

THE IN-HOUSE  
MAGAZINE OF  
THE NATIONAL  
ASSOCIATION OF  
CHILD CONTACT  
CENTRES



**MAKING CHILD  
CONTACT CENTRES  
MORE ROBUST** Page 3



**NEW BOARD 2009**  
Page 4



**BIKERS HELP RAISE  
FUNDS IN N.I.** Page 7



**QUEEN'S AWARD FOR  
ABERDARE** Page 11



Winter ISSUE • 2009

# contact

## M A T T E R S

**PASS IT ON**  
Why not leave me  
on your registration desk  
for staff to read?

### "The Changing Face of Child Contact"



## 2009 conference highlights

### Nothing stands still – especially nowadays!



This issue of Contact Matters includes the messages that came out of the 2009 AGM and Annual Conference. In choosing 'The Changing Face of Child Contact Centres' as our theme, we wanted to look at creative examples and actual experiences to give attendees food for thought. It certainly fulfilled that aim and some of it triggered lots of subsequent discussion and controversy.

Sustainability, safeguarding, standards – all very relevant issues just now. They cropped up over and over. Workshops were held on "What works best for families in conflict", "Research & the child's experience of parental separation", "The Vetting & Barring Scheme (Independent Safeguarding Authority – ISA)", "Safeguarding – Making your centre a safe place for everyone using & involved in running it" and issues for supported and supervised child contact centres. As you read through the highlights, particularly from the speakers, you might feel reassured. You may be given ideas for new ways or approaches for your service – and that's what we hoped for. Nothing stands still, especially nowadays!

Yvonne Kee, Chief Executive

### Young people share views at national conference



Yvonne chats to Chlöe and Ruth at the conference.



At the end of her AGM report Yvonne welcomed Chlöe and Ruth who had kindly agreed to share their experiences at Derby Child Contact Centre. Chlöe has been attending the centre to see her mum over several years and Ruth is the centre's youngest volunteer (and the daughter of Amanda Page, NACCC Trustee, co-ordinator of the Derby centre). The girls explained what the centre meant to them and what they thought was good about the centre. Ruth remarked that as a young volunteer she was able to help children feel more at ease at the centre. Delegates were really impressed with the girls' confidence and positive attitude to the good that child contact centres can bring to families.

## Safeguarding update

Safeguarding is now an important part of all NACCC's work. With this in mind we have revised and introduced changes to our own policy and procedures. NACCC will also be issuing advice and guidance to our member centres as to how you should do the same, shortly. This will include:

- Guidance on writing, introducing and implementing a Safeguarding and Child Protection Policy
- Information about training
- Guidelines for identifying and reporting abuse
- Guidelines for managing confidentiality

This information should be useful to anyone working or responsible for managing a child contact centre. A specific training leaflet for volunteers is also planned.

## Is the type of family being referred to supported child contact centres changing?

Supported by



Funding has been received from the Children's Workforce Development Council (CWDC) to carry out a small-scale piece of research. Mike Durell and Yvonne Kee are working with Professor Kath Morris, mentor for the research project.

NACCC wants to find out if there has been a change in the type of families who are referred to supported child contact centres. The question has been generated by comments from centre staff and volunteers who suggest that families now using centres have more entrenched and conflicted views about contact. The research will be done over 3 stages, (looking at data held by NACCC, identifying centres willing to take part in the research and carrying out telephone interviews with long-standing volunteers). It will include a full literature review. The researcher is not intending to talk to parents or children directly and all the data that will be accessed from NACCC will be anonymous. *Watch this space!*

Mike Durell, Regional Trustee, North West

## Support and resources factfile 3 (to be continued)



**The Children's Legal Centre** is a unique, independent national charity concerned with law and policy affecting children and young people. The Centre has many years of experience in providing legal advice and representation to children, their carers and professionals throughout the UK on many areas of child law, family law and education law. **Child Law Advice Line Freephone Number: 08088 020 008**  
[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)



**Gingerbread** is the national charity working with single parent families. It provides expert information and advice, along with membership and training opportunities, to single parents and their families, and campaigns against poverty, disadvantage and stigma to promote fair and equal treatment and opportunity for them.  
**Gingerbread Single Parent Helpline** (for free advice and information on contact, benefits, returning to work and much more): **0808 802 0925** [www.gingerbread.org.uk](http://www.gingerbread.org.uk)



**Kids in the Middle** – As a member of KiTM, NACCC is part of a coalition of family and relationship organisations, backed by media Agony Aunts and Uncles. KiTM is a campaign to mobilize more support for harmonious parenting and children caught in conflict (further details on page 8).



**Dad.info** – Essential information for dads with info on Website. Publish 'Dad cards' – designed for family services that are engaging with fathers. They are used in outreach work, welcome packs and in waiting areas. They cost between 10p and 30p each depending on volume. **Email: [duncan@dad.info](mailto:duncan@dad.info) Tel: 0845 224 2009**



Resolution's 5,000 members are family lawyers committed to the non-adversarial resolution of family disputes. Resolution solicitors abide by a Code of Practice, which encourages solutions that take into account the needs of the whole family, and the best interests of any children. Find out more at [www.resolution.org.uk](http://www.resolution.org.uk)  
**Tel: 01689 820272**

## Making Child Contact Centres more robust 2009 Conference Highlights

Pauline Gunson, Children's Centre Coordinator, Fairfield, Harpur and New Mills Surestart Children's Centre, High Peak, Derbyshire.



