



**Jersey Care  
Commission**

## **Summary Report**

**Centrepont Child Contact Centre**

**Child Contact Centre**

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

**Inspection Dates  
12 and 22 February 2026**

## 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.

### 4.2 Observations and overall findings from this inspection

Centrepont Child Contact Centre is accredited by the National Association of Children Contact Centres (NACCC). The service provides supported contacts to help children and their parents maintain relationships whilst living separately. The centre ensures the physical safety and emotional well-being of children.

The service has seen the recent departure of the Registered Manager who had been in post since the inception of the Child Contact Centre three years ago. Recruitment for their replacement is underway and there is an interim manager in place.

Positive feedback was provided by the support workers regarding the Registered Manager and their leadership of the service. The support workers shared some anxiety in relation to adjusting to the interim management arrangements and subsequently a new registered manager.



Xxx (Registered Manager) trusts his team and we trust him.

This is the second consecutive inspection where support workers have not received regular supervision, and supervision remains an area for improvement. The Registered Provider must implement a plan of action to ensure compliance with the Standards. The Registered Provider must also add supervision to the Registered Managers job description as a key responsibility and ensure that sufficient time is allocated to fulfil all their duties.

A review of the training matrix identified support workers having not completed their annual mandatory and statutory training requirements. Training therefore remains an area for improvement.

Assurance that all necessary safety checks have been conducted was not provided and compliance with the organisations Health and Safety policy and Standards is therefore an area for improvement.

Safe recruitment practices were reviewed during the inspection, and whilst there was some improvement not all the necessary checks were completed prior to some staff commencing employment. Safe recruitment remains an area for improvement.

A plan was shared for obtaining regular feedback from families that will be used to evaluate and develop service provision. It is recommended that an additional section be added to the monthly provider reports to include feedback.

All the professionals and parents who contributed to the inspection process gave positive feedback regarding the Registered Manager and the support workers.



Parent feedback:

It has meant I can breathe a bit easier. I feel there is more space for my capacity to parent well. I feel it has been an absolute game changer for me and my daughter.

The Regulation Officer was informed by a professional, "*The staff are very supportive and child focussed. The parents have felt heard and protected.*" Another professional fed back the service is, "*invaluable and very much needed!*"

## IMPROVEMENT PLAN

There were four areas for improvement identified during this inspection. The table below is the Registered Provider's response to the inspection findings.

<p><b>Area for Improvement 1</b></p> <p><b>Ref:</b> Standard 3.6 Regulation 17</p> <p><b>To be completed:</b> With immediate effect</p>	<p>All safe recruitment checks are completed prior to staff commencing employment.</p> <hr/> <p><b>Response by Registered Provider:</b></p> <p><i>The Commission did not receive a response from the Provider to this area for improvement within the 28-day timeframe.</i></p>
<p><b>Area for Improvement 2</b></p> <p><b>Ref:</b> Standard 4.1 Regulation 18</p> <p><b>To be completed:</b> By 30 June 2026</p>	<p>Records are to be maintained to show that regular Health and safety checks are conducted in line with the service's health and safety policy.</p> <hr/> <p><b>Response by Registered Provider:</b></p> <p><i>The Commission did not receive a response from the Provider to this area for improvement within the 28-day timeframe.</i></p>
<p><b>Area for Improvement 3</b></p> <p><b>Ref:</b> Standard 3.12 Regulation 17</p> <p><b>To be completed:</b> With immediate effect</p>	<p>Quarterly staff supervision is to be conducted, and time built into the Registered Managers contract to facilitate this.</p> <hr/> <p><b>Response by the Registered Provider:</b></p> <p><i>The Commission did not receive a response from the Provider to this area for improvement within the 28-day timeframe.</i></p>

<b>Area for Improvement 4</b>	
<b>Ref:</b> Standard 3.10	
Regulation 17	
<b>To be completed:</b>	Identified mandatory and statutory training requirements based upon the needs of the support workers and in line with the written Statement of Purpose must be completed.
By 30 July 2026	
	<b>Response by the Registered Provider:</b>
	<i>The Commission did not receive a response from the Provider to this area for improvement within the 28-day timeframe.</i>

To ensure there is clear evidence that the required improvements have been made, the following action has been taken:

- A formal written request for a detailed action plan specifically related to the implementation of regular staff supervision was requested following the inspection.
- The Provider must provide written confirmation to the Commission when the areas of improvement relating to training, recording of health and safety checks and improvements to the process for safer recruitment checks have been achieved

These actions will be used to track progress, confirm completion, and provide assurance that the necessary improvements have been achieved.

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