



Jersey Care
Commission

INSPECTION REPORT

Centrepoint Child Contact Centre

Childrens Social Care Service

**Le Hurel
La Pouquelaye
St Helier
JE2 3FU**

8 May 2024

THE JERSEY CARE COMMISSION

Under the Regulation of Care (Jersey) Law 2014, all services carrying out any regulated activity must be registered with the Jersey Care Commission ('the Commission').

This inspection was carried out in accordance with Regulation 80 of the Regulation of Care (Standards and Requirements) (Jersey) Regulations 2018 (as amended) to monitor compliance with the Law and Regulations, to review and evaluate the effectiveness of the regulated activity, and to encourage improvement.

ABOUT THE SERVICE

This is a report of the inspection of Centrepont Child Contact Centre. The service is situated on the outskirts of St Helier. The child contact centre operates every weekend throughout the year in a single storey building with adjoining portacabins. The facility is multi-purpose and houses a children's nursery and several children's clubs.

Regulated Activity	Childrens Social Care
Mandatory Conditions of Registration	Type of care: Social care Category of care: Children and Young People (0-18) Maximum number of families who may be accommodated on the premises at any one time: 20 Age range of service users: 0-18
Discretionary Condition of Registration	The Registered Manager must complete a Level 5 Diploma in Leadership in Health and Social Care by 28 June 2026.

Date of Inspection	8 May 2024
Time of Inspection	9.00 am – 1.40 pm
Type of Inspection	Announced
Number of areas for improvement	None
Number of service users currently registered	12 families

The child contact centre is operated by Centrepont Trust and there is a Registered Manager supported by a Deputy Manager in place.

The discretionary condition on the service's registration was discussed, and the Registered Manager feels this is going well and will be completed within the timescale.

The Regulation Officer requested and received an updated copy of the service's Statement of Purpose. This was submitted to reflect the specific aims and objectives of the child contact centre and the Registered Manager details.

SUMMARY OF INSPECTION FINDINGS

The following is a summary of what we found during this inspection. Further information about our findings is contained in the main body of this report.

This is the first inspection of Centrepont Child Contact Centre since registering with the Commission on 28 June 2023.

The Registered Manager of this service assists with running another service within Centrepont Trust and reassured the Regulation Officer that they can manage this service sufficiently. This was demonstrated throughout the inspection.

Currently, the contact centre offers a handover service (the process of supporting a child to transfer from the care of one parent to another) on weekends or supported contact (where staff are available to support contact at the centre). Supported contact takes place for four hours every Sunday. The staff are available to support and advise parents throughout this time.

The children who attend the contact centre are encouraged to do activities they enjoy with their parents, and the managers will tailor sessions to suit the children's ages. These could be sports, baking, gaming, arts and crafts in one of several rooms or outside areas at the facility.

The organisation's Human Resources department follows safe recruitment practices as per its policy, which was evidenced during the inspection.

Policies viewed during the inspection are relevant to the service, easy to read and have appropriate review dates.

An induction programme for new staff emphasises reading all the policies on their first day and a facility tour.

A blended approach of online and face-to-face training is offered. The training matrix reflects the service delivered, with a range of mandatory and specialised training completed.

The Registered Manager ensures referrals to the service are dealt with promptly to avoid families losing contact with children and meets face-to-face with both parties before a family file is created.

Parents and children are asked to provide regular feedback about the service using various methods, including paper forms and pictures.

Overall, this inspection was positive, with no areas for improvement. The Registered Manager was happy to make time for the Regulation Officer and answered a wide range of questions confidently.

INSPECTION PROCESS

This inspection was announced and was completed on 8 May 2024. Notice of the inspection visit was given in advance as the Registered Manager was going on leave, therefore an agreement was made to carry out the inspection three weeks later. This was to ensure the Registered Manager was available during the visit.

The Child Contact Centres Standards were referenced throughout the inspection.¹

This inspection focussed on the following lines of enquiry:

- **Is the service safe**
- **Is the service effective and responsive**
- **Is the service caring**
- **Is the service well-led**
- **Is the environment appropriate**

Prior to our inspection, we reviewed all the information held by the Commission about this service, including correspondence, the Statement of Purpose, and conditions of registration.

The Regulation Officer requested feedback from six parents, and five responded. They also had discussions with the service's management and three child contact centre staff. Additionally, feedback was received from two professionals external to the service.

Records, including policies, recruitment files, training matrix, family files, Statement of Purpose, incidents, and staff supervision, were viewed as part of the inspection process.

At the conclusion of the inspection, the Regulation Officer gave the Registered Manager feedback verbally and then later by email. This report outlines our findings and includes areas of good practice identified during the inspection.

¹ The Child Contact Centres Standards and all other Care Standards can be accessed on the Commission's website at [Children's Standards | Jersey Care Commission](#)

INSPECTION FINDINGS

This is the first inspection for Centrepont Child Contact Centre, and there were no areas for improvement, although the environment is an area of focus in this report.

