to any other country without adequate protection in situ.

This includes the protection of data held by either manually or electronically.

Approved by: Claire Whitfield 07.10.24

Review due:07.10.25

During your time with **CGC Records** will be kept of the contact or the service being provided. A copy of these will be forwarded to the referring agency that requested the contact/service upon request. Should any of the following request your file we will release this upon request to:

- Cafcass
- Police
- Children’s services
- Either legal parties.

CGC aims to provide families and referrers with the best possible service. However, from time to time there are occasions when users of our service may feel that the quality or level of service provided falls short of what can reasonably be expected. Your continued involvement and goodwill is of great value to us. If you have, we would like you to tell us about it. If because of a complaint made any of the parties involved think it would be helpful to consult with the National Association of Child Contact Centres then please do so. All complaints will be dealt with as speedily as possible. This is designed to establish the **a.** Set out the complaint so that the complainant can be sure it has been understood. **b.** Describe the event and circumstances surrounding the complaint. **c.** Say whether the complaint is deemed to be upheld fully, partially upheld or not upheld. **d.** CGC will express their apologies for any shortfalls highlighted with a complaint. **e.** In the event that you are not satisfied with the response to your complaint you have a 14 day period to escalate your complaint. This must be in writing to Claire Carter Service Manager to which you will receive your response within 14 days of this being received. **f.** If after this procedure has been carried out the complainant is still not happy with the response, they should send a copy of all correspondence to the Chief Executive of NACCC (for contact services only) (should this be in full) (Or representative in his/her absence). At this stage NACCC for contact service units only will establish if CGC has followed their complaints procedure, they do not investigate any complaints and the process is solely to ensure that the complaints procedure has been correctly actioned.

Because it is important to us that we offer you a good quality of service and care, can we ask you to answer a few questions? We hope we have been of help to you, but it would help us, and future families using the centre if you can tell us if you have been satisfied with the service we are providing – or if there is any room for improvement? How long did you have to wait before the child contact centre could accommodate you?

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Please answer the following by giving each one a number where:

1 = poor, 2 = moderate, 3 = good, 4 = excellent

Information given by your referrer before your first visit

Content of our parent's leaflet

Location of the centre –incl. ease of access

Welcome and reassurance on your first visit

Feeling of safety attending the service

Facilities, i.e. toilets, furniture, decoration

Toys, books, and games provided

Special facilities for people with impairments

Impartiality of staff

If your answer to any of these was 'poor' could you please try and explain what was wrong so that we can try to do better in the future. Please write on the back if you need more space.

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How has the centre been of help to you? .....

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Can you think of anything that could improve the service we offer?

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Any additional comments? .....

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Thank you for taking the time to fill this in – it will mean that other families will benefit from your experiences at our child contact centre.