

Welcome to Chances Gives Choices.

Chances Gives Choices welcomes feedback from our clients, please direct all complaints or compliments to:

Sapphire Severn for Claire Lizbeth House, Richard Alan House, The Madeleine McGrory Room, The Marion Patience Rooms & The Joy Carter Rooms. Rachael Kerrigan for The Basingstoke McCrory Rooms, in writing either via email to contact@chancesgiveschoices.com or Claire Lizbeth House Lone Barn Stables, Stanbridge Lane Hants, SO51 0HE.

Our locations are:

Claire Lizbeth House Lone Barn Stable ROMSEY Hants SO51 0HE

Richard Alan House Old Road Alderbury Wilts SP5 3AR

The Madeleine McGrory Room Grey Friars Community Centre 44 Christchurch Road, Ringwood BH24 1DW

The Basingstoke McCrory Rooms 15 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, Milton Village Hall 182 Milton Road Southsea, PO4 8PR

Please contact us directly using the following:

Telephone: 01794 516622 Email: contact@chancesgiveschoices.com

We provide services for:

- Transporting children
- Transporting of adults
- 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.

Referral process & service information:

Our opening hours are Monday to Friday 9am-6pm, Saturday 9-6 pm & Sunday 10am-5pm
(Additional hours upon request.)

Please note that our centres offer supervised, supported contact, handover service and indirect letter box service.

The basic elements of supported contact are: Referral fee £90.00 (includes 4 hours of contact) Charge: £22.00 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** **Charge: £65.00 per hour** (community access requires 2 supervisors and there is an additional charge of £15.00 per hour for this service.

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

Standard Guidelines for Referrers

1. CGC ADVISE 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 CHILDRENS 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.

2. Please do not refer a client without contacting CGC Co-ordinator first to check availability of space and time.
3. A completed referral form should be received by CGC Co-ordinator one week in advance of the date which your client would like contact to commence with the referral fee payment of £100.00 (or £ 90.00 for supported).
4. Only people named on the referral form will be allowed admittance to our centres. This may be varied by written agreement by both parties.

Rules for service users

5. Parents are responsible for their children at all times whilst they are at our centres.
6. Please ensure that both parents have read and understood our centre's information leaflet in advance of contact starting. Every family using a centre/service will be made aware of and expected to abide by its rules failure to comply will result in a family being withdrawn from the centre.
7. To try and maintain a friendly, happy and confidential environment, we would request that you do not at any time ask to see your clients on our premises, including during your sessions. 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.
3. 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).
4. If a person attends appearing to be under the influence of drugs or alcohol the contact will be cancelled.
5. 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.
6. Verbal abuse from either the children or the adults will not be tolerated.
7. Racial abuse will not be tolerated & the police will be formed.
8. Any negative behaviour towards staff, children or other service users will not be tolerated and will result in further sessions being suspended.
9. No smoking in or outside of the centre.
10. Rooms must be tidied before your session ends, including washing up of items that have been used.
11. Supervisor's advice must be followed.
12. No photos to be taken in the centre, CGC will permit photos in our garden/balcony/outside area (when deemed safe by CGC) are agreed unless court directs otherwise & will consent from both parties taken within this meeting.
13. Gifts are agreed unless court direct otherwise.

CGC has full written policies these are available at reception/waiting area in our centres, if you require a copy of any of our policies please contact CGC via email to request this contact@chancesgiveschoices.com

CGC has a written policy for confidentiality covering the disclosure of information. **Please see below.**

Confidentiality Policy

Basic Principles

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

Additional factors

A. Inter-agency working

1. When 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 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 the centre 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 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 the centre to liaise with, disclose information to or share information with any third party, statutory or voluntary agency the centre 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. will remind all clients and 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 Transmission of personal information by fax should only happen when necessary. The number / address to which it is being sent should be carefully checked beforehand. will have a secure system 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 will be:

1. Kept in a secure place always.

2. Disposed of after three years unless a safeguarding or child protection issue has arisen or anybody has been injured whilst using the centre.
3. All information relating to families will be treated as confidential waste whether it is being destroyed before or after three years has elapsed.
- 4.

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.

H. General

- 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 Carter on 7.11.18

Review due: 7.11.19

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.

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.

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

facts quickly and to deal with the matter fairly. 1. Complaints should be made initially to Shift lead. If the complaint cannot be satisfactorily resolved there and then, brief written notes of the complaint and the circumstances that led to it should be passed directly to the unit manager. 2. Unit Manager will then investigate the circumstances in so far as CGC is concerned making notes. 3. Unit manager – will then discuss the matter with the complainant and will attempt to resolve the issues to the satisfaction of all concerned. 4. Unit Manager will investigate the complaint and send a full written reply within 30 days, or explain why further time is necessary. 5. Unit Managers: Sapphire Severn for Claire Lizbeth House, Richard Alan House, The Madeleine McGrory Room, The Marion Patience Rooms & The Joy Carter Rooms. Georgia Rawson for The Betteridge & McCrory Rooms.

The reply will:

a. Set out the complaint so that the complainant can be sure it has been understood. b. Describe the event and circumstances surrounding them. c. Say whether the complaint is deemed to be fair, giving reasons for the decision. d. Apologise on behalf of CGC (if the complaint is deemed to be fair) and explain the steps it has

taken to avoid it happening again. e. Notify the complainant that if he/she is not happy with this decision, then he/she must notify

Service Manager within 14 days of receiving the reply that he/she wishes to take it further. 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.

Recording Complaints 1. If the complaint is resolved at Stage 3 then the matter shall be reported at the next Management Committee Meeting / Board or equivalent of and recorded in the minutes of that meeting. 2. The written records of all complaints will be held by the Chair of the Management Committee / Board or equivalent, including any written legal or insurance responses and transferred to his/her successor as a strictly confidential file.

Service User and Children's Evaluation

Because it is important to us that we offer you a good quality of service and care, can we ask you 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

Refreshments

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.