




## Chances Gives Choices (CGC) – Parents' Information 2025

Welcome

### Welcome to Chances Gives Choices (CGC).

Our passion is keeping families together and giving people the chance to get it right—for their child, themselves, and their future.

### We value your feedback. Please send any compliments or complaints to:

 Duty Manager (preferred): [contact@chancesgiveschoices.com](mailto:contact@chancesgiveschoices.com)


 Post: Claire Lizbeth House, Lone Barn Stables, Stanbridge Lane, Hants, SO51 0HE


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## Contact & Head Office

### Head Office:

Claire Lizbeth House, Lone Barn Stable, Romsey, Hants, SO51 0HE

 Tel: 01794 516622

 Email: [contact@chancesgiveschoices.com](mailto:contact@chancesgiveschoices.com)

 Web: [www.chancesgiveschoices.com](http://www.chancesgiveschoices.com)

### Opening Hours:

Mon–Sun: 9:00–18:00

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## CGC Locations

- Romsey (Hants): Claire Lizbeth House, SO51 0HE
- Alderbury (Wilts): Richard Alan, Old Road, SP5 3AR
- Christchurch (Dorset): The Madeleine McGrory Room, Suite 16, Basepoint, BH23 6NX

- Basingstoke (Hants): The Basingstoke McCrory Rooms, 12 Faraday Court, RG22 4BJ
- Winchester (Hants): The Marion Patience Rooms, Weeke Community Centre, SO22 6HG
- Havant: The Joy Carter Rooms, Suite 3, Basepoint, PO9 1HS
- Chichester (W. Sussex): The Danny Charles Rooms, New Park Centre, PO19 7XY
- Newbury (Berks): The Rhiannon Margaret Rooms, East Woodhay Village Hall, RG20 0AR
- Ripley (Surrey): Nicholas Barry Rooms, Ripley Village Hall, GU23 6AF
- Bourne End (Bucks): Carole Anne Rooms, Bourne End Community Centre, SL8 5SX

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### **What We Do**

- Transporting children
- ICFA (direct work with families)
- Supported sessions (centre & community)
- Supervised sessions (centre & community; one or two workers)
- Handover service
- Letterbox service
- Community sessions (supported & supervised)
- Venue full-day sessions (e.g. weddings/events)
- Assessment day sessions with written court reports

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### **Communication Service**

- Used where there's no direct communication between parties.

- CGC will not pass on abusive, threatening, or negative messages.
- Messages are logged on our secure system.
- Fee: £7.00 per communication (sender pays).

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## **Fees & Service Summary**

### **Handover Service**

- Referral fee: £100
- Daily charge: £24.00 (£48.00 for multi-day)
- Temporary arrangement; no detailed reports unless risk of harm.

### **Supported Contact**

- Referral fee: £102
- Centre: £27.50/hour
- Community: £35/hour (+ travel charge)
- Minimal recording (attendance only unless risk).

### **Supervised Contact**

- Referral fee: £102
- Centre (1 worker): £70/hour
- Community (1 worker): £85/hour (+ £42/hour travel time)
- Two workers: £90/hour (centre) | £110/hour (community)
- Full observation, monitoring & written reports.

### **Payment Terms**

- Mon–Fri sessions: Pay 48hrs in advance (by 4pm).

- Weekend sessions: Pay by 4pm Wednesday.
- Unpaid sessions are cancelled.

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### **Arrival & Departure (“Safeguarding Window”)**

- Non-residential adult: Arrive 15 min early; remain after for 15 min.
- Residential adult: Arrive at start and return at end.

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### **Session Rules**

1. Changes only by mutual agreement or court direction.
2. Notify us immediately if unable to attend.
3. Be punctual and calm; avoid distressing children.
4. Repeated lateness may lead to suspension.
5. Records are kept and may be shared with referrers/agencies.
6. Safeguarding concerns are referred to Children’s Services.
7. While at CGC you must:
  - Switch off phones/recording devices.
  - Not give medication (except emergencies).
  - Not attend under the influence of drugs/alcohol.
  - Not bring unauthorised persons.
  - Not engage in abuse or negative behaviour.

- Not smoke in or near the centre.
- Tidy rooms before leaving.
- Follow supervisor guidance.
- Take photos or give gifts only if allowed by court order.

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### **Confidentiality & Data Protection**

- Information is gathered, stored and shared in line with safeguarding law.
- Files may be shared with CAFCASS, Police, Children's Services or legal parties.
- Records kept for 3 years (longer if safeguarding concerns apply).
- All electronic reports sent securely as password-protected PDFs.

Data principles: Fair, lawful, specific purpose, accurate, secure, rights-compliant.

**Policy Date: 21.08.2025**

**Review Date: 21.08.2026**

**Signed: Claire Whitfield, CEO**

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### **Service User & Children's Evaluation**

How long did you wait before the centre could accommodate you?

Rate each area (1 = poor, 4 = excellent):

- Information from referrer: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Parents' leaflet: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Location/access: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Welcome/reassurance: 1 ☐ 2 ☐ 3 ☐ 4 ☐

- Feeling of safety: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Facilities: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Toys/games/books: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Special facilities: 1 ☐ 2 ☐ 3 ☐ 4 ☐
- Staff impartiality: 1 ☐ 2 ☐ 3 ☐ 4 ☐

Comments:

- If rated “poor”, please tell us why: \_\_\_\_\_
- How has the centre helped you? \_\_\_\_\_
- What could improve our service? \_\_\_\_\_
- Any other comments? \_\_\_\_\_

Thank you—your feedback helps us improve.