

## How to refer.

Referrals are made by the allocated Social Worker of the family direct to the Contact Service. There is no formal referral form - a recent Children's Hearing/Child Protection Case Conference report or Single plan providing background information with a covering letter/ e-mail of what might be required is sufficient. E-mails should be sent to [contactservice@aberdeencity.gov.uk](mailto:contactservice@aberdeencity.gov.uk)

## What happens next?

A Team Leader/Team Manager at the contact service will attend the 3-day planning meeting (if child accommodated by the Local Authority) or arrange a Contact Planning meeting in all other circumstances at the earliest opportunity. At the meeting a plan of contact will be pulled together and agreed with clear expectations of all parties.

## Contact Details

**Contact Service**, Quarry Centre,  
Cummings Park Crescent,  
Aberdeen AB16 7AS

T: 01224 691800

E: [contactservice@aberdeencitycouncil.gov.uk](mailto:contactservice@aberdeencitycouncil.gov.uk)



Aberdeen City Council  
**Contact Service**, Quarry Centre,  
Cummings Park Crescent,  
Aberdeen. AB16 7AS  
Tel 01224 691800

# Contact Service Information for Referrers



## What is Contact?

Contact is the term adults use to best describe the meetings/visits that take place between children and their birth family members when the child/children do not live with them.

## Ways of keeping in touch

Face to face contact - visits  
Telephone  
Letters  
Presents and cards  
E-mail  
Text messages

## What is the Contact Service?

Supporting contact for children who are accommodated by the local authority is an integral part of the children social work service. The Contact Service was established to offer a comprehensive, consistent approach to contact that will contribute to the assessment and planning of looked after children.

## What we aim to do

- 1 Arrange contact between children and their birth families
- 2 Compile a contact agreement that will set out clear expectations of both parents and workers during contact.
- 3 Observe contact.
- 4 Undertake assessments.
- 5 Offer practical support to parents and children.
- 6 Offer contact in a variety of settings which may include the family home where appropriate.
- 7 Provide regular feedback to parents and children about how contact is progressing.
- 8 Review contact on a regular basis.
- 9 Transport children to and from contact where appropriate.
- 10 Offer time limited outreach support when a child returns home.

## Where are we based.

The Contact Service is based within the Quarry Centre in Northfield. We have five designated rooms for contact that have been furnished to reflect an open plan living area with kitchen, dining and seating areas. There are a range of resources for all age groups that are there specifically to be used by families. Four rooms also have direct access to the garden.

