**Guidance**

The process will remain that a referral is sent to the contact team in respect of a contact being covered by the contact team.

Once the Contact supervisor is identified, an SOS contact agreement should take place to ensure that there is a handover from the social worker/family support worker to the contact supervisor. This can take place either face to face or over the telephone.

The contact agreement should be put in place and to be signed by the SW, CS and parents

Please see the contact recording to be used as per second page. Prompts are in blue to offer guidance in terms of completing each section.

**Northamptonshire Supervised Family Time Recording for contact,**

Child's Name:

Present at contact: …. (inc relationship to child)

Date of Contact: 00.00.2020

Time: 00.00 to 00.00

Supervised by: …… (please note if carer)

Report by: Contact Supervisor’s name (please note if carer and what form it was passed on by - T/C or email etc).

**Heading 1 INTRODUCTIONS**

**PROM**PTS ONLY IN BLUE for you to use

Preparation: What calls did you make to facilitate contact?

Arrival Time: Were the parents on time ? was the FC/child on time ? Describe their behaviour / mood as they greeted each other, along with presentation, quality of ‘meet and greet’, behaviour and attitude towards parents / adults.

**What is working well?**

**What are you worried about?**

**Heading 2 BASIC NEEDS**

PROMPTS ONLY IN BLUE for you to use

Did the parent set appropriate boundaries in their conversation? Providing positive reinforcements and picking up on responding to negative behaviours. How was this managed? How did the parent respond to the child’s opinion or any disagreement with the parent? Did the parent give clear message of behaviours that are acceptable / unacceptable? Was the conversation free flowing or were prompts needed?

If more than one child, did anyone receive the most attention? Why? How did the other children respond to this? Did CS / FC intervene? What action was taken? Detail each instance and the parents’ response to the intervention

If more than one child did the parent spread attention fairly across all children? How did the parent react if child got upset? Did CS / FC intervene? What action was taken? Detail each instance and the parents’ response to the intervention.

How did the parent focus on the child or was parent distracted, bored, withdrawn? Did the parent make problematic comments about past, other parent, inappropriate questions, care proceeding, inappropriate language etc? Did anyone intervene? If so why and what action was taken? Detail each instance and the parents’ response to the intervention.

**What is working well?**

**What are you worried about?**

**Heading 3 EMOTIONAL WARMTH**

PROMPTS ONLY IN BLUE for you to use

Does the child seem at ease around the parent? Were the family laughing and joking with each other? Were conversations age appropriate? Were there discussions about any activities the children were participating in? Did the parents encourage learning and being interested in the child’s behaviour and development? Did the parent enquire as to the child/ren’s wellbeing and what they had been doing recently? Describe how the parent showed understanding of the child’s developmental level? (Either expecting too much or talking down to child, etc) How did the parent respond to the child initiating interactions – facial expressions, conversations, and actions? How did parents initiate conversations / interactions with the child? Did CS or FC intervene? What action was taken? Detail each instance and the parents’ response to the intervention.

**What is working well?**

**What are you worried about?**

**Heading 4 GOODBYE**

PROMPTS ONLY IN BLUE for you to use

What happened in the goodbyes between family members? Did parents recognise when the child/ren were looking to end the call? Did anyone intervene? What action was taken? Detail the instance and parents’ response to the intervention. How did the parent manage their own feelings & child’s needs? How did the child react? (Sad, indifference, wanting further contacts, angry, tearful, distressed etc)

**What is working well?**

**What are you worried about?**

**What needs to happen?**

E.g. behaviour of child, adult, accidents, exclusions who have you reported/communicated with? When? and How?

Have you spoken with the parent if the feedback was passed on by the carer? Note the feedback from the parent as to how they felt the contact had gone/ or any specific comments they had about contact?

**SCALING**

On a scale of 0 – 10 where 0 is that you felt the contact was very difficult for the child, whether physically or emotionally, and 10 being that the contact was very well managed and there were no concerns if you were facilitating the contact / have enough feedback to rate this.

Give one scaling as an ‘overall’ for the contact in terms of how you felt the contact went.

Give individual scaling for EACH child at contact, it might be that contact was better for one than the other for various reasons. Give your reason for why you scaled this where you did, and how the contact can be improved to move up the scale.

**REFLECTION/ANALYSIS**

This section should cover how you felt the contact went, draw upon any difficulties experiences, and the parts that worked well in contact. Include your interpretation of the contact, using phrases such as “In my professional opinion…” “It was felt that…”.

Use this section to address any concerns raised in regards to parents engagement, for example whether the parent was focused on contact or attempting to discuss any legal intervention such as court proceedings.

If possible, and relevant, comment on whether intervention has been required with the parents and if known, whether this is a pattern with previous contact sessions and how that might be addressed, how the child presented, whether there were any concerns.

This section will include the factual information, but also give an opportunity to analyse what this meant for the child in contact.