

## WHAT IS SUPPORTED CHILD CONTACT?

Supported contact takes place in a neutral venue where there are facilities to enable children to develop and maintain positive relationships with non-resident parents and other family members. Supported contact centres are suitable for families when no significant risk to the child or those around the child has been identified.

The basic elements of supported contact are:

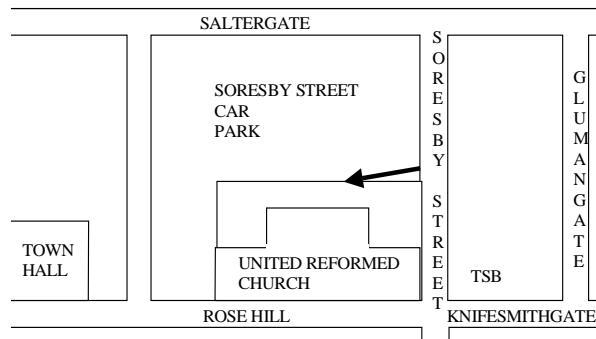
- Impartiality
- Staff and volunteers are available for assistance but there is not close observation or evaluation of individual contacts/conversations.
- Several families are usually together in one or a number of rooms
- Encouragement for families to develop mutual trust and consider more satisfactory family venues
- Apart from attendance dates and times, no detailed report will be made to a referrer, CAFCASS, a party's solicitor or court, unless a risk of harm becomes apparent to the child, parent or centre worker
- An acknowledgement that it be viewed as a temporary arrangement to be reviewed after an agreed period of time

## COMPLAINTS

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

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

### MAP



All our policies are available on request.  
We have policies for:

- complaints
- child protection
- confidentiality
- health and safety
- volunteers
- domestic violence
- equal opportunities
- diversity



# CHESTERFIELD CHILD CONTACT CENTRE FOR SUPPORTED CONTACT

## INFORMATION FOR REFERRING AGENCIES

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**Please phone  
01246 277422  
for a referral form & to  
find out the current  
address to send it  
when completed.**

## **WHAT IS A CHILD CONTACT CENTRE?**

A Child Contact Centre provides a neutral meeting place where the children of divorced or separated parents can meet the contact parent. It provides a safe, friendly environment where the parents and their child(ren) can share a time of relaxation together using the facilities available. It is a child-orientated place.

Many contact parents travel distances and have nowhere to take the children, especially in bad weather. Sometimes genuine problems make contact arrangements difficult. At times concern about risk needs to be addressed and sometimes parental anger interferes with contact arrangements. A Child Contact Centre can provide a facility to remove some of the obstacles and allow a child(ren) the opportunity to meet their parents happily.

Sometimes arrangements for the child(ren) to go from one parent to the other cannot be agreed on and therefore a Child Contact Centre can provide the neutral ground needed.

## **WHAT IS A CHILD CONTACT CENTRE NOT?**

It is NOT a crèche.

It is NOT a conciliation service.

It is NOT a reconciliation service.

It is NOT a place for negotiation

## **WHO WILL BE THERE?**

A small group of volunteers will be around to run the refreshment bar, welcome children and parents and generally ensure that a happy and relaxed atmosphere continues. They are NOT to supervise a contact. A family will not always be in sight of a volunteer.

## **HOW IS A REFERRAL MADE?**

Referral forms are available from the Co-ordinator, tel 0780 3785 305 who will tell you what address to send the completed form to.

Information about domestic violence or child protection is vital.

## **WHAT HAPPENS IF THE CO-ORDINATOR ACCEPTS A REFERRAL?**

Both parents and the referrer will be informed and given precise details of the arrangements. We usually limit attendance to six months. There will need to be an understanding about whether the child can be taken out of the Centre by the contact parent and whether the parents will meet at all in the Centre. Adults other than the contact parent are not admitted unless in exceptional circumstances and then only by prior arrangement with the Co-ordinator.

## **WHERE IS THE CHILD CONTACT CENTRE?**

Rose Hill United Reformed Church  
Rose Hill  
Chesterfield

(On the town side of the Town Hall, entrance to the Centre is from Soresby Street).

## **WHEN IS THE CHILD CONTACT CENTRE OPEN?**

Each Saturday 11.45 – 4.00 pm