

Welcome



Dear colleagues. Did you know that over 20,000 new lone-parent families are forming every year, and by the age of 15, 45% of

children in the UK are no longer living with both parents? An estimated million children in the UK are growing up without any meaningful contact with their fathers. 92% of lone-parent households are headed by mothers, so consequently, many children are growing up without a father at home.¹ Whilst some fathers manage to remain closely involved in the lives of their children following separation, many do not. Research shows that the negative impacts of separation on children can be reduced, but unfortunately some children experience behavioural problems including antisocial behaviour, distress, unhappiness and both physical and emotional health problems.² (see back page)

Contact Centres and NACCC have a vital role to play in raising awareness of the availability of centres as places where children can see the parent they do not live with. I am often asked at functions "What is a contact centre?" and suggest that many parents who are in the statistics above do not know of the existence of CCCs.

We therefore have a big job to do in constantly raising awareness. Seek out opportunities to get on radio, television, in print. Ensure that our posters with your contact details are displayed in local libraries, doctors' surgeries, gyms, supermarkets and many other outlets. I know many of you already do this and although it is difficult, this has to be done all of the time. If there is anything NACCC can do to assist you with this please let us know.

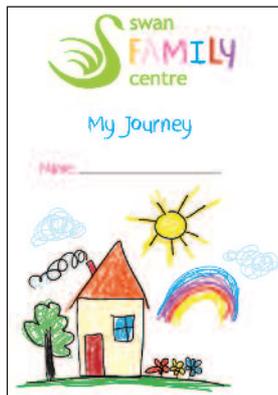
Elizabeth Coe,
Chief Executive Officer.

Precious memories captured in Life Story books at Swan Family Centres

Centre Spotlight –
"Why our centre is great!"

Swan Family Centres in Bedford and Brixton have been awarded NACCC's enhanced accreditation for supervised contact. Children having supervised contact at these centres are given a 'Life Story' booklet which follows them through their Contact journey at the centre. These booklets allow the children to maintain memories of their contact experience and ensure that these memories are treasured for them and they can look at them later in life and remind them of

the positive experiences they had with family members whilst visiting the centre.



The Life Story booklet front cover.

The books are designed for the children and are completed by the contact workers who support children through their supervised contact journey. They allow for staff to write down special memories that children experience whilst at the centre for example first birthdays, meeting family members for the first time, Christmas and other celebrations and other such happy memories. Photographs and drawings are also added to the books and the children take these with them once their journey has completed at the centre.



Lucy Glass, Divisional Manager for Swan Family said "The Life Story books underpin the main purpose of our service, which is to provide positive and safe contact environments that are child centred and aid development. The books are essential to ensuring that the children who use the centre are able to reflect on their experiences at the time and also look back at them later on in life".

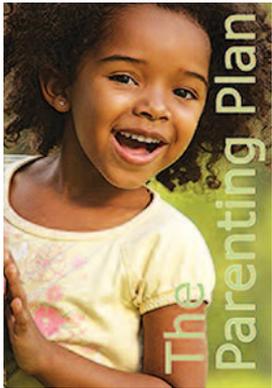
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Resolving child arrangements can be tricky for parents...

“I don’t want to let families vanish into the ether with no real plan in place.” “Explain at the pre-visit that the centre is a first step towards independent contact...”

The transition from using a centre to independent contact can be a daunting one, and without some assistance families can feel abandoned if contact stops without a plan being in place. We asked centres about their process for reviewing a family’s contact and how they helped them take the next step to independent contact. There is some fantastic work being done to ease parents back into co-parenting their children in the community.



Centres are promoting the Parenting Plan as the foundation for this work – introducing it at the pre-visit...and then going through it at the review.

Two supported contact co-ordinators told us how the parenting plan is an essential tool for them...

Carol from Swindon Family Contact Centre says

“I introduce the parenting plan at the pre-visits and give them a copy of the book – sometimes going through it as a brief overview.

I encourage them to look at the websites once they get home...Some parents ask questions there and then or perhaps once they start coming. The parenting plan is very common sense and easy to follow – it is particularly helpful for the self-referred clients – they can see how easy it is to fill in. Some parents have seen the book already so I encourage them to carry on with it. It is a useful topic to bring up in conversation - after a few weeks I ask

how it is going – was it useful? When I know they are moving on I encourage them to fill it in – this seems to work quite well.”

So, when do to a review?

