



Dursley and Cam Child Contact Centre
 Community Rooms
 Dursley Tabernacle/United Reform Church
 Parsonage Street
 Dursley
 Glos GL11 4BW
 Web: dursleytab.org.uk/wplive/child-contact-centre
ALL ENQUIRIES TO:
Tel: 07824 872854
Email: coordinator@dursleyccc.org.uk

Fees: A £30 Registration fee is payable by the parent requesting contact. Contact sessions are free.



DURSLEY & CAM CHILD CONTACT

This is a 'supported' service accredited by the National Association of Child Contact Centres. We are a voluntary registered charity with training volunteers who help to support 'family time' between children and their parent/carer.

We offer a safe and neutral space where children can meet and enjoy uninterrupted time with the parent they no longer live with.

We offer a breathing space and are a stepping stone for parents to work out future arrangements to be able to move on from our service.

As a 'supported' service, we do not observe and make records of contact other than dates/times of attendance that can be provided to the Family Courts/other professionals.

Data protection, confidentiality and safeguarding is a priority throughout all Centre activity.

Separating families can 'self-refer', Solicitors, Social Services, Cafcass and the Family Courts can refer families to the Centre for 'supported' contact.

We welcome enquiries from volunteers who may wish to support the contact sessions.

What is a Child Contact Centre?

It is a service that offers a safe, neutral place where children can meet with the parent they do not live with. It is a place where 'family time' can be maintained or restored whilst the parents work out the way forward in the child/children's best interest, to have normal contact in the community or in each other's homes. It is essential that both parents are committed to the needs of the child/children.

Supported family time is not a permanent solution, it is a short-term arrangement that can be anything from a few weeks to a few months, it cannot be seen as a long-term solution. Much will depend on the needs of each family and any directions from the Family Court where there is a Court Order.

Whatever the need, the contact service will review with the family every few months to agree how arrangements can be moved forward. For some families a gentle introduction into the community is preferred using our 'handover' service at the start and end of each 'family time' or for part of a session. We cannot escort families in the community.

Some families are referred for 'family time' by the Family Courts with a Child Arrangement Order, others may be in the process of obtaining a Court Order, and others will use the Centre on a self-referral basis simply to have somewhere that the children can maintain contact with their parent whilst planning the future.

What is 'supported' contact? This is when one or more parents are using the Centre at the same time with staff on hand to offer support if needed, for example: the **handover** of children where parents do not wish to have contact with each other; to support play activities if required.

No record of the session is kept apart from noting the dates and times of attendance unless there is a risk of harm to a child, parent or member of staff. This record of attendance can be made available to professionals such as the Family Courts, Solicitors, Cafcass where any Court Order is being applied for or reviewed.

No parents have to meet each other due to the staggered arrangements for arrival and departure.

You need to know: The safety and wellbeing of the child/ren is the parent's responsibility.

No child can be left in the care of Centre staff.

No child can be taken out of the Centre unless agreed by both parents and with Centre staff.

No forms of abuse, arguing, aggressive or offensive behaviour will not be tolerated.

No-one under the influence of drugs or alcohol will be admitted.

Other relatives can take part with agreement from the parents, the Centre or if under Court direction.