

## National Association of Child Contact Centres (NACCC)

Promoting safe child contact within a national framework of child contact centres and related services.

NACCC holds the following values:

- Ensuring safety.
- Child-centred within the family.
- Promoting equality, celebrating diversity.
- Independent and impartial.
- Respecting individuals, preserving confidentiality.
- Valuing and supporting voluntary service.
- Sharing skills and expertise to achieve better outcomes for children and their families.

NACCC's member child contact centres and services have an endorsed accreditation process which shows that they all work to agreed and approved national standards, which ensure that families using them are safe and well cared for.



## What does NACCC offer?

The National Association of Child Contact Centres offers a range of support services to its membership:

- Telephone helpline.
- Skills and development opportunities.
- Specialist advice and support for new child contact centres and services.
- Manual of good practice.
- Positive volunteer recruitment and information leaflets.
- Child contact centre and service publicity materials.
- Funding support.
- *Contact Matters* magazine.
- Directory of child contact centres and services.
- Website.
- Criminal Records Disclosure service.
- AGM and Conference.

NACCC also provides a voice for child contact centres and services, promoting their role with national and regional decision makers.

## And finally...

If you are interested in becoming a volunteer, making a donation or would like to find out more about the National Association of Child Contact Centres or child contact centres, please contact:



Tel: 0845 4500 280 (local rate)  
0115 948 4557\*

\*cheaper from your mobile  
email: [contact@nacc.org.uk](mailto:contact@nacc.org.uk)  
[www.nacc.org.uk](http://www.nacc.org.uk)

National Association of Child Contact Centres

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## Jack has just seen his Dad for the first time in six months...

...in a child contact centre supported by the National Association of Child Contact Centres



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## What is a child contact centre?

Child contact centres are safe, friendly and neutral places where children of separated families can spend time with one or both parents and sometimes other family members. They are child-centred environments that provide toys, games and facilities that reflect the diverse needs of children affected by family breakdown.

## How many centres and services are there and who runs them?

NACCC supports around 350 child contact centres and services throughout the British Isles (with an additional 45 either affiliated or supported by Relationship Scotland). Trained volunteers run the majority of these centres and it is estimated that over 15,000 children use them every year. All staff and volunteers are checked by the Criminal Records Bureau prior to starting work at the centre. Safeguarding policies are in place.

## Using child contact services

Most families are referred to child contact services by solicitors who fill in the forms and make the arrangements required. Other families are referred by the Courts, CAFCASS officers, family mediators and social workers. Referrers that have joined NACCC as affiliate members can find details of local child contact centres and services through the NACCC website.

## Who pays for child contact services?

The majority of supported child contact centres do not charge for the use of their services, however, some may charge a referral fee\*. Many services are dependent upon donations or grants to continue their work but some are supported by local community initiatives.

\* The majority of supervised child contact services will charge.

## Why use child contact services?

### *From a child...*

"When mum and dad split up I was glad. The rowing stopped and mum did not cry anymore. After a while though I began to miss my dad. When I asked mum she said it was best that I did not see him, as she didn't want him coming to the house. Dad must have missed me too because he went to a solicitor who arranged for us to meet at a child contact centre. We have been meeting there for about six months and I always look forward to Saturday afternoons."



### *From a mum...*

"The contact centre has enabled me to have regular visits with my daughter. It is very friendly and a really good caring environment."



### *From a dad...*

"I was shown into the hall... suddenly the boys came running to me, their arms open, both shouting DADDY, DADDY, DADDY! Big hugs for each one. It was like a rugby scrum only for once I was crying. They had not forgotten me."