“It varies; if contact is going well the parents may have been proactive already and be completing the plan, so after 4 sessions I ask how is it going? If there have been a few problems – I’ll leave till about 6 weeks and then do the review. If the family are referred via court – I don’t step in too much – but will go through it before their last court date before having contact in the community. These clients may have extra support anyway.”

“The parenting plan works particularly well for young clients who may have been referred from social services or other agencies – they appreciate the suggestion that they can show the plan as evidence that they are trying to work to improve their situation.”

Amber from Salisbury Child Contact Centre makes use of the various formats available:

“SCCC currently provides the parenting plans to all families if we feel they are ready to move on or the court order has given stop dates. We always encourage the parents to prepare these. We start by introducing the booklet version and

then may follow this up with the email version. Once the parents have completed the parenting plans we see if they are happy to meet...to agree a way forward...”

Amber explains how the review meeting works for them “We had a very small grant to cover our costs of doing this and paid a trained worker with experience to undertake this. We use this as the basis of moving them forward to independent contact but it does require a good facilitator to manage the meeting and seek agreement between both parties... focusing on the short term (1-3 months) is best. For those parents that engage they find these sessions very helpful.” “As you would expect not all families engage or stick to the PP after contact has finished, however it does provide a safe platform to iron out potential wrinkles prior to independent contact.” “Expectations are high and we do have to manage a step by step process between both parents. Some families are still very angry and controlling and don’t wish to relinquish any control, so we try and break down the process to the basic steps and then highlight a long term goal that they agree to aim for! Basically we try and encourage families to focus on what’s best for the child/ren...”

Jayne at Yeovil & Wincanton Child Contact Centres uses a variety of informal and formal approaches at her supported contact centre to help families move on and review their contact (when things are less raw and things have calmed down) and review their contact:

- ☞ start to go out of centre for whole or some of the time
- ☞ have a ‘hand over’ book for both parents to write notes to each other about the CHILD
- ☞ Emphasise the fact that they need to find a way to CO-PARENT as this fact will NOT CHANGE, EVER (they will always both be this child’s parents)
- ☞ Encourage use of third party/ family member to help with handovers if parents really cannot meet each other.

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“If they can face each other I will schedule a **SHORT** meeting at the centre with both parents and myself (max 20 mins) telling them they must come with a ‘plan’ in their head and with an ability to make some compromise.”

So what is the Parenting Plan?

“It’s common sense and easy to follow – a useful conversation topic” Carol from Swindon FCC.

“**The Parenting Plan** gives you a structure in which you can make your decisions and helps to support this process. This can be much better than the court making decisions for you. The design of the Plan recognises coming to your own arrangements is not necessarily an easy thing to do – feelings can be running high and it can be easy to slip into blaming each other rather than working together for the benefit of your child/children.” ‘The Parenting Plan Guidance’ (Cafcass).

What’s in the Plan?

The booklet/online equivalent contains the following sections:

A. What is a Parenting Plan?

Including ‘Why make a Parenting Plan’, ‘What does it consist of?’ and ‘What is not covered in a Parenting Plan’.

B. Thinking about safety

Including ‘Staying safe’ and ‘Moving forward’.

C. Drawing up a Parenting Plan

Including how/when to drawing up a parenting plan, SPIPs, mediation, communicating, ‘Listening to your child’.

D. Your Plan

Parents start to answer the questions in the booklet – including sections on communication, arrangements, money, education and other issues.

How do you access the plan?

There are different formats to suit...

Booklet format with Microsoft Word version



The parenting plan comes in a booklet format which can be completed in pen by parents and discussed at your centre. There is a ‘Word version which can be emailed to parents to complete on

their computer at home and then discussed further at your centre.

How do I get a copy?

By post – Order free from CAF/CASS

www.cafcass.gov.uk/leaflets-resources/leaflets-for-adults

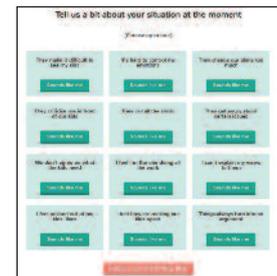
Cost - FREE! Also available in Urdu and Polish and includes a new Summary of Progress document.

Cafcass Cymru have a similar Welsh/English parenting plan and review document. Download from http://cafcass.gov.wales/leaflets-and-publications/For_Adults

Parents may prefer the online version ‘Splitting up? Put Kids first’



Parents go to this website to start their plan. The content is similar to the booklet version and guides the parents through the process.



