

INFORMATION PACK



**INSIGHT
SUPPORT GROUP**

Connecting families, Strengthening bonds



A WARM WELCOME!

Insight Support Group is a family-focused contact organization which was established in March 2021 and is located in the heart of Wembley, just 10 minutes from Wembley Stadium. Our mission is to foster positive family experiences and provide a safe, nurturing environment where children and families can build meaningful connections. Led by two experienced social workers and supported by a multidisciplinary team of professionals, we bring extensive expertise in child development, family dynamics, and managing family time. Our focus is on promoting the well-being of children and supporting families through structured, supervised, and supported contact sessions, including community-based contact arrangements.

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Our Values and Ethos

- **Child-Centered Approach::** Ensuring the safety, welfare, and development of children remains our top priority.
- **Integrity and Professionalism:** Upholding honesty, respect, and confidentiality in all our interactions.
- **Empowerment:** Supporting families to strengthen their relationships and create lasting positive change.
- **Inclusivity:** Providing an environment that respects diversity and promotes equality for all families.
- **Community Engagement:** Collaborating with stakeholders to enhance the support available to families in need.

Our Services

Supervised and Supported Contact Centre

Safe and Structured Family Time: Our centre provides a welcoming and secure space for children to meet with their families. These sessions are designed to preserve family bonds, promote positive interactions, and ensure the safety of all participants.

Tailored Support: Each family’s unique circumstances are taken into account, and we design sessions that align with the specific needs outlined in their care plans.



Community-Based Contact Services:

For families where appropriate, we offer contact sessions in community settings, helping children and parents build relationships in familiar, everyday environments. Sessions are carefully monitored and supported by trained staff to ensure that they meet the needs of the children and comply with agreed care plans.

Additional Support Activities:Therapeutic Techniques: Incorporating art, play, and other therapeutic approaches to facilitate communication and strengthen family relationships.

Parenting Guidance: Providing resources and advice to help parents better understand and meet their children’s needs.

Skill Development: Activities designed to improve children’s social skills, emotional well-being, and self-awareness.



We offer Private, child-friendly rooms for supervised contact sessions. Comfortable spaces for supported interactions and therapeutic activities. Secure facilities designed to prioritize the safety and privacy of all users. Accessibility features to accommodate individuals with additional needs.

Commitment to Excellence:

At Insight Support Group, we are dedicated to continuous improvement. We regularly review our services, gather feedback from families and professionals, and stay updated on best practices in family support and child welfare. Our goal is to ensure every family contact session is a positive step towards building healthier and happier family relationships

Our Team:

Our leadership and operational team bring together a wealth of experience in social work, education, and child development

Director: Oversees the strategic direction of the centre, ensuring compliance with regulatory standards and fostering partnerships with stakeholders.

Contact Manager: Manages the day-to-day operations of the centre, including scheduling sessions, liaising with referrers, and overseeing staff performance.

Supervisors/Contact Facilitators: Provide hands-on support during supervised and supported contact sessions. They ensure the safety and well-being of children, facilitate positive interactions, and document observations for referrers.

Location and Facilities:

Our centre is situated in a vibrant area of Wembley, easily accessible by public transport and just a short walk from Wembley Stadium.



Our Executives



Grace **OFORI** - Director

“As a parent, Grace appreciates the unconditional love and bond between a parent and child”

Grace has been a Practice Educator who has specialised in safeguarding and supporting families, children, students, and professionals for many years. With extensive experience as a supervising social worker, Grace is skilled in child development, safeguarding, and assessments

Before her social work career in 1991, Grace worked with children of all ages in educational and Sunday school settings, which deepened her understanding of child development and the importance of nurturing relationships.

As a parent, Grace appreciates the unconditional love and bond between a parent and child. This perspective motivates her to create a safe, therapeutic space for families. Grace is dedicated to helping children stay connected to their families in warm, fun, and loving ways, ensuring their well-being remains at the heart of every interaction.

Grace’s dedication to her community is evident in her approach to creating meaningful, supportive services that prioritise the well-being and development of children while honouring family relationships.

