



The Bright Connections Statement of Purpose



The Bright Connections Children Contact Centre aims to promote a safe, warm, positive, and purposeful environment for children and their families to come together.

How we do this:

- ✔ We provide a child centred approach.
- ✔ We provide experienced qualified staff with enhanced DBS status.
- ✔ We provide a warm comfortable, safe, secure environment.
- ✔ We provide an independent and impartial service.
- ✔ We promote an atmosphere of partnership and co-operation.
- ✔ We encourage siblings' relationships.

The Bright Connections will ensure that the child(ren) will be effectively safeguarded during their contact. Staff will endeavour to work with the parent or connected other and child(ren) to ensure that all have an enjoyable, positive time.

The Bright Connections will where possible, endeavour to provide families with the same Contact Supervisor throughout their involvement with the service, in order to promote a positive and comfortable working relationship.

The Bright Connection aims to promote an atmosphere of partnership and co-operation so that all involved in the care of a child(ren) are working together to promote their best interests and to meet their needs in respect of education, health, welfare, identity, ethnicity, culture, and emotional well-being.

The Bright Connection will recruit, assess, train, support and supervise a wide range of Contact Supervisors who can meet the needs of the child(ren) who utilises our service. The Bright Connections will provide a high-quality service through the provision of our range of contacts.



Organisational Structure

The Bright Connections Contact Centre is currently made up of 4 members of staff which includes the Contact centre manager and Co-ordinator, who are overseen by an experienced registered Children's Home Manager. They are also a board and trustee member. In addition to the permanent staff group the service also uses bank staff to help cover additional pressures on capacity.

All Contact Supervisors are required to have achievements both academically and directly in working with children and families within a supportive social care environment.

In-terms of qualifications there is an essential requirement for Contact Supervisors to have or be working towards a NVQ level 3 or equivalent qualifications within a social care setting. This level of qualification and experience is required due to the safeguarding role of the Contact Supervisor, supporting children and families.

Staff within the contact centre have a wide range of skills and experience and have come to the service from a wide variety of different career paths in working with children and families.



The Referral Process

A referral form and risk assessment(s) are completed outlining details of the child(ren) and family, a brief history of involvement, level of contact directed as part of the care proceedings or what is considered an appropriate level of contact. Also considered in the referral process, is the levels of risk to the child(ren) and Contact Supervisor. Should the referral be a private referral, a referral form is completed by both parents. Prior to contact taking place, a pre visit with parent(s) and child(ren) is conducted. Matching considerations are undertaken upon allocation of the referral to a Contact Supervisor.

Contact Supervisors have a variety of different strengths and skills in working with different service user groups and these strengths and skills wherever possible are matched to the child(ren) and the family. This best practice is a key element in the promotion of positive contact, as it helps to promote more readily the positive working relationship between the child(ren), family and the Contact Supervisor.

Upon receipt of the referral form, the Contact Centre Manager or Co-ordinator will follow up the referral form with the key individual to discuss any changes recently made to the arrangements and whether supervised contact has been taking place prior to the Contact Centre becoming involved, including what risk measures are in place, what or if there are any other professionals working with the family and if the contact has been court directed.



Facilities

The Contact Centre has a big room that is fully equipped with various age-appropriate toys that stimulate the development of the child(ren). The centre also has a sensory room for babies and child(ren) with additional needs.

All staff and visitors to the centre are required to sign in and out of the building for health and safety reasons.

There are two allocated toilets that are suitable for children that are being potty trained. There are also baby changing facilities.

There is a kitchen with a cooker for making and preparing food. In addition, there is a microwave for heating food. Alongside this, there is also a kettle for making or warming bottles.

There is a large garden fully equipped with garden toys for the child(ren) to enjoy.



Health & Safety

The Bright Connection Contact Centre is a smoke free building. It is fully equipped with smoke detectors and appropriate fire extinguishers in strategic locations, this system is maintained and regularly inspected.

Services



Supervised Contact

Supervised contact is the supervision of a child(ren) by a safe adult.

Supervised contact is used when it has been determined, that in order for a parent(s) or connected other* to see the child(ren) they must be supervised.

Supervised contact supports the physical safety of a child(ren) and promotes their emotional wellbeing whilst at contact.

Contact is supervised from arrival to departure.

All supervised contacts, to include community base, include an observation contact report.



Hospital Contact

Hospital contact is a service that we provide for parent(s) or connected other that have a child in hospital and require supervision while they are there.

We have a wealth of experience working with parent(s) and their new born babies. From feeding, changing, emotional warmth and stimulation. We offer supervised contact in hospital for babies, toddlers and older children.

Contact is supervised throughout. An observation contact report is provided.



Supported Contact

Supported contact is a low level of supervision for parent(s) child(ren) or connected other*.

This form of contact is suitable for families where no significant risk has been identified.

Staff record arrival and departure time of contact. Staff offer assistance, however no close supervision takes place and no observation contact report is provided.



Handover Service

This service enables parents that do not wish to meet with the parent that the child(ren) reside with, to not meet, as staff facilitate the handover of the child(ren).

The parent then takes the child(ren) out for the duration of their contact time and returns them back to the centre or the agreed meeting point, where staff facilitate the child(ren) returning to their parent.

* The term connected other refers to grandparents, aunts and uncles, cousins, and those that have shared a close relationship with the child(ren).