

May I bring some-one with me?

This is only possible for the visiting parents by the mutual agreement of both parents or by Court Order. This may include grandparents, siblings and other relatives. The Centre Co-ordinator must be informed prior to the session. Resident parents should not bring any-one else with them unless agreed with the Co-ordinator

Do I have to pay?

There is no charge to the families for our services. The centre is run by unpaid volunteers, and is a registered charity. However we do have to pay rent, purchase new toys and equipment, pay for insurance, training and office expenditure, the cost of which has to be met by fund raising and grants. Any donations would always be welcomed.

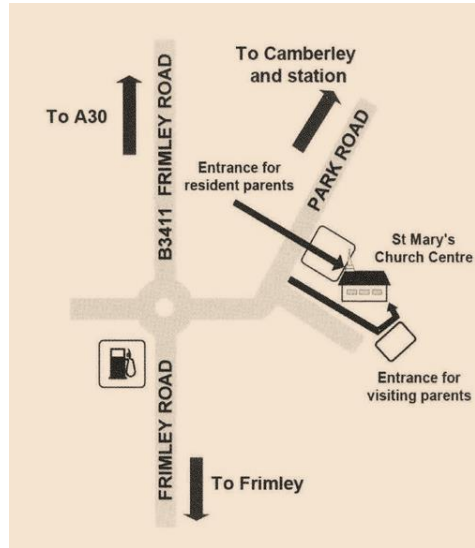
Please Note

Visiting Parents enter through the rear entrance **ONLY**.

THIS IS ACCESSIBLE BY THE ENTRANCE INTO WATCHETTS PARK WHICH IS NEXT TO THE CHURCH

We are located at:

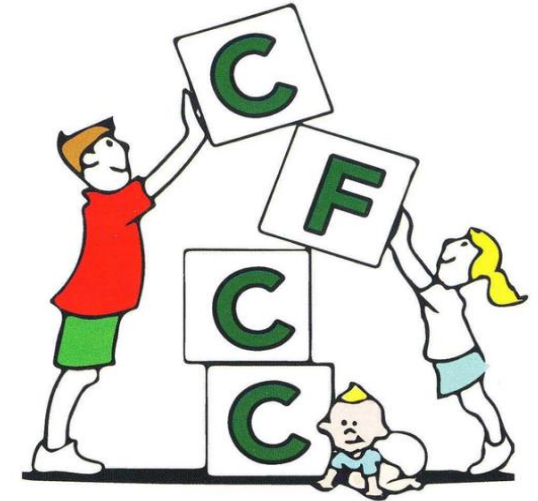
St. Mary's Church Centre,
Park Road,
Camberley GU15 2SR
Mobile 07768 333 676



An accredited member of the National Association of Child Contact Centres

Membership No: 70/5

Registered Charity Number 1054538



Are you separated with a child or children?

Are you finding it hard to come to a contact arrangement?

Ask your Solicitor, Cafcass or Social Worker about us.

Or call:

The Camberley and District Family Contact Centre on 07768 333676
email:
coordinator@camberleyfcc.org

What is a Contact Centre?

A Contact Centre provides a safe and neutral venue where children can meet the parent they no longer live with. It is also possible for them to meet other members of their estranged family. Some families may use the Contact Centre for a short time while others continue to use our facilities for longer. The Centre can be used as a place where children may be 'handed over' to their non-resident parent for outside contact and 'handed back' later to their resident parent.

All volunteers are impartial and all information is confidential except in the event of a child protection or safeguarding issue. We do not report what happens during contact but will confirm attendances if requested.

How can we obtain access to this facility?

Referrals are made through the Family Courts, Children and Families Court Advisory and Support Service (Cafcass) Solicitors and Social Services. We also accept Self-Referrals.

When can we come?

We open twice a month on the second and fourth Saturdays between 2pm and 3.30pm. The frequency and length of contact will depend upon the arrangements agreed through your solicitor, Court Order or between yourselves. Once your referral has been received you will be asked to attend a

pre-contact visit with the Family Liaison officer .

Pre - Contact Visits

Separate appointments are made for the resident and visiting parent. The resident parent will be expected to bring the child along to familiarise them with the setting. Please bring a relative or friend to care for the child whilst the meeting takes place. If the contact is considered to be appropriate for our Centre both parents will be advised.

Who runs the Centre?

We are manned entirely by trained volunteers. The Centre Co-ordinator accepts referrals, has contact with Cafcass officers and solicitors, and deals with the administration. The Co-ordinator is your contact outside of the session. Please ring the Co-ordinator if there is any alteration to the arrangements for contact. **If you are unable to attend or going to be late please telephone 07768 333676** as early as possible so we can keep everyone concerned informed.

What happens at a session?

We have three teams of volunteers each led by a Team Leader who will address any concerns you have during a contact session. **Resident** parents use the front car park and the front door of the building into the foyer. **Visiting** parents use the Watchetts Park car park at the side of St Mary's Centre. Their access to the Centre is via the rear door from Watchetts Park to

their waiting room, this means that parents do not have to meet. Once both parents and their child have arrived the visiting parent will be invited to go to the main hall and a volunteer will escort the child to meet them. Before departing the resident parent must leave a contact telephone number at the reception desk in case they need to be reached, they should return at the agreed collection time.

Since Covid we now ask parents to bring a selection of toys for them to play with. Each family will have an allocated table socially distanced. We do have a selection of toys should they be needed, and will provide a selection of crafts at special times such as Easter and Christmas should they like to make cards. Please ask a volunteer if you would like to use our toys.

Please feel free to bring a soft drink for your child,

ALL AREAS ARE CLEAN ON ARRIVAL AND CLEANED AFTER CONTACT. THERE ARE ANTI BAC WIPES ON EVERY TABLE AND HAND SANITISER IS FREELY AVAILABLE AT ALL ENTRY POINTS AND IN THE HALL.

How private is my time with my child?

The Centre is unable to provide complete privacy in the main hall . For safety and security this room is manned by at least two volunteers. Other families will also be using the same room. However, we feel that each family having a designated table allows for quality contact time.