

**Address Oswestry Child Contact Centre  
Senior Citizens Club  
Lorne Street  
Oswestry SY11 1ND**

**Opening Times:** 1<sup>st</sup> Saturday of the month – 2.00pm to 4.00pm

There is a CAR PARK at the Centre

Telephone: 1st Saturday of Month 2pm – 4pm

Only if Delayed / Late

07375 818778 – **This telephone does not take messages**

For all other enquiries/information: 07762 641778

**ALL CORRESPONDENCE TO HEAD OFFICE-  
SHROPSHIRE CHILD CONTACT CENTRES**

*Via Text message or e-mail*

Mrs V Collard - Shropshire Child Contact Centres Manager

Tel 01743 718052 & 07762 641778

[shropshireccc@hotmail.com](mailto:shropshireccc@hotmail.com)

All Policies are held in the office and may be seen on request.

Any comments you have regarding the service by Shropshire Child Contact Centres should be addressed to the Staff or put in writing to the Manager at the above address



**SHROPSHIRE CHILD CONTACT CENTRES**



*2000 children a  
week use a  
Child Contact  
Centre*

**ACCREDITED MEMBER  
OF THE**  
National Association of Child Contact Centres

Printed and Published by Shropshire Child Contact Centres

Tel/Fax 01743 718052 & 07762 641778

Child Contact Centres is a Registered Charity No: 1096556

***Shropshire Child Contact Centres – SCCC*** – run four Supported Child Contact Centres in Shropshire, and are Accredited Members of the National Association of Child Contact Centres. SCCC members running the centres are trained volunteers. They are selected by interview, must give references and are CRB checked. Members operate within the SCCC code of practice at every centre.

### ***What is a Child Contact Centre?***

It is a friendly, safe and neutral environment where children can meet a parent or other family members they might not otherwise see.

### ***What is it like?***

At a child contact centre the most important people are the children. We like to create a warm, safe, sociable atmosphere where children and their families can relax and enjoy themselves.

### ***How are visits arranged?***

Visits are by referral. This could be by a CAFCASS officer, social worker, solicitor, family mediators or a court order. If you would like to come to the centre, one of these people should complete a referral form and forward this to the SCCC Manager. Visits should be arranged as far in advance as possible. We do suggest that where possible, families attend for a PRE-VISIT. This to be arranged with the Manager.

### ***What does the Child Contact Centre provide and what should I bring?***

We provide puzzles, books, crayons and activity books, refreshments, (at a nominal cost) play area and toilet facilities. You might like to bring a favourite toy, special drinks and things like nappies.

### ***Do I have to meet my former partner?***

Not if you don't want to. Please make sure this is clear on the Referral form and we will arrange separate waiting areas. A parent must be with the child at all times.

### ***How much does it cost?***

It is a charity part funded by grants from CAFCASS, SCCC fundraising and donations. However, there is a referral charge of £50 for 12 months. Thereafter a further £50 will be requested. Please ring this office or Solicitors to discuss charges if necessary.

### ***How often can I come?***

This really depends on yourselves and when the centre is open. Your Solicitor or CAFCASS officer will help you make arrangements and this must be agreed and entered in the referral form before the first visit.

### ***What happens if I cannot come?***

Let your former partner and the centre co-ordinator know in advance.

### ***Are any reports made about us?***

A Shropshire Child Contact Centre is a Supported centre, independent of the judiciary, social services or any statutory agency. We do not make verbal or written reports about visits or take sides. Our code of practice states that the only exception to this is if a child is believed to be at risk. No Outside agencies are allowed during contact visits.

### ***What do Child Contact Centres members do?***

Child Contact Centres members are not responsible for looking after the children. They register them, provide play equipment and refreshments (at a modest charge). Encourage play and generally manage the smooth running of the centre.

### ***Are there any rules?***

As few as possible! However, the centre will be used by several families at the same time, so those we have ensure the safety of the children and consideration for others.

- No child may be left without a parent in attendance
- Parents are always responsible for the safety and supervision of their children.
- You must provide a contact telephone number when leaving children at the centre
- Please do not bring your child if he/she is unwell.
- A child may only be taken from the centre during a visit if it is stated on the referral form or with the written consent of both parents.
- Relatives or friends can only attend if they are named on the referral form.
- We have no facilities for pets, so please leave them at home
- All centres have a no-smoking policy.
- Anyone under the influence of alcohol or drugs, or carrying drink or drugs, will not be admitted.
- Video or still photography is not permitted within the centre
- Mobile phones to be used in emergency only. To be switched off at visits.
- Abusive or aggressive behaviour will not be tolerated and those involved will be asked to leave.

### ***Equal opportunities***

Shropshire Child Contact Centres aim to offer an equal service regardless of colour, disability, gender, race, religion or sexual orientation. Racist or other offensive remarks or behaviour will not be tolerated, any visitor acting in such a way will be asked to leave.