I manage the Children's Centre in Buxton providing a variety of services for the local community including a child contact centre

(High Peak Contact Centre). Children's Centres can be provided in different ways; there are no boundaries.

I believe that the centre and things in it belong to the community for them to share. Our child contact centre is part of the core support available to children and their families – it is the 'Marks and Spencer's' bit added on – when families realise it exists they say "wow!"

In 2005 some people from NCH and

CAFCASS approached me about setting up a Child Contact Centre in Buxton and wondered if they could use the Children's Centre facilities. Although I had been working with children and families since 1973, I didn't know child contact centres existed. I thought this was a good idea, took on the job of Secretary on the Management Committee and helped get the ball rolling. We appointed a co-ordinator, but after a year or so she left to go to pastures new. This left a vacancy, so I asked the management committee "what if a children's centre worker managed the centre for you?" They agreed, so Alison, a Children's Centre worker also became the Child Contact Centre Co-ordinator. She works for the Children's Centre during the week and for the Child Contact Centre on every other Saturday.

This set up is great for the sustainability of High Peak Child Contact Centre. The contact centre is marketed as part of the Children's Centre services. A parent will use one service and find out about other services "Can I just ask you...?" This raises the profile for everyone.

Sustainability is a key word to being robust – once a service is provided, it must not be taken away. It should be home from home – a place where a child feels safe and secure. I realise that sometimes centres are hard to sustain. I feel the Government missed an opportunity when setting up Children's Centres by not including contact services as part of their remit. There are 42 Children's Centres in Derbyshire – I rest my case!

## Making Child Contact Centres more robust 2009 Conference Highlights

Alex Jaundrill, Relate North Wales

**"Robust: being strong, healthy, determined and sturdy"**



Being determined for us is having a shared belief in helping children.

The theme of this conference is about change... the

past few years in Wales have seen a rapid, remarkable time of change, with development in a variety of working relationships and child contact services.

I work for Relate, which, through its mediation service, has been helping families deal with contact issues since 1996. In January 2003 I was approached by the WRVS to carry on their supported child contact centres in Wrexham and Llandudno. April 2004 saw a funding agreement

reached with CAFCASS Cymru. Cafcass Cymru requested development of services into Rhyl and Aberystwyth which opened the following year. In April 2008 I was asked by the Mothers' Union to take over the management of Bangor and Porthmadog services due to the retirement of their volunteer co-ordinator. All the volunteers were retained, and the services were managed by Relate from October 2008. We have just extended our services to Holyhead, making seven delivery locations for supported contact in North Wales. These services are overseen by three (very) part time paid co-ordinators.

In 2003 CAFCASS was charged with making supervised contact available throughout Wales. In April 2005 the North Wales service was launched. We use staff teams to work across our large area to make our service as accessible as possible for parents and children. It is useful for the supervised and supported co-ordinators to be able to talk through issues together

and refer clients to the appropriate level of contact service. Sometimes when families move from supervised to supported contact a supervised worker accompanies the family on their first visit to give some continuity.

We have taken advantage of opportunities in Wales and in 2006 a Network of NACCC services was formed. We have worked hard to establish our all-Wales identity and now share a common aim in wanting to raise awareness and develop our services. Our meetings have benefited from strong partnership links with Cafcass Cymru. All Assembly Members have been made aware of our services and a planned NACCC hosted reception at the Assembly will build on this foundation.

so... if things get difficult don't be afraid of partnership, or looking to your neighbour to work together. Change will happen for all of us – let's use it!

# New Board 2009



## Mike Dornan – Chair

I am a volunteer at and ex chair of Chesterfield Child Contact Centre.

I am a retired GP and a former board member of the Chesterfield Primary Care Trust. Besides my time on NACCC issues, I now concentrate on my grandchildren and tending the garden!



## Claire Bell – Company Secretary

I have been the Company Secretary of NACCC since September 2007. I am a solicitor practising employment law. I am a member of Soroptimist International of Nottingham and through the club began volunteering at Nottingham Child Contact Centre in 2005 and am now a volunteer at the Leicester Child Contact Centre, which is nearer to my home. Am also currently training to be a Methodist local preacher. In my spare time I am an enthusiastic theatregoer and reader and spend as much time as I can with my two grown up sons.



## Sue England – Treasurer

I am a retired tax inspector. Having spent my career working in London and the South East, I have now returned to my Derbyshire home. I spend my leisure time hill walking both in the UK and abroad and am also still an active senior section Guide leader and Duke of Edinburgh Award Leader.



## Salli Ward – Vice Chair

I am CEO of Pro-Contact, previously working with children, young people and families mostly in the field of mental health. I am an active member of the progressive Unitarian church (Children's Programme Co-ordinator) and involved in several community music projects, my husband and several children being musicians. I am married with three children and five stepchildren, aged 15 – 22. I am Vice Chair of NACCC and Chair of the board's Training and accreditation sub-group. I am committed to campaigning for recognition of the child of separated parents being a 'child in need' and to recognition of contact services workers as professional experts.



## Alex Jaundrill – Regional Trustee, Wales

I was co-opted to the NACCC Board in 2008 and am able to use the Wales Network to report back on issues discussed and decisions taken by the Board. I manage the Supported and Supervised Child Contact Services in North Wales and help at one of the supported venues as a volunteer. I am inspired by some of stories I see acted out there and am firmly committed to the concept of safe and appropriate contact for children and parents. I am proud to be part of an organisation that enables our families to continue their relationships. In my spare time I love gardening, walking, reading and opera!