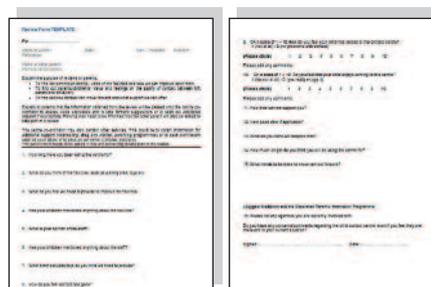
Cost: Free! Parents register at www.splittingup-putkidsfirst.org.uk

“Supported contact centres are NOT a long term solution for a family...”

Louis Ruddlesden (NACCC’s Service Development Manager) says “The contact centre is not a natural environment for children, and should not be seen by parents as a long term solution. If the contact is not progressing or there are concerns about the family leaving the centre, an assessment of whether the contact should continue should be made. In these circumstances the family needs to seek advice from the court.

It is unacceptable for families to remain at a centre indefinitely, especially if that centre has a waiting list. There is usually considerable delay in getting to the point of referral to a centre, and if the child then has to wait for a place to become available then the child is deprived of having contact with a loving parent, and this can be damaging.”

REVIEW @ 6 months!



NACCC’s supported standards say that a review of contact has to take place at least every six months. For convenience a template form has been provided in NACCC’s Supported Standards published in 2015.

How can your centre integrate existing services into what you already do to help parents in their journey to independent contact? Why not start encouraging the parenting plan as part of this process?

Resolving child arrangements – additional services...

What is available? How are they accessed?

Two supervised contact managers told us how they work with parents, helping them to reviewing their progress and access complementary services to benefit them and their children now and in the future.

Lesley from Grassroots in Lancashire told us their approach for supervised contact is structured often due to time limits on the contact and explained about their ‘Next Steps Meeting’:
“Commissioned by CAFCASS this not only looks at how the contact sessions have progressed but also what steps the parents have made to complete a parenting plan, completing the ‘[Getting it right for children when parents part](#)’ programme and completing the SPIP. They are advised to access other support such as the ‘Sorting out Separation’ website. This is introduced at the beginning of the sessions. Skills learned can help to make sure contact does not breakdown in the future.”

Sheila from Relate Dorset & South Wilshire explained the variety of services that parents can access
“Relate has a range of complementary services on site so we are easily able to arrange signposting to counselling, mediation services, SPIP and parenting plans and staff have the confidence to guide parents to known quality services. We are in the fortunate position in Dorset of being able to offer free Dispute Resolution SPIP (DRSPIP) ie direct access without court order, subject to a short DV screening as part of the national pilot. It is certainly helpful not to have the cost as an additional barrier to attendance.”

What is a SPIP?

(Separated Parents Information Programme).

This course helps you understand how to put your children first while you are separating, even though you may be in dispute with your child’s other parent. The course helps parents learn the fundamental principles of how to manage conflict and difficulties. You will not attend the same session as your ex.

How do parents access?

Search **SPIP** on www.cafcass.gov.uk for local providers ‘/Working Together 4 Children (WT4C)’ in Wales.
Cost: Free in some areas or if referred via Cafcass, otherwise cost is £150 or part thereof.

Lesley (Grassroots) says “We insist that parents attend the SPIP preferably before they come to us.”

Jayne (Yeovil/Wincanton CCC) told us “Many families are doing the SPIPs and say how beneficial they have found them.”

What is a MIAM?

(Mediation Information and Assessment Meeting).

The first meeting with a mediator is often called a MIAM. Mediators work out with you whether mediation is right for you and your family, discussing how many sessions you may need, the cost and whether you might get legal aid to pay for the mediation. They can be held separately from your ex. However you can go to the meeting together if you prefer. Time will always be spent with each person alone to make sure they have made their own decision to come to mediation and are not at risk of any harm or abuse. The mediator can also give you information about other services that provide help and support and the other options you might have to resolve things.

How do parents access?

Search **MIAM** on www.familymediationcouncil.org.uk
Cost: Free if eligible for legal aid, otherwise (£25-£50).

