

## Resident Parents

Resident parents are encouraged to leave the Contact Centre during contact unless it has been otherwise agreed.

The Team Leader of the day may use their discretion to allow a Resident Parent to stay if they feel it would help the child to settle with the Contact Parent, and if the Contact Parent has no objection to them staying.

Resident parents will not be allowed to stay in the building for more than the first three sessions without written agreement from both parents.

### Note:

We encourage the resident parent to come to the Centre either at a session in the weeks preceding their contact or 30 minutes before their contact session so they can meet the staff and for the children to settle to a strange environment.

## We have just a few rules

Agreement must be kept.

There must be no arguments in front of the children.

Other children's contact with their parents must not be disrupted.

There is no smoking in the Centre.

Alcohol, drugs or anyone under the influence of these will not be allowed onto the premises

The Contact 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

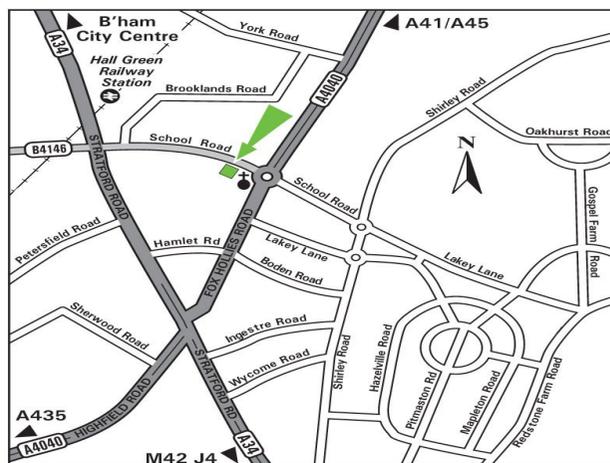
### Public Transport:

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.

Whilst Hall Green railway station with regular services from Birmingham Snow Hill and Moor Street and from the direction of Stratford Upon Avon is within easy walking distance

### Private Transport There is parking on site



# Hall Green Child Contact Centre

>Welcome  
To our Contact Centre

A Supported Child Contact Centre—Accredited to



The National Association of Child Contact Centres has been awarded the HSSF recognition



Tel: 0121-777-9873 or 07591 685197  
email [hgccc.coordinator@gmail.com](mailto:hgccc.coordinator@gmail.com)  
Web [www.hgccc.org.uk](http://www.hgccc.org.uk)

## Thank you for reading this

We know it can be a tense time for everyone. Give it a few weeks before making a judgement.

Our aim is to enable the children to keep in touch with their “contact” parent in a safe, pleasant, informal atmosphere and so be helped through a difficult time in their lives.

We believe that every child has the right to have the love and support of both parents after separation or divorce, wherever that is possible.

If you have any concerns at any time, speak to one of our volunteers (We all wear badges or talk it over with person who referred you to the Centre.

We know it is sometimes difficult for the parent with whom a child lives to relax and feel happy about leaving them with the other parent but we assure parents that the child’s safety and happiness are our priority.

We expect both parents to put the past aside and help to make the time at our centre a happy and rewarding time for their children. We are merely a stepping stone to more permanent arrangements.

We are here to make a potentially difficult experience run smoothly.

Ask for help if needed.

But remember, we are not mediators, counsellors or advisors

## Other Important Points

At no time can any child be left at the Centre without one or other of the parents being present. At all times the children are the legal responsibility of one or other of their parents.

If there are changes in the arrangements for contact, please tell us. No contact parent will be allowed to leave the Centre with their children, even if they have a court order unless we have:

- Seen the Court order that says they can.
- Seen a solicitor’s letter or we have:
- The resident parent’s agreement.

**If you cannot attend, you must tell the other parent, so they don’t have a wasted journey.**

If you cannot contact them please inform the Coordinator on 0121-777-9873 or 07591 685197

We have a set of policy documents on Safeguarding and Child Protection, Equal Opportunities, Confidentiality, Health & Safety and a Complaints Procedure. This may be seen and a copy supplied to you if you wish.

If your child has or develops any handicap or illness, please tell one of the helpers as well as the other parent so that appropriate action can be taken if necessary.

If you see anything that might be a risk to your child or any other child please tell us immediately.

In the unlikely event of a fire please leave the building immediately and gather in the Churchyard.

## And Four Requests

- 1) **If we can help you in any way please let us know, we are here to help.**
- 2) **If you cannot come on a Saturday, please try to give us one week’s notice.**
- 3) **Please let us know when you have finished using the Centre, so that we can book in new families.**
- 4) **Please help us by leaving the Centre as tidy as when you came.**

It is possible for the Contact Centre to be used as a hand-over point to avoid one parent going to the home of the other, if that is what is wished.

There are plenty of toys available, but if you wish to bring your child’s toys, please do so.

Parents may take photographs, provided that they do not include any one else’s child in the picture. and are not put on Social media. We are open every Saturday afternoon from 2.0pm to 4.0pm and from April 2017 also on Saturday mornings from 11.00am until 1.00pm. For availability and fees contact the coordinator.

## Termination of the Arrangement

The Centre reserves the right to refuse use of the facilities if contact is not being used to provide the children with a positive experience or if any of our rules are broken . On your Pre-Contact agreement we will state the date you will finish and review your use of the centre after 5 sessions consulting as necessary and advise you and/or your legal advisor whether contact can continue at the centre.

**Co-ordinator—Dennis Dixon**