## Mike Durrell – Regional Trustee, North West

I have worked as a social worker since 1981 working in various children and families teams in London, Manchester and Stoke-on-Trent. In 2004 I took on the development of DfES funded supervised contact centre in Stoke-on-Trent and in 2006 set up Contact First, incorporating supported, supervised and assessed contact. Since being awarded the MSc (in Urban Regeneration and Management), I have registered for an Mphil/PhD at Liverpool University; my research interest is children's agency and contact issues.



## Amanda Page – Regional Trustee, Central

I have been a solicitor specialising in family law for the last twenty-five years and have been the Co-ordinator of Derby Contact Centre since 2004.



## Sam Ewing – Regional Trustee, East

I have always lived in the eastern region and currently manage three Surestart Children's Centres in Suffolk. These are NHS managed projects but work closely with various voluntary sector organisations to deliver the services. Prior to this I managed a charity which offered both public law and private law supervised contact with good links with supported centres in the area. The charity also offered family support, school based parental support workers, support groups for families with children with SEN (special educational needs), volunteer befriending scheme and drop in support.



### **Hazel Brunton** – Regional Trustee, North East

I qualified as a Social Worker in 1994 and have since worked as a Probation Officer, Team Manager in a Youth Offending Service and as Children's Services Manager and now CEO for IMPACT Family Services. Impact Family Services has four main areas of work including a family support team, which offers parent support workers to work with both mothers and fathers using our services. I am very proud of the work I have done to develop Impact Family Services over the past two years and the secure financial standing we are now in and feel I have a range of expertise to support the NACCC Board as they meet challenges from both government and CAFCASS.



### **Phil Doughty** – Regional Trustee, South West

*Life before NACCC:* teacher for twenty odd years; parent governor of local Grant Maintained school; parent of three active teenagers; Reader in local Anglican church.

*Life with NACCC:* Volunteer at Bridport Child Contact Centre since its inception (or is that conception!!); sometime co-ordinator and Chair of Management Committee (still); Trustee for South West since 2004; Support Officer in South/South West since October 2008.

*Life after NACCC:* is there life after NACCC!!



### **Muriel Orr** – Regional Trustee, Northern Ireland

I have been involved with centres in Northern Ireland over the past 11 years and helped set up and run the centre in Knock, which was the first centre to open in Northern Ireland. I am currently Chair of the Northern Ireland Network, which has acted as a focal point for discussions with the Department of Health, Social Services & Public Safety regarding centres' funding and in raising awareness. Following a career break to bring up our three children, I trained as a family mediator and worked as an Intake Worker and family mediator. I am currently a Trustee of Family Mediation NI and a Family Group Conference Co-ordinator.



### **Adrian Cullen** – General Trustee

I have been a Chartered Accountant for forty years with my most recent position as part of the administration function at a large firm of Solicitors, responsible for facilities, IT management, telecommunications and financial management information systems. I have been a trustee of FAME, the Nottingham mediation service for ten years I am a volunteer with RNIB for talking books, IT and home technology.



### **Fred Devereux** – General Trustee

I had a long career in teaching for City of Birmingham Music Centre. Alongside that career I also had a career in performing music professionally. That career still continues but since retiring in 1992 I have managed to do other things including be involved in Care Home inspections, and now work part time on a Social Services emergency call out team. It is with pleasure and honour that I accept being a trustee for NACCC. Looking forward to working with the team at NACCC.



### **Anne Dillon** – General Trustee

Following Board level experience in policy analysis, strategic planning, communications and management in non-government organisations, I have chaired a series of multidisciplinary groups whose government-funded reports deal with the nutritional needs of vulnerable groups. I am also a practising barrister and mediator specialising in family law and a fellow of the Royal Society of Medicine.

# Going for Gold *Although ALL Child Contact Centre volunteers are worth their weight in gold...*

Thank you again to the many volunteers round the country who help children keep valuable links with their family. Warm congratulations from all the trustees and staff at NACCC to those volunteers who have served their centre for many years and have been awarded their bronze, silver or gold certificates.

## **Bath Child Contact Centre**

3 volunteers – 1 bronze, 2 silver (13 years)

## **Bridport Child Contact Centre**

12 volunteers – 12 silver (60 years)

## **Bristol Child Contact Centre**

7 volunteers – 7 platinum (112 years)

## **Bury Child Contact Centre**

2 volunteers – 1 silver, 1 gold (15 years)

## **Children Come First (Daventry)**

2 volunteers – 2 gold (24 years)

## **Exeter Southernhay Child Contact Centre**

12 volunteers – 1 bronze, 2 silver, 2 gold, 7 platinum

## **Jimmys Contact Centre**

1 volunteer – 1 gold (10 years)

## **Leigh Stonehouse Child Contact Centre**

8 volunteers – 1 bronze, 1 silver, 6 gold (68 years)

## **Meeting Point Child Contact Centre**

16 volunteers – 16 bronze (48 years)

## **Newbury Family Contact Centre**

13 volunteers – 2 bronze, 3 silver, 5 gold, 3 platinum (126 years)

## **Oswestry Child Contact Centre**

3 volunteers – 3 platinum (45 years)

