

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. They are child-centred environments that provide toys, games and facilities that reflect the diverse needs of children affected by family breakdown. Stevenage and North Hertfordshire Child Contact Centres are accredited by the National Association of Child Contact Centres.

How many centres are there and who runs them?

There are currently about 350 Child Contact Centres throughout England, Wales and Northern Ireland. Trained volunteers run the majority of these centres and they are used by around 20,000 children every year. All staff and volunteers are checked by the Disclosure & Barring Service prior to starting work at the centres.

Aims of our Centres

The aims of the Stevenage & North Hertfordshire Child Contact Centres are to establish meaningful contact for children with their separated parents and to encourage the involved adults to plan for the family's future contact elsewhere at a later date. With this in mind, a review will take place regularly.

Privacy Policy

We take the privacy of all our clients very seriously – please visit our website for a copy of our Privacy Policy.

Referrals to Stevenage & North Herts Child Contact Centres

Referrals are made by many professionals including Social Workers, CAFCASS officers, Mediators, Health Visitors, GPs, Solicitors and parents themselves. The referrer will complete an application form and make the necessary arrangements with the Co-ordinator.

Please contact us for a Referral Pack **Charges**

An administration fee of £72 (payable in 2 parts - £20 to be sent with the referral & £52 to be paid before the 1st visit) covers a maximum of 12 visits after which we will require a further payment.

Please contact us for more information on our fees policy. In certain circumstances we may be able to provide support to cover some of the cost.

Donations

As we are a Voluntary Organisation we welcome donations from individuals, Churches, businesses & other organisations. Our administration fees cover less than 20% of our running costs.

Reasonably priced light refreshments are available at both Centres.

Supervision

Our Child Contact Centres do not provide one-to-one supervision of families although we can facilitate this in certain circumstances. Contact is initially for one parent only; use of our Centres by other family members is at the Co-ordinator's discretion.

TYPICAL QUESTIONS

Will I have to meet my ex-partner?

Not if you don't want to. There is a section on the referral form relating to this.

What happens when I get to the Centre?

The 'Visiting' parent (i.e. the parent having contact) is required to arrive a minimum of 10 minutes before the 'Resident' parent and child(ren) and to wait in a separate room where contact is to take place. The resident parent and child(ren) arrive at the visit's start time and the children are taken to meet their visiting parent. The resident parent can then leave the Centre after providing staff with a current telephone number. At the end of the session the visiting parent has to wait for at least 10 minutes after the children have gone before leaving the building.

How long are the sessions?

We set an upper limit of 2 hours for visits taking place entirely in our Centres. Visits which include handovers can be for up to 4 hours.

How long will it be before I can stop using the Contact Centre?

This varies depending on each family's circumstances. Please note that we aim to provide a short-term 'stepping-stone' facility towards independent contact.

I don't mind my ex-partner taking the child(ren) out of the Centre.

What facilities do you have for this?

We can arrange 'hand-over' only visits.

Why use Child Contact Centres?

From a child....

"When Mum and Dad split up I was glad. The rowing stopped and Mum didn't cry anymore but I did miss my Dad. When I asked Mum she said it was best that I did not see him, as she didn't want him coming to the house. Dad must have missed me too because he went to a solicitor who arranged for us to meet at a Contact Centre. We have been meeting there for about six months and I always look forward to Saturday afternoons."

From a parent....

"I was shown into the hall... suddenly the boys came running to me, their arms open, both shouting "DADDY, DADDY, DADDY!" It was like a rugby scrum only for once I was crying. They had not forgotten me."

From a volunteer....

"We need to support children in developing successful relationships..."

For further information about our Centres and the service we offer please contact the Co-ordinator at:

ADDRESS FOR CORRESPONDENCE ONLY:

Stevenage & North Hertfordshire
Child Contact Centres
c/o Hampson Park Community Centre
Webb Rise
Stevenage
SG1 5QU

Telephone: 07 563 727 033

Email: snhccc@hotmail.co.uk

Stevenage & North Hertfordshire Child Contact Centres

Information for Families



07 563 727 033

www.snhccc.org.uk

Registered Charity No: 1071704

