



National Association of Child Contact Centres

This Child Contact Centre is an accredited member ref: 1127/6 of the National Association of Child Contact Centres (NACCC). Our policies are based on NACCC recommendations and may be seen on request.

NACCC

Telephone 0845 4500 280
Email contact@naccc.org.uk
Web www.naccc.org.uk
Reg. Charity No. 10786023

Promoting safe child contact within a national framework of Child Contact Centres

Equal opportunities and diversity

The Harpenden Child Contact Centre aims to offer an equal service, regardless of race, skin colour, ethnic origin, cultural beliefs, nationality, gender, age, disability, sexual orientation or religion. It aims to ensure no one is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

How to find us

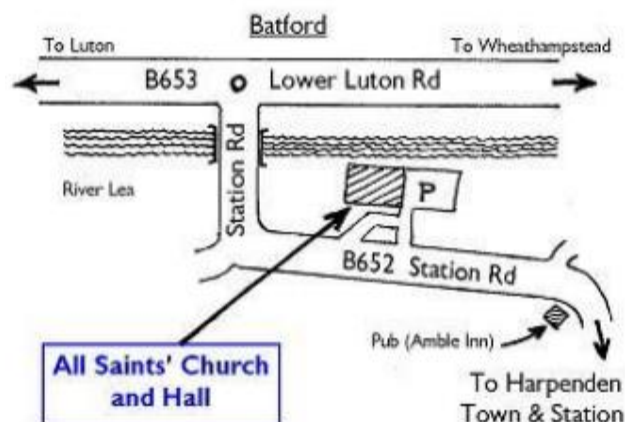
Station Road (B652) runs from the centre of Harpenden and Harpenden Station to Batford on the Lower Luton Road (B653). The Harpenden Child Contact Centre is on Station Road at All Saints' Church Hall, which is a few hundred yards from the Batford roundabout end of Station Road, and about a mile from Harpenden Station. Free car parking is available, including disabled parking. Bus services operate along Station Road. Enter the Centre by the main entrance where a receptionist will welcome you and book you in. The hall where the visit takes place is right next to the church entrance. There is also a waiting room by the entrance.



HARPENDEN CHILD CONTACT CENTRE

We are open on the
2nd and 4th Saturdays of each month
from 1.00 pm to 4.00 pm

(Excluding Christmas & Easter weekends)



HCCC Policies are available on request, please see contact details below

How to contact us

Telephone 07842 167 767

Email harpendenccc@gmail.com

Web www.harpendenchildcontactcentre.org.uk

Our policies are available on request



HARPENDEN CHILD CONTACT CENTRE

... so parenting needn't end when the partnership does...



Open on the 2nd and 4th
Saturdays of each month
from 1.00 pm to 4.00 pm
at

All Saints' Church Hall
129 Station Road
Batford
Harpenden
AL5 4UU





What is a Child Contact Centre?

A Child Contact Centre is a safe, friendly and neutral place where children from separated families can spend time with one or both parents, and sometimes other family members. It is a child-centred environment that puts the needs of children first.

What is it like at a Child Contact Centre?

The most important people in the Child Contact Centre are the children. We aim to create a warm, sociable atmosphere where parents and children can relax and enjoy themselves. The Centre has a variety of games, toys and books for children of all ages. Tea, coffee and other refreshments are provided. You may want to bring along some favourite toys, special drinks, or other things you might need such as nappies. The Child Contact Centre is run by fully trained volunteers. They are impartial, so they do not take sides. They work to a strict confidentiality policy and have all been through a Disclosure and Barring Service (formerly Criminal Records Bureau) check.

How are the visits arranged?

Visits are by appointment only. The appointment can be made by you or by a social worker, solicitor, family mediator, Cafcass officer, or by a court order. You, (the parent), and your child or children can then come and see the Centre. If you are happy to do so, we can then help you to complete an application form to start the referral process.



Do I have to meet my ex-partner when I go to the Centre?

No, not if you don't want to. Parents are responsible for their children at all times while at the Centre so you will have to wait with your child until your ex-partner arrives. However, the Centre staff can help with the handover of your child so you don't need to meet your ex-partner. We have a waiting room if you wish to stay during the period of the visit.

Do I have to pay for anything?

There is no charge for the visit itself or for refreshments and there's a large free car park next to the hall. Visits usually last 2 or 3 hours. If you are having contact at the centre and have permission to leave the premises with your child, then you may wish to bring some money with you to spend in local shops.

What happens if I can't come at a time when I've arranged a visit?

Let both your ex-partner and the Centre Co-ordinator know as soon as you can.

Does the Centre make any reports about us?

A Child Contact Centre is independent of the courts, social services or any statutory agency. We do not make verbal or written reports about visits, apart from the dates and times of attendance. The only exception to this is if we believe that a child is at risk, or if a volunteer or Centre user is at risk of harm.



Are there any rules?

As few as possible! However, several families use the Centre at the same time, so we must be considerate to others and try to ensure the safety of everyone.

- Parents are responsible for the safety and supervision of their children at all times while at the Centre. No child may be left without a parent in attendance.
- You must provide a contact telephone number when leaving children at the Centre.
- A child may only be taken from the Centre during a visit if this is agreed in advance with us and with the prior written consent of the resident parent.
- Relatives, new partners or friends can only attend if they are agreed in advance (as above)
- There must be no arguing or disagreements in front of any of the children. Abusive or aggressive behaviour, racist or other offensive remarks will not be tolerated. Any visitor acting in such a way will be asked to leave.
- Finally, please: No smoking in the Centre. Don't bring any pets. Mobile phones, i-pads, tablets and portable computers should be switched to silent and should not be used in the hall while you are with your child save for showing photographs or playing games. Photographs and videos may only be taken where the resident parent agrees and where a volunteer can help set up the 'shoot' so that other children are not photographed. Alcohol, drugs, or anyone under the influence of these will not be allowed on to the premises.

**WE LOOK FORWARD TO
WELCOMING YOU AND YOUR FAMILY**