



Russell House

Parent Contact Agreement Policy

Date of last review:	2025	Review period:	2 Years
Date of next review:	2027	Written by:	Carla Mole
Type of policy:	Statutory	Committee:	FGB
Signature:			

Introduction

Prior to admission, it is important that the level of contact and arrangements for contact are agreed by families/guardians and Russell House staff. A Contact Agreement Form (see *Appendix 1*) is therefore completed and signed by families/guardians and the Head of care. This form also contains the details of any friends and close relatives that may want to contact Russell House to discuss a child and/or receive a weekly/half-termly letter/email update. We politely ask that telephone contact is limited with a wide range of family/friends for practical support reasons.

Telephone Calls

It is important to note that whilst care staff are talking with parents/families on the telephone, they are potentially taken away from working directly with the children/young people. For this reason, an agreed level of contact is encouraged wherever possible. It is important to note that some activities may prevent calls being answered or made so amendments to the contact agreement may need to be on-going and agreed by all parties.

Written and Email Contact

On interim weeks between these official updates, the key-worker responsible for each child may send an email as required, or telephone/text a parent/carer as necessary.

Contact from Unidentified Persons

Only family members and friends that are referenced in the Contact Agreement Form will be given any information about the child/young person. Calls from other family members or friends that are not identified on the Contact Agreement Form, will be politely refused and they will be redirected back to parents/guardians for clarification of the Contact Agreement arrangements.

Privacy During Contact

Children/young people will be encouraged to take/make calls from/to home in as private an area as possible. Exceptions to this may occur where a child/young person's communication needs have to be considered and support from a staff member is required.

Visits to Russell House from Parents/Families

Mid-week visits to Russell House by parents/families must be planned in advance and agreement sought with the staff on duty. This is to ensure that the visits do not clash with activities or other visitors where over-crowding may become a problem or where pupils may already be engaged in an on or offsite activity.

During visits, we endeavour to ensure that all those present are kept comfortable and safe and therefore parents are responsible for any visiting siblings and are asked to ensure that they are with parents at all times unless with agreement from the staff present.



CONTACT AGREEMENT FORM

For Boarding Pupils

CHILD'S NAME

Telephone Contact

Please remember that whilst care staff are talking on the telephone, they are potentially not able to work with boarding pupils at the same time. Please also be aware that "Russell House" only has one direct telephone line for external calls (01562 512721). For these reasons, please ensure that calls are made at an agreed time and the duration of these are kept to a polite minimum.

Would you prefer for care staff to call you? Yes/No

Preferred Frequency of Calls

Preferred Time of Calls

Contact by Other Means

Russell House staff would like to update you weekly on activities and, where possible, involve pupils in creating a letter home which can be sent by email or by post. Please tick the relevant box/es below if there are any methods of communication that you **DO NOT** wish to be contacted via. Please leave all boxes blank if you are happy to be contacted via any method of communication.

Email	<input type="checkbox"/>
Letter	<input type="checkbox"/>
Text Message	<input type="checkbox"/>
Marvellous Me	<input type="checkbox"/>
EfL Parent View Portal	<input type="checkbox"/>

Address

..... Post Code

Email

Appendix 1 (continued)

Other Family Members

You may have other family members or close friends that may wish to be kept in contact with. Please bear in mind that Russell House only has one external telephone line which has to be used for all boarding pupils. Please also bear in mind the cost of external posting.

Please record other family members and/or close friends who may wish to be contacted or contact your son/daughter whilst they are staying at Russell House.

Name: Relationship:

Details of Contact (e.g. letter, email address, home address, frequency, etc.)

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Name: Relationship:

Details of Contact (e.g. letter, email address, home address, frequency, etc.)

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Name: Relationship:

Details of Contact (e.g. letter, email address, home address, frequency, etc.)

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Agreed by

(sign) and

(print) and Abby Baker (Head of Care)/Carla Mole (Deputy Head of Care)

Date