



**Welcome to Unique Contact and Community
Services Ltd**

Introduction to our services





Unique Contact and Community Services Limited (UCCS) was set up in 2013 as a child contact centre and Care Agency to provide professional care services for children, young people and vulnerable adults. We are accredited by the National Association of Child Contact Centre (NACCC) and Care Quality Commission (CQC)

Our services include:

- Supervised Contact in the centre
- Supervised Contact in the community
- Supported Contact
- Handover service
- Domiciliary Care

All our services are offered in a safe, friendly, comfortable, and neutral environment that supports parents, children and other members of the family who are involved.



UCCS offers a variety of services to families during times of separation, conflict, or divorce.

We are an independent organisation who works closely with local authorities and the courts to provide services for families in need. Our services vary according to the personal needs of the family and their circumstances.

The Centre has a variety of staff and volunteers, all of whom have enhanced DBS checks and training in the services we offer.

This booklet introduces you to our aims and services. Further information is also available on our website at

www.uniquecontactandcommunityservices.com/





Our aims...

Here at Unique Contact and community services our vision is to protect children from maltreatment, to guard them from anything that can cause them harm or pose as a risk. To prevent any impairment of children's health or development and to ensure that they grow in the best situations possible and are provided with effective care.

We at UCCS aim to achieve the best outcome for all children through our services.

To provide a professional, safe and secure child- friendly service and environment.

- We help families in re-building relationships with children
- We respect the individuality of every child and their families
- We relieve the emotional distress caused to children and families who are in disagreement, conflict, divorced/in the process of divorcing or separation.

We promise to –

- Ensure confidentiality, and independence at all times.
- To work towards the five Every Child Matters objectives
- To work within the codes and guidelines within the National Association of Child Contact Centres (NACCC)
- To share skills and expertise with local authorities and Professional bodies to achieve better outcomes for children and their families
- To provide factual and accurate reports as well as verbal feedback to the appropriate persons
- To provide a service to families regardless of gender, race, language, religion, or disability



Our services...

We offer the following services to deliver our aims –

1. Supervised contact
2. Supported contact
3. Handover
4. Supervised Community contact

1. Supervised contact

Contact supervision is a stepping stone to help a non-resident child build and maintain a relationship with a parent/s or family member. Unique Contact and Community Services offer supervised contact at our contact centre and at other venues as well as in the community.



Supervised contact is put in place when it has been assessed that a child has suffered or is at risk of suffering harm during contact.

Referrals will usually be made by the local authority, the courts, CAFCASS officer, and a self-referral from either parent or another child contact centre.

Supervised contact safeguards the physical safety and emotional well-being of a child. It also assists in building and sustaining positive relationships between a child and members of their non-resident family.

All contact is carefully monitored with the supervisor in constant sight and sound of the child and recorded in a manner appropriate to the purpose of protecting children and working in a planned way with parents. Reports of the observations are then sent to the relevant party.

The supervisor and the centre has access to all relevant court documents, and transcripts of any judgments in order to supervise effectively

A referral form and risk assessment is required before contact can commence so that the level of risk is identified.

2. Supported contact

Supported contact is appropriate for families where no significant risk to the child or those around the child has been identified.



Children can attend to spend quality time with their non-resident parent and other family members in the safe environment of our family room. Our Staff are around if Support or assistance is required and will facilitate handover of the children from resident parent to non-resident parent.

- Staff and volunteers are available for assistance but there is no close observation, monitoring or assessment of individual contacts or interaction.
- Attendance dates and times will be registered but no detailed reports will be made unless risk of harm to the child, parent or Centre worker is observed.
- A referral form and risk assessment is required before contact can commence.

3. Handover

Handover is split into two categories:

The first type of Handover is suitable for families who are not



undergoing contact observation and only require a safe handover for the child. This allows parents and foster carers to handover children for contact without having to meet each other. The handover will be done by our staff. The non-resident parent will then take the child out of the centre for the duration of the visit, bringing them back to the centre afterwards where the child will be taken by staff and returned to the resident parent or foster carer.

