Fair Ways
CONTACT CENTRE

STATEMENT OF PURPOSE

Fair Ways Contact Service

Rebuilding families together

Fair Ways Mission:
Making a difference through passionate care, support and education.

Fair Ways Values:
As a charity we measure our wealth by making a difference, not by making a profit.
By creating a culture that values every individual, we can harness and develop their potential so that they may achieve great things.
1. Make a difference.
2. Never give up.
3. Value every individual.
4. Listen to each other, develop each other, and reach our potential.
5. Quality and passion in what we do.

Fair Ways Culture
We want Fair Ways to be an enjoyable, exciting and welcoming place where:

- **Professional:** We do what we say we will do when we said we would do it.
- **Accepting:** We are inclusive, open-minded and treat each other with respect.
- **Reflective:** We focus on learning, not blaming.
- **Transparent:** We are open, honest and have integrity.

We fully expect everyone to play their P.A.R.T in creating the culture our employees and service users deserve.

Statement of Purpose
Revised December 2024

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1. INTRODUCTION

1.1 Fair Ways Family Contact Service is a well-established provision of intervention and support/supervision for parents and family members to see their children. As part of Fair Ways, we provide a safe, supervised, nurturing environment where contact can be carried out while ensuring the child is safe while seeing their family to re-establish their relationship.

1.2 Families can be referred to the Contact Service through private referrals, local authorities, from the courts or through CAFCASS. We support them to reintroduce themselves as a family and guide them to ensure they can meet the needs of the children. Our aim is to decrease the supervision of the contact required by Fair Ways to progress the families to spending quality time in the community without the need of Fair Ways. We support parents utilizing a trauma informed approach via parenting plans, reviews and guidance for parents to help them to understand the importance of parenting/co-parenting together for the best interest of the child.

1.3 Individual, bespoke contact sessions will be created to support and meet the needs of the families. This will often run alongside separated parenting courses or domestic abuse parenting programs through our Residential Family Centre.

1.4 We have experience working with young parents, babies with complex health needs, parents with physical and learning disabilities and parents experiencing complex needs such as domestic abuse, mental health issues and substance and alcohol misuse.

2. PRIMARY AIM

2.1 Our aim is to promote contact between parents and children, putting the needs and well-being of the children first. We aspire to progress the families forward to enhance them, so they can see their children in the future without the need of our service. We assess parenting skills to ensure that children are adequately cared for and protected from harm. Families can expect to be treated with respect whilst ensuring their care and well-being is treated with the highest regard.

2.2 We appreciate that many of our children have parents whereby the relationship has broken down or there has been domestic abuse. Our aim is

to support the families through this difficult time and move those forward to understanding that they can co-parent together for the child.

2.3 We endeavor to provide parents with the full opportunity to be involved and share their views about the contact process and their experiences. Gaining their views in the meetings and feedback which form part of the contact process.

2.4 At Fair Ways our aim is for Local Authorities and other referrers to feel confident in placing families where there may be significant child protection concerns and that our monitoring, supervision and support will meet their individual requirements to provide safe contacts for the children and provide robust evidence of parental capacity for the court arena.

3. PRIMARY OBJECTIVE

3.1 To provide a safe, nurturing environment which safeguards the child whilst contact between the child and family members takes place. To encourage and facilitate the co-parenting of the children, promoting the best outcome for the children in the long term.

Attachment & Attunement

3.2 Identifying attachment and attunement provides us with the opportunity to further understand the parent–child relationship. We assess each parent's capacity to respond to their child's needs and their ability to ensure their child will grow and develop with a sense of stability, identity and feeling loved.

4. SERVICE QUALITY

4.1 In responding to individual needs of both child and parents, our Contact Centre will always operate within the framework of NACCC regulations and CAFCASS framework, Working Together 2023, LSCB procedures and The Children & Families Act 2014.

4.2 All procedures will be clearly documented and identify specific standards and expectations of practice in line with the NACCC standards.

4.3 All staff will have appropriate induction and training regarding these standards and expectations.

4.4 Our Centre's operation will be evaluated on a regular basis through Fair Ways management, the Quality, Safety and Governance team and independent inspections.

5. ARRANGEMENTS FOR THE PROTECTION OF CHILDREN & PARENTS UNDER THE AGE OF 18

5.1 Children and families who attend the Contact Centre have a right to and must be enabled by staff to feel safe, and be safe. They need to understand how to protect themselves, feel safe and be protected from significant harm.

