

# Precious Child Contact Services Ltd

## 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: 19<sup>th</sup> November 2018

Precious Child Contact Services Ltd is a supervised contact centre operating in Chingford and Wood Green, London. Contact information can be found on the [NACCC website](#)

## Summary of Accreditation Assessment

Precious Child Care Services Ltd was set up in April 2015. It is limited company and was run by two Directors. In December 2015, one of the directors left the company with one director remaining. Originally the service operated out of Wood Green Community Centre, Wood Green, in the London Borough of Haringey. It is a large building, all on one level where the contact service rents a large hall for supported contact, a medium sized room for supervised contact and areas for parents to wait if not attending contact sessions. The Director has sought new premises for the service and in January 2018, the Chingford Centre is the main centre offering contact services. It was previously the named outreach centre but now Wood Green is the Outreach Centre.

## Photos of the Child Contact Centre



PTO for further details



The director is a qualified Social Worker who put a lot of work into researching the Chingford area for a base so that the contact services could extend, and the centre had its own facilities. The contact workers have experience with working with children and families and are all employed on a sessional basis as several have full time employment or shift work. There are currently 9 sessional workers that work between both contact sites.

The Centre offers supervised and supported contact sessions. They facilitate handovers and family Support Services where individual support can be provided for children or for parents as well as to the family group. The centre's case files, staff files and required paperwork was available on the day of the assessor's visit. The assessor was able to view all templates for application forms, reference request, supervision recording form, probation, successful employment letters, appraisals etc.

The nearest train station is Higham Park and then a 10-minute bus ride where there is a bus stop 100 metres from the centre. The centre is located between two commercial properties and all services are on the ground floor. It can accommodate families who are wheelchair users. The centre is open Monday to Friday from 9.am – 7.pm and Saturdays from 9.pm – 4.pm. The Outreach Wood Green centre is mainly open Saturdays from 9.am – 4.pm, depending on demand it may open on a Sunday. Precious Child Contact Services Ltd has an informative website that states services available and location and times of opening of centres.

The assessor was welcomed by a contact worker who asked for identification which the assessor showed. The manager then met with the assessor, introduced her to staff on duty and showed her around the building. There were 2 contact sessions in progress on the day of the visit along with 2 other sessions booked later in the afternoon.

The centre provides a valuable service, and all are dedicated to their individual roles. The premises were clean, well decorated to meet the requirements for NACCC supervised standards, well-resourced and family friendly. All the policies and procedures had been reviewed by the management.

**Overall this was a positive accreditation with few recommendations for development. This is a very good centre, meeting all the areas of the National Standards. With only one recommendation on the action plan this is an achievement to be celebrated.**

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