**Carer Guidance for Facilitating Indirect Family Time**

**Key Points**

The Social Worker and/or Supervised Contact Keyworker will have discussed the indirect family time Risk Assessment for Indirect Family Time (Appendix 1) with the carer before indirect family time starts. The individual guidance and information of the child and family members within the risk assessment should be read in conjunction with this Carer Guidance.

Prior to indirect family time starting, the Social Worker and/or Supervised Contact Keyworker will have spoken to the family members involved and made clear expectations of indirect family time.

The carer will have been informed who to send the record of the family time to after it takes place.

**Before Phone/Video Call Begins:**

* Carer to explain the below to the child (age and understanding permitting) before this alternative way of supervising family time begins so child/ren are fully aware of its limitations.
* Supervised Contact Services will send this to Social Workers to share with family member before sessions begins, so the family member(s) are aware of limitations to this alternative way of spending time with their children.
* Carer to set up appropriate caller ID Settings if withholding of the telephone number is required or set up alternative email addresses to register for Apps used for video calls if there are concerns regarding confidentially.
* If the family member is not contactable at the agreed time of, allow 15 minutes to make reasonable attempts to enable family time to start. If, after 15 minutes this still has not been possible, family time will be cancelled for that session and the social worker should be informed. The child should not have to wait.

**During the Phone/Video Call**

* The phone/video call should always be on loudspeaker.
* Carer to be present throughout the phone/video call.
* Carer to ensure nobody else is present during phone/video call i.e. other family members unless prior agreement has been sought and confirmed.
* If the conversation starts to become inappropriate i.e. court case, allegations, another parent, the future - Carer to end the call by hanging up.
* The video call to take place in the house where there is nothing or little to see in the background for confidentiality reasons.
* The phone/video call should not exceed the time agreed by Social Worker.
* The phone/video call should only happen on days/times agreed by Social Worker.
* It is advised the carer, where possible makes observations notes of the family time session as it progresses to ensure the record reflects as far as possible the quality of the family time.

**Following the Phone/Video Call**

* Carers who was supervising the family time to use the record template: Carer Supervised Indirect Family Time Record (Appendix 4) to make a record of:
	+ Family member’s presentation,
	+ topics covered,
	+ how the family time went in general, and
	+ how the child presented before, during and after the phone/video call family time
* These should be emailed to either the Contact Service (emails below) or Social Worker depending on what the carer has been advised within 48 hours. The receiving practitioner will upload the record to the child’s file.
* Please highlight if there were any concerns and send a note if family time was cancelled with the reason why.

Records to the Contact Service should be sent to:

Exeter: childsc.supervisedcontactexeter-mailbox@devon.gov.uk

North: supervisedcontactservicenorth-mailbox@devon.gov.uk

South: childsc.supervisedcontactsouth-mailbox@devon.gov.uk

Mid & East: childsc.supervisedcontactmideast-mailbox@devon.gov.uk

**Support**

* If you have any concerns regarding the phone/video call or the child/ren’s response to this, please call your Contact Service keyworker, their Manager, or the child’s Social Worker or your Social Worker to talk this through – we are here to support.
* A Family Time Review will be organised by the Contact Supervisor Keyworker where involved, and/or Social Worker and held as soon as is possible if for any reason it is felt the indirect family time is not meeting the needs of child or family member.
* If the Carer is finding management of the sessions unsafe, we would endeavour to hold this review before family time is due again.

*Whilst carer should use appropriate encouragement with the child in promoting Family Time with family members, it should be remembered family time remains the child’s choice. If the child shows reluctance or is unwilling to engage after appropriate encouragement, sessions should not go ahead, and carer should inform Contact Supervisor Keyworker and/or Social Worker.*

**Skype App Setup**

1. Install the Skype app on your device. This is free and available on the Google Play store (for android devices) or Apple app store (for iPhone devices).
2. Once the app has downloaded app will require setting up. When it displays Welcome to Skype, tap on the blue ‘Let’s go’ button.
3. The app will display Let’s get started. Tap on the blue button that says, ‘Sign in or create’.
4. The app will then display Microsoft Sign in to continue to Skype. Below it displays No account? **Create one!** Tap on Create one.
5. The next screen displays Create account. Tap on the link **‘Use your email address instead’**
6. Enter your email address and on the next screen create a password.
7. On the next screen enter in your name as requested.
8. On the next screen input the date of birth.
9. The next screen requires you to verify the email address entered. There will be a code sent to the email which you need to input here.
10. The app may require you to verify the account is being set up by a real person and may ask you to enter the characters displayed on screen. Tap next.
11. The Skype app is now installed. It will now require some setting up, such as allowing it to find contacts in your device. Skip this and allow the app to access the audio, microphone and camera.
12. Once at the screen that displays **Start chatting on Skype,** Tap on your initials in the circle at the top of the screen. This will open additional settings.
13. Tap on settings.
14. Tap on Account and Profile.
15. Make a note of the Skype name. This will look something like live:.cid.4ef56535bb678487 – This will be needed to make a call later.
16. Go to **Your Profile.**
17. Scroll down and ensure no phone number is displayed in the Contact section.
18. Go back to the Settings screen and then go to Calling
19. Ensure Caller ID is Disabled.

**Making a Skype Video Call**

1. Open the app and tap on Calls icon at the bottom of the screen. Then tap on the search icon (Magnifying glass top right of the screen).
2. Type in the name of the person you are calling. (This will be given to you). It maybe that there are numerous people with the same name. The Skype name that you took a note of earlier will be displayed to ensure it is the correct person. (e.g John Smith live:.cid.4ef56535bb678487).
3. Once the person is displayed tap on the video camera icon at the top of the screen to start a video call.
4. Just your name will be displayed to the recipient.

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**Microsoft Teams – Carer Guide**

1. If carers do not want parents knowing their personal email address, they need to set up a new one that can be discarded when contacts resume as normal. They then need to let the Contact service know the email address.

This can easily be done but if you need help please phone your key worker/ contact centre for help.

1. The carer then needs to download the Microsoft team’s app, either from the app store if using an iPhone or iPad, or the Google Play store if using android. They do not need to sign in; just download the app to the device.
2. Once the contact service has setup the call, the invite will be emailed to the carer with the date and time and who will be joining (The parents). This email will display everyone’s email address and any details that are entered when creating the meeting in the calendar. There will be a link that says **Join Microsoft Teams Meeting.**
3. When the time comes for the call the carer should click on the link. The carer should then select **Join as a guest**. They will then be connected to the call, where they can select the camera option.