



Chances Gives Choices (CGC) – Parents' Information 2026

Welcome

Welcome to Chances Gives Choices (CGC).

Our passion is keeping families together and giving people the chance to get it right—for their child, themselves, and their future.

We value your feedback. Please send any compliments or complaints to:

◆◆ Duty Manager (preferred): contact@chancesgiveschoices.com

◆◆ Post: Claire Lizbeth House, Lone Barn Stables, Stanbridge Lane, Hants, SO51 0HE

Contact & Head Office

Head Office:

Claire Lizbeth House, Lone Barn Stable, Romsey, Hants, SO51 0HE

◆◆ Tel: 01794 516622

◆◆ Email: contact@chancesgiveschoices.com

◆◆ Web: www.chancesgiveschoices.com

Opening Hours:

Mon–Sun: 9:00–18:00

CGC Locations

- Romsey (Hants): Claire Lizbeth House, SO51 0HE
- Alderbury (Wilts): Richard Alan, Old Road, SP5 3AR
- Christchurch (Dorset): The Madeleine McGrory Room, Suite 3, Basepoint, BH23 6NX

- Basingstoke (Hants): The Basingstoke McCrory Rooms, 12 Faraday Court, RG24 8PF
- Winchester (Hants): The Marion Patience Rooms, Colden Common Community Centre
SO21 1UU
- Havant: The Joy Carter Rooms, Suite 3, Basepoint, PO9 1HS
- Chichester (W. Sussex): The Danny Charles Rooms, New Park Centre, PO19 7XY
- Newbury (Berks): The Rhiannon Margaret Rooms, East Woodhay Village Hall, RG20 0AR
- Guildford (Surrey): Nicholas Barry Rooms, Guildford, GU4 7NB
- Bourne End (Bucks): Carole Anne Rooms, Bourne End Community Centre, SL8 5SX

What We Do

- Transporting children
- ICFA (direct work with families)
- Supported sessions (centre & community)
- Supervised sessions (centre & community; one or two workers)
- Handover service
- Letterbox service
- Community sessions (supported & supervised)
- Venue full-day sessions (e.g. weddings/events)
- Assessment day sessions with written court reports

Communication Service

- Used where there's no direct communication between parties.
- CGC will not pass on abusive, threatening, or negative messages. ●

Messages are logged on our secure system.

- Fee: £7.00 per communication (sender pays).

Fees & Service Summary

Handover Service

- Referral fee: £100
- Daily charge: £24.00 (£48.00 for multi-day)
- Temporary arrangement; no detailed reports unless risk of harm.

Supported Contact

- Referral fee: £102
- Centre: £27.50/hour
- Community: £35/hour (+ travel charge)
- Minimal recording (attendance only unless risk).

Supervised Contact

- Referral fee: £102
- Centre (1 worker): £70/hour

- Community (1 worker): £85/hour (+ £42/hour travel time) ●

Two workers: £90/hour (centre) | £110/hour (community) ●

Full observation, monitoring & written reports.

Payment Terms

- Mon–Fri sessions: Pay 48hrs in advance (by 4pm).
- Weekend sessions: Pay by 4pm Wednesday.
- Unpaid sessions are cancelled.

Arrival & Departure (“Safeguarding Window”)

- Non-residential adult: Arrive 15 min early; remain after for 15 min. ●

Residential adult: Arrive at start and return at end.

Session Rules

1. Changes only by mutual agreement or court direction.
2. Notify us immediately if unable to attend.
3. Be punctual and calm; avoid distressing children.
4. Repeated lateness may lead to suspension.
5. Records are kept and may be shared with referrers/agencies.
6. Safeguarding concerns are referred to Children’s Services. 7.

While at CGC you must:

- Switch off phones/recording devices.
- Not give medication (except emergencies).
- Not attend under the influence of drugs/alcohol.
- Not bring unauthorised persons.
- Not engage in abuse or negative behaviour.
- Not smoke in or near the centre.
- Tidy rooms before leaving.
- Follow supervisor guidance.
- Take photos or give gifts only if allowed by court order.

Confidentiality & Data Protection

- Information is gathered, stored and shared in line with safeguarding law. ● Files may be shared with CAFCASS, Police, Children's Services or legal parties. ● Records kept for 3 years (longer if safeguarding concerns apply). ● All electronic reports sent securely as password-protected PDFs.

Data principles: Fair, lawful, specific purpose, accurate, secure, rights-compliant.

Policy Date: 20.04.2026

Review Date: 20.04.2027

Signed: Claire Whitfield, DIRECTOR

Service User & Children's Evaluation

How long did you wait before the centre could accommodate you?

Rate each area (1 = poor, 4 = excellent):

- Information from referrer: 1 2 3 4
- Parents' leaflet: 1 2 3 4
- Location/access: 1 2 3 4
- Welcome/reassurance: 1 2 3 4
- Feeling of safety: 1 2 3 4
- Facilities: 1 2 3 4
- Toys/games/books: 1 2 3 4
- Special facilities: 1 2 3 4
- Staff impartiality: 1 2 3 4

Comments:

● If rated "poor", please tell us why: _____ ●

How has the centre helped you? _____ ●

What could improve our service? _____ ●

Any other comments? _____

Thank you—your feedback helps us improve.