



St Albans Child Contact Centre

Postal Address:

Censeo House, 6 St Peters Street, St Albans, AL1 3LF

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Email: info@stalbanschildcontactcentre.org.uk

www.stalbanschildcontactcentre.org.uk

Guidelines for Self-Referral

Please note that our Child Contact Centre offers supported contact only. 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 Child Contact Centres are suitable for families when no significant risk to the child or those around the child has been identified.

Thank you for your interest in using our Centre which is based at The Scout Hall, Oysterfields, St Albans, AL3 5UP and opens on the 1st and 3rd Saturday each month. A full list of dates and times is available on the website <https://www.stalbanschildcontactcentre.org.uk>, or Visit Us. There is no charge for using the Centre

Both resident and non-resident parents need to make separate applications using the forms available on the website, and families wanting to apply for a place will be required to go through the following process after applying:

Attend an interview at the Centre

There will be separate interviews for resident and non-resident parents. They will be used to gather information about you, your children and the background to what has happened. You will also be given information about the Centre and how it operates.

Receive a letter from the Centre

A copy of the same letter will be sent to both the resident and non-resident parents. If we are able to offer your family a place for contact the letter will give details of when and where it will take place. The letter will also give details about the arrangements for contact, such as who will be bringing and collecting the children.

Length of time that you will be able to use the Centre

The Centre will in the first instance only offer you three sessions of contact. Additional sessions will be subject to these being completed successfully. Each session is for 2 hours.

Confirmation

If you have been offered a place you will be required to contact the Centre within five days to confirm your acceptance of it.

Jan 2024

The basic elements of supported contact are:

- Impartiality.
 - Staff and volunteers are available for assistance but there is no close observation, monitoring or evaluation of individual contacts/conversations and parents are responsible for their children at all times whilst they are at the Child Contact Centre.
 - Several families are together in the hall.
 - 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 CAFCASS, a party's solicitor or a Court, unless there is a risk of harm to the child, parent or Centre worker.
 - The Centre should be viewed as a temporary facility to help establish contact and a review will take place after an agreed period of time.
1. Only people named on the referral forms will be allowed admittance to the Child Contact Centre. This may be varied by written agreement by both parties.
 2. The Child Contact Centre reserves the right to reduce or terminate contact if it is felt to be in the best interest of the child.
 3. Parents should be informed that because the welfare of the child is paramount, there might be times when contact cannot take place if the child is too upset even if there is a contact order.
 4. Please notify the Child Contact Centre Co-ordinator if the arrangements for contact are going to change or if contact is going to cease.

This Centre is a Member of the National Association of Child Contact Centres and operates in accordance with its National Standards for Child Contact Centres. We have working policies on the following:

- Child Protection.
- Confidentiality.
- Health and Safety.
- Equal Opportunities and Diversity.
- Domestic Violence.
- Volunteers.
- DBS Disclosures

All these policies are available to view at the Centre or by request. There is also a Complaints procedure, which can be used should there be any problems.