5.2 Fair Ways Contact Centre safeguarding protocol and Fair Ways safeguarding policy provide full details of the protection of children and young people. This includes information relating to recruitment and selection of staff, the Designated Safeguarding Officer, staff responsibilities and whistleblowing, child exploitation and E-Safety.

5.3 All Fair Ways staff are fully trained in safeguarding children, young people and vulnerable adults. All staff are familiar with what action to take where concerns have arisen, for the safety or wellbeing of a child or vulnerable adult.

6. FACILITIES AND SERVICES PROVIDED

6.1 Fair Ways has many years of experience of working with families including running successful residential care homes, education provisions for children in care and a well-established fostering service.

6.2 The Contact Centre Manager is Michelle Wyatt.

6.3 The Centre is overseen by Head of Service Natalie Merriman

Michelle.Wyatt@fairways.co

Natalie.Merriman@fairways.co

6.4 Although each contact will be individual, bespoke and comprehensive, our aim is to consider and be aware of the following factors:

- The child's wishes and feelings
- Family background
- The child's needs, including any complex or specific needs
- Ability to provide basic care
- Emotional needs
- Impacting factors such as substance misuse, domestic abuse, harmful relationships
- Parents ability to adhere to advice and support given
- Strengths and weaknesses

- Parent's understanding of child's developmental needs
- Attachment/Attunement
- Affordability for the family
- Adequate supervision levels.

7. RELIGIOUS AND CULTURAL OBSERVANCES

7.1 Every effort will be made to enable service users to practice the religion of their choice, including ensuring the provision for religious observance as appropriate (e.g. meeting dietary needs, providing an opportunity for worship etc.). Service users are encouraged to pursue aspects of their cultural background, and this will be facilitated within the Centre. During the pre-contact meeting the religious and cultural needs are discussed and integrated into the contact plan. Advice will be taken where necessary from external groups as to the most appropriate ways of meeting needs.

8. REFRRAL PROCESS

8.1 We will take referrals from Local Authorities, CAFCASS, private families and Solicitors involved in cases where a Contact Service is required in the best interest of keeping the child safe. In line with NACCC we accept children of the age 0-16yrs, with consideration of ages above this dependent on the circumstance of the individual family's needs.

8.2 All referrals for the Contact Service will be made to a member of the management team. There is no minimum or maximum age for parents. Where risk matters are known, the Designated Safeguarding Officer will be consulted.

Initial Enquiry

8.3 Referrers are required to complete the Fair Ways referral form prior to acceptance. A copy of an up-to-date Risk Assessment will be required where appropriate and a copy of the court order. A member of the management team will review the referral prior to agreeing to contact being accepted. Consideration is given to the level of supervision the contact would need for the best interest of the child. All parties must agree to this before contact commences.

Initial Pre-Contact Meeting

8.4 All parents and referring to the Contact Service will be required to sign the pre-contact agreement and ground rules of the Centre including a CCTV

agreement. This will be completed during a pre-contact meeting which is held following the acceptance of the referral.

8.5 Contact supervisor will inform the parents of any procedures for the Centre e.g. fire drills, complaints and where to access policies for the Contact Service. These details can be found in the Welcome Guide provided to parents.

8.6 Before contact commences the Contact Centre will aim to provide a copy of the Welcome Guide to the parents and attend the pre-contact meeting to help the parents to feel settled and view the Centre. We also offer prep sessions for children of an age whereby they may find the transition to visiting a Centre difficult.

8.7 Termination of use of the Centre will be considered in the following situations.

- If the contact becomes unsafe for a child
- If the parents' behavior is unacceptable
- If contact is not in the best interest of the child
- Any other significant risk that may present to any party

8.8 The termination of any contact session will be made in consultation with Local Authority or CAFCASS where applicable and with regards to private contacts, parents will be made aware.

9. BEHAVIOUR EXPECTATIONS

9.1 We believe that good role modelling and positive relationships between staff and families, based upon honesty, mutual respect, consistency and recognized good professional practice are the essential components to minimizing any conflict within the Centre.

9.2 Ground rules will need to be signed by all parties and there is an expectation that parents always follow these rules.

