

WHAT OUR SERVICE USERS SAY ABOUT US

"It's such a lovely place, so warm and welcoming. I feel I can actually enjoy my time with my children."

"This centre is great, better than other places which are basic rooms with no toys to play with."

"The staff are really easy to talk to, friendly, welcoming, helpful and happy."

"There is a lot of stuff I can do with my mum."

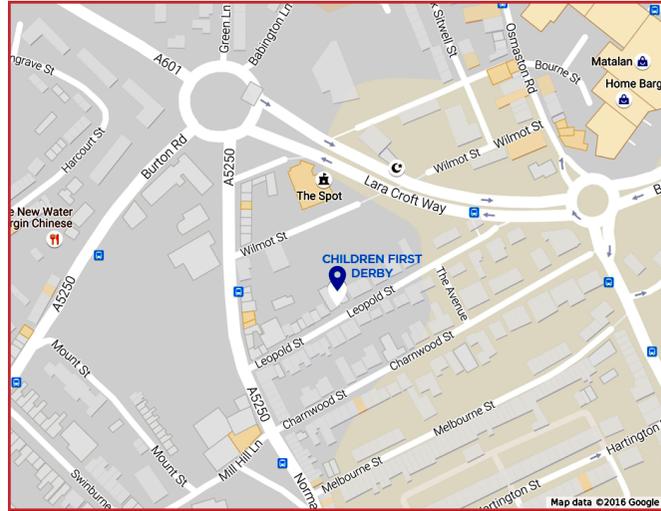
"I like playing football in the big garden with my brothers."

"The centre is nice with a good selection of toys."

"This is the best contact centre I have been to. The facilities are much better here."

"I really enjoyed making a meal with my Mum and being able to sit down and eat together."

WHERE TO FIND US



13 Leopold Street, Derby DE1 2HE

Tel: (01332) 341516

Opening Times

Monday to Friday 10 am - 7 pm

Saturday 10 am - 6 pm

To request a referral form or to obtain further information please contact the office.

Contact Service Manager: Anne Marie Macken

Email: contact.service@childrenfirstderby.co.uk



Member No: 1376/2



Supporting Children Young People and Families



childrenfirst DERBY

SUPERVISED CONTACT SERVICE

This leaflet provides you with information about us and what you can expect when you use our service.

13 Leopold Street Derby DE1 2HE

Tel: (01332) 341516

Email: contact.service@childrenfirstderby.co.uk

Children First Derby is a charitable company limited by guarantee No. 5379021 Registered in England
Reg. Charity Number 1111157

ABOUT THE SUPERVISED CONTACT SERVICE

For a variety of reasons, not all children and young people can live at home with their families and are "looked after" by the local authority. Despite not living with them, it is extremely important for children to maintain contact and close links with their family members.

Children First Derby have been providing a Supervised Contact Service, since 2002, for children and young people aged 0 - 18 years, in the care of Derby City Council.

We ensure that we offer a safe, welcoming and family friendly environment. Underpinning all our work is the welfare of the child and the service aims to provide productive and enjoyable contact sessions for all family members, within a supervised contact setting.

Parents and children are encouraged to re-establish, develop and enjoy their relationships with each other.

OUR STAFF

The Supervised Contact Service is managed by a professionally qualified Social Worker, registered with the Health and Care Professions Council.

The contact team are all experienced child care professionals with nationally recognised qualifications. All staff have enhanced DBS checks and undertake regular and comprehensive training.

Children First Derby has achieved all the elements required for a Child Contact Centre offering supervised contact and is an accredited member of the National Association of Child Contact Centres.

Staff are committed to promoting positive contact and believe that safe and meaningful contact time is essential for children to develop emotionally, physically and socially.

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WHAT TO EXPECT

REFERRAL PROCESS

Once a referral is made to us from a child's Social Worker, Children First Derby will then arrange the contact in line with the child's contact plan. The referral will contain information on the frequency and duration of the contact, which has been decided by the Court or the Social Worker.

Other information included in the referral:

- The named family members that may attend the contact.
- The location of the contact.
- Any medical or dietary requirements / allergies.
- Any additional needs or requirements relating to illness, impairment or disability.
- The level of supervision needed.

WHAT HAPPENS NEXT

Children First Derby will arrange your contact dates and then written confirmation will be sent to all involved in the contact.

We will then invite you to a pre-contact visit where you will be able to meet the Supervised Contact team and view the facilities available at our centre.

CONTACT AGREEMENT

At the first contact you will be asked to read and sign an agreement for contact. A clear and concise agreement will be completed by the child's Social Worker. It is important that everyone reaches an agreement and will be asked to sign a form to acknowledge this.

REPORTS

Following each contact, a report will be written by the contact worker and sent to the child's Social Worker.

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FACILITIES

We focus on child centred service delivery, by providing a neutral place for those children affected by family breakdown to meet their parents or other family members.

The centre is well equipped with a range of toys and equipment which reflect the diverse needs of all the children who attend.

The contact rooms provide both the space and equipment suitable for children of all age and ability levels.

We have a large, fully equipped kitchen area, in which families can cook, bake or prepare meals of their choice.

The centre has a large enclosed, safe garden with a range of outdoor furniture and equipment including bikes, scooters, goal posts and basketball nets.

Our centre is bright and welcoming and service users describe it as having a "family home feel" to it.

WE WELCOME YOUR VIEWS

Whether it be a complaint, suggestion or compliment

We are keen to know what you think about our service and value your feedback. We welcome any comments or suggestions you may have to help us improve the service we deliver.

We take complaints about our work, staff and service very seriously. If you are not satisfied with any aspect of the service you have received, you are welcome to discuss this with the Contact Service Manager or Chief Executive of the Charity.

Alternatively you may request a copy of the Complaints Procedure.

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