

Welcome



In response to a national drop in referrals and in an attempt to support its membership in any way it could, NACCC embarked on an Awareness Campaign (see

article). There were a number of aspects to this. New posters and leaflets were formulated and distributed to all contact centres, along with letters to be sent out to all local services. The NACCC website was updated and there were a number of opportunities for radio and newspaper interviews.

The thrust of our message was to parents and family members, that it is not necessary to go to court to access services such as contact centres and mediation. Statistics show that the year before last 15,000 children attended a contact centre. Last year this had reduced to 9,000 and this year it is projected to be even less.

Has a miracle occurred and parents are not separating, or are they suddenly able to sort out their own difficulties? This is unlikely, which leads to the question what is happening for those children? If parents are walking away then outcomes for those children are poor. We know that children benefit from having loving relationships with both parents. Contact Centres play such a vital role in all of this but not if people do not know about their existence. So important to get our message out there. Suggest one of the places to put posters up is in local supermarkets. Everyone has to shop so this might be a good way to reach people. Do you have any good ideas on how we can help increase referrals? Please share them with us. Also it is important for NACCC to receive statistical information from centres. When we are asked by funders, newspapers and radio for figures, we can accurately reflect the work you all do.

Elizabeth Coe,
Chief Executive Officer.

Chichester Café helps parents move on – “an excellent half way house”

Centre Spotlight –
“Why our centre is great!”

Parents enjoy coffee and cake whilst their children spend time with the family member no longer living with them. Christ Church Café is held where resident parents access the upstairs suite of rooms used solely for supported contact sessions held at Chichester Child Contact Centre on alternate Saturday mornings.



Our café is run during the week and also on Saturdays morning where generous slices of a variety of homemade cakes are offered which are very popular with volunteers, parents and any member of the public who happen to visit. Café volunteers have a DBS check and undertake safeguarding training. Parents are welcome just to sit and read or chat for as long as they like, with or without indulging in refreshments and as many members of the extended family as they wish may stay with them. Any step-siblings who wait in the café can be provided with games and activities to help while away the time. Many non-resident parents appreciate that the resident parent is at a significant distance away from the contact hall but as volunteers we can easily find resident parents who may be

needed quickly to settle very young children in the early days of contact or who may need to breastfeed doing the contact session; it is an excellent halfway house.

Tina (pictured here), actively seeks to



be on café duty when the contact centre is running so she has become well-known to parents in her own right. It is striking just how many parents who move on from

needing our centre use the café as a meeting point for handovers on Saturday mornings for a very long time afterwards. Tina's coffee and chocolate cakes really are spectacularly good!

**Kathleen Davies, Co-ordinator,
Chichester Child Contact Centre.**

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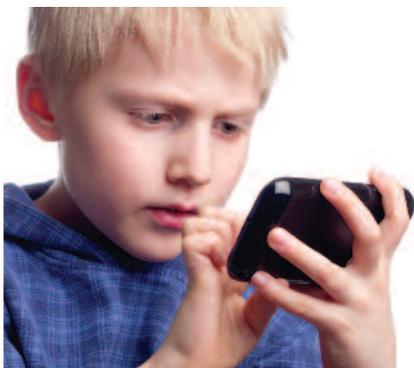
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Honor Rhodes speaks on changes afoot for contact...

“The value of contact – research and evidence, what matters?”



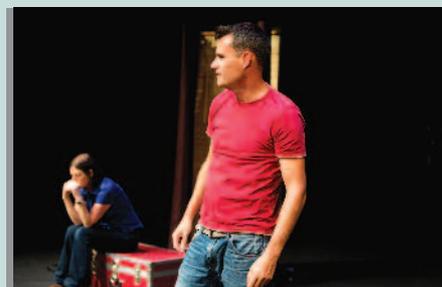
Honor Rhodes (Director of the Tavistock Centre for Couple Relationships) spoke at the NACCC conference last year on “working in the furnace of emotions”. Her speech included the following:

- **Contact – For and Against** – when to stop contact?
 - **Changes afoot** – including the unregulated contact children have via their phone.
 - **In the middle of it children’s needs** remain remarkably constant as do the consequences of not getting it right for children.
- She spoke on ‘Age and stage’ - how to help the older child, referring to Dan’s experience (see below):

“It was great at the time, the other children, Dad, sort of ordinary. But as I got a bit older it became weird. This was the only place that we were ever going to meet - I couldn’t bear it. It felt all wrong”. Dan (15)”

Honor concluded by saying: “The research is not as comprehensive as we would like it to be. The patterns of families’ lives will change more and faster. More families will want the help contact services, supported and supervised, offer. You could just stop... Or not...You could continue to struggle with imperfect knowledge and contribute some. You could show better how good contact work can be.” She advised finally that volunteers and staff look after themselves “Contact can take a toll on you...you deserve a medal and chocolate, gratitude and appreciation.”
For further details see ‘Latest News’ in NACCC members area.