9.3 No violence of any sort will be tolerated. If a parent is violent, they will be asked to leave and may not be permitted to return to the Contact Centre.

9.4 No alcohol is to be brought onto the premises of the Contact Centre or its grounds. If we think a parent has consumed alcohol, or has brought alcohol onto the site, they will be asked to leave and may not be permitted to return to the Contact Centre.

9.5 Parents cannot come into the Contact Centre if they have taken any illegal or behaviour-altering substances. If we believe someone has consumed

something they may be asked to leave and may not be permitted to return to the Contact Centre.

9.6 Parents are not permitted to smoke or vape during their time at the Contact Centre.

9.7 Fire procedures and fire drills must be adhered to.

9.8 No pets are allowed at the Contact Centre.

9.9 Visiting families are to be respectful and considerate of property and are not permitted to take any items from the service.

10.0 No phone calls to be taken during contact sessions and unless strictly urgent.

10. FEES AND CHARGES

10.1 Fees are arranged depending upon the type of contact required. The costs of contacts are provided to parents in the welcome pack. There is an expectation that fees will be paid a minimum of 48hrs prior to contact or meetings taking place. LA and CAFCASS will be invoiced by Fair Ways individually. Once the fee is paid for, and the pre-contact meeting is attended this fee is non-refundable.

10.2 The fees of the service are reviewed annually.

11. FIRE PRECAUTIONS

11.1 All staff are given fire prevention training and understand how to avoid fires and how to respond in the event of a fire or associated emergency.

11.2 Staff and parents will be made aware of the following procedures at the pre-contact meeting:

a) Means of escape – fire exits
b) Assembly point
c) Fire doors or exits never to be obstructed.
d) Location of break glass points
e) Location of alarm indicator panel
f) Need for regular testing and maintenance of fire equipment
g) Need for regular fire drills
h) Location and use of fire extinguishers
i) Liaison with local fire station
j) Combustible materials/liquids will be stored correctly and safely.

11.3 All the above points are subject to current legislation and only qualified practitioners carry out maintenance and testing of specific equipment.

11.4 Health and Safety matters are recorded on Clear Care.

12.COMPLAINTS

12.1 Fair Ways recognizes the importance of a service user's right to comment on or complain about (in a responsible and appropriate way) any aspect of their experience with the Contact Centre. Also that those representatives, relatives and other significant people who may wish to complain, have access to the same procedure.

12.2 To ensure the integrity of the procedure Fair Ways will ensure:

- All parents are made aware of the complaints procedure including how to complain
- All parents are aware of how to contact the Contact Service manager if they need to discuss any complaints.
- Parents will receive prompt feedback on any concerns or complaints raised.

12.3 Fair Ways will co-operate fully with any complaint dealt with by the placing authority.

12.4 All complaints will be recorded, the action taken and the outcome of any investigations within the Central Complaints register within the charity

12.5 The complaints procedure is transparent and procedurally will be transparent for placing authorities and external inspection bodies.

NACCC:
Telephone: 0845 4500 280
Email: contact@naccc.org.uk
Website: https://naccc.org.uk/contact-us

13. CONFIDENTIALITY AND PRIVACY

13.1 All service users have the right to expect confidentiality, and their dignity respected. Parents and children have access to external advice and support (including through relevant helplines) which they can contact directly, and in private, about problems or concerns.

13.2 All service users have the right to have information held about themselves, or their families etc. to be held in a secure place, which is unavailable to people that do not have a right to access.

13.3 Not all service users have a right to expect conversations with Fair Ways staff to be deemed as confidential. If any service user expresses a wish to have a confidential conversation with a staff member, that staff member must explain that although any information will remain confidential to those professionals that need to know, it cannot remain confidential to that staff member alone.

13.4 All service users have the right to expect that their own personal belongings will remain safe while using our Centre.

13.5 The location and use of CCTV surveillance cameras will be made clear to families when using either our Southampton or Eastleigh Centre during the pre-contact meeting. The CCTV will record 24 hours a day. Any copies made of recordings will be stored securely and will be held for a period of 3 years and will only be shared under the realms of Data Protection Act 1998 and GDPR (2018) and within the terms of the CCTV and Surveillance Policy.

13.6 All communal areas have CCTV. This is only used with the service user's agreement. There will be no covert surveillance.

13.7 Telephones in the Centre are wireless; therefore, service users can use them for practical and private conversations wherever they choose.

