



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI757535826**

Thank you for your request for information relating to Frameworks/Supplier Lists for Supervision of Families in Children's Services.

You have requested the following information:

Please could you provide details of any current frameworks, approved provider lists, or contractual arrangements that your Local Authority has in place relating to the supervision of families within Children's Services. Specifically, I am interested in services that involve:

- **Supervised contact between children and family members**
- **Family support or intervention services delivered in the home or community**
- **Any specialist supervision services commissioned as part of safeguarding or child protection plans**

For each relevant framework or supplier list, I would be grateful if you could include:

- 1. The name and scope of the framework or arrangement**

Coventry City Council Contract

Family Time (The current contract is called Supervised Contact)

Scope: The service primarily supports children and young people who are looked after by the local authority, ensuring they are able to maintain safe and meaningful contact with their birth families, in line with their care plans and any relevant court orders.

The provider is required to:

- Deliver supervised, supported, and handover contact sessions in accordance with care plans and/or court directions.
- Provide trained, experienced, and suitably vetted staff to facilitate contact sessions.
- Ensure the child's welfare and safety is paramount at all times.
- Maintain accurate, impartial, and timely records of each contact session, which may be used in legal proceedings.
- Work collaboratively with social workers, carers, and other professionals to ensure consistency and quality in service delivery.
- Offer flexibility in delivery times, including evenings and weekends, to meet the needs of children and families.
- Provide suitable, child-friendly venues where required, or support contact in community or family-based settings.
- Ensure services are delivered in a manner that promotes equality, diversity, and inclusion.

Dynamic Purchase System (DPS) led by Telford and Wrekin Council and accessed by Coventry City Council

Children and Family Support Services (CAFSS)

Please see Lots below under the CAFSS DPS. Please note that not all these Lots are accessed by Coventry City Council

| Lot No. | Lot Names |
|---------|------------------------------------|
| Lot 1 | Therapy |
| Lot 2 | Psychological Assess |
| Lot 3 | P&C Community Assess |
| Lot 4 | P&C Resi Assess |
| Lot 5 | Supervised Contact |
| Lot 6 | FGC - Family Group Conferencing |
| Lot 7 | Mediation |
| Lot 8 | Secure Transport |
| Lot 9 | OT - Occupational Therapy |
| Lot 10 | SALT - Speech and Language Therapy |
| Lot 11 | Independent Person |
| Lot 12 | Form F |
| Lot 13 | Form C |
| Lot 14 | SGO |
| Lot 15 | SEND Mediation |
| Lot 16 | Return Home Interviews |
| Lot 17 | Positive Behaviour Sup |
| Lot 18 | Parental Advocacy |
| Lot 19 | Mentoring |
| Lot 20 | Positive Activities |

2. The start and end dates of the current agreement

Family Time Contract: The current Supervised Contact contract expires on the 31st January 2026. The new Family Time contract which will replace the Supervised Contact contract will commence on the 1st February 2026. The initial term of the new Family Time contract is 2 years.

CAFSS DPS: 30th May 2022 – 27th October 2028.

3. The names of any providers currently approved or contracted under the framework

Family Time: Swan Family Centres is the provider for the current Supervised Contact contract, and they have been awarded the new Family Time contract

Providers appointed to the CAFSS DPS:

ACCOLADE MIDLANDS
Achieve Outreach Support Services Ltd
Andrusida Care Ltd
AV Social Work Ltd
Be Happy Support Limited
BSI HEALTHCARE LIMITED
COMFORTPLUS CARE GROUP LTD
DMR Services
Everready Health And Social Care Solutions Ltd
Executive Health Limited
Fastline Healthcare Ltd
Flex360 LTD
GPS Ltd
Health Connect Homes
Kingston Noble Career Consultancy Limited
Make it Mentoring C.I.C.
Neighbourly Helpers LTD
New Era HealthCare Solution
Oaks Healthcare Ltd
Pears Therapy
PREMIUM HEALTHCARE STAFFING LTD
Progress Care Solutions Limited
Prospero Ltd
Springvale Social Work Assessments
Synergy Support Services Ltd
Thomas Independent Social Work Limited
Trinity Havens Ltd
Trinity Support Services Limited
TS Healthcare
Velox Children's Social Care
Welfare First Ltd
Win Healthcare Limited

4. The process by which new providers can apply to join or be considered

For Coventry, tendering opportunities are published on the council's e-tendering portal www.csw-jets.co.uk and the platforms below:

Contracts Finder - GOV.UK
<https://www.gov.uk/find-tender>

For CAFSS, see 'find a tender' platform link above and see contact details below under question 5. Providers can apply to join the CAFSS DPS at any time

5. The contact details for the team or individual responsible for commissioning these services

Family Time Contract - ChildrensCommissioning - childrenscommissioning@coventry.gov.uk

CAFSS DPS - email: samantha.welch@telford.gov.uk

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance