

## PARENT INFORMATION

**To help answer your questions please take a look at our frequently asked questions and referral process information sheets**

### What is a Child Contact Centre?

A Child Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with one or both parents, and sometimes other family members. It is a child-centred environment that puts the needs of the children first.

### What is it like at a Child Contact

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.

Centre during a visit if this is stated on the referral form, or with the written consent of both parents.

The Child Contact Centre is run by fully trained staff. They are impartial, so they do not take sides. They work to a strict confidentiality policy and have all been through an Enhanced DBS criminal records check

### How are the visits arranged?

Visits are by referral. The referral can be made by a social worker, solicitor, family mediator, CAFCASS officer (formerly known as a court family welfare officer), or by a court order. The person making the referral fills out a referral form and sends it to the Centre Co-ordinator. How often you come to the Centre depends on you and when the Centre is open.

You can also refer yourself, please contact us for details of fees or for more information .  
[contact.centres@agfamilysupport.com](mailto:contact.centres@agfamilysupport.com)

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

Let your ex-partner and the Centre Co-ordinator know as soon as you can. Please be aware depending on the notice given cancellation fees may be incurred

**We are an enhanced accredited status from National Association of Child Contact Centres (NACCC)**

**Promoting safe child contact within a national framework of Child Contact Centres**

### **NACCC Centres**

NACCC holds the following values:

- Ensuring safety.
- Child-centred within the family.
- Promoting equality, celebrating diversity. • Independent and impartial.

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

- Respecting individuals, preserving confidentiality.
- Sharing skills and expertise to achieve better outcomes for children and their families.

NACCC's member Child Contact Centres 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 throughout the British Isles, with an additional 35 supported by the Scottish Association.**

**If you would like to find out more about the National Association of Child Contact Centres, please contact: Tel: 0845 4500 280 (local rate) email: [contact@naccc.org.uk](mailto:contact@naccc.org.uk)**