

Resident Parents

Resident parents are not allowed in the Contact Room during contact sessions, unless stated otherwise, on the Referral form. However, if both parents agree, our 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 their child(ren) to settle easier.

NOTE: We strongly encourage parents to attend pre-contact meetings. Children are especially welcome so that the Contact Centre is less strange, thus promoting familiarity and comfort from the first contact session onwards.

We have a few strict Rules.

We expect that agreements made between both parents and BCCC are kept.

There must be no arguments in front of the children.

Other families also use BCCC's Contact Room, the quality of their contact must not be disrupted.

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

Parents are required to comply with reasonable requests from our volunteers.

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

Birmingham Child Contact Centre is a Registered Charity No. 1174279, funded entirely by grants and donations.

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.2025



Welcome to our Child Contact Centre

Your children are more important than anyone else involved in our Contact Centre.

We provide a warm, safe, and welcoming environment with play facilities for children to share with the parents or relatives that they no longer live with.

If we can help in any way, please talk to one of our volunteers.

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

Tel: Saturdays after 09:30 a.m. on **07491 831121** or during weekdays **07916 742321**

Thank You for reading this.

Every child has a right to the love and support of both parents, even after separation or divorce.

Birmingham Child Contact Centre's (BCCC) aim is to enable children to keep in touch with their non-resident parent in a safe, pleasant, informal atmosphere and be supported through what may be a difficult time in their lives.

BCCC understands it is sometimes difficult for a child(ren)'s resident parent to relax and feel comfortable about leaving them with the non-resident parent. However, we assure parents that their child(ren)'s safety and happiness are our highest priority.

BCCC knows it can be a tense time for everyone. Please give this opportunity a few weeks before making any judgement.

BCCC is a steppingstone to more permanent arrangements. Our Team Leaders can offer advice regarding any future plans.

BCCC is here to make a potentially difficult experience run smoothly. We can help contact to progress, but please remember, we are not trained mediators, counsellors or advisers.

We ask both parents to put the past aside and to help to make the time at our Contact Centre a happy and rewarding time for their child(ren).

If you have any concerns at any time, please speak to one of our Team Leaders or talk it over with the person who referred you to BCCC.

Other Important Points

Child(ren) cannot be left at the Contact Centre without one or other of the parents being present. At all times a child(ren) are the legal responsibility of one or other parent.

Please advise BCCC of any changes to contact arrangements.

Contact parents are not allowed to leave the Contact Centre with their child(ren), even if they have a court order, unless we have:

- Had sight of the court order
- Seen a solicitor's letter
- Have the resident parent's agreement.

If you cannot attend, please let the other parent know so that they don't have a wasted journey.

If an emergency arises on Saturday – the day of contact, and you unable to contact the other parent, please call the Contact Centre after **09:30** a.m. on mobile: **07491 831121**.

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 our volunteers, as well as the other parent, so that appropriate action may be taken, if necessary.

If you observe anything that may pose a risk, no matter how small, please let our volunteers know.

In the unlikely event of a fire alarm please leave the building immediately through one of the Emergency Exits (doors with a green light above).

Note: Your valuables are your own responsibility!

Four Requests Please

- 1 If we can help you in any way, please let us know, we are here to help.**
- 2 If you cannot attend a Saturday session, please give us one week's notice AND, please ensure the other parent is also advised. We are unable to do this for you.**
- 3 Please let us know when you have finished using our Contact Centre so that we may offer the space to another family.**
- 4 Please leave the Contact Centre as tidy as when you arrived.**

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 Team Leaders.

There are plenty of toys available, but if you wish to bring one of 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. BCCC's volunteers can assist with this.

We are open every Saturday in the afternoons between 12.00 noon and 2.00 p.m., additional sessions of 10.00 a.m. to 12.00 p.m. may be added.

Termination of the Arrangement

BCCC 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 Accredited Members of
The National Association of Child Contact Centres
No.1702/2