CONDITIONS OF USE

Welcome to the Child Contact Service
We will do all that we can to ensure that your child has the most positive experience in our environment and you can rest assured that our staff are fully trained. We provide a range of toys and activities at the Contact Centre and our staff are also on hand to help promote positive interactions between children and their non-resident family member as needed.

Pre-Visit
As part of your contact all parents are expected to attend a pre-visit where we will show you around the centre and explain our staggered arrival and departure times to ensure that parents do not meet on an unplanned basis.

The Contact Centre offers various types of services. These are handover, life story, supervised, observed and supported contact**.** The type of contact that will be provided to you will be explained by our contact workers at your pre-visit.

To ensure the wellbeing of children whilst in the Contact Centre we require parents to provide us with up to date information relating to the child's health.

Arrangements for food, formula, nappies etc. will be discussed at your pre-visit.
Bottle warming and nappy changing facilities are available.
We understand that questions may arise at any time whilst you are with us please feel free to approach a member of staff who will help you.

Use of the Child Contact Service

Please arrive at the time stated on your offer letter so we can ensure 'no contact' between the adults involved.
Contact parents are to wait in the Contact area for a minimum of 15 minutes after contact has finished to ensure 'no contact' between the adults involved.
Resident parents are to leave the Centre promptly.

Respect staff and other Centre attendees.
People attending will not use abusive language or behaviour on the premises.

Staff do not pass money or messages between parties therefore, we request that absolutely no form of messaging is to be passed via yourself, your children or the staff either verbally or written. Where appropriate staff will support the use of a communication book.

If you bring a letter or greeting card to a contact session, please be aware that staff will expect to read the message to ensure the content is child focused.
Contact Workers will communicate information in relation to children's health where it may impact upon the contact.
Other relatives/friends/ partners can only attend the contact, if an agreement has been made with the other parent/guardian and we have been notified in writing.

Children will not be allowed off the premises without the agreement in writing of the resident parent/guardian.

Please inform us (on 01983 246972) if you are unable to attend due to special/unforeseen circumstances. We may notify the referrer of consistent nonattendance.

Please note that The FIRST Hub has a cancellation policy, and we will charge for any sessions cancelled within 24 hours of the start time.

Contact Centre staff do not provide written or verbal reports for the court neither are they in a position to give evidence on the progress or quality of contact.

Members of staff and volunteers will only provide written evidence of attendance dates and times, and they will not provide any report, whether verbal or written, to a parent, referrer, solicitor or court. Further, members of staff and volunteers are not available to be called as a witness in family proceedings.

The use of cameras, video cameras, mobile phones or recording devices is prohibited whilst on the premises. Mobile phones must be switched **off** whilst in the Centre. If you wish to make a telephone call, please ask a member of staff.

We encourage parent and child interactions and activities in contact and request that personal electronic devices (e.g. computers/tablets, Games consoles etc) are not brought into contact.

FIRST Hub staff promote the use of positive language and will at all times treat you with respect.

The FIRST Hub recognises, accepts and values people's differences and aspires to ensure that our service users, staff and volunteers have equality of opportunity, within an environment that is free from discrimination.
If you wish to make a complaint please approach a member of staff, if they are unable to deal with the problem they will advise you of the complaints procedure.

Health and Safety
Please do not bring children who have infectious illnesses such as measles/mumps etc. as it could have serious implications for other children using the centre.

Contact Centre staff undertake regular fire drill training. Please follow their instructions in the event of an alarm.

Illegal substances are not permitted on our premises.
Staff reserve the right to refuse admission/contact if in their view the contact parent is unfit for contact.

Staff will comply with The FIRST Hub Safeguarding Policy which is consistent with the Local Safeguarding Children's Board policies.
A full copy of our policies and procedures is available upon request.

In line with government guidelines regarding COVID-19, families should sanitise their hands on arrival and departure.

I agree to comply with the Contact Centre Conditions of Use and understand that failure to do so will mean that the facility may be withdrawn.

(Please sign and return)

Signed: ……

Print:……

Date:…….

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