

Supervised Community Child Contact Policy

This is a Community-based Supervised Child Contact policy reviewed every two years.

Document title	Supervised Community Child Contact Policy
Service model	Supervised community-based child contact (escorted family time)
Applies to	Centre Manager, Coordinators, Contact Supervisors, staff, volunteers and trustees
Policy owner	Centre Manager
Approved by	Management Committee / Board of Trustees
Version / review	Version: August 2026 and will be reviewed 2028

1. Purpose and scope

This policy governs Supervised community-based child contact where a trained Contact Supervisor accompanies (escorts) the child and Contact parent/carer in an agreed community setting. The purpose is to enable safe, child-focused family time outside a fixed contact centre while maintaining an appropriate level of professional supervision. We offer a maximum of six sessions per family inclusive of cancellations, sickness and absences, so that we can support other new families. Missed sessions can not be added on.

Supervised Community Contact may take place in parks, libraries, cafés, restaurants, shopping centres, cinemas, soft-play venues, museums, leisure facilities or other agreed locations within Kingston town centre. **The precise location must be risk assessed before the session.** Supervised Community Contact may only take place where this has been specifically assessed as safe, lawful, appropriate and is permitted by the referral and any court order.

This policy is not intended for agreed unsupported (independent) community contact leaving and arriving from our centre. Where the service is commissioned, or referred as Supervised Community Contact, the supervisor must maintain appropriate oversight of the child and contact, normally within sight and sound, intervene where necessary, record significant observations and end the session if the child's safety requires it. The Contact Supervisor is not merely a general presence.

2. Relationship to NACCC service definitions

NACCC distinguishes supported family time from supervised family time. Supported family time does not involve direct observation or written reports. Supervised family time is used where there may be a risk of harm, involves experienced staff, direct observations and written reports, and is generally expected to remain within sight and sound of the child. NACCC also recognises community family time, sometimes called 'escorted family time,' as contact delivered in community locations.

Kingston Child Contact Centre is NACCC accredited and operates this service within the scope of the accreditation and the applicable NACCC standards.

3. Definitions

Community Contact: Family time delivered away from a fixed Child Contact Centre with arrangements sometimes determined by an Individual Risk Assessment (*see Appendix A*) if applicable by all parties concerned.

Supervised Community Contact: Community family time where a trained Contact Supervisor accompanies the child and Contact Parent/Carer and maintains active professional oversight and an **Individual Risk Assessment** (*see Appendix A*) **has been completed, risk graded/mitigations and agreed by all parties concerned.**

Duration: Each session is up to one hour and 45 minutes (maximum) returning to the centre for a calm and regulated handover.

Number of sessions: Maximum 6 per family which includes sickness, lateness and absences.

Contact Supervisor: The trained person responsible for the safe delivery of the session, including supervision, safeguarding response, boundaries, recording and emergency action.

Resident Parent/Carer: The parent or carer with whom the child normally lives.

Contact Non-Resident Parent/Carer: The parent, grandparent or other family member having contact with the child.

Referrer: The person or organisation making or supporting the referral, such as a parent, solicitor, Cafcass, social worker or court.

Dynamic Risk Assessment: A continuous assessment during the session in response to changing circumstances, environment, behaviour or the child's presentation.

Risk Assessment: The written agreement setting out the people involved, supervision level, location, timings, permitted activities, transport and arrangements for arrival and departure.

4. Core principles

- The welfare and safety of the child is paramount.
- The service is neutral and child-centred. It does not take sides in adult disputes.
- The child's wishes and feelings are listened to in an age and developmentally appropriate way.
- The supervisor maintains professional boundaries and does not become a family member's advocate, friend, driver or private support worker unless that role has been expressly authorised and risk assessed.
- Community contact is planned rather than improvised. The location, activity, travel arrangements and supervision level must be suitable for the individual child.
- The supervisor has authority to intervene, change the activity, return to a safer location, shorten the session or terminate contact where necessary to protect the child.
- Safeguarding concerns are acted upon without delay and recorded factually.
- Information is shared on a need-to-know basis and in accordance with safeguarding and data protection requirements.

5. Referral and acceptance

Before Supervised Community Contact is accepted, the Centre must obtain sufficient information to assess the child's needs, the adults involved and the proposed community arrangements.