## **Shirley Family Contact Centre**

5 volunteers – 1 bronze, 1 silver, 3 platinum (53 years)

## **Shrewsbury Child Contact Centre**

7 volunteers – 2 silver, 2 gold, 3 platinum

## **Solihull Child Contact Centre**

6 volunteers – 5 bronze, 1 silver (20 years)

## **Springfield Child Contact Centre**

1 volunteer – 1 bronze (3 years)

## **Staines Child Contact Centre**

4 volunteers – 1 bronze, 1 silver, 2 gold (28 years)

## **St Paul's Child Contact Centre, Bracknell**

1 volunteer – 1 gold (10 years)

## **St Mary's Family Contact Centre**

4 volunteers – 4 gold (40 years)

## **Trinity Contact Centre**

5 volunteers – 1 silver, 4 gold (62 years)

## **Vale Royal Child Contact Centre**

14 volunteers – 2 bronze, 6 silver, 6 platinum (126 years)

## **Whitchurch Child Contact Centre**

5 volunteers – 1 silver, 4 gold (45 years)

## **Woodhouse Park Family Centre**

3 volunteers – 1 silver, 2 gold (31 years)

## **Wrekin Child Contact Centre**

2 volunteers – 1 silver, 1 gold (15 years)

## Contact Centre Accreditation and Re-accreditation

**Congratulations...** to all the Child Contact Centres listed below who have achieved accreditation since the last issue of Contact Matters. Well done!

- Cornerstone CCC, Leytonstone, London
- Hartcliffe and Witherwood Teenage Parents Project
- Kidderminster Child Contact Centre
- Tarka CCC Bideford, Devon
- St John Ambulance Child Contact Centre – Skegness
- St Paul's Child Contact Centre, Clacton on Sea
- St Albans Abbey M.U.
- Union Contact Centre, Maidenhead

**And to those who have achieved re-accreditation success since the last issue. Well done to you!**

- Abingdon Child Contact Centre
- Abington Avenue URC Child Contact Centre, Northampton
- Belper Child Contact Centre
- Billericay Child Contact Centre
- Bridge Chapel Contact Centre, Garston
- Brighton & Hove Child Contact Centre
- Burton-upon-Trent Child Contact Centre
- Buttershaw Child Contact Centre
- Central Belfast Contact Centre
- Chelmsford Child Contact Centre
- Cheshunt Family Contact Centre
- Church Street Child Contact Centre, Slough
- Chichester Child Contact Centre
- Coventry Child Contact Centre
- Crawley Contact Centre
- Devizes Child Contact Centre
- Eastleigh Child Contact Centre
- Edgware Child Contact Centre
- Exeter Southernhay Child Contact Centre
- Foyle Child Contact Centre
- Glastonbury Child Contact Centre
- Halton Child Contact Centre (Runcorn & Widnes)
- Hemel Hempstead Child Contact Centre
- Lewes Family Contact Centre
- Loughborough Child Contact Centre
- Lower Earley Family Contact Centre, Reading
- Mid-Ulster Contact Centre, Cookstown, NI
- Middleton Child Contact Centre
- Newbury Family Contact Centre
- Norwich Family Contact Centre
- North Somerset Child Contact Centres, Clevedon & Nailsea
- Nottingham Child Contact Centre
- Salvation Army Mansfield Family Contact Centre
- Shared Parenting Contact Centre, Birmingham
- Skipton Child Contact Centre
- St John Ambulance Child Contact Centre – Grantham
- St Mary's Family Contact Centre, Norwich
- St Neots Family Contact Centre
- St Paul's Child Contact Centre, Bracknell
- Stevenage & North Herts Child Contact Centre
- Tonbridge Family Contact Centre
- Trinity Contact Centre (Norwich)
- Uxbridge Child Contact Centre
- Witham Child Contact Centre
- Wycombe Child Contact Centre
- Walton on Thames Child Contact Centre
- Wisbech Contact Centre
- Westwood House Child Contact Centre

This system gives referrers and families reassurance that supervised child contact services have shown that their service meets the enhanced national standards for supervised child contact.

- A&A Family Centre Limited
- Aberdare Childrens Contact Centre
- Askham Children's Centre
- Bedworth Contact Centre
- Carter Brown Contact & Assessment Centre
- Cheltenham Child Contact Centre
- Connect Contact Centres Ltd
- Contact Service at Latymer Family Centre
- Diversity Management UK Limited
- Fledgelings Child Contact Centre
- Foundations: Assessments Consultancy Training Services LLP
- Grassroots Supervised Child Contact Service
- Greater Manchester Children's Supervised Contact and Assessment Centre (Pro-Contact)
- Greenfinch Contact and Assessment Centre
- IMPACT Child Contact Centres
- Living Springs Family Centre
- Marietta Contact Centre
- Montgomeryshire Family Crisis Centre: The Child Contact Centre
- Norfolk & Norwich Families House
- NRS Contact Centre
- Peterborough Child Contact Centre
- Relate Consortium Bournemouth
- Relate Somerset
- Roberts Centre Child Contact Service
- Spurgeons Childcare Contact Centre (Wolverhampton)
- St Joseph's Family Centre
- U5
- Ward Andrews Centre for Children and their Families
- Welcare Child Contact Services in Croydon
- Welcare Child Contact Services in Sutton
- West Lancs Child Contact Centre
- York Supervised Child Contact Centre

\*list correct at time of press

## Special Interest Groups

### Busy time for members

The Professional Network has not met since March 2009 with most members having been overwhelmed by direct work and funding demands. Several conferences and meetings connected with, for example, the CAFCASS

### Professionals Network

contract, have kept people in touch and activities will resume again early in 2010 at the latest.

