



GLAMORGAN HOUSE

Family Development Centre



Charity Number: 1147895

Supervised Contact Sessions Referrers Information

CUSTOMER INFORMATION SUPERVISED CONTACT SERVICE About Glamorgan House Family Development Centre

Glamorgan House is a registered Children's Charity. The centre opened in June 2012 offering supported and supervised contact.

Values

Glamorgan House core values stem from the following principles:

- We believe that all children, young people and their families should be valued and supported both as individuals and members of the community.
- Children and young people's rights must be protected and their development promoted in order to enable them to achieve their full potential.
- We recognize the complexity of parenting in contemporary society and the need for responsive and accessible support networks to enable parents to fulfil their roles.

Statement of Purpose

Glamorgan House aims to support the emotional and psychological development of children and young people, by providing them with safe and beneficial contact to parents and other family members from whom they are separated due to care proceedings or serious breakdown in parent's relationships, or by identifying and restricting harmful contact. In achieving these aims we seek to value and promote the cultural and racial diversity of our users.

We aim to advocate for and promote the provision of professionally managed supervised child contact services at a national and regional level as fundamental to supporting and protecting children during and following contested family law proceedings.

Basic Information

Our Address: Glamorgan House Family Development Centre.
94 Walter Road
Swansea
SA1 5QE

Telephone / Fax: 01792 470003
Email: glamorganhousefdc@gmail.com

Our Contact Visit Times:

Supported Contact – Monday – Friday (by appointment) 10.00 am to 3.00 pm

Every Saturday – 9.00 am to 4.00 pm

Supervised Contact – Monday – Friday (by appointment) 10.00 am to 3.00 pm

Every Saturday – 9.00 am to 4.00 pm

Contact in the week is available by appointment. Please note that during Saturday sessions supported and supervised contact sessions are held in separate rooms.

Note: We are closed on Bank Holidays and some holiday periods. Please contact for more information.

What is Supervised contact?

If supervised contact at Glamorgan House has been ordered by a Court or requested by social services it means that contact is thought to present some risk to the welfare and safety of the child. For instance, hostility between separated parents or parent's anger at social services may be causing distress or disturbance to the child during contact. The Contact Service is staffed by qualified and experienced staff with the skills and confidence necessary to promote positive contact or to stop negative contact. A supervisor's role is to support, guide and where necessary intervene in family interactions to promote and protect the welfare of the child. Supervision aims to protect children and vulnerable adults from conflict and harm and wherever possible to foster positive, long-term contact.

Our Facilities

Supervised contact occurs in a comfortably furnished, self-contained room. There are five private contact rooms and one waiting room whilst the one kitchen is communal facilities shared by all users (and staff). A secure, separate arrival point can be provided in cases of domestic or other violence.

Activities: We have a large variety of toys, games/video games, books, arts and crafts materials for use during contact visits. Refreshments are freely available in the kitchens for children and their families.

Security: A separate secure entrance is available for parents/carers together with a secure waiting room in situations where they must not meet with other visitors.

Car Parking: Limited parking spaces are available free of charge for families and others using the project.

Anti-Discrimination Policy and Service User Participation

Glamorgan House works towards equality of opportunity and values the rich diversity of its service users. We also welcome your suggestions and comments. We undertake a user evaluation survey and we urge you, if the opportunity arises to complete the users questionnaire. There are separate forms for children to complete.

Staffing

Glamorgan House is staffed by qualified and highly experienced workers who have many years experience of child contact work. In addition, a group of qualified sessional social workers, sessional family workers, interpreters and volunteers work on a part time basis.

TERMS & CONDITIONS OF USE SUPERVISED CONTACT SERVICE

NOTE FOR SOCIAL WORKERS / SOLICITORS: PLEASE ENSURE THIS DOCUMENT IS READ BY OR EXPLAINED TO FAMILY MEMBERS / YOUR CLIENT PRIOR TO THEIR COMPLETING AND SIGNING ABERDARE CHILDRENS CONTACT CENTRES 'REFERRAL AGREEMENT FORM' FOR SUPERVISED CONTACT.

1. REFERRAL AGREEMENT FORM AND SUPPORTING DOCUMENTS

1.1 Contact will only take place at Glamorgan House on receipt of a satisfactorily completed Referral Agreement Form.

1.2 Contact will only take place at Glamorgan House on receipt of the Court Order/s and Court papers or the social workers Case Conference report if referral is by Social Services.

