



coreassets
CHILDREN'S SERVICES

CONTACT SERVICES

a young persons guide



In partnership with:




BUILDING BRIGHTER FUTURES FOR CHILDREN AND FAMILIES

t: 0800 622 6114 e: childrensservices@coreassets.com

www.coreassets.com

What is a Contact Service?

A Contact Service enables you to spend time in a safe environment with parents or other people important to you that you don't usually live with. A Contact Service organises and supervises the contact sessions. The session can take place at the family home, in one of our family contact centres or at an approved location in the community. The choice of venue is dependent on what is safe and appropriate for you and your family.



We ensure our fully trained contact supervisors are with you throughout

We ensure our fully trained contact supervisors are with you throughout, to offer security, make sure you're safe, and give information and guidance on other services that might be of interest to you, your parents or carers.

What is a contact supervisors role?

It's important that you're comfortable with the way the contact is going. The aim of the contact is to give you and your visiting adult the chance to explore and build your relationship. It gives you the chance to maintain links with them whilst avoiding any conflict they may have with the people you usually live with. The worker will also take notes during the session and record what happens. If the contact supervisor does not think you are safe or happy during the session or believes that the session is not helpful they will end the session.



What is your role?

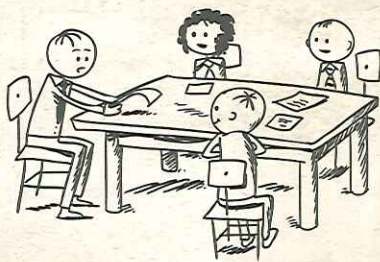
Your role in contact is to make sure that you let us know how you feel, and if there is anything different you would like to happen. You will not be judged, told what to do or how to think and our contact supervisors will make sure that the contact is centred on your needs and wishes and not on those of your parents or carers.



Preparing for contact

Before you have a session, it may be suitable for you to have a preparation session with one of our contact supervisors. We'll make sure we know what your needs and wishes are and to understand how you feel. This meeting may not be needed if the parent you live with can comfortably speak to you about your needs and can let us know how to best deliver the contact session.

Even if a preparation session is not required, you're more than welcome to request to meet our contact supervisors beforehand and visit the Contact Centre. We want you to feel at ease in your surroundings and with the people who are there to support you and we'll help you to do this as much as we can.



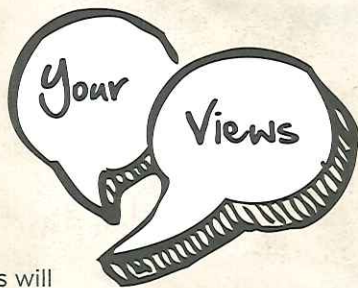
What happens during a session?

When you come for a contact session you will first be met by our contact supervisors who will introduce themselves. When you meet the supervisor you can ask to see their ID to check they're who they say they are. Sometimes one supervisor will be with you during the session and sometimes there maybe two. The supervisor is there to make sure that the session is safe, secure and your needs are met. They will also need to make notes for our records. These notes will not be shared with anybody other than those who oversee the services being delivered and you can ask to see any recordings whenever you want to.

What if you want to complain?

Sometimes you may feel that we haven't done our job properly or that the contact session didn't do what it was supposed to. If there's any reason you feel you want to complain, we have processes in place to enable you to do this easily, confidentially and without any fear of consequence.

We want you to be honest and open and tell us if you aren't happy. This complaints process will be given to you before your contact session takes place by your contact supervisor. Make sure you ask for it if you don't feel it's been shared with you.



What if you have something nice to say?

Equally, you may feel you want to tell us about a very positive experience you have had in contact. Perhaps the supervisor was extremely helpful or you gained a lot from the sessions on a personal level. Whatever made you happy about your time in contact, we'd love to hear from you. Just tell your contact supervisor or drop us an email on the email address below and we'll make sure we share your views and learn from them to help other young people gain the same experience.