**Salli Ward, CEO ProContact**

### Working hard to raise awareness in Wales

The Welsh Network is working hard to establish an all-Wales identity and now share a common aim in wanting to raise awareness and develop our services. Our meetings benefit from strong partnership links with Cafcass Cymru. We have sent a standard letter to all members of the Welsh Assembly. This letter contained details of all the local centres and made them aware of

### Welsh Network

our services. A NACCC hosted reception at the Assembly (hopefully in the first part of 2010) will build on this foundation. We are very encouraged by the visible signs of engagement with Cafcass Cymru and NACCC.

**Alex Jaundrill on behalf of the Welsh Network** (for more on the work in Wales, see page 3)

### PR campaign continues as bikers help with fundraising

The development of the work of Child Contact Centres continues in Northern Ireland. It is hoped that the new Centre in Newtownards will be open by January 2010. This will bring the number of Centres in Northern Ireland to 13. Of these, nine Centres now offer mid-week and Saturday sessions and there are also six Outreach Centres. Ballymena Area Child Contact Service opened a new outreach Centre in Larne in September 2009. Omagh Child Contact Centre is looking forward to the opening of their new premises by the Hon Mr Justice Weir. With the remaining monies from the DHSSPS funding for the PR/awareness raising campaign, inserts have been placed in 312,000 newspapers across Northern Ireland. These inserts explain what a Child Contact Centre is and give the details of all of the Centres.

Meanwhile, some of the Centres have been doing their own fundraising. In Mid-Ulster, two volunteers did the

half marathon and raised £500. In L'derry the NI Court Service staff organised a mid summer Ball and raised over £2000 for Foyle Child Contact Centre. Foyle also benefited to the tune of £850

following a successful motorbike festival held on Derry's walls during a very wet day in August. Despite the weather over 100 bikes, scooters and motor-homes made the journey from all over Northern Ireland. The Foyle stall provided the public with centre information - and treats and crafts for the children.

**Muriel Orr on behalf of the NI Network of Child Contact Centres**



### Northern Ireland Network

## Accessibility

### Good Toy Guide – Inclusive section

Published by the National Association of Toy & Leisure Libraries (NATLL) includes inclusive category of toys which offer pleasure to children with different levels of skill or additional needs such as communication disorders, learning disabilities or physical disabilities.

[www.natll.org.uk](http://www.natll.org.uk)

### Living made easy for children

Clear, practical advice from the Disabled Living Foundation on daily living equipment for young people. Info on helping children with:

- Dexterity and co-ordination
- Play equipment
- Puzzles and games
- Sensory toys and equipment

[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

Tel: 0845 130 9177

Plain English Campaign publish various free guides including:

- How to write in Plain English
- The A to Z guide to legal phrases

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

Tel: 01663 744409

## Centres

Joseph Rowntree Foundation seeks to **understand the root causes of social problems**, to **identify ways of overcoming them**, and to **show how social needs can be met in practice**. It holds a vast array of research findings including reports on children, divorce/family breakdown, fathers, lone parents, mothers and parenthood.  
Tel: +44 (0)1904 629241  
[www.jrf.org.uk](http://www.jrf.org.uk)

### Tips for accessing free local training

Contact your local authority for info on:

- CAF training, Induction standards, Health and safety, Youth participation, Information sharing (Contact Point) – often available free of charge to local organisations:
- Local Safeguarding Children Boards (training on safeguarding and child protection)
- Your Early Years Development Childcare Partnership (training and funding available.)
- Your local Children's Information Service (funding for training or free training)

### Charity Commission wants CRB checks on trustees

The Charity Commission has urged charities to vet potential trustees with the Criminal Records Bureau before making any appointments where children might be put at risk. The warning follows figures that revealed growing numbers of convicted sex offenders are being appointed as charity trustees, bringing them into contact with vulnerable people.

Just to remind centres that **CRB checks and pre visits** are mandatory and that if centres have any difficulty with the practical application of these then they can contact NACCC.

NACCC will be receiving details about the **new CRB/ISA application form** early in 2010, although it will not come into use until July 2010. We will distribute any further information to all centres as soon as it is available.

## Family

**Every Family Matters: An in-depth review of Family Law in Britain** presents the conclusions of the CSJ Family Law Review. Every Family

Matters is a comprehensive analysis of the impact of English family law on family life. The review makes 131 recommendations which will ensure that the law does not contribute to family breakdown but, rather, supports stable and healthy families ensuring better life outcomes for children and the well-being of adults.

The recommendations are in the following areas:

- relationship support
- pre-marriage information and preparation
- pre-marital agreements
- domestic violence
- mediation services
- divorce law
- post-divorce settlements and financial provision, legal aid, international families
- the rights of the extended family

Every Family Matters is the UK's most comprehensive review of Family Law in forty years. For more details visit [www.centreforsocialjustice.org.uk](http://www.centreforsocialjustice.org.uk)

### Kids in the Middle campaign: The national debate on support for separating families.

Australia has a simple system: when parents separate, you get two lone parents, not one. So BOTH parents get help through the tough change from parenting together to parenting apart. Shouldn't we be learning from this?