14. OPERATIONAL STRUCTURE

14.1 Fair Ways Contact Centre prides itself in the wealth of directly relevant experience within the staff team.

1 x Head of Service (social worker)

1 x Manager

5 x Part-time contact supervisor

STAFF QUALIFICATIONS AND EXPERIENCE

Natalie Merriman **- is the Head of Service.**

Natalie joined Fair Ways in June 2010 and has worked in a variety of roles for the charity including being Registered Manager of the fostering service and latterly the Responsible Individual of this team as well Head of Service for Family Services. Natalie is a qualified Social Worker with 14 years' experience working with children and young people and families.

Michelle Wyatt – Manager

Michelle joined Fair Ways in November 2019. She worked in one of our children's homes for 2 years. She then worked at our step-down service and Contact Centre, before becoming Manager at the Contact Centre Southampton. Michelle previously worked in a residential school for children with acquired head injuries and complex needs for 15 years.

Michaela Renouf – Contact Supervisor

23 years working in a school, teaching children with additional needs, mostly autism. ELSA and talking practitioner. I enjoy working with the families, seeing the relationships form whilst enjoying spending time together in the community. I enjoy gardening, walking, camping in my van, festivals and travel. Michaela joined the team this year.

Sarah Whitthread – Contact supervisor

Sarah has worked for Fair Ways for six years now. She is a registered Foster Carer, having Fostered a wide range of ages, including a mother and Baby Placement but primarily focusing on pre-schoolers and pre-adoption placements. In between placements, Sarah has worked in various sectors of Fair Ways, including residential homes, Family Centre and Contact. She is now taking a break from Fostering and only offering Respite Care and enjoying her work as a Contact Supervisor. Sarah has completed many of Fair Ways training courses and has a good understanding of trauma responses and therapeutic care. Prior to being a Foster Carer, Sarah had worked in a Local Authority Contact Centre, which highlighted the need for Foster Carers. Now having completed a full circle, she finds herself back in the contact Centre and enjoys looking after the families and ensuring the best outcomes for the children.

Laura Woodward – Contact Supervisor

I have a background in hospitality management, and mental health support. I love the meaningful nature of my job and find great joy in supporting families and seeing happy endings come together. Outside of work, I enjoy reading and spending fun days out with my children.

Poppy Allam Rummery – Contact Supervisor

My name is Poppy and with four years of experience in early years environments, additional work as a supply teacher, and my current role as a Contact Supervisor, I am committed to promoting positive outcomes for children through effective communication, strong safeguarding practice, and a compassionate approach. I hold a Level 3 Diploma in Early Years and am currently studying Childhood with Therapeutic Play at university, which further strengthens my understanding of child development and therapeutic support.

Jessie McDonald – Contact Supervisor

I have a BSc psychology degree and am currently completing an MSc in Clinical Psychology. My experience has mainly been with children, I have volunteered as a support worker for Julia's house children's hospice and at Phab which is a charity which takes young people with disabilities on inclusive days out. I have also been a youth mentor with into university in which I was paired with a young person for 1:1 mentoring sessions. Additionally, over the summers I have worked at a beach safety scheme which carried out searches for missing children. Finally, I also volunteer for the mental health text line Shout. I joined Fair Ways in December 2025 and work supporting families every weekend.

24-hour support and emergency assistance are always available from Fair Ways Management Team.

NACCC Mission and Values

The National Association of Child Contact Centres (NACCC) is a UK charity aiming to ensure children maintain safe, meaningful relationships with both parents after separation. Its mission, "Parenting Shouldn't End When Relationships Do," is achieved by providing accredited, neutral spaces, training, and standards for contact centres, supporting over 20,000 children annually.

Core Mission and Aims

- Mission Statement: "Parenting Shouldn't End When Relationships Do"
- Primary Goal: To provide safe, child-centered, and neutral spaces for children to meet parents they no longer live wit
- Core Focus: Protecting the welfare of children and reducing emotional distress caused by family breakdown

Key Objectives and Functions

- Accreditation & Standards: Setting high standards for safety, effectiveness, and equality across all member contact centers
- Support Services: Offering resources, specialized supervised interventions, and support for parents

- Advocacy: Raising awareness about children's rights to family time and working with policy makers
- Network Oversight: Managing and supporting a network of over 300 centres run by volunteers and staff