NACCC Fact Sheets

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Supervised Community Contact Services, a Brief Introduction

This type of accreditation covers individuals and / or organisations working from the community and community venues. The people running the service will be qualified professionals. People operating under this accreditation will be set up as organisations or self-employed people with all the insurances, policies, forms, templates and other documents as an Enhanced Accredited Child Contact Centre. People with this type of accreditation might choose to be accredited by NACCC because contact complements other work that they also offer, examples might include Parenting Apart Programme, Parenting Assessment Manuel (PAM's Assessments), Life story work and so on.

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BY POST

5 Russell Place, Nottingham, NG1 5HJ

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BY PHONE

Why not drop us a line on 0115 948 4557

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ONLINE

Email us on contact@naccc.org.uk

The cost of services

The cost of these services vary. Sometimes this will be paid for you by the council or Cafcass but often it will not. Supervised services are professional organisations being run by experienced people and therefore the cost associated often helps to ensure the sustainability of the service and the professionalism on offer.

NACCC Accreditation helps you to know that a service is safe.

Supervised Centres

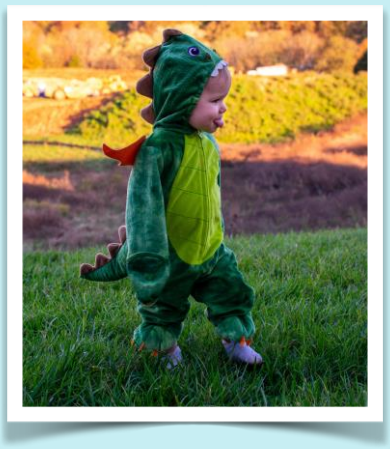
Supporting local communities.

Most of the contact will usually take place offsite and might or might not happen as part of other planned services. The service will often have contact sessions taking place within the community where the service is registered with NACCC and where this is risk assessed and part of a planned piece of work. It is recognised that there might be occasions where contact will take place in residential properties, not owned or offered by the contact service. This might include the homes of the children or might also include other addresses including those of family members.

Where a family lives within the community but contact is to take place elsewhere as a one off, infrequent event, this is acceptable, particularly where this is assessed to be in the best interests of the children. NACCC consider the community around a contact service to be within 35 miles of the registered address. Work to be undertaken further afield will require a service to operate as an outreach child contact service.

Organisations with Community Contact Service - Enhanced Accreditation are able to provide supervised and supported contact either alone or as part of a wider planned piece of work. The expectation relating to recording and providing contact notes remains and there is also an expectation that services will consider how these observations will be made in a way that ensures the families right to dignity, privacy and confidentiality, with the need for accurate and appropriately detailed records.

Pieces of work including Handover, Indirect and Virtual Contact are also covered by this accreditation. Such organisations should also provide pre-visits and reviews in order to assist families with being able to move on in a planned and sustainable way.

SAFETY FIRST

Those offering the service will undertake risk assessments and have specific policies relating to lone working and community-based services. The nature of these will be that they include sufficient detail to ensure that children, families and staff are safe whilst services are being delivered. The service will also have arrangements in place to be able to access properties where it might be assessed appropriate, either as a result of risk, complexity, relationship building or weather. Where this is the case, these properties will be risk assessed to ensure that they are appropriate, safe and fit for the intended purpose.