Geese Theatre Company booked for NACCC Conference 2015



This conference will feature presentations by the Geese Theatre looking at scenarios surrounding more subtle forms of domestic abuse and how these are dealt with at pre-visits. This exciting conference will be held at the Riverside Centre Derby on 7th November 2015. Further details to follow...www.riversidecentre.co.uk

New children’s web space



We have created a new area on the website for children. This encourages them to send a message or question to NACCC. During the course of the year we hope to add age appropriate feedback forms and encourage other communication. This is still under development, so any advice or feedback would be much appreciated.

NACCC Christmas card competition



Later this year we will be launching a competition to see if there are any budding artists out there to design NACCC’s Christmas Card 2015....

Further details will be put on the website kids page as the weather gets warmer!

www.naccc.org.uk/kidsstuff

Safeguarding?

It only takes one slip-up...

The image shows a 'Safeguarding Recording/Reporting Form' with the 'con'ac logo. It contains various fields for recording a safeguarding concern, including sections for the person reporting, the child, and the incident details.

“I am writing to remind centres and coordinators about the necessity to accurately fill in the safeguarding reporting form which each centre should have a copy of available at all times during opening times.

The form should be used whenever you have a concern about a safeguarding issue...”

Louis Ruddlesden, NACCC Service Development Manager.

When completing the Safeguarding Reporting Form, make sure you include dates/times/family details - accurate information is essential

A copy of the Safeguarding Reporting form should be sent to the Authority you have contacted (out of hours, Cafcass/Cafcass Cymru, Children Services, Police) and one copy should be sent to Ruth at head office so it may be held on your centre’s file.

Please do contact the Safeguarding Helpline to report your actions on the day and seek advice if you need to. During the visits by assessors for reaccreditation it has come to light that the reporting forms are not as accurate as they ought to be:

- Dates and times of contact are sometimes missing
 - Details of families are incomplete and the names and numbers of the people contacted are missing.
- However, I have to say that in the majority of cases the issue of safeguarding is dealt with appropriately and efficiently. But we all know that it only takes one slip up... Should you require more advice please do not hesitate to contact us directly.

Louis Ruddlesden
Service Development Manager.

Keep the Safeguarding Helpline updated

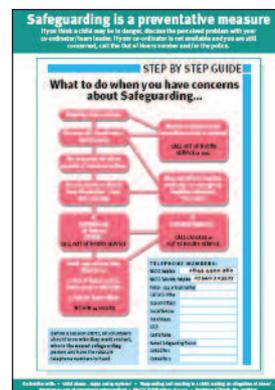


The Safeguarding helpline is open every Saturday 10am-6pm.

This is a dedicated phone-line run by NACCC to help you safeguard everybody using or working in your centre. You can of course call NACCC during the week if you have any concerns.

For details of the safeguarding helpline, latest version of the reporting form and guidance please see www.naccc.org.uk/members/safeguarding or contact the NACCC office.

Is your safeguarding poster completed and on display?



Everyone working and using your centre needs to know what to do if they have safeguarding concerns.

Please ensure that the safeguarding poster is displayed and the numbers written on it are up-to-date and accurate.

More posters are available from the NACCC office.

Wondering who does what at the NACCC office? Check out the back page!

We deal with many queries here at the NACCC office and to save you time have created an A-Z so that you know who to contact when you have a query. We hope this will help deal with your queries more effectively.

Training update...

Online courses and additional safeguarding courses...

...well received by volunteers and staff!



Take up of the online modules has continued to be encouraging with 1182 learners registered from 85 supported centres and 18 supervised centres.

648 volunteers and staff have enrolled on the **Health and Safety Risk assessment module:**

"I will keep a careful eye out for any potential hazards to children at the contact centre" Hannah, volunteer at The Contact Zone, Bridgend.

610 volunteers and staff have enrolled on the **Family Breakdown module:**

"The course reminded me about the real-life situation for the children attending the centre and the importance of providing a safe and

neutral space." Mary, volunteer at Blackpool Fylde & Wyre Child Contact Centre.

487 volunteers and staff have enrolled on the **Volunteer Induction module:** *"When I start work in the CCC I will be able to use this information to welcome families. I will have more understanding of what could be worrying them when they attend."* Diane, new volunteer at Chelmsford Child Contact Centre.

Additional safeguarding training available

Learners have also accessed limited licenses in the following additional safeguarding courses produced by Virtual College:

- Basic Awareness of Domestic Violence including the Impact on Children and Young People
- Hidden Harm – The Effect of Parental

Drug and Alcohol Misuse on Children

- Parental Mental Health
- An Introduction to FGM, Forced Marriage, Spirit Possession and Honour Based Violence'

To access the additional courses your centre needs to be registered for the online training. Email enrolment forms to Ruth at the office.

New training workbooks launched

I am pleased to announce that the training workbooks have been launched. These are ideal for people who cannot attend the face to face training offered by the centre and prefer not to use a computer.

They follow the ten subjects in the module training programme and are available to download via the members' training page on the NACCC website.

Louis Ruddlesden,
Service Development Manager.

Co-ordinator training update...

Please see further details below of training booked for this year.

Unless you receive a confirmation you are not guaranteed a place on the courses below.

The three year deadline for the completion of the training is September 2016.

Supported co-ordinator training (50-60 delegates)

Tea and coffee will be provided but please bring your own packed lunch with you.

Area	Day 1 £10 per person	Day 2 £10 per person	Venue address
Manchester (North) Closing date 8/5/15	21/5/15	14/9/15	Manchester Conference Centre, Sackville Street, Manchester, M1 3BB
Birmingham (Central) Closing date 5/6/15	16/6/15	6/10/15	The Church of the Ascension, School Road, Hall Green, Birmingham, B28 9DX
London (South) Closing date 11/6/15	23/9/15	5/2/16	Crawley Baptist Church, Crabtree Road, West Green, Crawley, West Sussex, RH11 7HJ

Supervised co-ordinator training (20 delegates)

*Please note the supervised training is **NOT** a residential so the cost does not include evening meals or accommodation.

Area	Day 1 & Day 2*	Venue address
Manchester (North) Closing date 8/6/15	25/6/15 and 26/6/15 £120 per person for both days (includes lunch on Thurs)	Manchester Conference Centre, Sackville Street, Manchester, M1 3BB
Birmingham (Central) Closing date 21/6/15	8/10/15 and 9/10/15 £100 per person for both days (does NOT include lunch)	Premier Inn Meetings Solihull (Hockley Heath, M42), Stratford Road, Hockley Heath, Solihull, West Midlands, B94 6NX
London (South) Closing date 9/11/15	26/11/15 and 27/11/15 £120 per person (includes lunch on Thurs)	Premier Inn Meetings London Euston, 1 Duke's Road, London, WC1H 9PJ

Regular feature...

What's been going on in the

Coffee Shop?

"What a good idea this is! I do like this opportunity to share problems and ideas! Thank you very much for setting up this forum. It is very comforting to know other centres also have similar problems!"

There has been so much sharing of your ideas, experiences, moans and concerns in the coffee shop – thanks so much to everyone who has joined in the discussion. **Please see a snapshot of the some of the popular chats /debates concerning charging that has been going on.** For further details go to the NACCC website members' area:

Cancellation policy?

"I am wondering about a cancellation policy for our centre - if a parent cancels a planned contact visit should they be charged the full amount as a cancellation fee? It may also deter from cancelling on a whim. Does anyone have an existing policy on this issue?" Mairead (The Lime Tree Project - Access Service).

