SHROPSHIRE CHILD CONTACT CENTRES - ACCREDITED MEMBERS of

Guidelines for Referrers–All Shropshire Child Contact Centres are '*Supported*' *Centres* and **do not** facilitate '*Supervised*' child contact visits.

THERE IS A £50 REFERRAL FEE – AS PAGE 3 of Referral Form. Invoiced to Referring Solicitor – This is Non Refundable.

Please do not refer a client without contacting the Child Contact Centre Manager first to check availability of space and allow sufficient time for a PRE–VISIT.

1. A completed referral form should be received by the Centre Manager ***TEN WORKING DAYS*** in advance of the date your client would like contact to commence. A copy of any **court order** relating to **CONTACT MUST** be enclosed. ***Please telephone this office to confirm receipt and acceptance of the referral form AND confirmation of pre-visit and first visit with the Manager before advising families when they can attend.***

2. Only people named on the referral form will be allowed admittance to the Child Contact Centre.

3. Parents are responsible for their children at all times whilst they are at the Child Contact Centre.

4. Please ensure that both parents have read and understood the Child Contact Centre's information leaflet in advance of contact starting.

5. To try and maintain a friendly, impartial and confidential environment, we would request that you do not at any time ask to see your clients on our premises. No outside Agencies will be admitted.

6. Only dates and times of family's attendance will be disclosed unless it is felt that anyone using the Centre or a volunteer or member of staff is at risk of harm, physically or mentally. In the unlikely event of it becoming necessary to quote a Co-ordinator/Centre Manager in any report, due to a Centre user, volunteer or member of staff being at risk of harm, the form of words used should be checked and agreed with that person concerned beforehand.

7. Unless there are exceptional circumstances, the Child Contact Centre will not accept anybody who has been convicted of sexual and/or violent offences. Please contact the Centre Manager to discuss such cases.

8. 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.

9. 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.

10. Referrers should make arrangements for the provision of an interpreter where English is not the first language of the family involved and problems may arise with communication.

11. Please notify the Child Contact Centre Co-ordinator if the arrangements for contact are going to change or if contact is going to cease.

12. The Wrekin Child Contact Centre will only accommodate contact visits of two hours duration. . For babies of up to fourteen months only one hour. The Management consider this to be in the best interests of the children visiting.

13. Shropshire Child Contact Centres Policies are held in this office and are available to be seen on request.

OSWESTRY CHILD CONTACT – FRIENDS MEETING HOUSE, OAK STREET, OSWESTRY—OPEN – EVERY 2ND & 4TH SATURDAY 2PM – 5PM

All correspondence to be sent to the Manager: Mrs V A Lindwall Collard, PO Box 461 Shrewsbury, SY5 7WH.

Telephone - ***07762 641778 – Fax -01743 718052***

24.09.08