- Full names, dates of birth, addresses, mobile numbers etc..
- Parental responsibility and any relevant court order, Child Arrangements Order, injunction or other restriction.

- Known safeguarding history, including domestic abuse, coercive control, violence, stalking, harassment, abduction concerns, substance misuse, sexual harm, exploitation or involvement of children's social care.
- Relevant health, disability, medication, dietary, allergy, communication and additional-needs information.
- Emergency contacts and information needed to obtain urgent medical assistance.
- Any restrictions concerning people, places, travel, photography, communication or collection.
- The proposed contact frequency, duration and preferred community activities.
- Any known concerns about the Contact Parent/Carer's behaviour, emotional regulation, sobriety or ability to follow instructions.

A referral must not be accepted simply because the family describes it as 'low risk.' The Centre must make its own professional assessment of whether Supervised Community Contact can be delivered safely.

6. Risk assessment and decision making

1. Complete an individual family risk assessment before the first session.
2. In advance, complete a location and activity (within Kingston-upon-Thames town centre).
3. Agree the Risk Assessment with the parties concerned.
4. Undertake a Dynamic Risk Assessment at the start of the session and throughout the outing.
5. Review the assessment immediately following any incident, disclosure, significant change in behaviour or new information.
6. Escalate, suspend, redirect or decline the referral if the risks cannot be safely managed.

The Centre must not accept a community arrangement where the identified risk requires controls that the service cannot reliably provide. Examples include a credible abduction risk that cannot be controlled in the proposed location, a serious risk of violence, a prohibition on the child leaving a specified area, or a requirement for specialist intervention beyond the Centre's competence.

7. Approved community locations and activities

Each outing must have an agreed destination and activity. The supervisor should avoid locations where safe supervision is impracticable.

- Prefer public, accessible venues with clear staff presence, toilets and known emergency arrangements.
- Consider crowd density, entrances and exits, road crossings, water, heights, secluded areas and other hazards.
- Check accessibility and reasonable adjustments for the child.
- Avoid locations where the Contact Parent/Carer is likely to encounter known individuals who create a safeguarding risk.
- Avoid activities involving uncontrolled water, high-risk sports, animals, rides or other hazards unless specifically assessed and the supervisor is satisfied, they can be safely managed.
- Where food is involved, check allergies, dietary requirements and the child's ability to make safe choices.
- Do not permit alcohol or illegal drugs to form part of the contact activity.
- Families can not change destinations without the Contact Supervisor and the Centre Manager's agreement, because this significantly changes the agreed Risk Assessment (and dynamic risks in assessment).

8. Transport and travel

Kingston Child Contact Centre and their Supervisor do not transport a child in a private vehicle, nor does the Community Contact use or engage with any forms of transport (during the contact), because the Centre does not have the appropriate insurance required. All activities will be within Kingston-upon-Thames town centre and on-foot/walking or using a mobile transport, such as wheelchair if needed by any of the parties concerned.

9. Staffing and supervision

Supervised Community Contact must be undertaken by a suitably trained and DBS-checked Contact Supervisor. The Centre Manager must determine whether one supervisor is sufficient or whether two adults are required, having regard to the child's age, needs, family risk, location, activity and any identified lone-working risk.

- The supervisor remains responsible for the child's safety throughout the session.
- The supervisor maintains appropriate sight and sound of the child unless a specific and documented arrangement makes this temporarily impracticable and the risk assessment permits it.
- The supervisor does not leave the child alone with the Contact Parent/Carer unless the written contact plan expressly provides for this and the service level permits it.
- The supervisor must be able to intervene quickly if behaviour, location or circumstances become unsafe.
- The supervisor must know how to contact the Centre Manager and emergency services.
- Supervisors receive regular supervision and support and must report any incident or near miss.

10. Professional boundaries

- The supervisor remains impartial and does not discuss court strategy, legal advice or the merits of either parent's case.
- The supervisor does not make promises about future contact or outcomes.
- The supervisor does not exchange personal social-media details with family members or communicate privately outside approved Centre channels.
- The supervisor will not be in any photographs, video or any social media.
- The supervisor does not accept gifts, money or personal favours other than within the Centre's stated policy.
- Physical contact with the child must be appropriate, necessary and child-led, taking account of safeguarding and the child's preferences.
- The supervisor should not undertake intimate care unless this is necessary, agreed, within the supervisor's competence and covered by the risk assessment and safeguarding procedures.

