

Glamorgan House Family Development Centre

Charity Number: 1147895 NACCC Membership Number: 1410/7



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 including handovers.

Values

Glamorgan House core values stems 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 service 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**
96 Walter Road, Swansea, SA1 5QE
Telephone: **01792 470003**
Email: **info@glamorganhousefdc.cymru**

Our Contact Visit Times:

Supported Contact – **Monday – Friday (by appointment) 10.00 am to 4.00 pm**
Every Saturday – 9.00 am to 4.00 pm

Supervised Contact – **Monday – Friday (by appointment) 10.00 am to 4.00 pm**
Every Saturday – 9.00 am to 4.00 pm

Handovers- **Monday -Saturday 9.30am to 4.00pm**

Contact in the week is available by appointment. We provide all the sessions supported and supervised contact sessions in separate and comfortable different rooms including rooms and facilities for special needs users.

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

What is Supervised contact?

Supervised contact means someone will remain present at all times when a parent is having contact with his or her child. Supervised contact can be an option when there has been high conflict between the parents sometimes witnessed by the children, where there has been an allegation of domestic abuse or where the Court has made a restraining order for physical, emotional, or controlling abuse or where the resident parent has concerns about the other parent's parenting skills or behaviour towards the children or there's history of drug/alcohol abuse by the non-resident parent, or where there has been a long gap since the last contact.

Supervised contact entails:

- Individual supervision of contact with the supervisor in constant sight and sound of the child, which in turn will have the support of other staff/trained volunteers.
- Supervisors are appropriately qualified, trained by NACCC and internally by GHFDC.
- GHFDC and the Supervisors having access to all relevant court papers and transcripts of any judgements in order to supervise effectively.
- All contact sessions to be closely observed and recorded in a manner appropriate to the purposes of protecting children and working in a planned way with the parents.
- Contact is time limited with a planned aim to regularly assess and review progress and safer outcomes.
- The level of supervision may be reduced in a planned way after a professional assessment has been made. Some families, after being assessed, may move from constant supervision to an intermediate level of supervision, escorted outings, or supported or unrestricted contact, while some may always need the security of full supervision.

Our Facilities

Supervised contact occurs in a comfortably furnished, self-contained rooms and provides privacy and confidentiality to each child and family and structured to provide maximum safety to all concern and maximum stimulation for children. There are eight contact rooms and waiting rooms. Separate entrances for resident and visiting parents with security cameras in operation.

Activities: We have a large variety of toys, games/video games, books, arts and crafts materials for use during contact visits. Currently withdrawn due to the risks of spreading and contracting Covid-19 and thus both parents are instructed to provide toys and activities which are taken away by them after each session.

Security: Separate secure entrances for resident and visiting parents are strictly adhered to at all times. The needs of Victims of Domestic violence and users with disabilities and other special needs are our priority.

Car Parking: Limited parking spaces are available free of charge for resident parents. There are ample street parking for visiting parents with separate entrance to access GHFDC.

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 to complete the user's 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 and Referrers: PLEASE ENSURE THIS DOCUMENT IS READ BY OR EXPLAINED TO PARENTS/CLIENTS PRIOR to COMPLETING AND SIGNING Glamorgan House Family Development CHILDRENS CONTACT CENTRE '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 duly completed Referral Agreement Form.

1.2 Once Glamorgan House has received a duly completed Referral Agreement Form the process of setting up the first and subsequent sessions will be put in motion. Glamorgan House reserves the right to reject, suspend or cancel any contact if appropriate referral form is not submitted.

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, visiting parents must arrive punctually at the agreed meeting time otherwise the contact session will be cancelled, and the resident parent will be asked to leave with the children. 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 Visiting parents/family members who have been unavoidably delayed should telephone us and if practical we will arrange for the resident parent and children to wait, if possible. Where children are brought to contact late, the time lost will be added to the end of the visit or to a subsequent visit as appropriate.

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 for good reason, 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 House will report the concerns in the form of an email 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 an email 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. GHFDC 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 FDC 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 FDC, 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 an email of concern will be sent to the referring agency.

10. MOBILE TELEPHONES

10.1 Mobile telephones are encouraged to be 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. Parents are encouraged not to place photos taken in GHFDC on social media and are forbidden to put derogatory remarks/comments about the resident parent. Failure to comply may lead to suspension/or cancellation of all future contact.

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 an email 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 and if referred by CAF/CASS Cymru on their recording forms.

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 to anyone other than the relevant parents/parties, and where referral is made by CAF/CASS Cymru, only to its Commission Services.

15. TRESPASS

14.1 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.

15.1 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 Glamorgan House FDC 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 COMPLAINT

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, you must follow the complaints procedure, copy of which is provided at the conclusion of the mandatory pre-visit.

17.2 Glamorgan House welcomes and values feedback and comment on the service from its clients and service user feedback forms are freely available 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 supported/supervised contact visits. We welcome any donations including donations in kind of undamaged toys and ethnic arts and crafts BUT NOT SOFT TOYS.

REFERRALS

To make a referral please contact the Contact Centre on 01792 470003 to get more information and assistance. Once it has been confirmed that the centre can accommodate your client you will be sent a referral form.

Glamorgan House Family Development Centre

Charity Number: 1147895 NACCC Membership Number: 1410/7



FOR OFFICE USE ONLY:

DATE SENT:

DATE RECEIVED:

REF: NO:

SUPERVISED CONTACT SERVICE

REFERRAL AGREEMENT FORM FACE TO FACE OR VIRTUAL

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, 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

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

2. Address Where Children Reside.

.....
.....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/**

7. Who will be responsible for paying for the sessions?

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 have a chronic medical condition or disability?

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

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

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

15. 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.....

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

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

18. Has this ordered by the court? Yes No Please provide court order otherwise contact could be delayed.

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

- a. Glamorgan House trained staff, Sessional workers which includes lawyers, social workers, teachers, child psychologist all trained by GHFDC and NACCC.
- b. Contact supervised virtually.

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

21. **Level of supervision required:**
- a) Constant supervision (supervisor remains in sight and sound of child/ren throughout the session).
 - b) Moderate supervision (supervisor does not need to remain in sight and sound of the child/ren at all times).
 - c) Supervised in the community.
 - d) Supervised Virtually.

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.*

22. **Timing of Sessions**

What date would you like the sessions to begin?

What time of day would you like the sessions? (Subject to GHFDC availability)

How often would you like the sessions to be held? Please tick>

Daily Weekly Fortnightly Monthly Other, please specify:.....

PLEASE NOTE: Anyone arriving for visits who is not named above, in Para. 8 will be deemed as trespassing and will be asked to leave Glamorgan House FDC.

ASSESSING RISK LEVELS & MANAGEMENT

Hazard/Behaviour	Likelihood	Risk	Consequence/Triggers/Control
Abduction			
Aggression			
Violence			
Drug Abuse			
Sexual Behaviour			
Mental Health Issues			
Others			

24. 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

25. Fees/Charges:

Arrangements to be discussed during initial telephone call, but normally it is £40.00 per hour minimum for self-referral and a non-refundable setting up fee of £25.00.

26. 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 and explained at your pre-visit.

Signed..... Status:Date:.....

Signed.....Status: 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.**

27. STATEMENT OF INDEMNITY

We have read the "Terms & Conditions" of GHFDC 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.

Signed..... Status..... Date:.....

Signed:..... Status:..... 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."