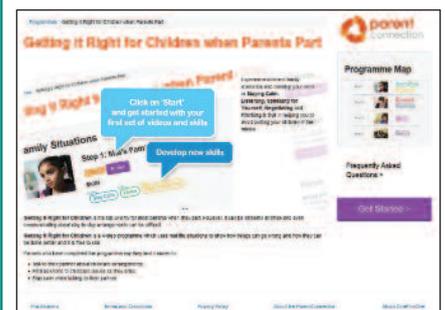
Amanda from Derby CCC says “We have an agreement with a local mediation service offering a MIAM for £25 per parent if neither qualify for legal aid. All parents are told they are expected to attend a MIAM every 6 months. I enforce it loosely - sometimes you just know that they are not in a place where mediation will work - but it creates an expectation that there will be progress!”

What is the GIRFC?

‘Getting it Right for Children when Parents Part’ programme).

Getting it Right for Children is the top priority for most parents when they part. However, it can be stressful at times and even communicating about day-to-day arrangements can be difficult.

Getting it Right for Children is a 4-step online programme which uses real life situations to show how things can go wrong and how they can be done better and it is free to use. After completing the programme parents say they find it easier to talk to their partner about childcare arrangements, find solutions to childcare issues as they arise, and stay calm when talking to their partner. Parents experience different family scenarios and develop your skills in **Staying Calm, Listening, Speaking for Yourself, Negotiating and Working it Out** - helping them to avoid putting their children in the middle.

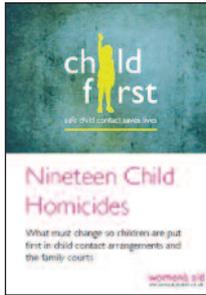


Cost: Free!
Parents sign up at
<http://theparentconnection.org.uk>

Campaign and Comment...

Women's Aid Child First Campaign

Ensure your centre is accepting safe and appropriate referrals



Elizabeth Coe (NACCC's CEO) has appealed to NACCC's member centres to read these two reports, particularly the section on child contact centres in 'Safe not sorry'.

Women's Aid launched their Child First Campaign by publishing a seminal piece of research Nineteen Child Homicides. This report details the cases of nineteen children, all killed by a parent who was also a known perpetrator of domestic abuse over a ten year period. These killings were made possible by unsafe formal and informal child contact arrangements. NACCC's National Standards for Supported Child Contact clearly state that supported centres should not accept referrals with proven domestic abuse/violence (unless the centre has suitable qualified staff to carry out a risk assessment and where the perpetrator has demonstrated a willingness to address their anger management issues through the relevant courses). NACCC has a training programme for its centres as part of their accreditation. This requires that appropriate safeguarding training takes place on a yearly basis. Download the Women's Aid reports from www.womensaid.org.uk

No Statistics – No accreditation!

NACCC collects statistics from centres on a quarterly basis. This information is imperative if NACCC can campaign on behalf of centres with regards to policy and government funding.

NACCC needs accurate figures on the numbers of referrals being received by centres, the number of children attending and on the numbers of staff and volunteers running your service. This information will particularly help NACCC and member centres in their negotiations with the Ministry of Justice and Cafcass. Failure to submit statistics may cause delay in reaccreditation.

Statistics are entered online on NACCC's website with a separated form for supported contact and supervised contact. Centres that provide both types of service will be asked to submit a return for each. Centres are notified by email when the form is open. If members have any queries regarding the quarterly return please check the FAQs on the statistics page of the NACCC website.

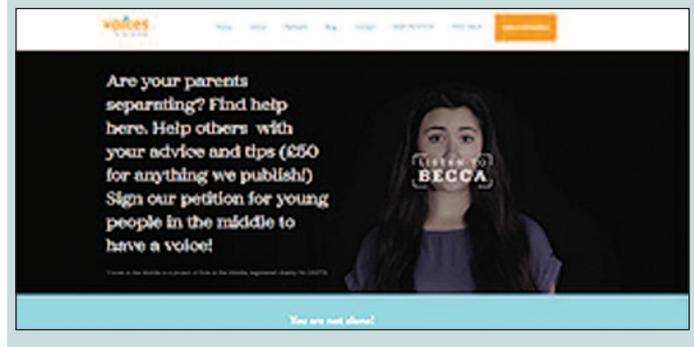
Spread the word and sign the petition



Voices in the Middle have a vision where every child and young person in UK whose parents are separating hears about Voices in the Middle – through an on-line search, from a teacher, from a friend or family member, from a family lawyer or mediator or judge. And when they arrive here, they will get immediate reassurance from other young people and pointers to further help if they want it.

