



**Jersey Care
Commission**

Summary Report

Centrepont Child Contact Centre

Childrens Social Care Service

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

8 May 2024

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.

IMPROVEMENT PLAN

There were no areas for improvement identified during this inspection and an Improvement Plan has not been issued.

The full report can be accessed from [here](#).