



First Steps Surrey Child Contact Centre Rules – (Supported and Supervised) Updated September '22

1. Please do not bring any other person with you to the Centre, including accompanying you to the Centre by car, train, etc, unless previously agreed at the pre-assessment. The attendance of other persons in the Contact Centre besides yourself will need to be agreed by both parties.
2. Unless authorised by the Centre and previously agreed, other family members/friends/other persons are not permitted to park/wait outside the Contact Centre as this may cause unnecessary and unwanted encounters.
3. Any person displaying violence, bad language, intimidation or aggression inside or directly outside of the Contact Centre will automatically lose their place at the centre.
4. Aggressive and intimidating conduct towards staff will not be tolerated and may lead to place being withdrawn.
5. Any person arriving at the centre under the influence of drugs or alcohol will be asked to leave immediately and will lose their place.
6. Smoking is not permitted inside the grounds of the centre.
7. Please discuss any disability requirements with the Centre so arrangements can be made, such as parking.
8. You must not access any other part of the building apart from the waiting room and the toilet, or where instructed.
9. When a child is taken to the toilet, the Supervisor must be able to see and hear the adult with the child at all times in the toilet/bathroom.
10. If you do not attend 2 contact sessions without informing the contact centre of a valid reason, your place will be allocated to another family.
11. Children are the responsibility of parents at all times. Staff are at hand to help if needed.
12. If contact has been delayed for whatever reason, the session may only go ahead for the remaining time left.
13. Visitors must arrive 10 -15 minutes prior to the escorting person and child arriving. The visitor must stay behind 10 -15 minutes after the session has ended.
14. Please switch off mobile phones/tablets/other devices during contact sessions unless previously agreed/approved. We have the right to check this has been done.
15. Please DO NOT take photos/videos of your children unless staff have confirmation that this has previously been agreed by the other parent. Audio recordings are NOT permitted at our Centre.
16. Unless an interpreter has been booked, we require all parties to speak to the children in English. This is for Safeguarding purposes.



17. Please ensure that all toys brought to the centre are suitable, safe and appropriate. DO NOT bring any balloons, flying toys, toy guns etc while at our centre. We have the right to check you or any items you bring in.
18. Please note, staff (during supported contact) do not write reports/comment on Contact visits unless we feel appropriate or there is a safeguarding issue. Dates/times of attendance will be given out upon request. We have the right to share information if there are Safeguarding concerns.
19. Please do not ask your children to pass gifts or belongings, money or messages (either verbally or written) to your ex-partner.
20. Snacks/drinks should only be bought in if previously agreed by the other party.
21. If at any time Contact Centre staff feel there is inappropriate communication of any form, including showing photos, letters etc, we have the right to stop a conversation, and in extreme cases, terminate the session.
22. We have the right to check that gifts/money/cards/letters/photos to children are appropriate before the session and to run them past the other parent first to ensure they are deemed suitable. If the other parent is not agreeable to gifts/money/cards/letters/photos being given to children prior to Contact, we are not able to permit the handing over of such items. We make ask you to take anything you bring in for the children back home with you.
23. Use of outdoor space can only be granted if both parties are in agreement.
24. If at any time we feel the child is in distress/upset/unwell, we have the right to terminate Contact.
25. We will never force a child to have Contact. If we feel the child is in distress/upset/unwell we have the right to decline Contact taking place. The children's wishes and feelings are our priority.
26. We take data protection very seriously. Please do not discuss your situation with volunteers/staff in front of your children or other families.
27. We are an Enhanced Accredited Children's Contact Centre of the National Association of Child Contact Centres (NACCC). We adhere to the standards and policies of the NACCC at all times.

Please note these rules may be subject to change at any time.

Confidentiality & data protection Statement

All details will be dealt with in strict confidence unless authorised to release, or in the event of safeguarding issues involving children or vulnerable adults.

I agree to the above Centre rules and will adhere to them. Failure to do so may result in loosing my place at the Centre.

Name _____

Signed _____

Date _____