Is the Service Safe

Emphasising the importance of creating a safe environment so care receivers are protected from avoidable harm, with a focus on policies and procedures.

The Regulation Officer requested an updated Statement of Purpose reflecting the centre's specific aims and objectives and updated Registered Manager details. This was done and submitted to the Commission. The aims are to "provide premises to facilitate contact between a child and a parent or a relative" and "provide a Safe and neutral place using a child-centred approach."

The centre follows the Commission's Care Standards for Child Contact Centres, which align with the National Association of Child Contact Centres (NACC) standards.

The Registered Manager informed the Regulation Officer that the centre is registered with the NACC and adhering to all the recording, monitoring, and reviewing requirements. This gives additional service oversight and governance.

Policies and procedures have been developed to promote best practices in the Child Contact Centre. Examples of some of the policies viewed included safeguarding, fire evacuation, information security, recruitment, complaints, alcohol, drugs and substance misuse, and health and safety. The policies are up-to-date, easy to read, accessible to all staff and service users and have appropriate review dates. The Regulation Officer suggested that the Registered Manager could develop a contingency policy should the service be unable to operate out of the facility due to an incident, including storm damage, flooding, vandalism.

The staff team comprises a registered manager, a deputy manager, and three support staff with a wealth of knowledge and experience in childcare. According to their Statement of Purpose the team is responsible for providing “*resources and equipment to encourage interaction between the parent and child*” and facilitating safe handovers of children from one parent to another. Parents’ feedback confirmed this; they were very complimentary about all the staff and grateful for the service provided.

Centrepont Trust’s human resources department supplied the Regulation Officer with the recruitment files of the staff employed at the child contact centre. These files aligned with the organisation’s policy on safer recruitment and met the Standards.

Newly recruited staff to the centre complete an induction period of three weeks (five hours per week). Week one includes a tour of the facility, a discussion of how the service works and a list of policies to read. In week two, they shadow a staff member, and in week three, they work alongside a staff member. The Registered Manager informed the Regulation Officer that occasionally, inductions can take longer. All staff receive an induction checklist to be completed and signed by the new staff member and manager. This includes a list of training requirements.

Is the Service Effective and Responsive

Assessing the organisation of the service so that care receiver’s needs are respected and met.
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This valuable service operates every weekend at present. The staff team are contracted to work five hours on a Sunday, and the manager of another Centrepont service facilitates two fifteen-minute handovers every Saturday upon receipt of a list from the Registered Manager. Families also have the option of Closed-Circuit Television (CCTV) handovers outside the facility; however, no families have chosen this option. The staff team arrive and set up activities for the children. At the end of the supported contact, there is the opportunity to have either a team meeting or individual supervision sessions. This was verified during staff feedback.

As this is a regulated service, the staff team is legally obligated to inform the Commission of any events or occurrences that require notification as per the Standards. This was discussed during the inspection, and the Regulation Officer was reassured that the two documented minor incidents would not meet the criteria. However, the Registered Manager had full knowledge of the notifiable events to be reported should the need arise.

All staff and service users are given a copy of the complaints policy upon acceptance of the service. This outlines how to make a complaint informally to the Registered Manager and the steps to take to make a formal complaint. This includes a two-stage escalation process should the complainant be unhappy with the outcome of the complaint. Feedback from staff and parents verified that they were aware of the complaints policy and process. A discussion was held regarding two concerns raised since the centre's opening, and it was reassuring to note that both were handled informally by the Registered Manager.

The service has subscribed to a phone application called 'our family wizard' to assist with co-parenting. The app is accessible to parents who use the Child Contact Centre with the aim of reducing conflict while co-parenting. Parents experiencing financial difficulties can access the app free of charge. The app maintains security by using an internet connection; therefore, parents' telephone numbers are never shared.

Is the Service Caring

Evidencing fundamental aspects of care and support are provided to care receivers by appropriately trained and competent staff.

The service's Statement of Purpose says, "*Referrals are received via Jersey Family Court Advisory Service (JFCAS), social workers, other professionals, and lawyers. Alternatively, parents may also self-refer.*"

Upon receipt of a referral, the Registered Manager will organise face-to-face meetings with both parties and children to discuss the service and show them

around the centre. The Registered Manager aims to make it as easy as possible for children and lessen the anxiety around handovers and supported contact.

Potential service users are given a one-page profile on each staff member, which includes a photograph, qualifications, and paragraphs on '*what I admire about my job, and all about me*'.

Most parents were complimentary of the referral process, the staff, and the service.

"The staff are amazing and will answer questions and sort stuff out."

"Staff are approachable and helpful, and I know my kids feel safe."

"I would like to have more regular meetings with the manager as I don't feel listened to sometimes."

"The manager has made me feel much more relaxed about the whole thing and is easy to talk to."

