

Overview Report: Supported Contact Centre FJYPB Inspections 2017-2019.

This is the overview report of the NACCC Supported Contact Centre inspection programme carried out in the North of England by the Family Justice Young People's Board (FJYPB).

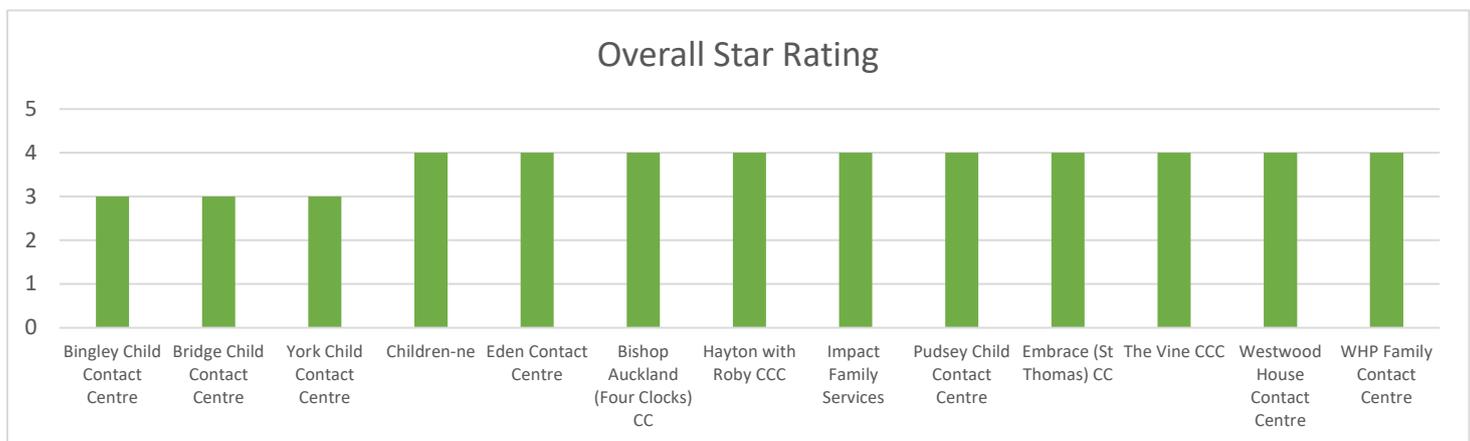
Purpose

The purpose of the NACCC inspections was for the FJYPB to evaluate how child inclusive and welcoming the centres are for children and young people. A detailed findings and recommendations report was produced following each inspection for the individual centre.

Centres

NACCC have previously commissioned the FJYPB to undertake 32 child-led inspections of both accredited Supervised and Supported Contact Centres. NACCC then commissioned the FJYPB to conduct a further 13 supported contact centre inspections which are detailed in the below chart.

Findings



As is evident in the above chart, over **70%** of the thirteen centres visited obtained a rating of **4 Stars - Good**.

FJYPB members are aware that the supported contact service is generally run in shared community buildings such as churches and Sure Start/community centres and therefore are limited in their ability to make significant changes. Members understood this and awarded their star rating based on what each centre has achieved and the services to the families they provide.

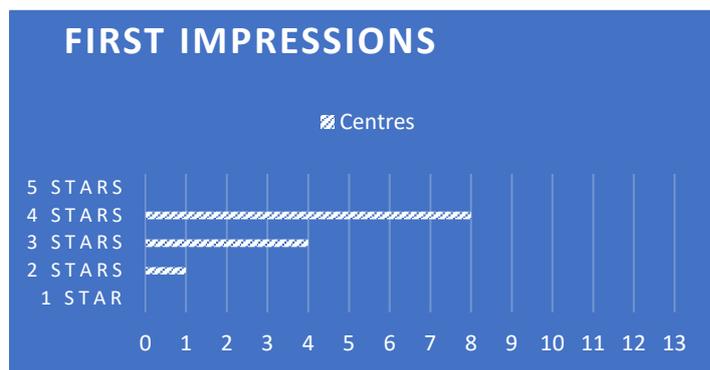
Key Examples

There were a number of great examples of the centres utilising the buildings qualities. For example: *WHP Family Centre* utilise their available kitchen area and encourage the families to bake or prepare

their own lunch together and at *Westwood* due to having limited space the staff bring down age appropriate toys from the toy store at the start of each contact session, often adapting it to the known likes of the families. The staff also tell the children what is available to them and the children can request what they want. The FJYPB applaud this practise and think that it shows the dedicated nature of the staff at this centre. Users are also free to bring in any additional games that they wish.