- It would be a bit difficult for us to

charge them anything as we do not have any fees. We insist on a phone call from either party if they cannot make their contact. If they don't phone or text prior to contact after 3 occasions we would send a letter out cancelling their contact, as we always have a long waiting list. **Ruth (Billericay CCC).**

- We have a 24hour cancellation policy that seems to work well. If a room is booked and staff are booked then the full charge is applicable and staff are

Keep sending in any suggestions, concerns, moans, news...

still paid. However we are a private not voluntary organisation. Hope this helps. **(Bristol Children's Contact Services Ltd).**

- Yes we do have "policy on cancellation" and I had to apply it recently in respect of supported contact. A referral was made by a mediation service and a £50 cheque was sent to the centre. The application was duly processed and pre-visit was carried out by appointment, and both attended and first session was set up, but it was cancelled by mum. Two subsequent sessions were set up but neither parent attended. Subsequently, dad asked if the £50 be refunded but it was declined! Each case has to be considered individually and on this occasion this case had been processed and gone too far for any refund to be made.

Ray (Glamorgan House Family Development Centre).

Accreditations, Reaccreditations, Enhanced Accreditations, Enhanced Reaccreditations...

Congratulations to the 77 centres* that have successfully completed their accreditation – a great achievement!

5 new accreditations

Centre Point Trust, Jersey
Children's Links Contact Centres – Gainsborough, Grantham and Skegness
Royal Courts of Justice Advice Bureau, London

46 reaccreditations

Avenue Child Contact Centre
Ballynahinch Contact Centre
Bath Child Contact Centre
Bootle/Sefton Child and Family Connect
Bury St Edmunds Child Contact Centre
Camberley & District FCC
Castle Hill CCC (Northampton)
Chard Child Contact Centre
Chiltern Child Contact Centre
Cloona Child Contact Centre
Cove Child Contact Centre
Embrace Child Contact Centre
Enfield Family Contact Centre
Euxton Contact Centre
Footsteps to Family Connections
Frome Child Contact Centre
Gloucester Child Contact Centre
Jimmy's Contact Centre
Keeping In Touch (K.I.T)
Kendal Child Contact Centre
Macclesfield Child Contact Centre
Maidenhead Child Contact Centre

New Dawn Child Contact Centre
Newbury Family Contact Centre
Nuneaton Children's Contact Centre
Omagh Child Contact Centre
Oswestry Child Contact Centre
Portland Centre (Bishops Stortford) Reigate & Redhill Contact Centre
Shrewsbury Child Contact Centre
Slough Child Contact Centre
Smith's Wood Child Contact Centre
Solihull Child Contact Centre
South Bristol Child Contact Centre
South Gloucestershire CCC
Southport Contact Centre
St Andrew's Child Contact Centre
St Matthew's Child Contact Centre
Taunton Child Contact Centre
Tring Child Contact Centre
Wesley Contact Centre
West Wiltshire Child Contact Centre
Weston-Super-Mare Contact Centre
Whitchurch Child Contact Centre
Wincanton and District CCC
Witham Child Contact Centre
Wrekin Child Contact Centre
Yeovil Contact Centre

12 enhanced accreditations

Accord Family Services, Morden
Action for Children - Furness CC
CASSEL Centre, Forest Hill
Chances Gives Choices Ltd, Romsey
Contact Matterz, Sale

Grange Park CC, South Norwood
INSPIRE Family Centre, Croydon
Outlook Contact Services, Ashford
Pyramids Contact Service, March
The Lime Tree Project - Access Service, Cork
TQ1 Family Service, Torquay
Unique Contact and Community Services, Stratford

Wandsworth Contact Service, Tooting

5 enhanced reaccreditations

Children's Centre CC, Douglas
Family Contact, Cardiff
Proactiv Contact Centre & Family Support Services, Catford
Pro-Contact at Child Action North West, Salford
Springbourne Family Centre, Bournemouth

9 additional centres

Core Assets Children's Services - Wrexham
DMR Services - Telford
NYAS Contact Service - Liverpool
Parkside Contact Centre (Swanstaff)
Relate Cymru Supervised Child Contact Service - Buckley
Spurgeons (Birmingham Hollymoor)
Spurgeons (Birmingham Small Heath)
Stephens Place - Byron Children Centre
Swanstaff - Bedford

*since the Autumn 2014 issue

Celebrate –

Any excuse for a party!



Linda Wyon OBE honours for work with families in Bath



NACCC would like to congratulate Linda Wyon (the founder of Bath Child Contact Centre) on being awarded an OBE honour for her work over the past 24 years for the centre.

Linda received the honour from the Queen last year at Windsor Castle. The 72 year old grandmother-of-ten said she was “absolutely thrilled” to have her work recognised in this way. “I have no idea who nominated me, but could not have done any of this without our brilliant and dedicated volunteers” she said. Linda has since found out that it was their CAFCASS officer along with support from local judges and magistrates.