The second type of Handover is for families who are undergoing contact observation or assessments and do not want to come in to contact with either party. In this situation our staff will ensure a safe handover by separating both parties, a member of staff will take the child in to the contact room and also return the child to the resident parent or foster carer at the end of the session.



4. Supervised Community contact

Once contact has been established in the centre and has proven to be positive, then contact can progress to the community with permission from the referrer, the courts or social worker.

This will involve the child and non-resident parent being escorted by staff from the centre on visits to places such as local parks, shops and restaurants, providing an opportunity for the parent and child to interact more naturally.

Used where a child has no knowledge of or has not had contact with their non-resident parent for some time. It will focus upon establishing and then building upon what a child knows about their family.

The child is encouraged to acquire a positive image of themselves and of the non-resident parent and their side of the family by learning about their parentage and heritage.



Our facilities

Our contact centre is in the heart of Newham with easily accessible trains, buses, parking facilities and local amenities within walking distance.



Our contact centre is equipped with your child in mind providing spacious contact rooms, fully equipped with toys, Televisions, a variety Games, and baby changing facilities.

Our facilities provide privacy and confidentiality and are structured to provide maximum safety to all concerned.

We have the following facilities:

A family room, a welcoming place for children and families with toys and games suitable for children of all ages and interests.



We also have well-lit parking, disabled access and toilets as well as CCTV security outside the building.

Referral process

Everyone attending Unique Contact and Community Services has to complete a referral and Risk Assessment form which needs to be returned to the centre. We will then liaise with any other statutory or voluntary agencies involved and yourself to draw up a contact plan. We will then invite you and your child/children for a pre-visit to the centre to meet and get to know our staff, familiarise yourself with our facilities and ask any questions you may have.

Referral forms can be downloaded from our website.

[Referral Process – Unique Contact and Community Services](#)

or we can email them or post them to you.

Frequently asked questions



What is a child contact centre



A child contact centre is a safe, welcoming and neutral place where children of separated families can spend time with one or both parents and sometimes other family members. Toys, games, and facilities are provided at the centre which accommodates the diverse needs of children affected by family breakdown.

Can a third party be allowed to be part of the contact.



Third parties can attend contact sessions only if there is an agreement by the referrer or resident parent which states this. If both parties are happy with this agreement, then the visitor/s may be allowed to be present during contact.

I don't want to meet the other party attending contact. Can meeting be avoided.



Yes. The contact centre will be more than happy to accommodate parties who do not wish to meet each other.

Can a family member be part of the contact.



Yes, if both parties are in agreement.

I want to bring gifts for my child is this ok



Yes. You are welcome to bring gifts for your child if it is agreed in the referral by the referrer or resident parent.

Terms and conditions

- Payment for all services must be made at the time of contact.
- It is the policy of UCCS, that no discrimination or violence will be tolerated. If such behaviour is identified, then the contact session will be terminated, and it will be reported to the referrer.
- Changes can only be made if it has been agreed by the referrer and the centre manager.
- If you cannot attend a contact session, you must inform the centre in advance, so that the contact is cancelled, and all parties can be informed.
- The centre reserves the right to reduce or terminate contact if it is in the best interest of the child.
- You are responsible for any property you or your child may bring to the centre
- Toys or items broken during a contact session must be replaced by parent or individual attending the session
- The centre is not responsible to care for children attending the centre. The adult escorting the child to the centre for contact is required to wait until the person attending the session arrives.
- Please leave the contact room tidy.

How to make a complaint

If for any reason you are unhappy and need to make a complaint please call or write to the number and address below.

Phone: 0208 519 4606

Mobile: 07933 756217, 07464 812789

Email: complaints@uniquecontactandcommunityservices.com

Post: UCCS Complaints
City Gate House, 5th Floor,
246-250 Romford Road,
Stratford London E7 9HZ

Useful contact numbers

National association of children's contact centre

(NACCC) - 0845 4500 280

National Society for Prevention of Cruelty to Children

(NSPCC) - 0808 800 500

National Domestic Violence- 0808 2000 247

Talk to Frank (Drug and Alcohol helpline) - 0300 123 6600



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