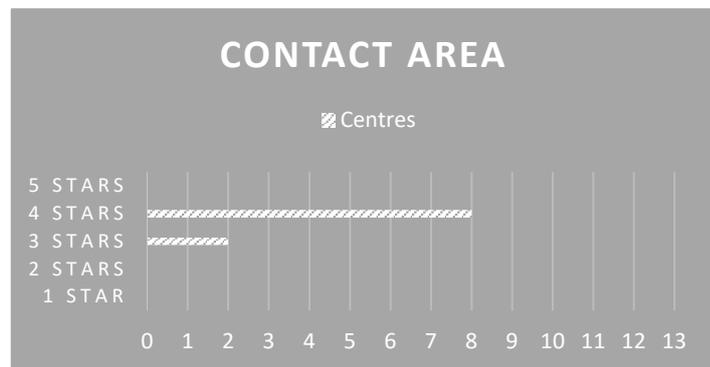
Each of the centres had also been star rated in three categories and these include: *First Impressions*, *Contact Area* and *Toilets*.

The below tables show the collected star ratings under the three categories, from all the 13 centres inspected.



61% of centres obtained 4 Stars - Good

Ratings are based on where the centre is located, how easy it was to find, what transport links are close-by and what their initial thoughts and feelings as they entered the building.



61% of centres obtained 4 Stars - Good

Ratings are based on the area or areas that the contact takes place in.

How much space is available, how the space is utilised and how it is used, do they have separate areas for babies, toddlers and older children/young people.



38% of centres obtained 3 Stars - Ok

Ratings are based on the cleanliness of the toilets, smell and what facilities are provided for babies, toddlers and people with physical needs.

Staff and Volunteers

A positive and common theme across each of these inspections and those of previous years have been that the staff and volunteers have been dedicated and enthusiastic, most of whom have been

supporting the centre for many years. FJYPB members found that the staff were very welcoming and responsive to any suggestions that the FJYPB members made.

Resources

All of the centres heavily rely upon donations of toys and resources (such as craft items, magazines, book, games etc). Some of the centres are able to seek some funding for example through their church or local lottery funding. As a result, staff and volunteers are constantly using creative ways to ensure that the children and families have enough to play with and are inspired to engage in activities. Some examples include:

- *St Thomas* staff provide each child with a gift pack. Staff explained that on a child's first visit they chose a soft toy and a book, which is kept at the centre in their named bag. Children can freely use their gift during their contact time and are given their gift on their last session to take home.
- *Eden* has the luxury of having multiple areas and rooms for the families to use. Staff at Eden will offer families with older children the opportunity to use a smaller seating area that is more grown up in its appearance and set away from the main contact room. The main contact room is in room that is typically used as a creche (outside of contact sessions) and therefore immature for older children. FJYPB member felt that this was a great means of welcoming older children and young people into the services and providing them with an environment that is better suited to their needs. This is however, subject to ensuring that the safeguarding of the young people is monitored at all times.

Generally, the toys and resources for all the centres have been of good quality and plentiful, albeit more suitable for children aged 0-8 years. Many of the centres, when asked do have some limited resources for older children but have found that generally the ages of the attending children tend to be 0-8 years. Some staff when they are supporting a young person or teenager will encourage the young person or their parent to provide their own resources such as bringing things from home or many parents will buy specific items or activities such as biscuit decorating. When FJYPB members spoke to the families with older children and teenagers they were happy to provide their own resources.

Suggestions

During the inspections the FJYPB members noted that at some centres the families interacted with one another, children played together, and parents talked alongside playing with their children. This resulted in a fun environment that instantly felt welcoming and inviting. The centres where the families did not interreact the FJYPB members suggested they introduce group activities such as story time or a large group craft activity that the families could choose to take part in or not. Furthermore, any completed groups craft/painting activities could be displayed during contact times.

Feedback

During the inspections the FJYPB spoke to parents, children and young people to obtain their feedback on the centres that they used. Some of the comments from the parents included:

"Given the sensitive situation, staff made it easy to feel comfortable and prepare for the session"

“Staff are friendly and very helpful, and I am kept well informed about the process”

“I am just so glad that it is here, and I can see my kids”

The families were asked to rate the centre and its services using the same star rating system as the FJYPB used and the clear majority of them rated their centre **5 Stars - Outstanding**.

Some of the centres have introduced a means of regularly obtaining feedback from children and young people. These include:

- *St Thomas*, they provide a visual feedback method of asking the children to select an ‘emoji’ faces.
- *Pudsey* have available feedback questionnaires for both parents and children in the reception area.
- *Children North East* they had several bright, colourful and informative displays on family services and local activities and included fun pictures that the members felt made the centre feel welcoming and friendly.

Overview

Overall the general summary of the recent inspection programme has been very positive with FJYPB members rating over 70% of the centre with a 4 Star – Good rating, with families generally rating their centres with 5 Stars – Outstanding. Staff were found to be welcoming of any recommendations that the FJYPB made regarding their centre and encouraged to consider what further changes they could implement to their service.

Key Recommendations

- To consider expanding the range of resources suitable for older children and young people.
- To offer and promote the regular opportunity for children and young people to feedback on the service.
- To consider introducing the opportunity for families to engage in group activities.
- To consider (where appropriate) to have an alternative area for older children and young people to have contact away from the younger children.
- To ensure that child friendly information regarding each contact centre is available to children and young people.

The FJYPB would like to thank the staff and volunteers at each of the centre for welcoming them into their centre, being available to answer questions and providing information, their time was very much appreciated and valuable.