



Westwood House Child Contact Centre

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NACCC Member No 282/1

Procedure for families attending contact sessions following the lifting of all legal requirements. These remain in place due to the continued high rates of infection.

The situation around Covid-19 concerns will be constantly reviewed and the way we work with families and manage contacts may be amended. We aim to return to normal levels of contact as soon as we assess the risks are reduced to acceptable levels.

We ask that all users of the centre take up the Covid vaccination where offered, and access regular testing in order to maintain a continued safe environment for all users of Westwood House, and minimise any risk of the centre having to close.

1. All contacts will be fortnightly for one hour with the exception of any agreed handovers, or specifically agreed special arrangements.
2. Both resident and contact parent must agree to the contact schedule, otherwise their place may be offered to another family.
3. Only named people agreed in the original referral will be allowed to attend contact sessions. No additional others will be permitted in accordance with the Centres normal safeguarding practice.
4. The wearing of face coverings by all adults attending the Centre is requested when moving around inside the building, unless there is a declared medical reason for not doing so. Children under twelve years of age are exempt and the wearing of masks by them will be at the discretion of the parents. All users of the Centre are requested to maintain social distancing where possible and ensure regular hand cleaning using the sanitising products in place around the centre, or their own if brought in.
5. The one-way system remains in place with supervised entry for families through the front door and supervised exit at the end of contact through the garden and rear gate.
6. The resident parent must confirm that their child(ren) does not have any health condition or any other restriction that impacts on them attending child contact.
7. Hand sanitiser is in place in reception and around the centre, and all parents and volunteers are requested to clean their hands on entry and supervise their children in cleaning their hands.
8. Anti-viral soap and paper towels are supplied in the toilets and kitchen for hand washing and drying and used towels should be placed in the waste bins provided after use and not put down the toilet. Families and volunteers are encouraged to frequently clean their hands while in the building.
9. Parents will remain responsible for the supervision of their children including any additional hygiene needs due to Covid-19.

10. If any attending adult, child or volunteer receives a positive Covid test or is advised to self-isolate they must immediately inform the centre and follow guidelines on treatment and isolation. Attendance at the centre will be stopped as soon as we are made aware and will only be resumed once we have reviewed with the parents or volunteer and confirmation is received that it is safe to return following a negative test.
11. Parents are requested to supply any toys or games for use during contact though the centre's toys can be used where a need is identified. They must be cleaned before and after use and then stored safely in the Centre's room upstairs.
12. The outdoor equipment in the garden can be used and made available by the centre, but parents and children must not enter the shed
13. Hot and cold drinks and occasional snacks are offered free of charge but donations are accepted to help cover the cost of these. All cups, beakers, spoons etc that are used must be placed immediately in the dishwasher, by a volunteer, after use. This will then be turned on before the centre closes so all items are fully cleaned for the next users of the building. Parents who supply their own for use by the child or themselves are responsible for ensuring these are not left in the Centre. Parents and children are not allowed behind the counter in the kitchen area.
14. Contact sessions remain time limited and parents are asked to respect and adhere to the particular arrangements of their contact. The child's interests will always remain our first concern.
15. Parents can contact the Centre if they wish to further discuss their situation or have additional concerns.
16. Due to continuing Covid-19 concerns the Centre may not be able to meet all the requirements of a Court Order
17. The safeguarding and GDPR requirements normally operated and agreed between the Centre and families are not impacted by Covid-19 and these will continue to be respected. If there is a need to 'track and trace' any individual attending at Westwood House due to Covid-19 concerns then parents will be informed immediately.
18. The normal conditions of supported child contact at Westwood House Child Contact Centre agreed with families at the point of referral, at the Preliminary Interview and at any stage during ongoing review remain unchanged.
19. Parents and children can access the Centres' website or the website of the National Association of Child Contact Centres nacc.org.uk for more information.

This updated procedure is valid from August 1st 2021.