

Families Forward (Leeds)

Enhanced Re-accreditation Summary



"Keeping children in touch with parents following separation"

NACCC child contact centres and services have an endorsed accreditation process which shows that all NACCC services work to agreed and approved national standards, which ensure that families using the services are safe. The national standards are updated by NACCC in line with legislation and good practice. All NACCC child contact centres which offer supervised contact undergo an enhanced accreditation process which is renewed every three years. Enhanced accreditation demonstrates that the centre is working to the national standards for supervised contact.

Enhanced Re-accreditation process fully completed: 3rd December 2018

Families Forward (Leeds) is a supervised contact centre operating in Leeds, West Yorkshire. Contact information can be found on the [NACCC website](#)

Summary of Accreditation Assessment

Families Forward was established in 2004 in partnership with CAFCASS they were chosen to pilot the CAFCASS supervised contact centre contract in the North West. Families Forward is a registered charity covering three sites: a family contact centre operating from Oaktree House and is the administrative centre and head office for the service, and in addition, two outreach centres operating from purpose built educational establishments located in Wakefield and Bradford. The Centre Manager is a qualified social worker registered with HCPC.

Photos of the Child Contact Centre



PTO for further details



As part of their quality assurance process the service has designed a unique interactive evaluation system to capture children's views.



The centre's opening hours are: -

- Tuesday – 9.00 am-6.00 pm
- Wednesday – 9.00am-6.00pm
- Thursday – 9.00am-6.00pm
- Alternate Saturdays -Wakefield and Bradford – 9.00am-4.30pm

There are two outreach centres

St Swithuns Community Centre, Arncliffe Road, Eastmoor, Wakefield, WF1 4RR. Telephone: Saturdays only 07948 163653

Girlington Primary School Early Years Centre, Kensington Street, Bradford BD8 9NL (this is the postcode for the main school building of Girlington Primary School on Girlington Road. The Early Years Centre entrance is at the rear of the main school building, on Kensington Street). Telephone Saturdays only: 07757 484850

An assessment of the Oaktree House Centre and an evaluation of Families Forward portfolio was conducted by the assessor on 23rd November 2018.

Oaktree House is a multi-story building. The centre is located on the first floor, access to the building is via the front or rear entrance. An intercom system to monitor access to the building. There is parking available in the grounds at the rear of the building. Until recently the service operated over two floors however the service now operates only from the first floor. The landlord has plans to refurbish some of the rooms including the kitchen.

There are several contact rooms available within the contact centre. The rooms vary in size therefore can be used to accommodate larger sibling groups. The rooms provide a child friendly environment toys, games and facilities are available that reflect the diverse needs of children affected by family breakdown.

The Management Committee meeting minutes were found to be comprehensive well written and structured. Showing the management committee had a sound understanding of their business and how they wanted to develop it in the future. The minutes evidenced that the management committee applied tight controls by regularly monitoring its finances.

All contact supervisors go through recruitment, selection, interview and induction processes which comply with current safeguarding legislation.

All staff receive regular supervision, the supervision schedule includes developing a hypothesis. Supervision sometimes held as a group to enable the sharing of reflective learning. Annual appraisals are undertaken. All evidence was in line with NACCC standards and the services Recruitment, Induction, Supervision, Appraisal and Training Policies.

The centre is currently designing an interactive method of providing feedback using survey monkey. This is clearly good practice and something that NACCC would be keen to promote amongst our other services.

Overall this was a positive accreditation with few recommendations for development. This sounds like an excellent centre that is very innovative and keen to share best practice, including by offering placements to social work students on placement. The report shows a centre that is very well managed and delivered. Working with Cafcass to innovate also shows the professionalism of the service. We particularly like the method that the centre has in place to seek feedback from children as are always keen to see how centres access the voices of children and this is an excellent example. The centre is also designing an interactive method of providing feedback using Survey Monkey. This is clearly good practice and something that NACCC would be keen to promote amongst our other services.

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