

## Address

**Oswestry Child Contact Centre**  
**Senior Citizens Club**  
**Lorne Street**  
**Oswestry**  
**SY11 1ND**

**Opening Times: 1<sup>ST</sup> Saturday of month – 2.00pm to 4.00pm**

There is a CAR PARK by the Centre

**Telephone:** Saturdays 1.45pm – 3.30pm

Only if - Delayed / Late

07375 818 778 – **This telephone does not take messages**

For all other enquiries/information: 07762 641778

## ALL CORRESPONDENCE TO:-

*SHROPSHIRE CHILD CONTACT CENTRES*

shropshireccc@hotmail.com

Mrs V Collard - Shropshire Child Contact Centres Manager

Tel- 01743 718052 & **07762 641778**

**Email:shropshireccc@hotmail.com**

All Policies are held in the office and may be seen on request.

Any comments you have regarding the service by Shropshire Child Contact Centres should be addressed to the Staff or put in writing to the Manager at the above address

[www.shropshirechildcontactcentres.co.uk](http://www.shropshirechildcontactcentres.co.uk)

Printed and Published by Shropshire Child Contact Centres Ryton Shrewsbury  
SY5 7LZ Tel/-01743 718052& 07762 641778  
Child Contact Centres is a Registered Charity No: 1096556



## SHROPSHIRE CHILD CONTACT CENTRES



*2000 children a week  
use a  
Child Contact Centre*

**ACCREDITED MEMBER  
OF THE  
National Association of  
Child Contact Centre**

## ***Shropshire Child Contact Centres – SCCC***

— run three Supported Child Contact Centres in Shropshire, and are Accredited Members of the National Association of Child Contact Centres. SCCC members running the centres are trained volunteers. They are selected by interview, must give references and are DBS checked. Members operate within the SCCC code of practice at every centre.

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

It is a friendly, safe and neutral environment where children can meet a parent or other family members they might not otherwise see.

### ***What is it like?***

At a child contact centre the most important people are the children. We like to create a warm, safe, sociable atmosphere where children and their families can relax and enjoy themselves.

### ***How are visits arranged?***

Visits are by referral. This could be by a CAFCASS officer, social worker, Solicitor, family mediators or a court order. If you would like to come to the centre, one of these people should complete a referral form and email this to the SCCC Manager. Visits should be arranged as far in advance as possible. We can accept a **SELF REFERRAL** This to be arranged with the Manager.

### ***What does the Child Contact Centre provide and what should I bring?***

At present, we can only provide a few toys, games, puzzles, books, and ask that all parents bring a table-top game for the entertainment of the child/ren. No balls please. Teas and coffee are sold but no further refreshments.

### ***Do I have to meet my former partner?***

Not if you don't want to. This is extremely difficult at present as we do not have separate waiting areas.. A parent must be with the child at all times.

### ***How much does it cost?***

It is a charity part funded by grants from MOJ, SCCC fundraising and donations. However, there is a referral charge of £50 for 12 months. Please ring this office or Solicitors to discuss charges if necessary.

### ***How often can I come?***

This really depends on yourselves and when the centre is open. Your Solicitor or CAFCASS officer will help you make arrangements and this must be agreed and entered in the referral form before the first visit

### ***What happens if I cannot come?***

Let your former partner and the centre co-ordinator know in advance.

### ***Are any reports made about us?***

A Shropshire Child Contact Centre is a Supported centre, independent of the judiciary, social services or any statutory agency. We do not make verbal or written reports about visits or take sides. Our code of practice states that the only exception to this is if a child is believed to be at risk. We will give dates on register if asked for.

### ***What do Child Contact Centres members do?***

Child Contact Centres members are not responsible for looking after the children. They register them, and generally manage the smooth running of the centre.

### ***Are there any rules?***

As few as possible! However, the centre will be used by several families at the same time, so those we have ensure the safety of the children and consideration for others.

- No child may be left without a parent in attendance
- Parents are always responsible for the safety and supervision of their children.
- You must provide a contact telephone number when leaving children at the centre
- Please do not bring your child if he/she is unwell.
- A child may only be taken from the centre during a visit if it is stated on the referral form or with the written consent of both parents.
- Relatives or friends can only attend if they are named on the referral form.
- We have no facilities for pets, so please leave them at home
- All centres have a no-smoking policy.
- Anyone under the influence of alcohol or drugs, or carrying drink or drugs, will not be admitted.
- Video or still photography must be agreed with the centre.
- Only emergency calls can be made on mobile phones. They should not be used for texting and emails but solely for games..
- Abusive or aggressive behaviour will not be tolerated and those involved will be asked to leave.

### ***Equal opportunities***

Shropshire Child Contact Centres aim to offer an equal service regardless of colour, disability, gender, race, religion or sexual orientation. Racist or other offensive remarks or behaviour will not be tolerated, any visitor acting in such a way will be asked to leave.