



## Maintaining Contact Venue Standards

### 1. Introduction

This guidance sets out the requirements for maintaining the city's contact centres by supporting and facilitating positive outcomes for families and carers who use the service.

### 2. Roles and Responsibilities

<b>Area Assistant Directors</b>	<ul style="list-style-type: none"><li>Identify and designate a named member of staff to act as the Responsible Officer for every contact centre.</li></ul>
<b>Head of Service for Quality Assurance and Standards</b>	<ul style="list-style-type: none"><li>Keep an overview of quality.</li><li>Visit each contact centre at least once every year. Note: this duty may be delegated to an alternative member of staff.</li></ul>
<b>Responsibility of the Responsible Officer</b>	<ul style="list-style-type: none"><li>Accompany the Chief Social Worker, or alternative delegated member of staff, on visits and arrange a tour of the building.</li><li>Keep an overview of each centre and ensure that the building and its contents are maintained to an acceptable standard.</li><li>Hold and chair a Building User Group (BUG) meeting every quarter.</li><li>Record and follow up remedial action plans.</li></ul>

### 3. Building User Group (BUG) Meetings

BUG Meetings are used as a forum where concerns about the building can be discussed and a plan of action agreed and put in place to address any issues.

Attendees should include the following:

- The receptionist/administrator for the building
- A representative from the Contact and Escort Service.
- The Child Protection Chair.

Matters under consideration should include the venue, its immediate environment, meeting rooms/facilities and health and safety concerns as follows:

Area/Subject	BUG Considerations
The Venue	<ol style="list-style-type: none"> <li>1. Is it family friendly? Does it have a usable play area or garden?</li> <li>2. Can any minor modifications be undertaken to make the building more welcoming e.g. painting walls/windows?</li> <li>3. Can any major modifications be carried out to improve the facilities available e.g. a frame for the play area?</li> <li>4. Is there a dedicated reception area that family members can report to and relax before the contact takes place?</li> <li>5. Is there a quiet area for family members to use as a break out area?</li> </ol>
Immediate Environment	<ol style="list-style-type: none"> <li>6. Are there any concerns around the safety of visitors e.g. are bushes overgrown and creating vulnerable blind spots for CCTV?</li> <li>7. Is the area immediately outside the entrance to the building safe e.g. dangerous/uneven footpath? If so, expert advice should be sought.</li> </ol>
Meeting Rooms	<ol style="list-style-type: none"> <li>8. Is the room clean, bright and appealing as this will contribute towards a quality contact? Walls should be regularly painted by including this work on the building's annual maintenance/action plan.</li> <li>9. Are all areas clean? In addition to daily cleans, carpets should be professionally cleaned on a regular basis and replaced if necessary. Deep cleans should take place twice a year and soft furnishings and toys regularly washed.</li> <li>10. Cleaning of windows inside and out should take place regularly.</li> <li>11. Is the room of a good enough size for a quality contact meeting?</li> <li>12. Is there adequate space for an observation to be managed?</li> <li>13. Is there a table, chairs, changing mat etc. and is the layout organised in a way which supports the interaction of family members and the contact worker?</li> <li>14. Is there a high chair and other equipment to accommodate babies and toddlers?</li> <li>15. Can other people's conversations be heard? If so, sound proofing should be considered.</li> <li>16. Is there a good range of toys suitable for all age groups?</li> <li>17. Toys should be cleaned regularly.</li> <li>18. Are refreshments available to visitors such as water, vending machine?</li> <li>19. Are there pictures on the walls? Posters should be regularly replaced when they get tatty.</li> </ol>

	<p>20. There should be information and advice available to visitors such as a poster/notice on the wall advising them how to provide a comment, compliment or complaint about their experiences.</p>
<p>Health and Safety</p>	<p>21. Has a risk assessment been carried out? This should be undertaken annually.</p> <p>22. Is there Public Liability Insurance?</p> <p>23. If CCTV cameras are installed are they working properly?</p> <p>24. Are all floor areas free of debris and unnecessary clutter?</p> <p>25. Has any broken desks, chairs and toys been disposed of?</p> <p>26. Gardens should be regularly maintained and kept free of debris.</p> <p>27. Any remedial work required should be included in an action plan and emergency work addressed straight away. Cancelling a contact meeting because of an outstanding repair is not acceptable.</p> <p>28. Are any additional items such as a washing machine or tumble dryer serviced regularly?</p>

#### 4. Action Planning

Information collated from service user feedback forms can assist to inform Building User Group (BUG) Meetings.

Actions that cannot be undertaken by staff in the day to day management of the building should be reported to the relevant AD so that they can authorise any expenditure.

The Responsible Officer should arrange for any work to be undertaken or purchases made in line with Birmingham Children's Trust's procurement process.