All the content on the site has been produced by young people and selected by our Youth Council. The Youth Council of the Voices in the Middle campaign is calling on all family lawyers and mediators to work out a way of funding this website on a permanent basis.

Voices in the Middle is a website of the charity Kids in the Middle (number 1153731). voicesinthemiddle.org.uk



We are all working towards the same goal...

Child contact centres have a hugely important role in reaching out to local communities and provide much needed services for families. We here at NACCC provide an equally important national voice to raise funding and awareness of the services you provide. We provide training, safeguarding support, DBS checks and accreditation.

We are aware that the running of the child contact centre network is mainly reliant on the goodwill of volunteers, putting in many hours to keep this vital service running. We are aware only some supported centres are in the position to employ staff. We too are a small team. We have seven people (mainly part time) based at head office working alongside a small team of self-employed assessors and trainers managed by our Service Development Manager (please see the back page).

We have a good working relationship with many centres involving a mutual respect for what each organisation contributes. However there have been numerous occasions over the past few months where the NACCC Team have not been provided the same respect and courtesy that I hope my team provide to you. Mandatory training is there to safeguard your staff and volunteers and of course the families using your service. Statistics are vital if NACCC can campaign effectively on your behalf to ensure the voice of child contact centres is heard on a national level.

We are all working towards the same goal that children will be able to safely keep in touch with their parents following separation so I would ask that we all do this with courtesy and respect moving forward.

Elizabeth Coe, CEO.

Complaints...complaints...complaints...

“We are working with parents at a difficult time in their lives; they are often hurt, angry, distressed and vulnerable. They may be afraid that they may lose touch with their child or that their ex will turn the child against them...”



Trish Ross (NACCC's Service Development Manager) writes...

One of my roles at NACCC is to deal with any complaints that come to us at Head Office. Sometimes this is because the complainant is unhappy about the way their complaint has been dealt with, sometimes they wrongly think that we manage all the child contact centres; others are angry, frustrated or upset for all sorts of reasons. I am often able to help parents talk through their concerns or I may need to explain the system, using the centre's complaints procedures.

When you consider the number of families using our centres, complaints are rare and the number where NACCC becomes involved is small. However we are getting more of them, not because standards in centres have fallen, but because the world is changing. Kevin Merrell, Customer Care Manager at the National Trust has observed, “In the modern world consumers have got certain expectations...People compare organisation with organisation. It doesn't matter if you're a commercial business or a charity; we're all now on the same stage.”

Frequent issues that have arisen:

A. Independence

“There's no point in complaining to the Centre. She's a friend of the co-ordinator so she's bound to take her side.”

Many complainants feel they will not get a fair hearing. Several of you recognised this problem when we consulted with centres in December. Various solutions were suggested:

- A 'buddy' system with another centre to investigate each other's complaints, or a local network.
- An independent person identified – often a management committee member or a local professional with links to the centre.
- A final stage where a panel of committee members, with possibly an independent outsider, review the complaint.
- Paying an independent person to investigate – though most centres do not have the funds to do this.

B. The emotional context



“They say they are neutral, but I know they are on his side and believe what he tells them. They think I'm a bad mother and won't listen to me.”

We are working with parents at a difficult time in their lives; they are often hurt, angry, distressed and vulnerable. They may be afraid that they may lose touch with their child or that their ex-partner will turn the child against them. They will often be sensitive and may take things personally or misinterpret comments. Do listen to complaints, as soon as they arise, and acknowledge the person's feelings, even if you think they are being unreasonable. If they feel they are being taken seriously, they are less likely to escalate the complaint.

C. A swift response

“It's been 6 weeks and I haven't heard a word. My complaint just went in the bin, I'm sure.”

Never put a complaint in the 'too hard'

tray! It is useful to have some timescales written in your complaints procedures, but in all cases, the sooner you respond to a complaint, the easier it will be to resolve it. People understandably get angry when they feel ignored. Often an early meeting and discussion can nip the problem in the bud and a way forward can be agreed.

If an incident needs to be investigated and a significant person cannot be interviewed for a few weeks, let the complainant know there will be a delay and why. The frustration comes when someone doesn't know what is happening or assumes that nothing is being done.

D. Training

Over the last year we have developed a training module, 'Managing complaints', which has now been integrated into the co-ordinator training. It is aimed at those who deal with complaints and might be worth considering for a management committee session – maybe joining up with other local centres. I am hoping to develop a workbook training course this year, as an alternative.