Thanks to family team at Pontypridd



I would like to thank Delyth Almond, our new volunteer co-ordinator and her parents Mary and Mal Williams who are long standing volunteers. Both Mary and Mal celebrated special birthdays last year and all three deserve a special thank you for the family effort supporting local families at the contact centre in Pontypridd. Many thanks,

Dawn, Pontypridd Children's Contact Centre.

Nottingham centre celebrates 30 years



In 1984 Mary Lower saw from a situation within her family and from the Family Bench in the local courts, a need for a safe neutral place for children to meet the parent they no longer live with, to develop safe relationships after the trauma of family break-up. From this early vision and conversations with Rev Hamish Baillie and the support of St Andrews with Castlegate United Reformed Church the first Access Centre (as they were then called) opened on 4th February 1985. As we know it is now a national movement with over 400 centres.

Many centres have faced a difficult period over recent times, especially since the changes in legislation regarding legal aid eligibility. We too have noted an impact with a fall in the number of families being referred. Perhaps that was an indication that our job was nearly done; that families didn't need a neutral ground or a safe place for a child to see their non-resident parent. But as we enter our third decade it is clear that there is still a need for us to be there for the children of Nottingham. It seems we now have more self-referrals and more complex families than ever

We celebrated our 30th Birthday on 4th February 2015! Not only have we been open for 30 years but we still have several of our original volunteers - including Mary. As a thank you to all the volunteers who have been involved over the years we are planning a summer party to celebrate our beginnings and long service to the community.

**Mary Worley
Nottingham Child Contact Centre.**

Local choir raises £700 for Chiltern Child Contact Centre



Amersham Community Choir presented an evening of Christmas music in December. Donations of £700 were given at the concert to support the work of the centre.

Bob Marshall, Chiltern Child Contact Centre.

Hall Green & Smith's Wood Co-ordinator – Winner of Halifax Giving Extra Award



“I am humbled by this award which is as much a recognition of the hundreds of hours our 54 volunteers at Hall Green and Smith's Wood CCCs donate which in 3 years has allowed us to bring to together families on over 2,1000 occasions.”

Dennis Dixon, Hall Green & Smiths Wood Child Contact Centres.

Do you need to use JustGiving to help raise funds...?

Let us know so we know to pass online donations money direct to your centre. See also the long service awards on facing page.

Keep it going, send in your celebrations – anniversaries, photos.

Volunteers...

Thank you for your long service... it is valued

NACCC's successful long service certificate scheme has been running for some years and values the commitment given freely by thousands of volunteers every week.

Warm congratulations from all the trustees and staff at NACCC to those volunteers who have been awarded their certificates since the last issue:

57 volunteers have been awarded bronze certificates for **3** years' service.

5 volunteers have been awarded silver certificates for **5** years' service.

11 volunteers have been awarded gold certificates for **10** years' service.

12 volunteers have been awarded platinum certificates for **15** years' service.

10 volunteers have been awarded diamond certificates for **20** years' service
CONGRATULATIONS!

To order, email/post a list of volunteer names and years' service to the NACCC office.

Andover Child Contact Centre

1 volunteer – 1 bronze = 3 years

Bury St Edmunds Child Contact Centre

6 volunteers – 2 bronze, 2 silver, 1 gold, 1 diamond = 46 years

Hall Green Child Contact Centre

29 volunteers – 29 bronze = 87 years

Bath Child Contact Centre

5 Volunteers – 2 bronze, 1 silver, 2 gold = 31 years

Shropshire Child Contact Centres

16 volunteers – 5 bronze, 1 silver, 2 gold, 4 platinum, 4 diamond = 180 years

778 total years' service given by 180 volunteers – cause for celebration – thanks to all the volunteers that keep the centre cogs moving!

