

We provide a range of educational workshops, confidence courses, life- skills, street outreach, food parcels, one to one support, mentoring, chaperone service, health interventions, counselling, drop-ins, coffee morning, trips & outings, parenting support, domestic abuse programme, legal advice, counselling and any other intervention we can, to support women and their families experiencing emotional, social, addiction and mental health issues.

We have built a sound reputation as a professional service provider supporting the most vulnerable individuals and living in Derbyshire achieving positive outcomes for over 900 women and children every year.

**To make a referral please call or email the office for a referral form.  
Tel No 01332 242525  
Email: [info@womens-work.org.uk](mailto:info@womens-work.org.uk)**

## OUR CONTACT DETAILS

Women's Work (Derbyshire) Ltd  
The Convent, 11 Bridge Gate  
Derby, DE1 3AU

Tel 01332 242525

Email: [info@womens-work.org.uk](mailto:info@womens-work.org.uk)  
[www.womens-work.org.uk](http://www.womens-work.org.uk)



# Women's Work

## Contact Centre

**Providing a safe space for children living in separated families.**

**A Referrer's Guide to Our Contact Centre**

Registered Charity No: 1135740  
Limited company by guarantee:  
7171357

**There are generally two levels of contact available to families.**

### **1.Supported Child Contact**

Supported contact takes place in a neutral community based venue where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members. Supported Child Contact Centres are suitable for families when no significant risk to the child or those around the child has been identified.

#### **Supported contact offers:**

- A safe and neutral environment
- Impartiality/confidentiality
- Several families using the centre at the same time
- Encouragement for families to develop mutual trust and consider more satisfactory family venues.
- Staff and volunteers available for assistance, but there is no close monitoring or recording of individual contacts/conversations.
- Only dates and times of attendance will be recorded, no details or reports will be made to a referrer, CAFCASS, a party's solicitor or court, unless there is a risk of harm to the child, parent or Centre staff/volunteer.
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time.

### **2.Supervised Child Contact**

A supervised Child Contact Centre should be used when it has been determined that a child has suffered or is at risk of suffering harm during contact. Supervised contact ensures the physical and emotional safety of a child. It also assists in building the relationship between a child and their non-resident family. This requires trained supervisors who are skilled and confident to intervene immediately and firmly if necessary and can work in a planned way with vulnerable children and highly distressed adults.

#### **Supervised contact requires:**

- Individual supervision of each family.
- The supervisor and centre having access to all relevant court papers.
- All contact to be closely recorded
- A venue that provides privacy and confidentiality to each child and family and is structured to provide maximum safety to all concerned.
- Contact time is limited with a planned aim to regularly assess contact.

Once you as a referrer have identified which type of contact your client requires you will need to contact the centre co-ordinator for availability and a referral form, please do not refer a client without contacting the Centre Co-ordinator in the first instance.

### **General guidelines for referrers :**

A completed referral form and the appropriate fee\* should be received by the Centre Co-ordinator at least 3 weeks in advance of the date of commencement of contact, to enable a pre-visit to take place before contact begins. **All correspondence** relating to our contact centres must be sent to our **registered address overleaf**. We are unable to receive post at the contact centres.

Only people named on the referral form will be allowed into the centre. This may be varied by agreement by both parties and the Centre Co-ordinator.

Parents are responsible for their children at all times whilst they are at the centre.

**Supported Contact Only.:** Only dates and times of a family's attendance will be disclosed unless there is a risk of harm to anyone using/working in the Centre. In the event of it becoming necessary to quote the Co-ordinator in any report, due to a Centre user, volunteer or staff member being at risk of harm, the wording used should be checked and agreed with that person beforehand.

**Supervised Contact Only.:** Reports will be produced and shared with the relevant parties as requested and agreed at the pre-visit meeting. Content may vary depending on the requirements of the party requesting the report.

The Contact Centre reserve the right to refuse a referral and will not knowingly accept a referral when somebody has been convicted of any offence relating to sexual abuse of the child.

The Centre reserves the right to reduce or terminate contact if it is felt to be in the best interest of the child.

Parents should be made aware that because the welfare of the child is paramount, there might be times when contact cannot take place or is stopped during a session if the child is too upset, even if there is a contact order.

Referrers should make arrangements for an interpreter, where English is not the first language of the family involved and there may be issues with communication with Centre staff.

The Centre should be viewed as a temporary facility to help establish contact. Women's Work's Contact Centre will provide a set programme for Supervised Contact which will be reviewed as agreed at the pre-visit. Supported Contact will review the family's progress after 6 months.

Please notify the Child Contact Centre Co-ordinator if the arrangements for contact are going to change, ie the family are moving on, or if contact is going to cease.

**\* If there is a waiting list at the centre, the fee can be paid once a place becomes available. The centre co-ordinator will inform you of this.**