



Family Work Supported Contact Welcome Pack

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Welcome

We know you are likely to be going through a difficult time and, perhaps, you wish you did not have to be here. Although you may continue to feel that way we hope you will be able to feel comfortable, safe and relaxed as well.

We want the very best for your child(ren) and we will treat you all with respect and consideration. This does not mean we will always agree but we will take seriously your views on your own case and on anything that happens during your involvement with The YMCA Family Work.

Please try to relax and rest assured that your child will be kept safe and be well looked after.

All staff and volunteers are fully trained in all aspects of child contact including Safeguarding and confidentiality. They all have Enhanced CRB's. A trained First Aider is present at all sessions.

We have tried to make the Centre a pleasant environment physically and hope you notice this in the décor and atmosphere.

If there is anything we can help with do ask, all the staff will do their best to answer any questions.

Service Manager	Alison O'Donovan
Contact Centre Coordinator	Polly Dillon
Social Worker	Angela Pye
Email	polly.dillon@ymcans.org.uk

Please contact us by email if you prefer but avoid this if your need is urgent as we can't always guarantee a quick response.

Office Details

Office tel:

01782 222389 and ask for Relationships

If you telephone when all the telephone lines are busy or when the office is empty you can leave a message and we will get back to you as soon as possible.

Address:

YMCA Family Work
Edinburgh House
Harding Road
Hanley
Stoke on Trent
ST1 3AE

Office hours:

Usually, someone will be in the office 8am – 4.30pm Monday to Friday

Mobile tel:

07870952408

Please note: This phone is switched on Tuesday to Saturday and from 8.30am on a Saturday morning. This number should always be used if you are calling on a Saturday morning.

For any queries or concerns you may have please contact Polly on any of the above numbers or speak to her when you attend for your pre-visit. Polly is present at the Centre each week, or a lead volunteer in her absence.

Supported Child Contact Centre Stoke-on-Trent Facebook Page:

If you're on Facebook, why not like our Facebook page and get all updates with regards to the Centre.

Information about the Supported Centre

What is a Child Contact Centre?

It is a friendly, neutral environment where children can meet a parent or other family members they may not otherwise see.

What is it like?

At a Contact Centre the most important people are the children. We like to create a warm, sociable atmosphere where children and their families can relax and enjoy themselves.

What does the Centre provide and what should I bring?

We provide toys, games, puzzles, books, refreshments (at a small cost), play area and toilet facilities. You might like to bring a favourite toy, special drinks and things like nappies.

Do I have to meet my former partner?

Not if you don't want to. Please let us know and we can arrange separate waiting areas. However; children need a familiar face so please wait with them until your ex-partner arrives.

How often can I come?

This really depends on yourselves and when the Centre is open. Your solicitor or CAFCASS officer will help you make arrangements.

What happens if I cannot come?

Let us know as soon as possible. If you are able to please inform your former partner, but if you can't we'll do this for you.

Are there any reports made about us?

The Contact Centres are independent of the judiciary, social services or any statutory agency. We do not make written reports about visits or take sides. Our code of practice states that the only exception to this is if the child is believed to be at risk. Where CAFCASS or Social Services are involved it may be that your worker comes to observe some of the contact sessions.

What do Centre staff do?

Staff running the Centres are fully trained volunteers. They are selected by interview, must give references and are checked by the Criminal Records Bureau. They operate within National Association of Child Contact Centres code of practice which is on display at the Centre.

The staff are not responsible for looking after the children. They register them, provide the play equipment and refreshments, and generally manage the smooth running of the Centre.

What information is shared about me and my child(ren)?

We do not share information about you with anyone outside of **YMCA Family Work**. We never pass on any personal information. The only exception would be if we needed to report a safeguarding issue but this would be discussed with you prior to us reporting it on and we would explain at this point what information we would need to share.

Illness Policy

Illness / Disease	Minimal Exclusion / Absence Period
Vomiting / sickness	48 hours after symptoms cease
Diarrhoea / upset tummy	48 hours after symptoms cease
Gastro-enteritis, food poisoning, salmonellas	Until free from illness and on advice from GP
Conjunctivitis	24 hours after the start of treatment
Chickenpox	5 days from appearance of rash and all blistery spots dried up
Hepatitis A	7 days from onset of jaundice
Measles	5 days from appearance of rash
Meningococcal infection - Meningitis	Until fully recovered from illness and on advice of GP
Mumps	Until swelling has subsided and not less than 5 days from onset of
Whooping cough	5 days after starting anti-biotics
Poliomyelitis	Until free from infection and on
German measles (Rubella)	5 days from onset of rash
Scarlet fever	Minimum of 3 days after commencing anti-biotics
Impetigo	Until the skin is fully healed
Plantar warts	No exclusion. Should be treated
Scabies	Until treatment is received
Hand, foot and mouth disease	Until clinically well
Ringworm of the scalp	Until treatment has started
Ringworm of the body	Until treatment has started
Worms	Until treated
Head lice	No Exclusion. Child must have been treated
Influenza (Flu - including Swine flu)	Until clinically well
Typhoid fever	Until declared free from infection by GP
Tuberculosis	Until declared free from infection by GP

Illness Policy Continued

Children are not allowed to attend the Centre if they are poorly.

