

National Association of Child Contact Centres

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

This child contact centre is a member of the National Association of Child Contact Centres (NACCC).

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 all NACCC child contact centres work to agreed and approved national standards, which ensure that families using the child contact centres are safe and well cared for.

NACCC supports around 350 child contact centres and services throughout the British Isles, with an additional 42 either affiliated to or supported by Relationship Scotland.

If you would like to find out more about the National Association of Child Contact Centres, please contact:



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

*cheaper from your mobile
email: contact@nacc.org.uk
www.nacc.org.uk

National Association of Child Contact Centres,
Minerva House, Spaniel Row, Nottingham NG1 6EP

Registered Charity Number: 1078636
Company Limited by Guarantee Number: 3886023
(Registered in England and Wales)

Luminous Frog www.luminousfrog.co.uk

Your local child contact centre



Equal opportunities and diversity

We aim to offer an equal service, regardless of race, skin colour, ethnic origin, cultural beliefs, nationality, gender, age, HIV/AIDS, disability, sexual orientation or religion, and to anyone who is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Child contact centres

... so that parenting needn't end when a partnership does



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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 put the needs of the children first.

What is it like at a child contact centre?

The most important people in the child contact centre are the children. We aim to create a warm, sociable atmosphere where you and your children can relax and enjoy yourselves. The centre has an area with a variety of games, toys and books for children of all ages. Tea, coffee and other refreshments are provided. You may want to bring along some favourite toys, special drinks, or other things you might need such as nappies.

The child contact centre is run by fully trained volunteers or staff. They are impartial, so they do not take sides. They work to a strict confidentiality policy, have all been through an enhanced Criminal Records Bureau check and have safeguarding policies in place.

How are the visits arranged?

Visits are normally by referral. The referral can be made by a social worker, solicitor, family mediator, CAFCASS officer, or by a court order. The person making the referral fills out a referral form and sends it to the centre co-ordinator. Some centres may accept self referrals. How often you come to the centre depends on you and when the centre is open.

We ask you (the parent) and your child or children to come and see the centre before your first arranged visit. This will help you get to know the centre and the staff, and make your first visit easier.

Do I have to meet my ex-partner when I go to the centre?

Not if you don't want to. Parents are responsible for their children at all times while at the centre so you will have to wait with your child until your ex-partner arrives. However, the centre staff can deal with the handover of your child so you don't need to meet your ex-partner.



What happens if I can't come at a time when I've arranged a visit?

Let your ex-partner and the centre co-ordinator know as soon as you can.

Does the centre make any reports about us?

A child contact centre is independent of the courts, CAFCAS, CAFCASS CYMRU, social services or any statutory agency. Supported centres do not make verbal or written reports about visits, apart from the dates and times of attendance. The only exception to this is if we believe that a child is at risk, or if a member of staff, volunteer or centre user is at risk of harm.

Is there anything I need to do?

As this is a special time for children to spend with the parent they no longer live with, we ask that new partners do not attend the centre. Also, please keep disagreements out of the child contact centre. Remember that your child is hurting too. Make this a happy time for them.

Are there any rules?

As few as possible! However, the centre is used by several families at the same time, so we have to ensure the safety of everyone and consideration for others:

- Parents are responsible for the safety and supervision of their children at all times while at the centre. No child may be left without a parent in attendance.
- You must provide a contact telephone number when leaving children at the centre.
- A child may only be taken from the centre during a visit if this is stated on the referral form, or with the written consent of both parents.
- Relatives or friends can only attend if they are named on the referral form.
- There must be **no** arguing in front of any of the children. Abusive or aggressive behaviour and racist or other offensive remarks will not be tolerated. Any visitor acting in such a way will be asked to leave.
- Finally, please: No smoking in the centre. Switch off your mobile phone while you're with your child. Don't bring any pets. No taking photographs, video filming, or use of portable computers unless the other party and the co-ordinator or team leader have given their permission. Alcohol, drugs, or anyone under the influence of these will not be allowed onto the premises.



We look forward to welcoming you and your family.