1.3 Once Glamorgan House has received a satisfactorily completed Referral Agreement Form a schedule of contact visits will be circulated. Agreement to this schedule of visits must be confirmed to us in writing by the referrer 48 hours before the first scheduled visit. Glamorgan House reserves the right to suspend or cancel visits in the event that appropriate confirmation is not received within the specified time.

2. COURT ORDERS

2.1 As an independent children's charity, Glamorgan House reserves the right to withhold, suspend or terminate child contact as it sees fit following, where required, consultation with statutory funding agencies.

3.PUNCTUALITY AND ATTENDANCE

3.1 To avoid uncertainty/distress for children attending Glamorgan House, parents/carers must arrive within 30 minutes of the agreed meeting time otherwise the contact session will be cancelled and the children returned home. A pattern of delayed or late arrivals is considered likely to be prejudicial to children's well-being and will result in our suspending and possibly terminating contact.

3.2 Contact parents/family members who have been unavoidably delayed should telephone us and if practical we will arrange for their children to wait. Where children are brought to contact late, the time lost will be added to the end of the visit or to a subsequent visit.

3.3 Failure to attend for visits on three consecutive occasions will result in contact being suspended. A persistent pattern of poor attendance will result in our reducing the frequency of contact or suspending contact. We would ask parents/visitors to let us know as soon as possible if they are unable to attend. A period of twenty four hours notice is preferred and failure to give prior notice may mean that payment will still be required. Contact visits at which the child does not arrive will be rescheduled to occur as soon as is practicable.

4. EMOTIONAL ABUSE

4.1 Emotional abuse may consist of one parent/carer denigrating or threatening the other in the child's presence, interrogating/questioning the child for information about the other parent, undermining the child's day to day care and upbringing or attempting to inappropriately manipulate the child's views and feelings.

4.2 Emotional abuse will not be permitted and will lead to intervention by the supervisor and possibly the termination of the visit. If a visit is terminated, all further contact will be suspended and the parent/carer involved will be required to attend a review meeting at Glamorgan House.

4.3 If contact is suspended or terminated Glamorgan Houser will report the concerns in the form of a letter of concern to the referring agency.

5. PHYSICAL / SEXUAL ABUSE, NEGLECT AND DOMESTIC VIOLENCE

5.1 In the event of any behaviour or threats to the child or others likely to involve a breach of the law, or in the event of behaviour seen to have caused fear to a child or other visitor, Glamorgan House will intervene and take whatever action is necessary to safeguard the welfare of the child and others. The police will be called immediately.

5.2 If supervising staff become concerned about a child's welfare and physical safety during contact, the concerns will be communicated by telephone to the referring agency, confirmed in a letter of concern and will be made known to the parent/visitor involved at the time of the incident, unless to do so would place the child at risk.

5.3 If a visit is terminated, all further contact will be suspended subject to a decision about further contact by the referring agency and/or the Court. In any event, contact at Glamorgan House will not be reinstated until the parent/carer has attended a review meeting.

6. PHYSICAL SAFETY

6.1 The physical safety and well being of the child is the responsibility of those indicated at Clause 27 of the Referral Agreement Form. Glamorgan House is responsible for meeting its statutory obligations under Health and Safety legislation.

7. SECURITY AND ABDUCTION

7.1 Whilst every precaution is taken to guard against abduction, Glamorgan House staff will not attempt to physically restrain a person from leaving the premises with a child. The police will be contacted immediately.

7.2 Where abduction has previously occurred, or is considered a risk to a child using Glamorgan House, we reserve the right to notify details to, and lodge Court Orders with, the local police station. Glamorgan House may also require the passports of those having contact to be lodged with solicitors prior to each contact visit and for 24 hours after the visit.

8. RACIST OR DISCRIMINATORY BEHAVIOUR

8.1 Racist or discriminatory behaviour will not be permitted and Glamorgan House staff will intervene to protect the welfare of the victim. Our Anti-Discrimination policy statement must be read by those signing the Referral Agreement Form and describes the action Glamorgan House will take in the event of racist or discriminatory behaviour on its premises.

9. DRUGS AND ALCOHOL

9.1 Drugs (excluding medicines) and alcohol are not permitted on Glamorgan House premises. Anyone known, or suspected to be under the influence of alcohol or to have misused drugs will not be admitted onto the premises.

9.2 Repeated breaches of this policy will result in contact being suspended pending review and a report in the form of a letter of concern will be sent to the referring agency.

10. MOBILE TELEPHONES

10.1 Mobile telephones must remain switched off during contact visits and telephone 'contact' for visiting children to others not present may only occur once Glamorgan House has received the prior written consent of all those holding Parental Responsibility for the child.

