



PROGRESS
CARE SOLUTIONS
Families First



Families First Supervised Contact Service

- Preventative Services

Our Families First contact centre, located in Birmingham offers a comfortable place where parents and their children (aged 0-16) can meet in a relaxed environment to help assess the suitability of placing a child/young person back in the family home. Our venue is friendly, welcoming and finished to the highest standards. There is a range of interactive toys and also a garden area which provides the opportunity to observe the parent's interaction with their child in a variety of ways.

Our contact service can be tailored to meet the requirements of individual cases.

The centre is open Monday-Sunday 8.30am -8.30pm.

You may choose to:

- Book the venue and provide your own supervision
- Book the venue and we will provide a contact supervisor for you
- Book just the supervised contact worker to attend at a different venue anywhere across the West Midlands
- Book an emergency contact session

We have a pool of supervised contact workers that are specifically trained in undertaking this work and to offer consistency we aim to provide the same supervised contact worker each time.

Our contact assessment reports are produced electronically and will be sent to the referrer within 72 hours of the contact taking place and will define the parent's ability to meet the physical, social and emotional needs of their child and also reflect the opinions of the young person themselves. Our staff will also attend review meetings as required, and carefully matched to reflect the complexity and risk of each individual case.

If you would like further information about Families First Service or Progress Care Solutions, then please contact:

t 0844 693 1193 f 0121 706 5395
e familiesfirst@progresscare.co.uk
w www.progresscaresolutions.co.uk

To make a referral: email referral@progresscare.co.uk or phone: 0844 800 1085



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