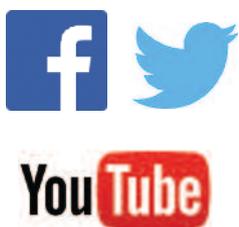
E. Policy and procedures

When you receive a complaint is not the time to find out that your policy or procedures are not fit for purpose – it is worthwhile to review them regularly and consider whether they can be improved. Hopefully the above may give you some food for thought and some ideas - it may be helpful to work together with other centres to share good practice and resources. And don't forget NACCC is here to support you so do get in touch with me if you would like to discuss any issues about complaints (I work on Mondays and Tuesdays).

**Trish Ross,
Service Development Manager.**

See info on the NEW Managing Complaints Module on page 8.

Like, Follow, Join @NACCCOFFICIAL community and empower your #fantasticvolunteers



“Social media is a two-way communications channel. It's noisy and it's crowded. The beauty of it for charities is that by using it well they can build trust with supporters, increase the noise they make by allowing staff and supporters to engage with their publics as ambassadors of their brand, and inspire more people to support them. And doing all of those things - combined with the basic ingredients that have always been essential for effective fundraising: clear need, clear ask, clear explanation of how a donation will make a difference, loud thank you - will raise you money.”

Lucy Caldicott, Interim Chief Executive, Diversity Role Models.

Social media has become an official tool for organisations to network, gather support, and fundraise. Twitter and Facebook are being used by centres to build up their group of supporters, to fundraise and promote events. Used in the right way these are an amazing free resource for your centre and can help you engage with your staff, volunteers and supporters giving them a greater understanding and encouraging them to get involved in events and fundraising. Lynsey (Co-ordinator at Wythenshawe CCC) told us how she used social media to help publicise their recent Paul Heaton and Jacqui Abbott gig at Hotel Football, Manchester, (see below):

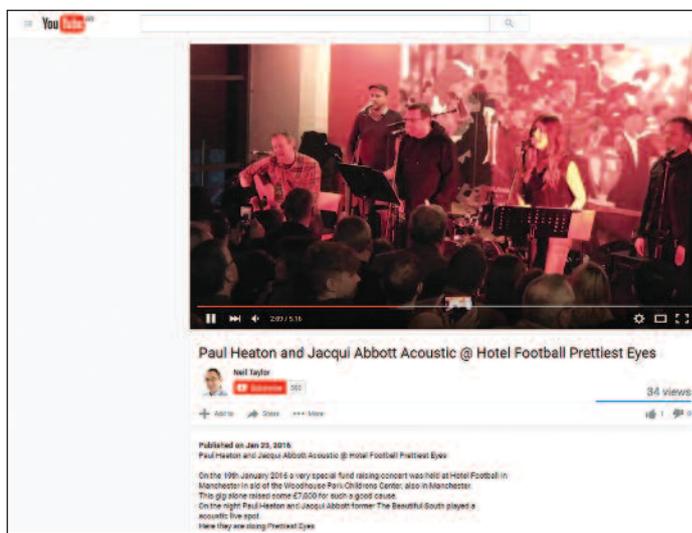
Paul Heaton and Jacqui Abbott help raise over £7K for new garden play area at Wythenshawe Child Contact Centre

Wythenshawe CCC is run from Woodhouse Park Family Centre. It is open four times a week, providing supported contact and is offered alongside other family services such as their parent and toddler group and after school club. Last September, footballers Paul Scholes and Gary Neville visited the centre and after speaking with staff, volunteers and service users saw what was being done helping local children and their families. As they were shown round they saw that the centre was in desperate need of a new garden play area and offered to help raise money for the centre. This visit started the ball rolling and a long story short Paul Heaton and Jacqui Abbott offered to do a charity gig to raise money for the centre to be held at Hotel Football, Old Trafford.

“Play brings families together – it’s a distraction from what’s going on at home....”

Lynsey told us that a new garden would be of particular benefit to the 350 children and their families using their centre “Play brings families together... it is a distraction from what is going on at home....and to offer this opportunity is hugely beneficial to the child/parent relationship.”

Alongside the advertising provided by the venue Lynsey started spreading the word as well “I contacted our solicitors, everyone who worked at the centre, the police, the Wythenshawe Reporter, our social media – anyone who would listen!” Advertising was boosted by their Twitter account (@WHPFC with 260 followers) and Facebook pages (Wythenshawe Contact Centre & WHP Family centre with 476 people ‘liking’ them). This combined with other fundraising has brought their total to £12K with other companies wanting to support and skills in kind being offered.



