

## THE KEEPING IN TOUCH TEAM:

We work with adoptive, Special Guardianship and birth families, after an order is made, to help children maintain safe and meaningful contact with important people in their lives. The child's best interests are at the heart of all the work we do.

We offer a range of Keeping In Touch options - each arrangement is made with the individual needs of the child in mind. We can help manage indirect contact (letter and email exchanges, video messages) or direct contact (face to face meet ups, telephone or video calls.)

We know that when everyone feels supported, arrangements are more likely to be positive and meaningful.

The Keeping in touch team offer a service to all adopted children placed by Suffolk, whether they remain in the county or are placed elsewhere. We also offer Keeping in Touch support to children subject to an SGO order who are placed by Suffolk.

The Keeping in Touch team offers support for birth parents / birth relatives living in Suffolk regardless of whether their children were adopted here or elsewhere.

## OUR KEEPING IN TOUCH OFFER:

Our KIT team consists of social workers and family support practitioners who specialise in Keeping in Touch work. Our team is overseen by a consultant Social Worker and a Practice Manager.

We offer:

- **contact consultations**
- **help with Keeping in Touch arrangements**
- **individual support sessions** for birth relatives and adoptive families; helping with letter / email writing, sharing difficult news or managing loss etc.
- **assistance reviewing agreements.** Our agreements are designed to be flexible, so they can grow with the child.
- **signposting service** to helpful organisations / services
- **helpful resources and workshops**
- **a 16+ transition to adulthood service for Keeping in Touch arrangements.**
- **direct work with children** around Keeping in Touch
- **joint working with other agencies** to support you to maintain important relationships

## HOW TO MAKE CONTACT WITH US:

The easiest way to reach us is via email and our inbox is monitored from **Monday- Friday**. You can also reach us by phone - leave a message and we will come back to you.

**Email:**

**[CYPKeepingintouch@suffolk.gov.uk](mailto:CYPKeepingintouch@suffolk.gov.uk)**

**Telephone: 01473 265700**

Please note, we do not run an emergency / duty service but will respond to enquiries as soon as we can.

**If you have safeguarding concerns about a child, please contact :**

**Customer First  
on 0808 800 4005**



## WHAT YOU CAN EXPECT FROM US:

- We will communicate with you regarding your agreement in a way that suits you.
- We will listen to your views and the views and wishes of your child. This will help us support you best.
- We will help you to consider your network of support including family members and friends and how they may be able to contribute to helping you maintain important links.
- We will be happy to review agreements so they continue meeting the changing needs of your child as they grow up.
- Where children live separately from siblings, we will do our best to help everyone maintain important links.
- We will encourage all parties to be understanding and respectful of each other.
- We will encourage you to manage your agreements independently where possible but will always be there to support you should you need any help.

## WHAT WE ASK OF FAMILIES:

We ask parents / special guardians accessing the Keeping in Touch service to be actively involved in helping their child understand their adoption journey. This means making time to respond to children's questions and understanding how children process their feelings around their adoption. We can support you by offering training and advice around managing on-going relationships.

For our birth families, we ask you to let us know if you need any extra support. Our practitioners will be able to put you in touch with specialist counselling and services that can help.

We ask everyone involved in an agreement to keep us updated with changes in contact details or addresses.

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We ask adoptive and birth families to start thinking about how they will manage contact when their child reaches 18 and their Keeping in Touch arrangement comes to an end. We suggest a Keeping in Touch review when your child reaches 16, so we can support you to begin thinking about the future.

# Keeping in Touch

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