Torquay child Contact Centre

Volunteer – 1 Silver = 5 years

Enfield Family Contact Centre

7 volunteers – 1 silver, 1 gold, 5 diamond = 115 years

South Bristol Child Contact Centre

16 volunteers – 2 bronze, 7 silver, 4 gold, 4 platinum = 141 years

Skipton Child Contact Centre

11 volunteers – 1 bronze, 5 silver, 1 gold, 4 platinum = 125 years

Trinity Child Contact Centre

15 volunteers – 15 bronze = 45 years

David Peter Angus: 26 May 1941 – 18 December 2014



It is with great sadness that we learned of the death of David due to complications following an operation at

the Great Western Hospital in Swindon. Among the many interests that David had, it is his commitment to helping others that I will always remember. David had the ability to make you always feel good about yourself and when his advice was asked for would never be condescending but would suggest the answer to a problem making you feel that you had found the solution yourself! David had a great sense of humour characterised in the films he made with the Devizes Video Club. He was a governor of the Chalet School for Autistic Children in Swindon, and a Child Advocate at Buttons Respite Care Centre for disabled children.

He was very active at Insight Supervised Contact Centre in Swindon and also at the Swindon Supported Contact Centre. He was part of the original team of NACCC Assessors and advised NACCC on the writing of the New Standards for Supported Contact Centres.

For me he was a dear friend defined by his humility and humbleness who gave me the confidence to tackle sometimes difficult issues. He was a truly kind and generous man who will be greatly missed. All our thoughts and best wishes to dear Angie and family.

Louis Ruddlesden, NACCC Service Development Manager.

Frances Williams



Frances, Co-ordinator of Harrogate Child Contact Centre very sadly passed away on New Year's Eve. She was 71 and had been battling with cancer. She was involved with Harrogate Child Contact Centre for many years as well as being a tireless supporter of the

charity work undertaken by the Harrogate Grammar School where she taught. She did so much for so many people.

Angus Sharp, Harrogate Child Contact Centre.

The NACCC Team...

Patrons

Sir James Munby – President of the Family Division Lord Alton of Liverpool

President

Mrs Frances Mary Lower MBE

Vice Presidents

Mrs Prudence Bray, Mr Ian Daniels,

Mrs Pauline Lowe

Officers

Chair: Hazel Hedley, Vice Chair: Elizabeth McCorkell, Company Secretary: Jacqueline Storer, Honorary Treasurer: Terry Kelk

Regional and General Trustees

North East: *Position vacant*, North West: Dr. Allan Horsefield, Wales: Ray Singh, Central: Amanda Page, East: *Position vacant*, South West: *Position vacant*, South East: Vicky West
London: *Position vacant*, Northern Ireland: Elizabeth McCorkell, General Trustee: Anne Dillon, General Trustee: Paul Corcoran

Assessors

Recruited on a sessional basis to work with supported and supervised centres on achieving their accreditation and reaccreditation and other tasks as the need arises.

STAFF



Chief Executive Officer:
Elizabeth Coe
e.coe@nacc.org.uk
P/T



Network Manager (Wales):
Pauline Lowe
p.lowe@nacc.org.uk
P/T

Office team – we're all in every day!



Accreditations Officer:
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Office Manager:
Sharon Marchant
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F/T



Finance Officer:
Alan Tarr
a.tarr@nacc.org.uk P/T
Tues, Thurs, Fri



GOODBYE!
We say goodbye to Jill – thanks for everything you've done over the past eighteen months!

Got a query? Here's an A-Z of who at the NACCC office can help...	
Accreditation / Reaccreditation	Louis Ruddlesden / Judith Mewse
AGM	Donna Moreland
Complaints	Patricia Ross
Contact Matters	Ruth Miles
Co-ordinator training	Louis Ruddlesden, Donna Moreland
Disclosure & Barring Service (DBS)	Donna Moreland
Enhanced Accreditation / Enhanced Re-accreditation	Louis Ruddlesden (overall), Judith Mewse, Alan Tarr (finance)
General queries (from parents, family members, referrers)	Donna Moreland, Judith Mewse and Ruth Miles
IT	Neil McEwen
Membership	Judith Mewse
Moving on Project	Steve Eales
Online training	Ruth Miles
Orders	Ruth Miles
Payments	Alan Tarr
Safe Referral System	Steve Eales
Safeguarding concerns	Safeguarding helpline (if Sat) or NACCC office Mon-Fri
Safeguarding Reporting Forms	Ruth Miles
Sustainability general advice	Ruth Miles
Training	See the NACCC website members area for full details
Volunteer certificates	Donna Moreland
Website	Neil McEwen

NACCC office number: 0845 4500 280, 0115 948 4557*

*cheaper from your mobile



Member of CEPREP (European Confederation of Child-Family Contact Centres).



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