11. RECORDING EQUIPMENT

11.1 Audio/visual recording equipment must not be used during supervised contact at Glamorgan House. Supervised contact at Glamorgan House has a therapeutic aim and purpose and electronic recording of contact breaches the privacy, confidentiality, and security of the child/ren involved.

11.2 In the event that an electronic recording of contact is found to have been made, secretly, all further contact will be suspended, a report in the form of a letter of concern will be sent to the referring agency, and the parent/carer involved will be required to attend a review meeting at Glamorgan House.

12. GLAMORGAN HOUSE. RECORD KEEPING

12.1 Supervised contact visits are recorded by supervisors on a standardised Record of Supervised Contact Form. Paper records are held in secure case files, comprised of clearly demarked sections and stored in locked filing cabinets within secure offices. Data information processed and held electronically is stored on flash drives, which are secured within a lockable filing cabinet within secure offices.

12.2 Glamorgan House's recording of contact has a chiefly therapeutic aim: to ensure that issues, concerns and needs affecting children in contact are identified and worked with sensitively and consistently over time to effect positive change and to bring about a resolution of the contact problem. Records of contact also ensure staffs are accountable to Glamorgan House and referring agencies for work undertaken with children and families and in the event that conditions 4 or 5 above are breached.

13. CONFIDENTIALITY AND ACCESS TO RECORDS

13.1 PRIVATE LAW PROCEEDINGS

13.1.1 Where a referral is made in the course of private law proceedings, the referral is accepted subject to the condition that Glamorgan House will not be required to disclose its records of contact. In private law proceedings Glamorgan House does not permit disclosure of its records of contact as to do so would undermine the privacy and security of the context in which the child is having contact and so negate the therapeutic value of supervised contact.

13.2 PUBLIC LAW PROCEEDINGS

13.2.1 In public law proceedings where Glamorgan House is first and foremost providing child protection, records of contact will be made available to local authorities within 12 days of each contact visit in order to assist the local authority in monitoring the child's welfare and in reviewing the care plan.

13.2.2 It is the responsibility of the local authority to ensure records of contact disclosed to it are made available to the family members or others attending for contact, or to decide to restrict such access.

14. REPORTING POLICY

14.1 PRIVATE LAW PROCEEDINGS

14.1.1 A referral in private law proceedings (parent v parent/relative) is accepted subject to the condition that Glamorgan House will not be required to disclose its records or provide written reports for use in court as to do so would prejudice our goal of working therapeutically and impartially with the family to resolve the contact dispute in the child's best interests. In such cases records will only be disclosed if the court decides that there is an overriding need for disclosure in the interests of the child.

14.1.2 Supervised contact will only take place at Glamorgan House once a court has ordered a statutory agency to prepare a report on contact where they consider it appropriate. Glamorgan House will consult with the appointed reporting officer to ensure the child's and the parents experience of contact is properly represented to Court and the reporting officer must observe a contact visit at Glamorgan House.

14.2 PUBLIC LAW PROCEEDINGS

14.2.1 In public law proceedings (local authority v parent/relative) Glamorgan House provides its records of contact to the local authority as at 13 above. It is the responsibility of the local authority in all cases to ensure these records are made available to parties to the proceedings.

14.3 PUBLIC LAW ASSESSMENTS

14.3.1 Where Glamorgan House has been contracted to undertake an assessment of contact, reports to Court will be provided and these, together with our records of contact, must be made available to the parents/relatives involved by the local authority.

15. TRESPASS

15.1 Glamorgan House is on private land and a serious view is taken of trespass by third parties for the purpose of serving writs, divorce papers, etc.

15.2 Any person who arrives for or during a contact visit who is not named at clause 24 of the Referral Agreement Form and whose presence for contact has not been previously confirmed in writing to Glamorgan House, is trespassing and will be required to leave Glamorgan House grounds.

16. LIABILITY FOR VISITORS' VEHICLES AND BELONGINGS

16.1 Aberdare Children's Contact Centre accepts no responsibility for motor vehicles or any other property of visitors, which are brought onto our premises entirely at the visitors' own risk.

17. REPRESENTATIONS AND COMPLAINTS

17.1 Glamorgan House wishes to ensure that all those who use our service receive a courteous and professional response and one that is appropriate to their needs regardless of gender, race, language, religion or disability.