Info on:

- Children of separation and divorce: surviving and thriving – what makes the difference?
- Separated fathers: how often do they see their children?
- Ten golden rules to protect your child from the effects of separation

**Get your voice heard:** take the Kids in the Middle survey [www.dad.info/b/kids-in-the-middle](http://www.dad.info/b/kids-in-the-middle)

## Mental health problems

A survey conducted by the Office for National Statistics (2004) identified significant socio-demographic variations in the incidence of mental health problems in children and young people; for example, mental health problems were twice as prevalent in lone-parent families and also significantly higher in 'merged' families. MIND publish several guides including:

- Children, young people and mental health
- How to parent when you're in a crisis
- How to cope with relationship problems
- Young person's introduction to mental health

[www.mind.org.uk](http://www.mind.org.uk)

Infoline 0845 766 0163

## Funding

### KnowHow NonProfit

Aims to build an online nonprofit UK community which uses existing expertise and experience in the nonprofit sector, to empower communities across the UK.

[www.knowhownonprofit.org/funding](http://www.knowhownonprofit.org/funding)

[www.recessionsupport.org.uk](http://www.recessionsupport.org.uk)

– supporting the third sector in the recession, including recession resources, expert guides and info on finance.

*For more ideas see page 10*

## Legal

### ISA update

There is now a statutory requirement to tell the Independent Safeguarding Authority (ISA) if you are concerned that someone employed or volunteering at your centre may pose a risk to children at your centre and consequently at other places of work with children.

[www.isa.gov.org.uk](http://www.isa.gov.org.uk)

[www.crb.gov.uk](http://www.crb.gov.uk)

### Rising care demand: CAFCASS to protect frontline services

CAFCASS have published new operating priorities (to take effect until Mar 2010) due to the increase in cases coming into court. Private law case requests from courts in June were the highest ever recorded for a single month. As a result cases are taking longer to complete and local family justice systems are becoming clogged as resources across the system are not there to bring cases to a timely conclusion. You may notice a reduction in CAFCASS visits and an increase in referrals coming from solicitors rather than CAFCASS.

[www.cafcass.gov.uk](http://www.cafcass.gov.uk) (search for 'CAFCASS restructure')

Tel: 0844 353 3350

## Volunteering

### Insurance: personal accident cover for over 75s

Some centres have reported difficulty in obtaining insurance cover for the over 70s especially personal accident cover for the over 75s. Some insurance companies do not have an age restriction on their public and employer's liability cover and are extending their personal accident cover to up to age 80 years. However special terms or restrictions may apply for volunteers aged over 75-80 years. Volunteering England publish a factsheet on this issue, but do not endorse any particular insurance company.

[www.volunteering.org.uk](http://www.volunteering.org.uk) (See Good Practice Bank Factsheet Insurance for Volunteers)

### Saying 'thank you' to volunteers

For many volunteers, the most important part of volunteering is working alongside a client group. You could include compliments from a client about a volunteer in a 'thank you' card to the volunteer. Alternatively, you could design a 'Thank you' notice board, where clients or service users can show their appreciation by adding comments

about volunteers. If your volunteers inspire members of your client group to volunteer, acknowledge this and let the volunteer know how they've helped change someone's life in some way. For some volunteers, this is the biggest reward of all.

*From 'Saying Thank you to Volunteers' Volunteer England Factsheet*

[www.volunteering.org.uk](http://www.volunteering.org.uk)

## Why not send your volunteers a NACCC Thank you card?



5 cards in a pack.

### SPECIAL OFFER!

£1.50 / pk  
or £5 for 4 pks  
(+ £3.95 p&p)

RRP £2 / pk

### Student Volunteering Week 22nd-28th February 2010

This takes place in the last week of February every year. The Week was started in 2001 originally to coincide with International Year of Volunteers. It has now become an annual fixture in the student volunteering movement as well as the wider voluntary sector. The week is a chance to raise the national profile of student volunteers by promoting and celebrating local student groups. Around the country universities and colleges put on special events and volunteering projects to reward current volunteers and recruit new ones.

*Why not contact your local uni to include info about your centre?*

[www.volunteering.org.uk](http://www.volunteering.org.uk)

# Fundraising

by Pamela Permalloo (London Regional Support Manager)

I have recently been given the responsibility here at NACCC to update your centres with any potential funding opportunities. In the current climate I understand that any financial support will be of assistance to you and I have endeavoured to consider your centre's needs when I am looking into potential funding opportunities for you.

I have subscribed to two funding organisations and receive monthly updates from each one. I then go through the information methodically to find the most suitable grant funders for your centres. I thought it might be useful for you to have access to the funding organisations I use, as you may want to subscribe as well.

## 1. Fit4Funding

Fit4funding is a monthly emailed newsletter. It will keep you updated on latest trends, news and issues related to funding and finance opportunities with up to date information for charities looking for funding and grants. The monthly

emailed document covers a description of the funding, deadlines and the criteria.

This funding information is intended to be freely circulated, to your subscribing organisations, members or groups you serve. Those members or clients, who may wish to cascade the information, should take out their own subscription, direct with fit4funding.

