

Resident Parents

Resident parents are asked to leave the Contact Room during contact, unless stated otherwise on the Referral form. The Team Leaders may use their discretion to allow a Resident Parent to stay in the contact room for a short while, if they feel that it would help the child to settle and if both parents agree.

Resident Parents will be discouraged from staying in the building for more than the first three sessions. The waiting room may only be used by a Resident Parent, with the permission of the Team Leader on the day. Children are not allowed to enter the waiting room during the contact period.

NOTE: We encourage parents to make pre-visits. Otherwise resident parents should come half an hour before contact on the first occasion so that they can meet the volunteers and so that children can settle in a strange environment.

We have a few strict Rules

Agreements made, must be kept.

There must be no arguments in front of the children

Other children's contact with their parents must not be disrupted

We have a no drug and alcohol rule. Anyone who has been obviously drinking or has taken drugs will be asked to leave.

Parents are asked to comply with reasonable requests by volunteers.

Note: We can arrange for parents not to see each other, if that is what is desired.

Birmingham Child Contact Centre

Edgbaston Community Centre 40 Woodview Drive, Birmingham B15 2HU

Rail – Every 10 minutes from New Street which is a 3 minute ride to Five Ways Station plus 7 minutes' walk.

Bus – Bristol Road is 5 minutes' walk, X61, 63, 144 and 146. Arthur Road is 5 minutes' walk X64 and 98

Our car park is in the Community Centre itself. If you park illegally on the road, you may be towed away!



Rev.2019a



Welcome to our Child Contact Centre

Your children are the most important people involved in the Contact Centre. We provide a warm, safe and welcoming environment, with play facilities for children and parents to share. If we can help in any way, please ask one of our staff.

Birmingham Child Contact Centre

We have a Volunteers & Families coordinator who can be contacted via Email: Volunteering@birmccc.org.uk

Tel: Saturdays after 11.30 a.m. on **07916 742321**

Thank You for reading this.

Every child has the right to the love and support of both parents after separation or divorce, wherever that is possible.

Our aim is to enable children to keep in touch with their contact parent in a safe, pleasant, informal atmosphere and be helped through a difficult time in their lives.

We know it is sometimes difficult for the parent with whom children live with to relax and feel happy about leaving them with the other parent. However, we assure parents that the child's safety and happiness are our highest priority.

We know it can be a tense time for everyone. Give it a few weeks before making a judgement.

We are a stepping stone to more permanent arrangements.

We are here to make a potentially difficult experience run smoothly. We are often able to help contact to progress, but please remember, we are not mediators, counsellors or advisers!

We ask both parents to put the past aside and to help to make the time at our Child Centre a happy and rewarding time for their children.

If you have any concerns at any time, please speak to one of the helpers (those with badges) or talk it over with the person who referred you to our Contact Centre.

Other Important Points

Children cannot be left at the Contact Centre without one or other of the parents being present. At all times children are the legal responsibility of one or other of their parents.

If there are changes in the arrangements for contact, please tell us. The contact parent will not be allowed to leave the Centre with their children, even if they have a court order, unless we have:

- Seen the court order that says they can.
- Seen a solicitor's letter
- Have the resident parent's agreement

If you cannot attend, please tell the other parent, so that they don't have a wasted journey. If an emergency arises on the Saturday and you cannot contact the other parent please ring the Centre after **11.30** a.m. on **07916 742321**

We have a set of policy documents that include Child Protection, Equal Opportunities, Confidentiality, Health & Safety and a Complaints Procedure. These may be seen on request.

If your child develops health issues, please tell one of the volunteers, as well as the other parent, so that appropriate action may be taken, if necessary.

If you see anything that might be a risk to your child or any other child please tell us immediately.

In the unlikely event of a fire alarm please leave the building immediately through one of the doors marked with a green light.

Note: Your valuables are your own responsibility!

And Four Requests

- 1 If we can help you in any way please let us know, we are here to help.**
- 2 If you cannot come on a Saturday, please give us one week's notice AND, please ensure the other parent is also advised. We cannot do this for you.**
- 3 Please let us know when you have finished using the Centre. Another family can then benefit.**
- 4 Please help us by leaving the Contact Centre as tidy as when you came.**

It is possible for the Contact Centre to be used as a hand-over point for contact which takes place elsewhere. Please talk to one of our Coordinators.

There are plenty of toys available, but if you wish to bring your child's toys, please do so.

Parents may take photographs of their children, provided that they do not include any other children in the picture.

We are open every Saturday in the afternoons between 12.00 noon and 2.00 p.m.

Termination of the Arrangement

The Centre reserves the right to refuse the use of our facilities if contact is not being used to provide children with a positive experience or, if any of our rules are broken.

Referrals are organised by our Referrals Coordinator

Email: referrals@birmccc.org.uk

Telephone: 07447 752900

We are candidate members of
The National Association of Child Contact Centres No,
1702/2