

THE ROBERTS CENTRE

CONDITIONS OF USE

To ensure our policy of neutrality staff/volunteers will not become involved in any controversial issues between parties. These should be taken up with your Solicitor and/or your Cafcass Officer. Where there is joint parental responsibility, this will be acknowledged by the staff.

Contact Centre staff do not provide written or verbal reports for the court neither are they in a position to give evidence on the progress or quality of contact.

Please inform us (on 023 9229 6919) if your contact arrangement changes or you are unable to attend due to illness or other circumstances. Any repeated delays caused to session times by either parent will be referred back to referrer or court for further action.

Please keep to agreed times. We are not able to accommodate you outside the allocated appointment times.

Other relatives/friends/new partners can only attend the contact with you if an agreement has been made with the other parent/guardian and we have been notified in writing.

Children will not be allowed off the premises without the agreement in writing of the resident parent/guardian.

Please ensure that enough food formula, nappies etc are provided for young children. Bottle warming and nappy changing facilities are available. If you are not prepared to comply with this condition please notify your Solicitor, Cafcass Officer etc.

Please ensure that children are supervised at all times, staff are not there to take responsibility for them.

We request that absolutely no form of messaging is to be passed via yourself, your children or the staff either verbally or written. Staff do not pass money between parties – please speak with a member of staff if you are in any doubt about what action to take.

Please do not use cameras, video cameras or mobile phones whilst on the premises. Mobile phones must be switched **off** whilst in the Centre. If you wish to make a telephone call, please ask a member of staff who will escort you to a telephone. Staff will take photographs during contact sessions if requested for a fee of £1.50 per photo.

Please do not bring children who have infectious illnesses such as measles/mumps etc. It could have serious implications for other children.

Light refreshments will be available (there is a modest charge on Saturdays), but please feel free to bring your own refreshments if you wish to. Two of the Supervised Contact rooms have full cooking facilities for your use, subject to availability.

If you wish to make a complaint please approach a member of staff, if they are unable to deal with the problem they will advise you of the complaints procedure.

Contact Centre staff will undertake regular fire drill training, please follow their instructions in the event of an alarm.

Please comply with the EC Roberts Centre standards which are:

- Please arrive at the time stated on your offer letter so we can ensure 'no contact' between the adults involved.
- Contact parents are to wait in the Contact area for a minimum of 15 minutes after contact has finished to ensure 'no contact' between the adults involved. Resident parents are to leave the Centre promptly.
- Respect staff and other Centre attendees.
- Do not use abusive language or behaviour on the premises.
- Do not bring illegal or alcoholic substances onto the premises; staff reserve the right to refuse admission/contact if in their view the contact parent is unfit for contact.
- Respond to the requests of the staff to not act in an aggressive, violent or abusive manner to anyone in the Centre (including your own child/ren).
- Seek the support of staff if you feel you may lose your temper with your child.

Equality & Diversity

We aim to offer an equal service regardless of race, gender, disability, sexual orientation or religion. Racist or other offensive remarks or behaviour are unacceptable and will not be tolerated, any visitor making such remarks or acting in such a way will be asked to leave.

Safeguarding Policy

Staff will intervene if there are concerns, either observed or disclosed. Parent/carer will be informed that the relevant authorities will be contacted if a child/ren are deemed at risk.

A full copy of our policies and procedures is available upon request.

- **Contact Parent - Observe the request to remain at least 15 minutes after the contact has finished**
- **Resident Parent – please leave the Centre as soon as possible at the end of the contact time**

I agree to comply with the Contact Centre Conditions of Use and understand that failure to do so will mean that the facility may be withdrawn.

(Please sign and return)

Signed: -----

Name: -----