

Abington Avenue URC Child Contact Centre - Northampton

Re-accreditation Summary



*"Keeping children in touch with
parents following separation"*

NACCC child contact centres and services have an endorsed accreditation process which shows that all NACCC services work to agreed and approved national standards, which ensure that families using the services are safe. The national standards are updated by NACCC in line with legislation and good practice. All NACCC child contact centres which offer supported contact undergo an accreditation process which is renewed every three years. Accreditation demonstrates that the centre is working to the national standards for supported contact.

Re-accreditation process fully completed: 9th November 2018

Abington Avenue URC Child Contact Centre is a supported contact centre operating in Northampton, Northamptonshire. Contact information can be found on the [NACCC website](#)

Summary of Accreditation Assessment

Abington Child Contact Centre is located in Abington Avenue Reform Church, close to the town and accessible by public transport. They have a small car park or there is parking in the roads either side of the church. The Child Contact Centre offers supported contact in a safe, friendly and neutral place, where children of separated families can spend time with a parent who no longer lives with them. They provide a fully equipped nursery for younger children, a room for older children and toys and games for all ages. There are nappy changing facilities and a disabled toilet. Parents can wait in a separate waiting room where drinks and snacks may be purchased. Separated parents do not have to meet if they do not wish to.

Photos of Abington Avenue URC Child Contact Centre - Northampton



PTO for further details



The Centre is owned by the church and managed by the Co-ordinator. The Centre is open from 10am to 3pm on the 1st & 3rd Saturdays and from 10am to 1pm on the 2nd & 4th Saturdays of the month with four teams of volunteers each working once a month. The co-ordinator, her assistant and the volunteers were very welcoming during the accreditation visit. The centre was very clean, well decorated and welcoming for children with lots of toys and games evident. Having two large rooms allowed for the toys and games to be spread out giving families some semblance of privacy during their contact. The Assessor observed a few fathers waiting for contact and parents arriving with children ready for contact. The atmosphere across the centre was comfortable and relaxed.

During discussion it was asked about whether the centre had a deputy/assistant Co-ordinator and was advised “no” and that her assistant covers for the co-ordinator if she is absent. The assessor advised that her assistant should attend a Co-ordinator training course to ensure that two of them were trained to carry out this task. Her assistant agreed she would attend a NACCC course. The co-ordinator works Monday, Wednesday, Friday 10.00 – 15.00 and Saturday 9.00 - 13.00/15.00.

In discussion with the co-ordinator it was clear that she understands the importance of risk assessment, pre-contact meetings and recording information. It is the assessment of the person who co-ordinated the re-accreditation that documentation is kept securely. She was very clear about what families the centre is able to offer service to, she is equally clear in declining to offer a service where the risk or need is greater than the centre can manage.

During the visit the volunteers appeared to know what was expected of them and appeared organised in their support of the families attending the centre. Good Practice was discussed, the assistant appeared welcoming of the information shared and will in future record interviews and ask referees to sign photos as a true likeness of the person.

The Church has overall responsibility for the contact centre, the co-ordinator manages daily and is involved in the board meetings as she knows the regulations and standards that need to be met. Prior undertaking this process, the assessor checked with NACCC head office that GDPR was in order and was advised it was. When talking to the co-ordinator she is waiting for the board to approve the Information Policy.

Overall this was a positive accreditation with few recommendations for development. This is a long-standing centre very committed to the work that they are undertaking and what this means for local families. It is clear from the assessment that this is a good quality service that is well managed overall.

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