



# Hall Green and North Solihull Child Contact Centres

Registered charity number 1148514

93b School Road, B28 8JQ  
0121 777 9873

Email - [hgcccc.coordinator@gmail.com](mailto:hgcccc.coordinator@gmail.com)  
Website - [hgcccc.org.uk](http://hgcccc.org.uk)

## Information leaflet

- A **Child Contact Centre** is a neutral, safe and friendly place where children spend time with a parent (or other family members) with whom they do not live. Our Centres are accredited by **NACCC** (the National Association of Child Contact Centres). For details, further information and help, please visit the extremely useful NACCC website - [naccc.org.uk](http://naccc.org.uk)
- A place may be offered following the receipt of a referral. The Centre has the right to accept or refuse a referral.
- Self-referral forms are available on the Centre's website on the **Parents** page, or by post, if requested.
- Professional referral forms are available on the Centre's website on the **Professionals** page
- If a referral is accepted, a contact plan, and a review date will be agreed with the coordinator. A family's place at the Centre will normally be reviewed after 6 - 8 sessions, unless the number of sessions has been agreed in advance, directed by a court order, or a professional involved with the family.
- Volunteers run the Centres, offer supported contact, and not supervised contact. The Centres are unable to provide written reports for Court proceedings.
- Volunteers are trained to be impartial, non-judgemental and to keep Centre matters confidential. Disrespectful behaviour towards volunteers is not tolerated.
- The best interests and well-being of the children are the Centre's priorities.
- Some toys, games and activities are available at both Centres, and parents/children may bring their own for their own use. Weather permitting, outside play areas are available. No animals, other than guide dogs, are allowed at the Centres.
- The Centres also facilitate **hand overs**. This is when the contact parent takes their child/children out for community contact. This must be agreed by both parents, (and other professionals involved, if relevant) and be within the opening times of the Centre.
- By prior agreement, it may be possible for a resident parent to use the waiting area during a contact session.
- Resident parents may not participate in the contact sessions unless this has been agreed in advance with the referrals coordinator.

- Parents (separately) and children will be asked to attend a pre-visit, which will be led by a coordinator. Children should attend with their resident parent to enable them to see the facilities, meet staff and ask questions if they wish to.
- Prior to contact taking place, parents (separately) are required to attend a pre-contact meeting, either virtually or in person. The purpose of the meeting is to confirm information, offer an insight into how a contact centre works and to agree some ground rules. Parents are required to sign a pre-contact agreement.
- There is a one-off registration fee of £25, which is normally paid by the contact parent. If a family still needs to use the Centre after 6 months, and for every 6 months thereafter, a further fee of £25 is payable.
- The Centre, on request, will provide a record of attendance for a fee of £25.
- Hall Green and North Solihull Child Contact Centres are GDPR compliant.
- It is a statutory obligation for Centres to record and report incidents relating to Safeguarding and Child protection.

### Hall Green

The Hall Green Centre is open on Saturdays 2.00 pm - 4.00 pm weekly, and 11.00 am - 1.00 pm fortnightly.

The Centre is located in the hall adjacent to the Church of the Ascension at the junction of School Rd and Fox Hollies Rd, Hall Green, Birmingham, B28 8JQ

The no. 11 Outer Circle bus passes the door.

A short walking distance away is the Stratford Rd, served by the no. 5 & 6 buses and the Johnsons X20 Stratford to Birmingham route.

Hall Green station is a short walk away, and for those travelling by car, parking spaces are available.

### North Solihull

The North Solihull Centre is open on Saturdays 2.00 pm - 4.00 pm fortnightly.

The centre is located at United Church Solihull (formerly Connection Church Centre), Cooks Lane, Fordbridge, B37 6NP.

It is accessible by the 58, 71 and 95 bus routes, with stops close to the Centre. The nearest train station is Lea Hall, which is about a 40-minute walk away. Car parking spaces are available.

### Useful contacts

**Clive Jones**, Chair of the Board and Coordinator 0121 777 9873

**Frances**, Coordinator and Manager 07746 532261

**Clair**, Referrals Coordinator 07895 580786

