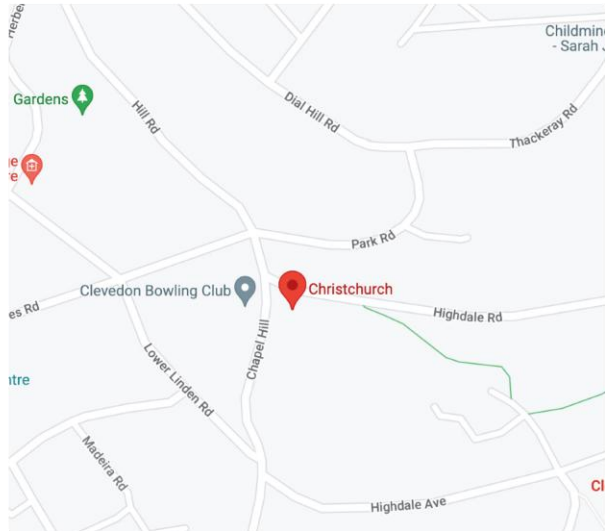


How to find us:

Clevedon



Equal Opportunities and Diversity

We aim to offer an equal service, regardless of race, skin colour, ethnic origin, cultural belief, nationality, gender, age, HIV/AIDS, disability, sexual orientation or religion.

North Somerset Child Contact Centre

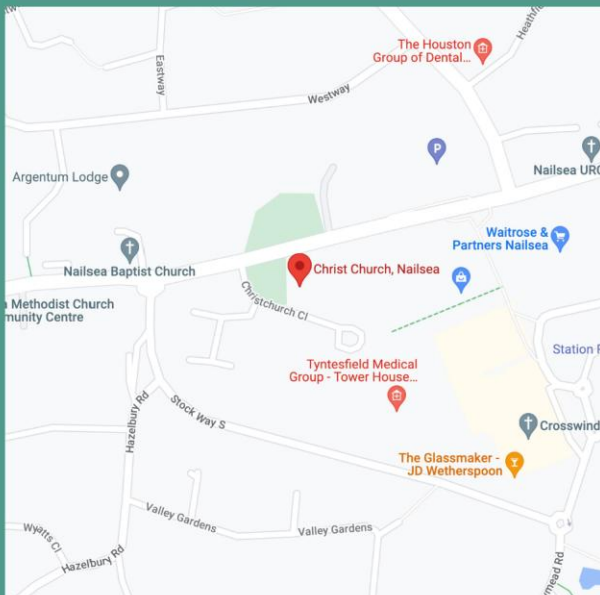
Coordinator – Melanie Mahony



North Somerset Child Contact Centre



Nailsea



North Somerset Child Contact Centre is funded by The Mothers' Union Diocese of Bath and Wells and run in association with the National Association of Child Contact Centres. All coordinators and people working in the centres are volunteers.

Charity Number:- 250180

If you have any complaints about your treatment at the Centre, or helpful suggestions which may help us improve our service, please let the Centre Coordinator or a volunteer know. We are here to help you make the most of this time with your child/children.

Clevedon - Christchurch Rooms,
Chapel Hill,
Clevedon,
BS21 7LL

Nailsea - Christchurch Vestry Hall,
Christchurch Close,
Nailsea,
BS48 1RT

Telephone: 07749 712699

Email: nsomcontactcentre@gmail.com

North Somerset Child Contact Centre is accredited by the National Association of Child Contact Centres

NACCC ID :- Clevedon – 407 Nailsea - 1327

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. Contact Centres are used as a stepping stone and are a short-term solution to keep the vital relationships going for the children whilst the parents prepare to sort out a way forward for more 'normal' contact arrangements.

When is it open?

Contact sessions are from 2 pm to 4 pm the 1st Saturday in the month at Clevedon and 3rd Saturday in the month at Nailsea.

What is it like at a Child Contact Centre?

The most important people in the 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 a variety of games, toys and books for the children. Tea, coffee, squash and biscuits are provided however you may wish to bring along some favourite toys, drinks, snacks or other things you might need. We realise it is difficult leaving your child, but we need the resident parent to leave the premises while contact is taking place. We have a number of volunteers who are versed in what limits have been put in place.

Does the Centre make any reports on us?

A Child Contact Centre is independent of the Courts, Social Services or any statutory agency. We do not make verbal or written reports about visits, apart from

the dates and times of attendance. The only exception to this is if we believe that a child is at risk of harm, then we have a duty to report this under safeguarding guidelines. The same would apply regarding a volunteer or other adult using the Centre.

How are the visits arranged?

Visits are by referral. The referral can be made by contacting us by phone or email. It can also be from a social worker, solicitor, family mediator, CAFCASS officer or by a Court Order. If it is one of the above making the referral, they can request information from the Centre Coordinator by email or phone call. How often you come to the Centre depends on you/the Court Order and when the Centre is open. If possible, it is advisable for you (the parent), and your child/children to come and visit the Centre before your first arranged visit. Each parent will also be invited to a pre-visit chat with the Coordinator. This gives us a chance to get to know each other and for you to ask any questions and discuss any concerns.

Do I have to meet my ex-partner when I go to the Centre?

Not if you don't want to. The visiting parent will arrive 10-15 minutes prior to the resident parent and child arriving. The visiting parent will then stay behind 10 minutes after the session has ended to ensure the resident parent has left. The volunteers will assist with taking the children from one parent to the other.

Is there anything I need to do?

As this is a special time for children to spend with the parent they no longer live with, we ask that new partners do not attend the Centre until

it has been mutually agreed by both parents. There must be no arguing or disagreements at the Centre. Remember that your child is hurting too and this needs to be a happy time for them.

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

As soon as you can, let the Centre Coordinator know and also your ex-partner if you are in contact with them. The Coordinator can contact them if necessary.

Are there any rules?

You will be handed a sheet of Ground Rules to read at your pre-visit conversation and asked to sign an agreement. As the Centre is used by several families at the same time, we have to ensure the safety of everyone and consideration for others.

These are a few: -

- A child can only be taken from the Centre during a visit if this is stated on the referral form, or through a Court Order and with the written consent of both parents. The car registration and a mobile phone number must be left with the Centre Coordinator before leaving the Centre and these will be recorded.
- Relatives or friends can only attend with the consent of both parents.
- Anyone under the influence of alcohol or drugs will not be allowed on the premises.
- Pets are not allowed at the Centre.
- Volunteers must be treated with courtesy and respect. Any verbal or physical abuse will not be tolerated.