Parents/guardians complete application forms, and a family file is created to specify either handover or supported contact. Both parties are given a copy of the centre rules, complaints policy, service terms and conditions, and an information-sharing agreement. Both parties sign a parent handover agreement with the Registered Manager to ensure the focus during visits is around the needs of the child/children. The Registered Manager completes a risk assessment on all families who use the centre. Additional risk assessments around substance and alcohol testing may be required. Policies and procedures for testing were viewed and discussed during the inspection.

The Regulation Officer viewed the service's NACC-accredited 'Children's Guide,' which provides information on the facility, what children can expect, and who to contact if they feel unhappy.

There is a clear policy on the restricted use of mobile phones in the centre; however, feedback suggested that the staff must occasionally reinforce this.

The Registered Manager enthusiastically discussed potential plans to expand the service to include supervised visits in the community. During staff feedback, it was indicated that this would be beneficial. The Registered Manager understood the need to apply to the Commission for a variation of registration conditions.

The service has a comprehensive safeguarding policy, and all staff have attended training and are aware of the referral process should there be a safeguarding concern.

The Registered Manager spoke highly of another service they collaborate with, 'James' Ark.' They are in talks to develop a pathway to enable parents to continue contact while waiting for approval from the Child Contact Centre.

All family files are kept in a locked cabinet in a locked office and on a locked file on the computer. Only three staff have access to these to reduce the risk of data breaches.

Is the Service Well-Led

Evaluating the effectiveness of the service leadership and management.
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The Registered Manager was professional and courteous and spoke with passion throughout the inspection. All the documents requested by the Regulation Officer were current and relevant to the service. It was encouraging to see how enthusiastic the Registered Manager was about growing the service and working collaboratively with other organisations.

Governance of this service includes ensuring that policies and resources are in place to meet its needs, as well as feedback surveys, audits, and monthly quality reports.

The Registered Manager completes the monthly quality reports, which a manager from another Centrepont service reviews. This was discussed and agreed upon as acceptable for meeting the Standards.

According to the Standards, formal staff supervision should occur every four weeks. However, this was only partially evidenced during the inspection. The Registered

Manager explained that the staff work only five hours per week in this service and that the time is limited.

Although supervisions and regular team meetings occur, it was agreed that formal supervisions will occur at least every three months, and regular team meetings will be documented and counted as supervisions. This is proportionate to the level of service delivery.

The Regulation Officer viewed the centre's appropriate liability insurance. They are also Jersey Office of Information Commissioner (JOIC) members as they manage personal data.

The Registered Manager and Regulation Officer discussed staff training. Three-quarters of the support staff have completed the required Level 3 qualification in childcare along with courses to complement their role at the contact centre. Most of the mandatory training has been completed and is up to date. The Registered Manager advised that Safeguarding training was booked for that month and will arrange infection prevention and control training as soon as possible.

Staff feedback received included:

"The manager's expectations of staff are clear in ensuring that we all work professionally, and this is communicated each week via team meetings and supervision."

"I consider there is a real commitment to training here."

"The building is less homely and comfortable than centres I have visited in the UK. A designated building just for contact would be beneficial, as time is spent each week ensuring areas are tidy, presentable, and safe."

"Our manager is supportive and will often ask us what is going well and what we think needs improving."

Is the environment appropriate

The building from which the service operates is welcoming, safe, and legally compliant.

The Regulation Officer completed a walk-around of all the areas the Child Contact Centre used. The Regulation Officer acknowledges that the Child Contact Centre is a small part of the services provided by this charitable organisation; however, some rooms and the outside areas would benefit from refurbishment.

Feedback from parents and children who use this service is vital to ensure the service keeps improving. Therefore, staff supply both parents and children with forms to complete. The children's ones have faces depicting how they feel and boxes to write comments on, depending on the age of the children. The Regulation Officer viewed several forms, and although service users overwhelmingly appreciate the staff and the centre, there were some comments about the general environment and outside play areas.

This was reiterated in the feedback received by the Regulation Officer, including:

"The only thing I worry about is the outside area, where older children build things and nails and broken wood lie about. I could take my son outside if they had an area with swings and a slide."

"The rooms and some furniture could do with upgrading as they are worn out."

The health and safety policy for the child contact centre includes a statement of intent, a line of reporting, and health and safety responsibilities. The policy states that the *"premises will be well maintained in a safe condition, and environments are safe and without health risk."* A robust facility and activities risk assessment identifies potential hazards and preventative measures. They were viewed as part of the inspection process. Although the environment has not been made an area for improvement, the Commission would recommend a review of the current facilities both inside and outside.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan is not required.

It should be noted that this inspection report should not be regarded as a comprehensive review of all strengths and areas for improvement that exist in the service. The findings reported on are those which came to the attention of the Care Commission during the course of this inspection. The findings contained within this report do not exempt the service from their responsibility for maintaining compliance with legislation, Standards and best practice.



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