

WHAT IS A CONTACT CENTRE NOT?

It is NOT a creche.

It is NOT a conciliation service.

It is NOT a reconciliation service.

ARE THERE ANY RULES?

Very few - we are all volunteers, so we are not keen on rules! But we do have to say:

A. Children need to see a familiar face, so we ask that you wait until your ex-partner arrives (we can still make sure that you do not meet up if that is what you want).

B. Please do not bring alcohol or drugs with you. If you have been drinking before you come we may ask you to leave.

C. Parents are responsible for the safety and supervision of children while at the Centre.

D. Volunteers do not disclose information about what they see or hear in the Child Contact Centre; everyone else is asked to stick to the same rule

E. Please do not smoke on the Premises.

F Use of cameras is not permitted

G. Mobile 'phones must be switched off

H. Parking is only available for dropping off or collecting children. All other parking should make use of public car parks nearby

I It is not a place for negotiation

Finally, if there is anything more we can do to help, come and tell us and we will do what we can.

WHAT IF I HAVE A PROBLEM?

If you have a problem or complaint, please tell a volunteer or the Co-ordinator – write if you prefer. If you are still not satisfied, please write to:

Dr. M. G. Dornan
Chesterfield Contact Centre
C/O Rose Hill United Reformed Church
Rose Hill
Chesterfield
S40 1TN

We look forward to welcoming you to the Chesterfield Child Contact Centre

All our policies are available on request. We have policies for complaints, child protection, confidentiality, health and safety, equal opportunities and diversity, domestic violence, volunteers

Revised February 2007



CHESTERFIELD CHILD CONTACT CENTRE

FOR SUPPORTED CONTACT

**INFORMATION FOR
PARENTS**

Telephone Number:

01246 277422

We are in the town centre with bright, warm rooms open every Saturday 12.00-4.00 pm for children and parents to enjoy each other's company on neutral ground. There are at least three volunteers on hand to help (if needed) at all times.

The most important people on Saturdays are the children and all we ask is that we put them first and make this a happy experience. We understand that this may be difficult, but we will do what we can to make the situation easier for you and the children. Adults other than the contact parent are not admitted unless in exceptional circumstances and then only by prior arrangement with the Co-ordinator and the agreement of the other party.

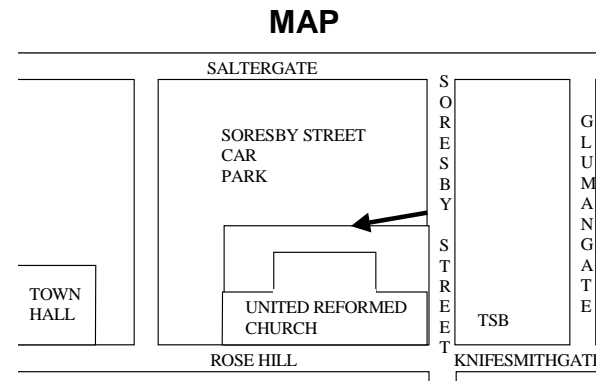
HOW DO FAMILIES ARRANGE TO COME?

You are most likely to come following the advice of a CafCass Officer, Social Worker, or Solicitor, who will have helped to make the contact arrangements.

WHERE IS THE CENTRE?

Between the Town Hall and the centre of town.

If you were facing the Town Hall, you would turn right, then turn second left, after about 100 yards up Soresby Street, the Church is on your left and you enter by the rear door.



Please ring the doorbell, someone will let you in.

HOW OFTEN CAN WE COME?

Weekly if you want! But all use of the centre needs to be arranged via the Co-ordinator. It is helpful to us to know how often you are coming so that we can be sure of having the right toys for your child's age group.

WHAT IF I CANNOT COME?

It is important that you let your former partner and the centre know if you are unable to keep an appointment.

The telephone number is 0780 3785 305 (Saturdays only 11.30-4.00 pm); at other times, ring the coordinator on 01246 277422.

DO I HAVE TO MEET MY EX-PARTNER?

Not necessarily. If you prefer not to, just tell us on your first visit and we will arrange it for you.

DO I HAVE TO PAY?

Only for drinks, biscuits, crisps etc. which are sold at a low price.

CAN I TAKE MY CHILD(REN) OUT?

If that has been agreed with your former partner beforehand, and it is in writing, there is no problem. Some families use us as a 'hand-over only' point and we are glad to help in this way, but we will need to have written agreement.