

Network Contact Centre

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: 19th April 2018

Network Contact Centre is a supervised contact centre operating in Plymouth, Devon. Contact information can be found on the [NACCC website](#)

Conclusion of Accreditation Assessment

There is a bright, open, welcoming reception with sign in book for everyone who attends the centre. The office staff alongside the centre manager are trained to provide back up for the families having contact and the children visiting are made to feel welcome by all who work there. There is a very friendly atmosphere in the centre and time is given to parents who need some emotional support whilst contact is taking place.

Photos of the Child Contact Centre

Reception



PTO for further details

Contact rooms



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Network Healthcare accepts referrals from Local Authorities, solicitors, private clients, family mediators, CAFCASS, by Court Order and self-referrals.

A referral form is completed and signed by both parties; once the form is received by the contact centre our contact workers risk assesses each case and allocated contact dates and times. All families must attend a pre-visit prior to contact sessions taking place and all parties must sign and agree to the service conditions before the contact can commence.

The centre has two contact rooms. Kitchen facilities and a toilet for use by families. Each room is bright and clean with a full range of toys for all age groups. One room is bigger than the other so

will accommodate families of different sizes. If only one room is on operation, then the other room can be used as a waiting room or there is a room at the back of the centre which can also be used as a waiting room.

The centre manager is always on hand to provide back up support to the contact sessions and the contact supervisor often provides this on a Saturday if the office manager is away. The office manager or the contact supervisor will provide this emotional support and chat with the parents to review the cases. The office manager completes all the pre-visits and assessments for the centre. She liaises with the external agencies and the parents before pre-visits take place and contact will begin. The office manager has just recently completed her 'Level 5 Diploma in Leadership for Health and Social Care in Children's and Young People's services' This was completed in March 2018. The contact supervisor and the office manager attended the Supervised Contact Centre Coordinator refresher training in October 2017.

Overall this was a positive accreditation with few recommendations for development.

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