Fundraising success celebrated on YouTube and Twitter.

If you are interested in finding out more about how social media can help your centre, check out NCVO’s useful guides including this Facebook feature: <https://knowhownonprofit.org/how-to/how-to-use-facebook> (NCVO’s websites also have advice on all aspects of recruiting and managing volunteers).

If you are on Twitter, do follow NACCC @NACCCOFFICIAL Find us on Facebook (NACCCOFFICIAL)

Training update...

NEW Complaints module launched for NACCC members



“Has your co-ordinator been trained yet? Is your training programme in place? Don't miss the May 2016 deadline”

The clock is ticking!



From May 2016 all NACCC accredited centres will need to have successfully completed both days of supported or supervised co-ordinator training and have a training programme in place for the training of their staff and volunteers.

Please see the NACCC website training page for further details of training dates, training modules and workbooks.

**Louis Ruddlesden,
Service Development Manager.**

NEW Managing Complaints training module

This training module has been developed in response to feedback from members. It has been designed for those with responsibility for managing or investigating complaints – for example, co-ordinators, team leaders, management committee members. Hopefully it will help you understand the complaints process and why people act as they do, as well as increasing your skills and confidence in dealing with complaints when they arise. Rather than feeling threatened or upset, you will see the process as an opportunity to get feedback and to learn and review practice! It is not mandatory but we hope you will find it helpful at your centre. Download the training for free from the members area. See also article on page 6.

Regular feature...

What's been going on in the

Coffee Shop?



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

“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!”

Supervising volunteers, team leaders and coordinators...

We have a question that came up on our accreditation. What do other Centres do to supervise volunteers, team leaders and their co coordinator? Who does it? How? and How often? Thanks. Melanie (Leicester FCC).

Feedback received on this topic included:

- In Bridgend the co-ordinator has supervision with the chair of trustees. For volunteers we always do a debrief at the end of session and during quieter periods arrange for 1-2-1 supervision to be carried out. We send out a pre-supervision sheet to highlight any issues volunteers need to discuss

and complete a form ourselves highlighting achievements as well as any issues. This is discussed during supervision. We do have an open door policy so that any issues can be discussed immediately and dealt with and achievements celebrated.
Andrea (The Contact Zone).

- We do Group Supervision at the end of a Supported Contact by the Contact Manager. (As we have teams of Volunteers who work on a rota system, so they all get seen about every 6 weeks). We have Team Meetings 4 times a year. Our Contact Supervisors have Supervision after each Contact session to de-brief about the family, then at the Team Meetings as well 4 times a year. The Contact Manager has Supervision every 6 weeks which is done by the Deputy Contact Manager

Jeanette (East Northants CCS, Rushden, Northants).

- We don't use volunteer at our contact centre but we do have Bank workers - a paid pool of casual staff. They attend group supervision sessions, team meeting, as well as briefing and debriefing sessions which are conducted by myself or deputy manager approximately 6-8 weekly.
Angela (Wandsworth CC).

- All our volunteers are given a mentor on their team when they start, team leaders are supervised by the coordinator and the coordinator is supervised by the management committee. I also have Louis Ruddlesden's phone number handy if I as coordinator need advice.
Sue (Pudsey CCC).

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

Congratulations to the 92 centres* that have successfully completed their accreditation – a great achievement!

3 new accreditations

Lifelong Family Links
St Philips Child Contact Centre
The Salvation Army – Worthing

45 reaccreditations

Abingdon Child Contact Centre
Abington Avenue URC Child Contact Centre - Northampton
Ballycastle Child Contact Centre
Ballymena Area Children's Contact Service - Antrim
Ballymena Area Children's Contact Service - Ballymena
Ballymena Area Children's Contact Service - Larne
Belper Child Contact Centre
Billericay Child Contact Centre
Cheltenham Child Contact Centre
Cheshunt Family Contact Centre
Child Contact Centre in Pier Avenue
Child in Mind Services
Church Street Child Contact Centre
Dursley and Cam Child Contact Centre
Eastbourne Family Contact Centre
Exmouth Child Contact Centre
Footprints Child Contact Centre
Foyle Child Contact Centre - Limavady
Foyle Child Contact Centre - Londonderry
Foyle Child Contact Centre - Strabane
Grassroots Supported Contact Centre
Halton Child Contact Centre (Runcorn)
Halton Child Contact Centre (Widnes)
Hartcliffe and Withywood Child Contact Centre
Hertford Contact Centre
Huyton with Roby Child Contact Centre
Leicester Family Contact Centre