Our Executives



Augustina (Tina) **AMPOFO** - Contact Manager

“Tina is committed to creating a supportive and efficient environment where the team can thrive”

Tina’s professional journey began in 2018 as a Supervising Social Worker in an Independent Fostering Agency. During this time, she made significant contributions to fostering practices, ensuring that both foster carers and staff were well-equipped to provide the best care for children and young people.

Fostering and supporting families and children has always been close to her heart. Currently, Tina serves as one of the Fostering Team Managers, where she has the privilege of meeting and interacting with foster carers and families at panel meetings. she also enjoys organizing family contact sessions and other activities that promote a sense of inclusivity and belonging for both children and their families.

Tina is committed to creating a supportive and efficient environment where the team can thrive. Her goal is to ensure that every interaction within the contact centre is handled with the utmost care and professionalism, reflecting the company’s dedication to the well-being of children and families. The opportunity to make a positive impact on the lives of children and young people, and to support the dedicated carers who open their homes and hearts to them, is what drives her.

Our Executives



Henry **AMPOFO** - Manager Safeguarding

“Henry rewarding roles including serving as a mentor and role model for children facing behavioural challenges”

Henry Ampofo, is the Director in charge of Safeguarding at the Family Contact Centre. Henry has over 14 years of experience in the education sector. He has wealth of knowledge and deep commitment to ensuring the safety and well-being of the children and families we serve.

