

Address Shrewsbury Child Contact Centre
Shrewsbury URC
Coleham Head
Shrewsbury
SY3 7BJ

Opening Times: Alternate Saturday Afternoons
From 2pm. – 4pm

Telephone:

Saturdays 1.45pm – 4.00pm.

Only if - Delayed / Late

Mobile 07803 890936 **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

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

We are GDPR compliant

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

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Tel 01743 718052 & 07762 641778

Child Contact Centres is a Registered Charity No: 1096556



SHROPSHIRE CHILD CONTACT CENTRES



2000 children a week use a Child Contact Centre	ACCREDITED MEMBER OF THE National Association of Child Contact Centres
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Shropshire Child Contact Centres – SCCC – run three 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. One hour is offered to all children at the present time.

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 can accept a self-referral which has to be arranged with the Manager

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

We do not provide toys, games, puzzle books, refreshments, and ask all parents to bring their own games etc. for the individual child. No food is to be consumed and parents are asked to bring drinks if appropriate.

Do I have to meet my former partner?

Not if you don't want to. This is extremely difficult at present as we do not have 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 the first year.

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. One hour sessions only at present.

What happens if I cannot come?

Let your Solicitor, former partner and the centre co-ordinator know in advance. It is not the Contact Centre responsibility to advise the other parent of non-attendance

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. Outside agencies are will not be admitted

What do Child Contact Centres members do?

Child Contact Centres members are not responsible for looking after the children. They register the families. 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