

KINGSTON CHILD CONTACT CENTRE CONTACT CENTRE

SUPERVISED POLICY

This policy outlines our conditions and the terms of contract to use our centre and facilities for a **supervised contact arrangement**. These terms of contract and rules shall apply to all contact sessions.

In this policy we shall refer to the following as:

'Clients' means parents or family members;

'Supervisors' means the Centre's Family Contact Supervisors (all DBS checked);

'Centre' means Kingston Child Contact Centre.

TERMS OF CONTRACT:

1. Kingston Child Contact Centre reserves all rights to terminate the contact at any time.
2. The use of mobile phones or any other electronic devices during contact sessions is prohibited. Clients and Supervisors and children are required to switch completely off or deposit their mobile phones on arrival at the centre. If this agreement is breached, then this could mean immediate termination of contact.
3. All parties must agree to our terms and conditions - some are discussed in the separate pre-meetings displayed on poster which is also emailed for your reference.
4. We advise that clients can arrive 10 mins before contact to prepare themselves and the environment to avoid stress, anxiety etc, to set-up the experience for success etc (unless specific conditions were agreed at the contact agreement meeting).
5. Lateness can result in the contact session being cancelled and the child/ren returned home (after 15mins or before at the discretion of how the child is feeling etc). Lateness time can not be made-up in another session. Contact operates within our operating times.

6. Photographs may be taken with the consent of the allocated Family Contact Supervisor, Social worker parent or carer. Centre staff and other service users must not be photographed. Filming or voice recording is not permitted.
7. Clients must wait until advised to leave by the designated route and they must leave promptly please. Family Supervisors will ensure that children are cared for until their escorts/transport arrives.
8. Separate arrival/departure arrangements will be made at the contact agreement meeting which clients must adhere.
9. Clients are expected to tidy up the contact room at the end of each contact session and leave the room clean and tidy please.
10. Clients are asked to ensure that any games/toys that they bring into the Centre are safe and age appropriate. The Supervisors reserve the right to judge whether an item is suitable for use at the Centre.
11. Only those Clients who have signed up to the written agreement with the Centre concerning the contact sessions will be able to attend the contact session. If any other person attends the Centre they will not be permitted to attend the contact session and will not be allowed access to the premises.
12. No sharp objects may be brought into the building.
13. Drugs (excluding prescribed medicine) and alcohol are not permitted on the premises. Anyone known or suspected to be under the influence of drugs or alcohol or who smells of alcohol will not be admitted onto the premises.
14. Smoking is not allowed in any part of the building.
15. Emotional abuse (including one parent denigrating another or interrogation of the child about the other parent) will not be tolerated and will lead to intervention by the Supervisor.
16. In the event of any threats to the children, family members or staff or behaviour that causes fear or distress to child/ren, family members or staff, the Supervisor will terminate the contact session and inform the appropriate authorities and those concerned.

17. If the Family Supervisor is concerned about the child/rens welfare during contact, the concerns will be communicated immediately to the referrer and made known to the parent concerned.
18. Whilst every precaution is taken to guard against abduction, the Centre's Staff will not attempt to physically restrain a person from leaving the premises with a child. The police will be called immediately for major risks posed to children and adults.
19. The centre will operate in times of opening and this will be explained in the pre-meeting.
20. The Centre cannot take responsibility for private possessions and valuables brought onto the premises.
21. A member of the Centre's staff must be informed of any injury to a person or breakages of property, which occur during a contact session or in the premises. All breakages must be paid for by clients.
22. Kingston Child Contact Centre has a complaints policy and procedure available on the website, and if clients are not satisfied with any aspect of the centre, we supports the Client's right to make a complaint by email to admin@kingstonchildcontactcentre.org.uk
23. Kingston Child Contact Centre's policies and procedures can be found on our website <https://kingstonchildcontactcentre.org.uk/>
24. Please refer to our website for annual calendar dates. For instance, the centre is closed on Public Holidays along with other dates beyond our control (ie., we hire the venue spaces). It is the client's responsibility to check all their dates against ours. We cannot offer alternative dates if they do not fully meet the client's requirements.
25. Gifts given to the children must be agreed prior to the contact (in the pre-meeting or review). Spontaneous gifts may be handed back and inappropriate gifts.
26. Cash gifts to the children must be agreed prior to the contact (in the pre-meeting or review) and not exceed £20. We are not responsible for any money agreed such as lost in contact or mislaid.
27. staff (volunteer) Court summons will involve a charge. Please refer to our policy 'COURT OF LAW ATTENDANCE POLICY,' available on our website.

Policy Date: 18th August 2026

Reviewed: 18th August 2028