

Essential Information- Child Contact Centres

- **15 minute rule:** You are given separate arrival/departure times which are 15 minutes apart. You must adhere to these times as closely as possible.
- **No recordings please:** Video/audio recording within the Contact Centre is not permitted; photos however can be taken (unless a Court Order is in place prohibiting this).
- **Mobiles off please:** Those attending the Contact Centre are asked to turn their mobile phones off for the duration of contact. If you wish to use your mobile to take photographs, this must be overseen by a member of staff.
- **No drink, no drugs, no inappropriate language please:** If a parent appears to be under the influence of alcohol or drugs, or any inappropriate behaviour or language is used, contact may be cancelled or stopped. Any verbal abuse of our staff may result in our services being withdrawn. **Smoking is not permitted.**
- **Safety and welfare:** We take the safety and welfare of all attending the Contact Centre very seriously, with particular focus on the child(ren). We may require to contact the appropriate statutory agencies if we have a child protection or welfare concern.
- **Positive handling of children:** this term refers to the use of touch e.g.
 - o provide emotional support (placing one's arm around an upset child for comfort)
 - o give guidance (holding the hands of a toddler who is learning to walk, to lead them through for contact)
 - o physical care – supporting and advising parents, only.We do not physically restrain children unless their safety is in immediate danger.
- **Medication:** Please ensure that any required medication is taken prior to or after contact. Only essential medication that you must carry at all times, will be permitted in the Centre.
Please note - Contact Centre staff will hand over children's current, prescribed medication from one party to the other, if necessary. You will be required to sign for receipt, and return of said medication on the day.
- **Contact by Agreement:** All parties are requested to attend the Contact Centre **alone**, unless this was previously discussed and agreed upon by all parties concerned, including us.
- **Contract:** All the above will be re-iterated before the first contact visit and parties will be asked to sign an agreement to confirm that they have understood these terms.
- **Family Support Worker:** You may be referred to our Family Support Worker for individual support. This will be discussed with you at the time.
- **Review:** We review arrangements with you around the 6th visit and then at regular intervals. A scheduled or upcoming review does not, in itself mean that contact is stopping.

– **Opening hours and contact numbers for the Centres:**

Arbroath	Saturdays, 10am to 4pm	07938243223
Dundee	Thursdays, 12pm to 7pm	} 07938243221 or on 01382 787772
	Saturdays, 10am to 4pm	
Glenrothes	Saturdays, 10am to 4pm	07938243224
Kirkcaldy	Saturdays, 10am to 4pm	07938243234
Perth	Saturdays, 10 am to 4 pm	07938243222

Supervised online or face to face appointments may be available in Dundee and Glenrothes only, outwith the above times, strictly at the discretion of the Service.

The above numbers are only active during the Centres' opening times.

- **Cancelling contact:** If you need to cancel a visit for any reason, you must inform the Centre staff as soon as possible. You may contact the Dundee/Glenrothes office if you wish to make a cancellation **in advance** but for late cancellations please always contact the above mobile, and leave a message if necessary. Please refer to our Terms of Business for more information. Please be aware that whilst we endeavour to maintain confidentiality and our neutrality, the service may be required to disclose the reasons for a session being cancelled e.g. if requested to do so by the Court.
- **Attendance Record:** Under ordinary circumstances, the only information we provide for Supported Contact or Facilitated Handover Contact, is an Attendance Record. This can be requested by either party, or their legal representatives (as per our Terms of Business), or the Court. There is a charge for this. The attendance record is brief and factual. It indicates dates, times and other objective data (e.g. whether a session has been attended/cancelled/not attended; if cancelled the reasons given). No comments as to the quality of contact will be included. Regardless of who requested the report initially, and how the costs are shared, both acting solicitors will receive a copy of the report as soon as it becomes available, providing they have signed our terms of engagement. You may request a copy from them. Where this isn't in place, you can receive a copy directly from us.
- **Supervised Contact Report:** A written report on Supervised Contact may be requested by either party, or their legal representatives (as per our Terms of Business), or the Court. There is a charge for this. Reports are based on factual information about contact, as observed by the contact supervisor. A report can contain feedback on several contact sessions, and so they will be a summary account of individual observations. Regardless of who requested the report initially, and how the costs are shared, both acting solicitors will receive a copy of the report as soon as it becomes available, providing they have signed our Terms of Business. You may request a copy from them. Where this isn't in place, you can receive a copy directly from us.

Both documents may include additional information only if it relates to a Health and Safety concern or incident, or a Child Safety/Welfare concern, or an incident that may have arisen while parties and child were engaging with staff.

Additional terms apply for online and indirect sessions.

Please sign below to confirm that you have read, understood and accept the above terms.

Signature..... Date