17.2 If you wish to complain about any aspect of service, in the first instance your complaint should be made to the worker supervising contact. If your complaint concerns a member of staff it should be made in writing to the Manager who will investigate the matter, in line with Glamorgan House's Complaints procedure. If the matter is not resolved, by the Manager, to your satisfaction then your complaint should be forwarded in writing to: The Chair of the Management Committee, Glamorgan House Family Development Centre 94 Walter Road Swansea SA1 5QE.

17.3 Glamorgan House welcomes and values feedback and comment on the service from its users. A comments and suggestions box is situated at the entrance to the project, service user feedback forms are freely available at the project and we urge you to make use of these.

18. FEES

18.1 Agencies that do not hold a contract for use of the service will be charged fees. Please contact the centre to discuss these.

18.2 Glamorgan House is a children's charity and subsidises the cost of supervised contact visits. We welcome any donations including donations in kind of undamaged toys and ethnic arts and crafts.

REFERRALS

To make a referral please contact the centre on 01792 470003 to check availability.

Once it has been confirmed that the centre can accommodate your client you will be sent a referral form. An example of this form is enclosed in this booklet. Please do not just send the enclosed form. It is important that you telephone first to discuss the referral.

The completed referral form should be sent to:

Glamorgan House Family Development Centre.
94 Walter Road
Swansea SA1 5QE.

If your organisation does not have a service agreement with the centre there will a charge for this service. This will be discussed when the initial telephone call is made.

All sections of the form must be completed fully. Any incomplete forms will be returned and will delay contact.

Reports of contact sessions will only be sent to the referrer. If other agencies require copies of these reports the referrer must ask in writing for this to be done. Reports are not sent to parents or other family members involved.



GLAMORGAN HOUSE Family Development Centre

Charity Number: 1147895

FOR OFFICE USE ONLY:

DATE SENT: _____ DATE RECEIVED: _____ REF: NO: _____

SUPERVISED CONTACT SERVICE

REFERRAL AGREEMENT FORM

INTRODUCTION:

1. This Referral Agreement and the Terms & Conditions attached hereto, constitute a legally enforceable contract between Glamorgan House, the person/s making the referral (whose name/s and address/es appear at Paragraph 4 of this Agreement) and the parents, other relatives or friends (the signatories to this Agreement) who are seeking contact with the child or children involved.

Information given on, or appended to, this form is in the strictest confidence and is required solely in order to facilitate safe and beneficial child contact.

Please ensure the Referral Agreement states any conditions defining contact laid out in an extant Court Order and that a copy of that Court Order is attached. Only the one, original 'Referral form' (or fax thereof) signed by all Parties will be accepted. Incomplete or replica/duplicated forms will delay contact taking place.

REFERRAL DETAILS:

1. **Name/s of child/ren, young person/s having contact**

[Underline 'family-name' normally/legally used. If the child/ren / young person/s are usually known by another 'family-name' (e.g. foster carers' / step-parents' family-name) please specify]:

Family Name

(Specified Name/s).....

Forename	Date of birth	Gender
.....
.....
.....

2. **Address Where Children Resides.**

.....

.....

..... Postcode.....

Tel..... Email:.....

Siblings who are placed/live separately, specify the addresses by underlining their forenames. If 3 or more than 3 siblings are living separately, **attach a separate list** of the children's addresses, to this form.

3. **Legal status of child/ren, young person/s (specify by using forenames)**

.....

.....

4. Name/s of Referrer/s.....

4. (i) Status of Referrer (e.g. Allocated Social Worker, Children & Family Reporter, Duty Worker, Cafcass)

.....

4 (ii) Agency Address

.....

..... Postcode.....

Tel..... Email:

5. Alternative Contact Person (e.g. Team Leader/Manager)

..... Tel.....

6. Name of Parent/Foster-carer, etc, with whom the child/ren resides

.....

6 (i) Relationship (if any) to child/ren, young person/s

.....

7. If transport and/or travel costs are being provided for children, to and/or from 'contact', state:

'Contact person'/Company..... Tel.....

7. (i) Any Financial Arrangements?

.....

8. Name/s of person/s seeking contact

.....

8 (i) Relationship to child/ren, young person/s (specify by forenames)

.....

8 (ii) Address/s.....

..... Postcode..... Tel.....

Email:.....

9. Racial origin of Mother.....

10. Racial origin of Father.....

11. Does the child/ren, young person/s have a religion? Yes..... No.....

If yes, please indicate whether Nominal..... Practising..... and give details:

.....

12. Languages spoken at home:

First Language..... Other Language.....

13. Does the child/ren, young person/s speak English?

Not at all Too Young..... With difficulty Fluently

14. Does the child/ren, young person/s have a chronic medical condition or disability?

Yes..... No..... If yes, please give details.....

