

Carisbrooke Contact Centre

Head of Service:	Karen Kerley
Team Manager:	Berni Farmer
Base:	Carisbrooke Contact Centre Clatterford Road, Carisbrooke, Isle of Wight
Phone:	827810
Opening Times:	9.00 am – 5.00 pm Monday – Thursday 9.00 am – 4.30 pm Friday Weekend opening is on a needs basis
Service aims:	<p>The Service provides contact supervisors who will supervise contact between children and their parents or relatives. This Service focuses particularly on children subject to Care Proceedings and where there are concerns about the child being subjected to harmful behaviours.</p> <p>The contact supervisors supervise the contact and provide advice and assistance to parents regarding behaviour management strategies, play and developing positive relationships between the child and his / her parent or between children within a sibling group.</p> <p>Work is also undertaken on life story book work with children in care.</p>
To access the support:	To access the support children need to be a 'Looked after Child'. If there are concerns about a child's welfare that meet thresholds for statutory intervention, referrals can be made to the Referral and Assessment Team on telephone number 525790.
Method of support:	<p>Observation and Feedback to parents</p> <p>Assessment work to contribute to wider assessment of children's needs</p> <p>Support to children and parents / relatives to assist them in developing positive relationships.</p> <p>Direct Work to contribute to children's life story book work and sense of identity</p>