

# Ward Andrews Centre for Children and Their Families



*"Keeping children in touch with parents following separation"*

## Enhanced Re-accreditation Summary

*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: 18<sup>th</sup> November 2018

Ward Andrews Centre for Children and Their Families is a supervised contact centre operating in Milton Keynes, Buckinghamshire. Contact information can be found on the [NACCC website](#)

## Summary of Accreditation Assessment

Ward Andrews is an independent 'not for profit' Social Work and Family Consultancy. In operation since 2007 and in the current building since 2012 the centre offers a base for assessment work and a centre for contact. The staff are clear what the purpose of the centre is and are committed to the vision. The assessor met a number of staff throughout her time at the centre. The Team works well together under the leadership of the managers.

## Photos of the Child Contact Centre



PTO for further details



On arrival at the centre there is a welcoming entrance reception area and are 3 contact rooms of good size, suitable for families to spend time together. Each room is set up in a child centred way and provides a comfortable atmosphere that will make a family feel at ease.

Families are required to make a pre-visit to the centre before contact can begin. Children also come to visit the centre, and this is a visit that focuses on the child and answers any questions or concerns they may have. This is done in an age appropriate way and children can be given as much time as they need to settle into the centre before a parent is introduced. Staff are trained and

equipped to spend time showing photos of family members where necessary and talking to them about the contact.

All rooms have equipment for feeding and changing young children and a variety of toys and resources suitable for all ages of children. A waiting room is available for resident parents and if there is an issue with domestic abuse there is a separate waiting room upstairs. Sometimes this room is used if a parent needs to wait with a child as they can be self-contained upstairs with additional toilet facilities as well.

A kitchen area is available for families to use during their time at the centre and also a garden which is used by families if this is deemed safe for them to use. This is only used after a risk assessment process has been put in place.

The centre has a feedback system for children to express how they feel the session has gone and how they are feeling about using the centre. This can be discussed with the child during the contact, before the next contact or discussed with parents in between contact sessions.

The HR and case files seen by the assessor had the correct and necessary information included with nothing outstanding.

A very strong assessment of a professionally run and managed organisation. All areas of the National Standards were observed to be met by a staff and management team of competent and dedicated individuals. The centre is maintained to a very high standard and resourced well.

**Overall this was a very positive assessment of a very well-run centre. This service appears to more than meet the NACCC Standards and are providing an excellent service to the families they serve.**

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