

KINGS LYNN CHILD CONTACT CENTRE CIC
A community Interest Company No 8304538 limited by guarantee
C/o Norfolk Citizens Advice, Hanse House, South Quay, Kings Lynn PE30 5GN
Tel No 07805466916
Email klyncccc@gmail.com
Website klccc.co.uk

Accredited by the NACCC

We are based at the Church Hall attached to the London Road Methodist Church. There is rail access to Kings Lynn Station and buses run from the bus station both of which are very close to the centre.

There is a car park attached to the Church Hall and there is also some limited parking on County Court Road. There is a 2 hour limit for that parking. As we are very close to the town centre there are also public car parks which are close by.

Information for parents and rules of the Centre.

The entrance to the Church Hall is on County Court Road, Kings Lynn PE30 5EW. We meet on the **first** and **third** Saturdays of each month between the hours of 9.30 am and 12.30. Occasionally we have to change our dates and times for contact but we will ensure that we will give you as much notice as possible.

What we do

At the Kings Lynn Child Contact Centre we work to provide a safe and friendly meeting place to help children spend time with absent family members.

We have a range of toys and play areas suitable for different age groups. We have a large play area.

The centre is run by volunteers all of whom have received appropriate training and who are safety checked ie DBS checked. The centre is funded entirely by donations, fundraising and the referral fees collected when a child starts at the centre. We do not receive any support from the government.

We offer a venue for supported contact so sessions and families are not closely monitored. The volunteers are always glad to help, for example, if it has been a time since the non resident family member saw the child(ren), then the volunteers may discreetly offer some ideas about play.

Refreshments are available although the person visiting the child may bring their own refreshments along.

In the event that the visiting parent has a hot drink whilst in the centre they will be responsible for "monitoring" the drink at all times so as to prevent any accidents occurring

The visiting person will be responsible for their child/ children at all times.

We do not provide counselling or mediation. As a rule we will not act as a go between or pass on letters, messages or presents etc however we are aware that in a few cases the parties are not able to communicate for various reasons and in those cases the co-ordinator and her deputies do have the right to exercise discretion in deciding whether to pass on messages etc. In the event that messages etc are passed on, the person involved at the centre will remain impartial and neutral.

Please do not ask your children to pass on gifts or belongings, money or messages (either verbally or written) to your ex partner.

Where necessary we will offer support to the families but we will not supervise the contact.

We will not write reports or give evidence to the court about the contact unless there are child protection issues. We remain neutral and impartial at all times and we can't give advice. We do keep brief records of the attendance at the centre which can be given out on request.

Moving contact on

The contact centre is not a final destination. Eventually it is in the interest of the children to have contact with the absent family member in family surroundings away from the centre. We would hope that, all being well, after sessions at the centre not exceeding six months that the contact could move away.

Parents will be asked to suggest how contact can develop.

Gradual progression of contact is possible with the centre being used as a handover between parents, provided that it is agreed by both parties and recorded on paper with the Co-Ordinator agreeing to the arrangements

We are also happy to try to assist the parties in reaching agreement about the progression of contact.

Referrals to the contact centre

Parents requesting contact can contact the centre by email, letter or telephone requesting a referral form. Alternatively the forms can be downloaded from the website. If you have a solicitor they may help you complete the form but if you need help with the form we will help you when we speak at the pre-contact interview.

Please note that both parties need to complete a form each. The forms must be signed.

In certain circumstances we will have to decide whether we can accept the family but if we feel that there are some risks for the child or carers then we may have to say "no". In some cases we may agree to take a family on a " trial " basis but if it then appears that our centre is not the right venue we will notify both families and may make suggestions about the "right" venue.

At the pre-contact interview we will show you the centre and explain how we work. We will also talk about any concerns that either party may have and try to resolve/ reassure them about the issues.

As we do not receive any funding from any official organisation we do ask the the visiting family member pay the referral fee which at present stands at **£60** for the six month sessions. The parent with residence is also asked to make a donation.

We also reserve the right to request a further referral fee should the contact continue at the centre after the expiration of the initial six month period.

If there is a court order dealing with the contact visits please ensure that we are given a copy of the order. That way we know exactly what has been ordered. We may not be able to start the contact until we have seen the order. Also if the court make another order at a later date please ensure that we have a copy of that order as well.