11. Arrival, handover and departure

1. Agree arrival arrangements in advance and, where needed, use staggered arrival times.
2. Community Contact starts shortly after 2pm and ends 1.45pm in Kingston Child Contact Centre, because we have to keep within our centre times plus this gives the child and parent co-regulate time before handover.
3. Confirm the identity of the adults and child before the outing begins.

4. Check for last-minute information that may affect safety, including illness, medication, new court directions or changes in risk.
5. Confirm the destination, planned activity and expected return time.
6. The supervisor must know who is authorised to collect the child and must not hand the child to an unauthorised person.
7. At the end of contact, the supervisor completes the handover in accordance with the contact plan and records the time and any significant event.

12. Safeguarding during community contact

The supervisor must remain alert to disclosures, changes in the child's presentation, inappropriate adult behaviour, coercion, threats, grooming, sexualised behaviour, physical chastisement, emotional harm, domestic abuse and attempts to remove the child from the agreed arrangements.

- If the child is in immediate danger, prioritise immediate safety and contact emergency services where required.
- Report safeguarding concerns to the Centre Manager without delay.
- Record facts, actions, times and the child's own words where relevant. Do not investigate or interrogate the child.
- Where appropriate, seek advice or make a referral to the relevant local safeguarding partnership ie., Kingston Single Point of Assess (SPA)
<https://kingstonandrichmondsafeguardingchildrenpartnership.org.uk/worried-about-a-child-or-an-adult/>
- A concern about the conduct of a staff member or volunteer must be managed under the Centre's allegations and complaints procedures.

13. Missing child or attempted removal

- Raise the alarm immediately and keep the Contact Parent/Carer with the supervisor where safe to do so.
- Call emergency services immediately where there is a credible abduction risk, immediate danger or the child's location is unknown.
- Use the child's agreed identification details and last known location.
- Notify the Centre Manager as soon as practicable.
- Do not place the supervisor at unreasonable personal risk by pursuing a dangerous situation.
- Record the incident in full and review whether the family remains suitable for community contact.

14. Emergency procedures

- Medical emergency: call 999 where required, provide first aid within competence and notify the emergency contact and Centre Manager.
- Fire or venue evacuation: follow the venue's procedure, keep the child with the supervisor and account for everyone.
- Violence or threat: move to a safe public area, seek venue/security assistance and call police where required.
- Missing child: follow Section 13 immediately.
- Severe weather or environmental hazard: terminate or relocate the outing if the conditions create unacceptable risk.
- Transport incident: secure the child, obtain emergency assistance and report the incident to the Centre Manager.

15. Recording and reporting

For supervised community contact, a factual session report should be completed for each session where the service model or referral requires supervised reporting. Records should distinguish factual observations from interpretation and should not offer opinions outside the supervisor's role.

- Attendance and start/finish times.
- Destination and activity.
- Significant observations relevant to the child's welfare and the quality or safety of contact.
- Any intervention by the supervisor and the reason for it.
- Any disclosure, safeguarding concern, accident, incident or near miss.
- Any change to the agreed plan and why it occurred.
- Whether the contact ended normally or was shortened/terminated.

16. Confidentiality and information sharing

Information is processed securely and shared only where lawful and necessary. Safeguarding information may need to be shared without consent where required to protect a child or comply with law. The Centre maintains a clear privacy notice, retention schedule and secure system for referral, risk assessment, contact plan, session report and safeguarding records.

17. Recruitment, training and supervision

- Appropriate safer recruitment and DBS checks must be completed before duties involving children.
- Induction must cover safeguarding, child protection, professional boundaries, confidentiality, lone working, community risk assessment, emergency procedures and recording.
- Supervisors should receive training relevant to the service model, including managing difficult behaviour, responding to disclosures and dynamic risk assessment.
- Staff and volunteers must receive regular supervision and support.
- Training and competence should be reviewed following incidents, complaints or changes to the service.

18. Suspension, termination and escalation

The supervisor may end a session immediately if continuing would place the child, supervisor or another person at unacceptable risk. The Centre Manager may suspend or end the service where new information changes the risk profile, conditions are repeatedly breached, safeguarding concerns arise or the service can no longer safely deliver the required level of supervision.

