

DURSLEY & CAM
**CHILD
CONTACT
CENTRE**

**A safe neutral space
where a child can
have uninterrupted
family time with
the parent they no
longer live with.**

**We offer a breathing
space and a stepping
stone for parents
to work out future
arrangements once
they move on from
our service.**

This is a 'supported' service accredited by the National Association of Child Contact Centres.

We are a voluntary registered charity with trained 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. This is a breathing space and a stepping stone for parents to work out future arrangements to be able to move on from our service, to have normal 'family time' in the community or in each other's homes.

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 & Children's Services, Cafcass and the Family Courts can also 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 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 arrangement. 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 (CAO), others may be in the process of obtaining a CAO, 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 parents have to meet each other due to the staggered arrangements for arrival and departure. The setting is on the ground floor and fully accessible.

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

- Safeguarding of everyone is a priority
- Volunteer training is updated annually
- Other siblings and relatives can take part with prior agreement from the parents, the Centre or if it is permitted under Court direction
- There is a referral procedure and a registration fee that everyone must complete before being offered a place; currently all 'family time' sessions are free of charge.

Dursley & Cam Child Contact Centre

Community Rooms,
Dursley Tabernacle URC
Parsonage Street,
Dursley,
GL11 4BW

ALL ENQUIRIES TO:

Tel: 07824 872 854

Email: coordinator@dursleyccc.org.uk

CHARITY NO: 11222244

To Gloucester/Bristol

DURSLEY & CAM
CHILD
CONTACT
CENTRE

Tab Church

Pulse Leisure
Centre
Car Park
(3hrs)

Sainsburys
Car Park
(2hrs)

To Stroud/
Tetbury

Restaurant

Iceland

Long Stay
Car Park
(24hrs)

Library & Bus Station