Individual Subscribers – You can use this information for your own internal use only. If you are not currently a subscriber, fit4funding offers a Free Trial subscription. You can receive two copies by filling out the form on website:

[www.fit4funding.org.uk](http://www.fit4funding.org.uk)

or emailing

[andrew.pring@fit4funding.org.uk](mailto:andrew.pring@fit4funding.org.uk)

with details including contact name, organisation, postal address, tel/fax numbers and up to 3 recipient email addresses.

**Fit4Funding**

[www.fit4funding.org.uk](http://www.fit4funding.org.uk)

Tel: 01924 239063

**2. Funding Central** is a free website for all third sector organisations, including community groups, providing access to thousands of funding and finance opportunities, plus a wealth of tools and resources supporting organisations to develop sustainable income strategies appropriate to their needs. Funding Central is managed by the National Council for Voluntary Organisations in partnership with j4b Software and Publishing and is funded by the Office of the Third Sector. It covers national funding and finance opportunities for voluntary and community organisations operating in England from European, national, regional and local government and charitable sources.

**NCVO**

[www.fundingcentral.org.uk](http://www.fundingcentral.org.uk)

Tel: 020 7520 2523

I have sent out emails to our member centres with information collated from these sources and the feedback I have received so far has been positive. Please get in touch with the office if you need any further support.

## Training update

**Co-ordinator residential training in the North** 10th-11th February. Hightren House, Malham Moor, Settle, North Yorkshire. Further details to follow.

## Would you like training, but don't want to travel miles to get it?

NACCC is developing a range of training packs (complete with handouts, presentation material etc) on the top ten subjects that you as volunteers would like training on... Once ready, the packs will be accessed via the NACCC office and can be delivered in the following ways depending on your centre's needs and/or the subject matter:

1. Request the material and deliver the material yourself to your volunteers.
2. Request the material and contact your local Regional Support Manager for advice on how to deliver the training.
3. Request the material and get it delivered at your centre by a NACCC approved trainer.

The ten modules being developed may include:

- Safeguarding and Child protection
- Recruiting and sustaining volunteers
- Conflict management
- Health & Safety and Confidentiality
- Induction training for new volunteers

Modules will be designed to allow some flexibility in terms of their delivery. Training attended will warrant the award of a certificate.

The packs should be available in the spring. Contact the NACCC office for further details.

## Child Contact Centres' Share corner



Recently Bishop Peter was able to stop off at Christchurch, Clevedon to help celebrate the fifth birthday of the North Somerset Child Contact Centre. He met with Karen and Margaret, the coordinator and assistant coordinator who have been in post since the launch (pictured here).

**Karen Whittaker, North Somerset Child Contact Centre**



**The Queen's Award for Voluntary Service**

*The MBE for volunteer groups*

Aberdare Children's Contact Centre were very pleased to have received the Queen's Award for Voluntary Service. We are thrilled to receive this prestigious honour for the work we do within the community. We are proud to have received this award and pleased that the hard work of our volunteers has been recognised.

**Carol Peeke, Aberdare Children's Contact Centre**

## Auction in aid of Pontypridd centre

**PONTYPRIDD CHILDREN'S CONTACT CENTRE CHARITY AUCTION**

FRIDAY 3rd JULY at 7:30pm  
@ CLWB-Y-BONT PONTYPRIDD  
TICKETS £5  
CONTACT DAWN McALWANE  
dawnmcalwane@hotmail.com or 07828628764



"We had a fantastic night and managed to raise over £833 for the centre."

**Dawn McAlwane (deputy co-ordinator) Pontypridd Children's Contact Centre**



An evening of celebration and farewell was recently held for Mrs Pam Thompson the co-ordinator for the past twelve years of the South Bristol Centre. Pam was commended for her dedication to the work, her constant concern for all the families using the Centre and always her emphasis on the principle of "the children come first".

**Les Potter, South Bristol Child Contact Centre**

Farewell thanks is given to Karen Cave, founder member and who helped set up Chichester Contact Centre in 1996. She very quickly, through personal contact and her infectious enthusiasm, gathered together a now long-standing team of people who grew to share her vision.

**Kathleen Davies, Coordinator, Chichester Child Contact Centre**

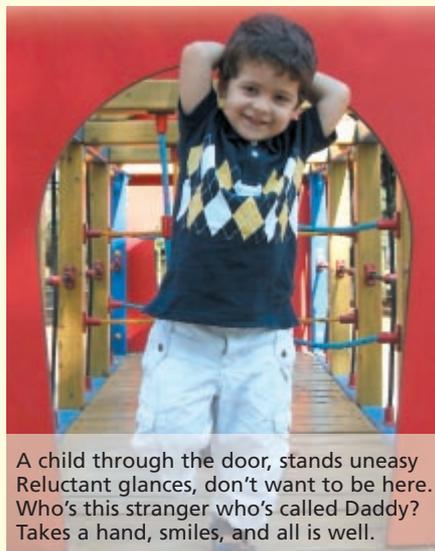


## Building Bridges (written for Melton Mowbray's 10th anniversary celebration)

You said this, you do that  
Don't do this, keep away  
Don't buy that, do buy this  
Child in the middle listens.  
Court says yes, mother thinks no  
Father says why? court says go  
Do do this, don't do that  
Child in the middle listens.

Saturday, volunteers busy getting ready  
Toys and games lay out on the floor.  
Fetch the toy car to give a child a ride  
Wait for parents and children to arrive.  
Two Dads waiting with anxious faces  
Nervous waiting, presents in a bag.  
Just two hours to spend together  
Will my child remember me?