If your child has a communicable infection they should be excluded from the Centre for the period that is relevant to the illness as on the Exclusion advice displayed.

It is important that in cases of an outbreak of communicable infections i.e. (3 or more cases) that the appropriate agency is informed:

Local Health Protection Agency	01782 221 158
Local Authority Safety Team	01782 234 567
Early Years OFSTED	0121 254 904
RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences)	08453 009 923

In cases of diarrhoea and vomiting, children should stay away from the Centre for 48 hours after the symptoms cease.

If a child becomes ill at the Centre, the parents will be informed and the child should be taken home.

If you are unsure, staff may be able to advise you.

We advise that you do not attend the Centre:

- During the first 2 days of your child taking anti-biotics.
- If your child is suffering from a high temperature and/or is generally unwell.

Contact Centre Rules

We try and have as few rules as possible however, the Centre may be used by several families at the same time, so those we have ensure the safety of the children and consideration for others:

- Please ensure that your child(ren) is with one of his/her parents at all times.
- Parents are always responsible for the safety and supervision of their children and should ensure that toys and equipment are used appropriately.
- Please do not bring your child if they are unwell.
- A child may be taken from the Centre during a visit **only if** it is stated on the referral form or with the written consent of both parents.
- Relatives or friends can attend **only if** they are named on the referral form. If we have not been informed of their attendance, we can refuse entry.
- We have no facilities for pets, so please leave them at home.
- Anyone under the influence of alcohol or drugs, or carrying drink or drugs, will not be admitted.
- Video or still photography is not permitted within the Centre.
- Mobile phones should be switched off whilst you are at the Centre.
- Abusive or aggressive behaviour will not be tolerated and those involved will be asked to leave.
- The Centre has a No Smoking policy and parents will not be allowed out for a cigarette during their contact session.

Traffic Light System for when Rules are Broken

We try and have as few rules as possible however, the Centre may be used by several families at the same time, so those we have ensure the safety of the children and consideration for others:

Although we don't have many rules at the Centre we do take the rules that we have very seriously and as such have a traffic light system in place for when rules are broken.

For a first rule break you will be given a verbal warning and will go on to a **GREEN** light.

For a second rule break you will again be told verbally plus solicitors for both parties will be informed in writing and you will be placed on an **AMBER** light.

For a third rule break you will face a **RED** light and contact at the Centre will be withdrawn.

For abusive or aggressive behaviour towards anyone at the Centre a **RED** warning will be given immediately and contact withdrawn.

Equal Opportunities

The YMCA Family Work aim to offer an equal service regardless of race, gender, disability sexual orientation or religion. Racist or other offensive remarks or behaviour will not be tolerated, any visitor acting in such way will be asked to leave.

Contact Centre Activities

- Themed Dress up Days Music Workshops
- Climbing Wall Activities 5 a side Football
- Christmas Party (Annually) Family Sports Day

And many more.....

Please see poster in Contact Centre for dates of activities taking place.

Some of these activities will incur a cost of £3 - £5 per child.

Online Programme – Getting It Right For Children (GIRFC)

Getting It Right for Children when Parents Part is a new online programme that all parents should consider, to assist with communication between themselves and their ex-partner in the future. We will be offering sessions at the YMCA to complete this or it can be found online at www.theparentconnection.org.uk in the programmes section.

This programme is free of charge.

Contact

For NACCC hub information please contact 08454500280

Supported Contact Centre	
Office	01782 222 389
Mobile	07870 952 408
Email	Polly.dillon@ymcans.org.uk

CCTV

Please be aware that CCTV is in operation in and around the building 24/7. This is to ensure the safety of all our service users.

Feedback

We welcome any feedback and comments from parents attending the Centre. This helps us improve our service and ensure that parents and children enjoy their time together.

Please contact polly.dillon@ymcans.org.uk or telephone **01782 222389**

In the event of a complaint about the Centre being made, parents are asked to follow our complaints procedure. A copy will be provided at your initial visit.



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION