



Cambridge and Ely Child Contact Centres

Registered Charity No. 1145344 Company
Limited by Guarantee 7644402

Cambridge and Ely Child Contact Centres exist to support separated families. The Contact Centres are places where children living with one parent ('resident parent') can spend time with the other parent ('non-resident parent') in a safe and non-judgmental atmosphere. Each centre offers welcoming, comfortable surroundings with a range of toys and activities for different age groups. Tea, coffee and soft drinks are available. We hope you will find that coming to the Centre helps your family build arrangements for contact in the future.

Information for parents

(to be kept by the parent)

Where and when are the Centres open?

In **Cambridge** - at George Pateman Court, 162 Tenison Road CB1 2DP on the first and third Saturday of each month from 10.00am until 4.00pm

In **Ely** - at St Etheldreda's Church, 19 Egremont Street, Ely CB6 1AE on the second and fourth Saturday of each month from 10.00am until 2.00pm

Who runs the Centres?

The **Coordinator**, Mary Parker, leads a team of **Volunteers**. Cambridge and Ely Child Contact Centres (CECCC) is a registered charity run by a **Management Committee**.

How can families arrange to use one of the Centres?

You can make contact with the Coordinator

- by phone on 07812 157448
- by emailing mary@ceccc.org.uk
- by writing to P O Box 226, Cambridge CB6 3WG.

To help us get contact sessions off to the best start, please:

1. Fill in our form, giving us information about your family and give it to the Co-ordinator. If you have a solicitor, they may help you with this. The Co-ordinator and the Volunteers at the Centre will also offer you help when you make your pre-contact visit. **Contact cannot begin until the Co-ordinator has received a completed form from each parent.**
2. Arrange with the Co-ordinator a date and time to make your pre-contact visit. The resident parent will be invited to bring the children along for this visit so they can start to become familiar with the Centre. The non-resident parent will be invited to visit on another occasion. **Contact cannot begin until these visits have taken place.**
3. Read 'what you can expect of the Centre' and 'what the Centre expects of you' very carefully and sign both copies at the end to show that you have understood and accept what they say. **Contact cannot begin until the Co-ordinator has received your signed copy.** Please keep one copy for your future reference.
4. If a court order has been made setting out contact arrangements, provide the Co-ordinator with a copy of the order. **Arrangements for contact cannot be made until the Co-ordinator has seen the order.** (If a new court order is made at a later date, make sure the Co-ordinator has a copy of that too.)
5. It is better to post or hand these documents to the Co-ordinator; email is not always a secure way of communicating documents containing sensitive personal information. If you post to our PO Box, make sure that you pay the correct postage for a large envelope; if you do not, your letter will not be delivered.

Please feel free to ask the Co-ordinator or Volunteers for information and explanations at any time.

How long can a family use the Centres?

Places are available to families for a limited period, usually a maximum of six months. After that, parents are expected to make their own arrangements for contact. There are always other families waiting to use the Centres.

How much does it cost?

We do not at present charge parents for using the Centres, but we welcome donations from family members. We do not receive government funding; we rely on donations and fundraising.

Please note: Our Centres are **supported** child contact centre. They are not suitable for contact arrangements where there is a strong indication of risks to children or adults such as those related to domestic abuse or child abuse, serious mental health or addiction issues. Families where such risks exist should use a supervised centre.



Cambridge and Ely Child Contact Centres

Registered Charity No. 1145344 Company
Limited by Guarantee 7644402

Parents' agreement

(two copies to be signed; one to be kept by the parent)

Please read what is written below very carefully, and then sign to show that you understand the conditions for using our Centre.

What you can expect of the Centre

- The Coordinator and Volunteers are here to offer support to families. They do not supervise families or pass comment or judgement on your situation; they **do not write a report or provide evidence in court** (unless there are child protection issues). The Coordinator or the Volunteers cannot act as a go-between, give advice, enforce court orders or agreements made privately between parents, or sort out arrangements within a family. They remain neutral and impartial.

If you are experiencing difficulties with arrangements for your children, you should seek advice from a solicitor or a Citizen's Advice Bureau.

The Cambridge Family Mediation Service runs 'Parenting after Parting' workshops and the Separated Parents' Information Programme. These are aimed at helping parents manage the impact of divorce or separation on their children – see <http://www.cambridgefms.co.uk/>. They can be contacted on 01223 576308 or families@cambridgefms.co.uk or at 3rd Floor, Essex House, 71 Regent Street Cambridge, CB2 1AB.

- Contact at the Centre is only intended to be a temporary measure; **places are usually offered for a maximum of six months**. (Requests for contact over a longer period will be referred by the Coordinator to the Chair of the Management Committee for authorisation.)
- The Centres can be used as a point for handover between parents, provided it is agreed in writing by both parents and the Coordinator has also agreed to the arrangement.
- The information that you provide to us is confidential; it is not passed on to anyone else, including the other parent; it is not made available for court proceedings. If you would like to see a copy of our confidentiality policy, please ask the Coordinator or a Volunteer.

- If you are concerned about an aspect of the service we provide, please ask the Coordinator or a Volunteer for a copy of our complaints procedures, and discuss the matter in the first instance with the Coordinator.

What the Centre expects of you

- Children must always have one of their parents present while they are in the Centre.
- You must supervise your child(ren) at all times while they are in the Centre; you remain responsible for their safety at all times.
- **It is important that you arrive on time.** If you do not, you are likely to cause distress to your child. If you encounter last minute problems or you are delayed, you must contact the other parent or the Coordinator (on 07812 15744) as soon as you can.
- If a new court order is made, changing contact arrangements, the Co-ordinator must see a copy of the new order before the Centre can co-operate with the new arrangements.
- When you decide that you no longer need our services, let the Coordinator know right away. There is a great deal of demand for places at our Centres and there are usually other families on the waiting list.
- If you do not attend for two contact visits without contacting the Coordinator to explain why, you will automatically lose your place.
- You must not under any circumstances engage in an argument with the other parent or anyone else when you attend our Centre. Any family member using abusive language and displaying aggressive or unacceptable behaviour will be required to leave the Centre.
- Alcohol and drugs are not permitted in the Centre. Any family member who is considered by the Coordinator or Volunteers to be under the influence of alcohol or drugs will be required to leave Centre immediately.
- Smoking is not permitted in the Centre, including near children in the outside play areas.
- Please switch off your mobile phone while you are at the Centre so you can focus your attention on your child(ren).
- The non-resident parent can take the child(ren) away from the Centre during a contact session **only if** the Coordinator has received written consent from the resident parent. (The outside play area is regarded as part of the Centre.)

- The non-resident parent can take photographs/videos of your child(ren) at the Centre **only if** the Coordinator has received written consent from the resident parent.
- Please do not send messages, money or items to the other parent via your child(ren).
- Other family members or new partners may attend sessions at the Centre **only if** they are named on the referral form or if the other parent has given written consent, and with the Coordinator’s agreement.
- If your family needs support from an interpreter, you must arrange this yourself. The centre cannot provide or pay for interpreters.
- Pets may not be brought to the Centre – although, of course, guide dogs are welcome.
- Volunteers do not give first aid to children. A first aid box is available for your use.

When you have read the previous two pages carefully, please sign and date below on both copies of this agreement, and then give one to the Coordinator or post to P O Box 226, Cambridge CB6 3WG (make sure that you pay the correct postage for a large envelope; if you do not, your letter will not be delivered). Keep the other copy for your own reference.

I confirm that I understand what I can expect of the Centre and what the Centre expects of me.

Print name

Signature

Date



Cambridge and Ely Child Contact Centres

Registered Charity No. 1145344 Company
Limited by Guarantee 7644402

Referral form

1 Tell us about your child(ren)

| Name | Age | Date of birth | Boy (B), Girl (G) |
|------|-----|---------------|-------------------|
| | | | |
| | | | |
| | | | |
| | | | |

Other information we should have about your child(ren) such as any disabilities, medical conditions including allergies and the language they speak at home

When and where did the child(ren) last have contact with the non-resident parent?

Why did contact break down?

If they are old enough to express a view, what are their views about contact?

2 Please give us some information about you

| |
|-----------------------------|
| Your name |
| Your address |
| Post code |
| Your land line phone number |
| Your mobile phone number |
| Your email address |

| |
|--|
| Your relationship to the child(ren) |
| Are you the resident parent (do the children live with you)? Yes <input type="checkbox"/> No <input type="checkbox"/> |
| Are you the non-resident parent (do the children live with someone else)? Yes <input type="checkbox"/> No <input type="checkbox"/> |

| |
|---|
| When did your relationship with the other parent end? |
| Why did the relationship end? |

| |
|--|
| Are you willing to meet the other parent at the Centre? Yes <input type="checkbox"/> No <input type="checkbox"/> |
|--|

Have you attended a Separated Parents Information Programme (SPIP)? Yes No

Tell us about any other mediation you have engaged in.

Name, phone and email details of your solicitor (if you have one)

3 Contact arrangements

Has the family court made a child arrangements order about contact at the Centre? Yes No

If your answer is yes, give brief details of what the order says about contact at the Contact Centre.

(Please make sure you give a copy of the order to the Co-ordinator.)

If your answer is no, explain what arrangements you would like for contact at the Centre (how often and for how long).

Will a Cafcass officer be involved in your contact sessions? Yes No

If your answer is yes, please give the name and phone/email details of the Cafcass officer

4a Please complete this section if you are the resident parent (if the children live with you)

Will you be bringing the child(ren) to the Centre and collecting them? Yes No

If your answer is no, who will be bringing and collecting the child(ren)?

Do you want someone else to come to the Centre with you and the child(ren)? Yes No

If your answer is yes, who do you want to come with you?

Do you agree to the non-resident parent taking the child(ren) out of the Centre?

Yes No

Do you agree to the non-resident parent taking photographs/videos of the child(ren)?

Yes No

Do you think there is a risk that the non-resident parent might abduct the child(ren)?

Yes No

If your answer is yes, please say why you think this risk exists.

4b Please complete this section if you are the non-resident parent (if the children do not live with you)

| | |
|---|--|
| Do you have parental responsibility for the child(ren)? | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| When did you last have contact with the child(ren)? | |
| When did you last live with the child(ren)? | |

| |
|--|
| Do you want someone else to have contact with the child(ren) at the Centre? Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If your answer is yes, who do you want to have contact? Explain their relationship to the child(ren) |

5 Please give us more information about your family

Tell us about any concerns about mental health or addiction within your family

Tell us about any incidents of domestic abuse in your family. Please describe what happened and say when it happened.

Did you seek help?

Yes No

If so, from whom (for example, Women's Aid, the police)?

What did they do?

Do you have an allocated Cafcass officer?

Yes No

If your answer is yes, please give their name and phone/email details.