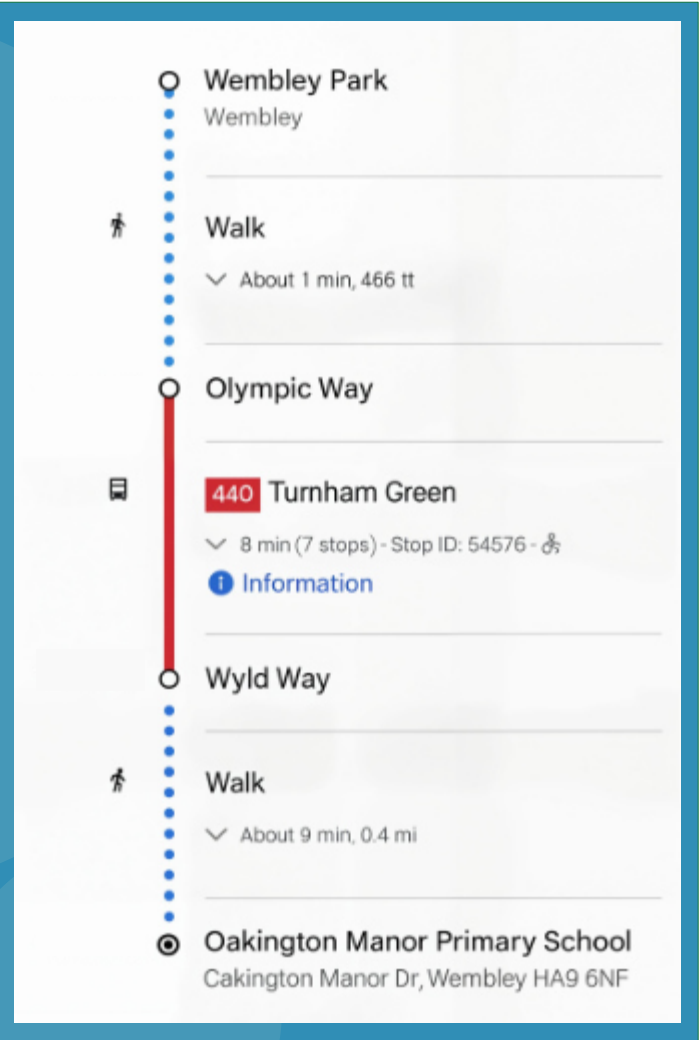
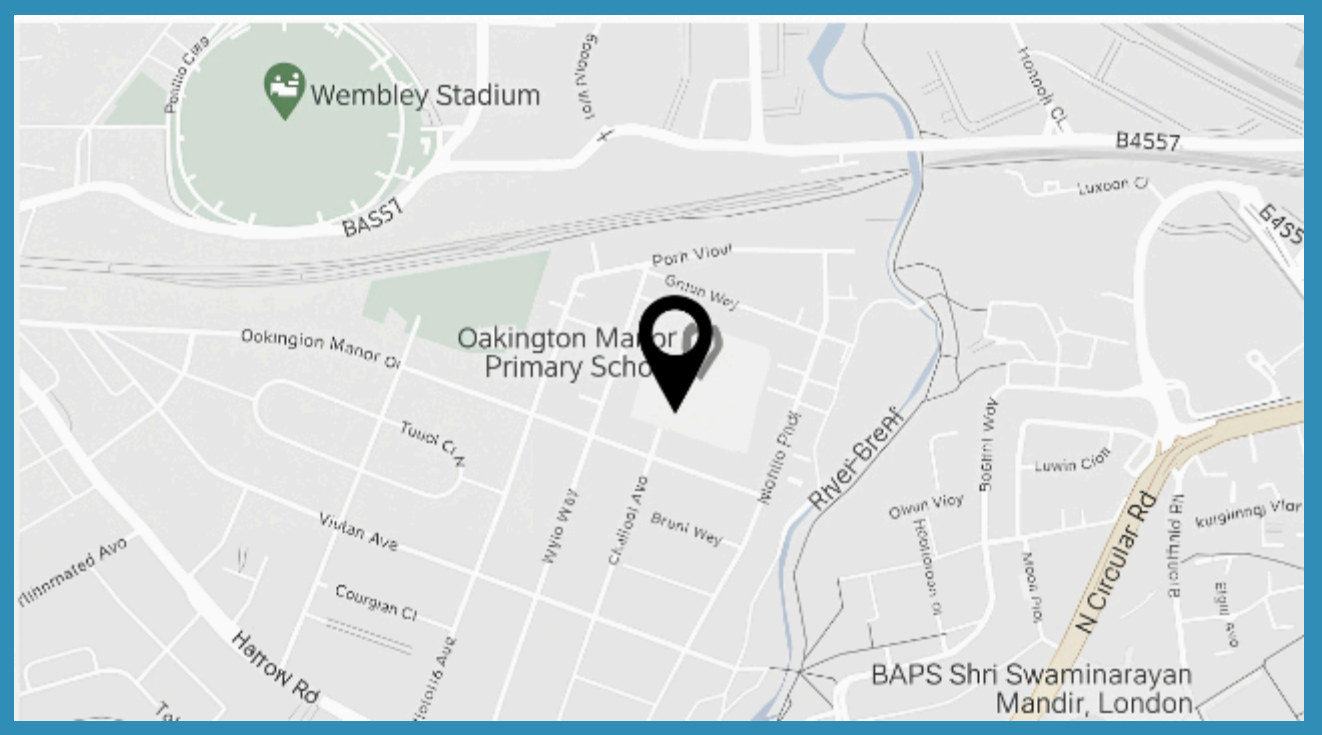
Henry has a background is in primary education and holds a degree in Social Studies. Throughout and specialized in creating supportive and enriching learning environments. Henry holds a National Professional Qualification for Senior Leadership (NPQSL) which has equipped him with the skills to lead various initiatives, including those in mathematics and humanities. Additionally, Henry has the privilege of mentoring Early Career Teacher Training students, helping to shape the next generation of educators.

Henry rewarding roles including serving as a mentor and role model for children facing behavioural challenges. Through restorative practices, role play, and drama, these help in developing positive behaviours and building their self-esteem.

Beyond professional life, Henry is passionate about sharing the ethos of Christianity and offering charitable support and involved in providing aid to those in need both in the UK and in deprived countries abroad.

Henry’s greatest passion is spending time with children and supporting them to reach their full potential and believe that every child deserves a safe, nurturing environment where they can thrive.

Contact us



DIRECTION

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Our Facilities