When you have filled out the referral form please telephone or email the centre so that we can arrange a time to speak about the referral before the contact starts.

Please note that the Information on the forms and the Information that you give at the pre-contact meeting is confidential and is not passed on to anyone save where there may be child protection issues. More details about that are set out in our safeguarding policy.

Arrival at the centre for contact visits

We will discuss the arrival at and departure from the centre when we meet.

If the parties do not wish to meet, the visiting person must arrive 10-15 minutes before the escorting person and child. At the end of the session the visiting person must stay behind for 10-15 minutes after the session has ended.

It is helpful if the visiting person can help tidy away the toys etc.

It is essential that neither party is late as the child can get distressed by that. If you are delayed for whatever reason please contact the centre to inform them of your estimated time of arrival.

If you can't attend the contact please let the centre know as soon as possible so that the other party can be notified.

Also if the contact moves away from the centre please let us know.

Rules for the centre:-

Please do not bring anyone else with you unless it has been previously agreed.

If any other family member ie the visiting persons new partner or other children wish to accompany the visiting person it must be agreed with the resident person and the centre. Those visiting must be familiar with the rules of the centre.

Any person displaying violence, bad language, intimidation or aggression, either inside or outside the centre may be asked not to return which could mean they could lose their place at the centre.

Any aggressive, argumentative or intimidating conduct towards the staff will not be tolerated and may lead to the place being withdrawn.

Please do not engage in an argument whilst at the centre.

Any person arriving at the centre under the influence of drugs or alcohol will be asked to leave.

Smoking is not permitted within the building.

The resident person must not access any other part of the building other than the waiting area and toilet allocated to them. They may be able to remain in the building during the contact session.

The visiting person should only access the entrance hall, the room where contact takes place and the toilets allocated to the use during contact. They must not access any other part of the building unless agreed by the co-ordinator or anyone authorised by her.

Children will be the responsibility of parents at all times but staff will be at hand to assist if help is needed. The visiting person will be responsible for supervising the children at all times during the contact session and there must always have an adult present whilst they are at the centre.

The staff are not able to take responsibility for the children.

If the contact has been delayed for whatever reason the session may still go ahead only for the remaining time the centre is open.

Mobile phones should be switched off during the contact sessions. We reserve the right to remove the phone where these rules are being disregarded. Photographs are only permitted with the permission of the staff. For children protection and safeguarding reasons no photographs of other children, adults or staff should be taken whilst at the centre.

We would ask that you accept guidance from the volunteers and if you have any concerns please raise them with the Co-ordinator or the Deputies on duty at the time.

The adults and children may also identify themselves to the centre so that a record is kept of the persons using the centre at any time.

Photos

The visiting person can take photos and or videos at the centre (with the centres consent) unless the resident parent has given to the co-ordinator or the deputies a specific reason why photos etc should not be taken. For that purpose we accept that you may need to switch your phone on if you take photos on the phone.

Photos and videoing are only permitted in the presence of, and with the permission of the staff/ volunteers. For child protection and safeguarding reasons no photos of any other child, adults and staff should be taken whilst in the centre.

Also if photos are taken please do not put them on social media.

We would also ask that whilst you are using the centre for contact you do not post anything about your former partner, the contact or the child/ children on social media.

If you have difficulties and need an interpreter you must arrange this yourself. We are unable to pay for or provide interpreters.

The volunteers will not give first aid to the children. A first aid kit is available for your use.

Please do not bring any balloons, flying toys, toy guns etc to our centre.

Policies

We are accredited by the National Association of Child Contact Centres (NACCC). We have a number of policies that we comply with. These policies can be seen on our website.

Complaints

If you wish to make a complaint or are concerned about any aspect of the service we provide please speak to the co-ordinator to begin with. Alternatively we would ask that you email the co-ordinator about the complaint.

A copy of the complaints policy together with all our other policies can be found on the website or can be made available on request.

May 2022

Please read all the Information above very carefully and then sign and date both copies where marked below.

Please keep one copy for you and give one copy to the co-ordinator at the pre contact interview.

I confirm that I have read the Information provided and wish to proceed with contact at the centre.

Print name.....

Sign name

Date.....