.....

15. Does the child/ren, young person/s have a learning/behavioural disorder?

Yes..... No..... If yes, please give details.....

.....

16. Does the parent/other relative/friend seeking contact have a medical condition or disability (including a learning difficulty) likely to affect contact?

Yes..... No..... If yes, please give details.....

.....

17. Why does the child/ren / young person/s need supervised contact?.....

.....

.....

18. What is the purpose/plan of supervised contact?.....

.....

.....

19. If you have not attached a copy of the relevant Court Order (S.31/38/S.8 etc) please explain

.....

20. Who is to supervise contact meetings at Glamorgan House?

a) Glamorgan House staff

b) Local Authority social worker

c) Local Authority representative

d) Cafcass reporter

Tick this box if you wish to hire the room only and are providing your own worker:

21. Why is supervision required: What specifically needs observation/intervention?

.....

.....

22. Level of supervision required:

a) Constant supervision (supervisor remains in sight and sound of child/ren throughout the meeting)

b) Moderate supervision (supervisor does not need to remain in sight and sound of the child/ren at all times)

NOTE: *Where allegations of a serious nature have been made (i.e. sexual abuse) GLAMORGAN HOUSE will not view favourably a referral where the requested level of supervision appears inappropriate to the stated concerns.*

23. Timing of Sessions.

What date would you like the sessions to begin:

What time of day would you like the sessions:

How often would you like the sessions to be held:

Daily

Weekly

Fortnightly

Monthly

Other, please specify:.....

24. Who will be present during contact?.....

.....

.....

24. (i) Who may accompany visitors but not be present during contact?.....

.....

.....

PLEASE NOTE: Anyone arriving for visits who is not named above, in Para. 24 will be deemed as trespassing and will be asked to leave Glamorgan house FDC.

ASSESSING RISK LEVELS

EXAMPLE-

Hazard/Behaviour	Likelihood	Consequence	Risk
ABDUCTION	HIGH	Could become aggressive towards staff members	HIGH

Hazard/Behaviour	Likelihood	Consequence	Risk
ABDUCTION			
AGGRESSION			
VIOLENCE			
DRUG ABUSE			
ALCOHOL ABUSE			
SEXUAL BEHAVIOUR			
MENTAL HEALTH ISSUES			
ABSCONSION/OTHER			

RISK MANAGEMENT

EXAMPLE

What is the behaviour?

What are the triggers?

What are the controls?

ABDUCTION	Moods swings/Aggression	Staff to be alert at all times
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What is the behaviour?

What are the triggers?

What are the controls?

ABDUCTION		
AGGRESSION		
VIOLENCE		
DRUG ABUSE		
ALCOHOL ABUSE		
SEXUAL ABUSE		
MENTAL HEALTH ISSUES		
ABSCONSION/OTHER		

25 Who has legal responsibility for the safety and welfare of the child/ren, young person/s during contact?

- Parent/carer accommodating child
- Social worker
- Contact Parent/relative
- Local Authority representative

26 Fees/Charges:

Arrangements to be discussed during initial telephone call, but normally it is £40.00 per hour.

27 We hereby undertake that we have answered the above questions to the best of our knowledge and given full disclosure of the facts and matters to which the above questions relate.

We further acknowledge that fees will be chargeable for the services of the Meeting Place as discussed during the initial telephone call.

Signed..... Signed.....

Status..... Status.....

Date..... Date.....

To be signed by: The allocated Social Worker if children are subject to Care proceedings or other proceedings involving a Local Authority

Or by: Both solicitors representing the parties if children are referred as a private law matter.

STATEMENT OF INDEMNITY

We have read the "Terms & Conditions" for the Meeting Place and agree to the terms and conditions set out in them.

In consideration of your agreement to allow us to use your facilities at Glamorgan House on the dates agreed ("The Agreement"), we hereby indemnify you, your servants or agents for any liability any of you may incur (whether under any express or implied terms of The Agreement or at common law or in any other way) for any loss or damage of whatever nature arising out of or connected with the provisions of the facilities under The Agreement.

(i) Signed..... (ii) Signed..... (iii) Signed.....

Status..... Status..... Status.....

Date..... Date..... Date.....

This section must be signed by both parents/relatives, or, where children/young persons referred are looked after by a Local Authority/County council, by the relative/s seeking contact and by the allocated social worker.

Please note that this agreement form cannot be accepted unless accompanied by the previous six pages and that all sections are completed correctly. Incomplete forms will be returned and will delay contact.

Together we can make a difference.