



**WHERE WE MEET – every 2 weeks 2-4pm Saturdays:**

Dursley and Cam Child Contact Centre  
 Community Rooms  
 Dursley Tabernacle/United Reform Church  
 Parsonage Street  
 Dursley  
 Glos GL11 4BW

**ALL ENQUIRIES, REFERRALS AND CORRESPONDENCE TO:**

Tel: 07824 872854  
 Email: [coordinator@dursleyccc.org.uk](mailto:coordinator@dursleyccc.org.uk)

**Fees:** A £25. Registration fee is payable by the parent requesting contact. Contact sessions are free.



**DURSLEY & CAM CHILD CONTACT CENTRE**

This is a 'Supported' Centre accredited by the National Association of Child Contact Centres. We are a voluntary registered charity with trained volunteers who help to support contact sessions between children and their parent.

The Centre is a safe and neutral place where children can meet and enjoy uninterrupted time with the parent they no longer live with.

We offer a breathing space and are a stepping stone for parents to work out future arrangements to be able to move on from the Centre.

As a 'Supported' Centre, we do not observe and make records of contact except dates/times of attendance that can be provided to the family, Family Courts/other professionals on request.

Data protection and confidentiality is maintained throughout all Centre activity.

Separating families can 'self-refer', Solicitors, Cafcass, Social Services and the Family Courts can each refer families to the Centre for contact.

We welcome enquiries from volunteers who may wish to support the contact sessions.

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

**It is a safe neutral place** where children can meet with the parent they do not live with. It is a place where relationships can be maintained or restored whilst the parents work out how they can move forward in the child/children's best interest, to have normal contact in the community or in each other's homes. It is essential that both parents are committed to the needs of the child/children.

**Supported contact** is not a permanent solution, it is a short term arrangement that can be anything from a few weeks to a few months, it cannot be seen as a long term solution. Much will depend on the needs of each family and any directions from the Family Court if there is a Court Order. Whatever the need, the Centre will review with the family every few months to assess how arrangements can be moved forward. For some families a gentle introduction into the community is preferred, for this we can support handover arrangements at the beginning and end of each session or, for a part of the session time. We cannot escort families in the community.

**Some families are referred** to Contact Centres by the Family Courts with a Child Arrangement Order, others will use the Contact Centre whilst they are going through the process of obtaining an Order, and others will use the Centre on a self-referral basis simply to have somewhere that the children can maintain contact with their parent whilst planning the future.

**Supported contact** with Dursley & Cam offers a large well-equipped playroom with toys and games suitable for children up to the approximate age of 12. The number of children/families at any time is dependent on age and space. Volunteer trained staff are on hand to support any needs within the playroom. **We require all parents** to work with our '**staggered arrival/departure**' procedure irrespective of whether or not the parents do not wish to meet or have a court order to that effect. Volunteer staff will support the handover of children at start and end of sessions. **We keep attendance** and any accident records and, if there is a risk of harm to a child, parent or member of staff we will apply our 'safeguarding' procedures.

**You need to know:** The safety and well being of your child/ren is the parent's responsibility. Children cannot be left in the care of Centre staff. A child/children cannot be taken out of the Centre unless it has been agreed by both parents with Centre staff in writing and in advance. Any form of drugs, alcohol, abuse, arguing, aggressive or offensive behaviour will not be tolerated and can lead to the loss of contact.

**Subject to space**, other relatives can take part in the contact if named on the Referral Form, agreed by both parents and pre-arranged.