A decision to suspend or end contact does not vary a court order. Where a court order or professional referral is involved, the Centre should communicate the factual position to the relevant referrer in accordance with its terms of referral and lawful information-sharing arrangements.

Community Supervisors might accept private contracts with families and referrers directly. In this event their work including safeguarding and risk assessments does not impact, or involve any responsibilities or liability of Kingston

Child Contact Centre. This work is a separate contract (agreement) and must be stated clearly with full understanding of all parties involved.

19. Complaints and feedback

Children, parents, carers and professionals may complain about the service. Complaints are managed under the Centre's Complaints Policy. Children should have an accessible way to give feedback about how safe and comfortable they felt during community contact.

20. Related documents

- Safeguarding and Child Protection Policy
- Community Contact Risk Assessment
- Professional Boundaries / Code of Conduct
- Health and Safety Policy
- Lone Working Policy
- Incident and Accident Reporting Procedure
- Confidentiality and Data Protection Policy
- Complaints Policy
- Safer Recruitment and DBS Policy

21. Legal and practice framework

- Children Act 1989 and Children Act 2004.
- Working Together to Safeguard Children 2026.
- Data Protection Act 2018 and UK GDPR.
- Equality Act 2010.
- Health and Safety at Work etc. Act 1974 and relevant regulations.
- Relevant court orders and directions.
- NACCC standards and requirements applicable to the Centre's accreditation/service model.
- The legal and regulatory framework should be checked at each review.
- The Centre should also follow the procedures of the relevant local safeguarding partnership and any specific requirements attached to its NACCC accreditation.

22. Approval and review

This policy will be reviewed at least every two years or sooner following a serious incident, significant change in the service, change in law or statutory guidance, or relevant NACCC requirements.

Policy date: August 2026

Appendix 1: KCCC COMMUNITY CONTACT RISK ASSESSMENT

For community-based supervised contact where a Contact Supervisor accompanies the child and Contact Parent/Carer

Family / Ref.	Child	Contact Parent	Date / Time	Location / Activity	Assessor

HOW TO RATE: 1 Low = normal controls | 2 Medium = additional controls | 3 High = strong controls / Manager approval | 4 Very High = do not proceed until risk is reduced.

1. INDIVIDUAL FAMILY AND SESSION RISKS

Risk area	What do we know?	Initial 1-4	Controls / action required	Residual 1-4
Domestic abuse / coercive control / stalking				
Violence / threats / aggression				
Abduction / unauthorised removal / court restrictions				
Substance misuse / intoxication				
Child protection / social care / safeguarding				
Child's wishes, feelings and presentation				
Child's additional needs / communication				
Medical / medication / allergies				
Location / roads / crowds / water / other hazards				
Supervisor lone working / communication				
Other risk identified				

2. LOCATION AND ACTIVITY CHECK

Check	Yes	No / N/A	Action / notes
Venue suitable and supervisor can maintain sight and sound	☐	☐	
Entrances / exits / toilets / first aid identified	☐	☐	
Road, traffic, water, heights and environmental hazards controlled	☐	☐	
Weather, crowds, noise and activity are suitable	☐	☐	
Emergency arrangements and contact numbers confirmed	☐	☐	
Arrival, departure and authorised handover arrangements clear	☐	☐	

3. GO / NO-GO DECISION

Overall initial risk	☐ 1 Low ☐ 2 Medium ☐ 3 High ☐ 4 Very High
Overall residual risk	☐ 1 Low ☐ 2 Medium ☐ 3 High ☐ 4 Very High
Approved to proceed?	☐ YES ☐ NO Additional controls required:
Authorised by / date	Name: _____ Role: _____ Date: _____

4. DYNAMIC CHECK DURING CONTACT

Change / concern	Action taken	Manager / DSL informed?	Outcome

STOP CONTACT AND SEEK MANAGEMENT / SUPPORT IF: the child is in immediate danger; an unauthorised removal is attempted; violence, serious intimidation or intoxication occurs; the child goes missing; a safeguarding concern arises; or the supervisor can no longer maintain safe supervision.

Supervisor signature:	Time finished:	Incident / safeguarding record completed?	Follow-up required?

This assessment must be reviewed before each session and immediately if circumstances or risks change. It supports but does not replace the Centre's safeguarding and emergency procedures.