Foot tapping, eye on the clock  
Have a coffee, will they turn up?  
Footsteps on the stairs, hear voices  
Coats come off, goodbyes are said.



A child through the door, stands uneasy  
Reluctant glances, don't want to be here.  
Who's this stranger who's called Daddy?  
Takes a hand, smiles, and all is well.

Mum says stay and play a while  
This slide looks nice, I'll give it a try.  
Don't want to leave her here today  
But this is what I am told to do.  
Two hours playing with her Dad  
I'll walk around town with an eye on my watch.  
Drinks and sweets, lots of treats  
Time goes quickly when you're having fun.

But I'm still here waiting, no-one comes  
Read the paper, its no show, I'll have to go.  
Two hours later, time to pick up  
Volunteers say all's gone well.  
Child gives a kiss, says goodbye  
We leave quickly - get back to our life.  
Father packs up, makes his thanks  
Leaves alone, back next week.

**Janet Gilchrist  
Melton Mowbray Child Contact Centre**

Good ideas, funding ideas to share? Please let us know

## The NACCC Team

### Patrons

The Rt Hon Sir Mark Potter  
Lord Alton of Liverpool

### President

Mrs Frances Mary Lower MBE

### Vice Presidents

Mrs Prudence Bray  
Mr Ian Daniels  
The Hon Mr Justice Hedley

Mrs Pauline Lowe  
Mr Philip Richards LL.B  
The Rt Hon Lord Justice Wall

### Trustees

Chair: Dr Mike Dornan  
Honorary Treasurer: Sue England  
Company Secretary: Claire Bell  
Vice Chair: Salli Ward

### Regional Trustees

North East: Hazel Brunton  
North West: Michael Durell

Wales: Alex Jaundrill  
Central: Amanda Page  
East: Samantha Ewing  
South East: *position vacant*  
South West: Phil Doughty  
London: *position vacant*  
Northern Ireland: Muriel Orr

General Trustee: Fred Devereux  
General Trustee: Anne Dillon  
General Trustee: Adrian Cullen

NACCC office number

0845 4500 280

0115 948 4557\*

\*cheaper from your mobile



Staff and support officers at the conference (from left to right) Margaret Hart, Anne-Marie Stubbs, Duncan Gore, Yvonne Kee, Phil Doughty, Judy Birchall, Alan Tarr, Wendy Hannah, Katie Lockett, Louis Ruddlesden, Donna Moreland, Pamela Permalloo, Sam Burch, Amy Woods, Ruth Miles and Judith Mewse.

### Staff

#### Chief Executive:

Yvonne Kee BA Hons, MA  
ykee@nacc.org.uk

#### Field team

(telephone numbers are available from the NACCC office)

#### Regional Support Managers

Role to advise, guide and support Child Contact Centres and assist through the accreditation or re-accreditation process.

Senior Regional Support Manager (Central): Duncan Gore  
d.gore@nacc.org.uk

Regional Support Manager (North): Judy Birchall  
j.birchall@nacc.org.uk

Regional Support Manager (South): Louis Ruddlesden  
l.ruddlesden@nacc.org.uk

Regional Support Manager (London): Pamela Permalloo  
p.permalloo@nacc.org.uk

### Office team

Administration Assistant: Katie Lockett (finance, orders, infoline)

Administrator: Judith Mewse (Infoline, membership, CRB)

Administrator: Donna Moreland (CRB, membership, training)

Bookkeeper: Alan Tarr

Project Administrator: Wendy Hannah (IT, publications, website)

Project Administrator: Ruth Miles (IT, statistics, publications)

### Support Officers

Employed on sessional basis to work with and support centres on accreditation, re-accreditation and new centre support. Contact your regional support manager to access a local support officer.

North England, North Wales & Northern Ireland: Peter Nowland, Sue Lightbown

Central England: Russell Collard

South England & South Wales: Charmaine Bryant, Phil Doughty, Margaret Hart, Andrea Davies  
Greater London: Sam Burch, Amy Woods

### Accreditation Assessors

Employed on sessional basis to work with and support centres on achieving enhanced accreditation. Contact Louis Ruddlesden to access an accreditation assessor.

David Angus

Tracey Brewer

Diane Cain

Sue Culligan

Ann Green

Barbara Hill

Carol Peeke

Joanne Stewart

Ann-Marie Stubbs

Jill Valenti

Member of CEPREP  
(European Confederation of  
child-Family Contact Centres)



'CONTACT MATTERS' EDITORIAL STAFF MAINTAIN THE RIGHT TO EDIT LETTERS PUBLISHED.  
THE NEXT COPY DATE FOR ARTICLES IS 14 APRIL 2010.

*contact matters* is the twice yearly magazine of the National Association of Child Contact Centres (NACCC). Views expressed in *contact matters* are not necessarily those of the NACCC and publication does not imply endorsement.  
© Copyright NACCC Publications 2009. (NACCC Child Contact Centres exempt).

Registered Charity No. 1078636 Company Limited by Guarantee No. 3886023 (Registered in England and Wales)

National Association of Child Contact Centres, Minerva House, Spaniel Row, Nottingham, NG1 6EP

Tel: 0845 4500 280, 0115 948 4557\* [www.nacc.org.uk](http://www.nacc.org.uk)

\*cheaper from your mobile