Lewes Family Contact Centre
Middleton (Manchester) Contact Centre
Newbury Family Contact Centre
Norwich Family Contact Centre
Palmers Green Child Contact Centre
Salvation Army Child Contact Service
Skipton Contact Centre
South Cheshire Child Contact Centre
St Albans Abbey M.U.
St Andrew's Family Contact Centre
St John's & St Stephen's Contact Centre
Stevenage and North Herts Contact Centre (Letchworth)
Stevenage and North Herts Contact Centre (Stevenage)
Tonbridge Family Contact Centre
Torquay Child Contact Centre
Vale Royal Child Contact Centre
Westwood House Child Contact Centre

3 enhanced accreditations

Family Matters Enterprise
Toucan Day Nursery & Contact Centre
Precious Child Contact Services Ltd

38 enhanced reaccreditations

A&A Family Centre Limited
Access - Arc Childrens Contact & Emotional Support Service
Askham Contact Centre
DMR Services - Coventry
DMR Services - Wolverhampton
Families House - part of Break-charity
Foundations: Supporting Families
Grassroots Supervised Child Contact Service
IMPACT Family Services (Middlesbrough)
IMPACT Family Services (Newcastle)
IMPACT Family Services (Scarborough)

IMPACT Family Services (Sunderland)
In-Sight Supervised Contact Centre (North Wiltshire)
Little Steps Contact Centre Limited
Little Steps Contact Centre Limited
Marietta Contact Centre
NRS Contact Centre
NYAS Contact Service - Liverpool
NYAS Contact Services - Birkenhead
Pembrokeshire Family Contact Centre
Peterborough Child Contact Centre
Project West Assessment & Contact Services
Relate Consortium Bournemouth
Roberts Centre Child Contact Centre (Aldershot)
Roberts Centre Child Contact Service (Southampton)
Roberts Centre Child Contact Service (Portsmouth)
Royal Borough of Kensington & Chelsea Contact Service
Spurgeons (Birmingham Bordesley Green)
Spurgeons (Birmingham Hollymoor)
Spurgeons Contact Centre (Wolverhampton)
St Mary's Family Centre
U5
Ward Andrews Centre for Children and Their Families
YMCA Relationship Services

3 additional centres

DMR Services - Birmingham
DMR Services - Hall Green
DMR Services - Telford

**since the Autumn 2015 issue*

Surrey county council grant improves safety of toys storage at Englefield Green



“Thanks to funding from our County Councillor Marisa Heath’s member allocation, we have been able to purchase storage boxes for our children’s toys which are played with by the children and their family member during the contact sessions. These boxes have met the requirements for our re-accreditation and to ensure we meet our health and safety requirements.”

Ali Watts, Co-ordinator, Englefield Green Child Contact Centre.

Celebrate –

Any excuse for a party!



Double success as Sainsbury's stores support local child contact centres

Two accredited centres are benefiting from Sainsbury's Charity of the Year scheme this year (see below). Why not research this scheme for your centre for 2016-17?



Charity of the Year

Local school choir help out with Englefield Green's Christmas fundraising

Englefield Green Child Contact Centre is the Sainsbury's charity of the year at their branch in Staines. This has brought about various fundraising events hosted by the store and has raised £1,400 so far but this is set to continue until May time.

Fundraising support included carol singing and bag packing thanks to the lovely children and teaching staff at Thorpe Lea Primary School. Co-ordinator Ali told us "They did the most amazing job with their carol singing and bag packing to raise funds for us. Our thanks to everyone involved – it's great to have your support!"

The Contact Zone, Bridgend Sainsbury's appeal over £2.5K so far!

Local shoppers voted for NACCC's accredited centre in Bridgend to become Sainsbury's Bridgend charity of the year, which will run until May. "We are hoping that by being linked with Sainsbury's we will be able to offer (families) extra time during the week and open the extra centre, possibly in Maesteg," said Andrea, centre co-ordinator.



Staff from Sainsbury's in Bridgend, Virgin Active and committee members of the Child Contact Centre charity, Bridgend, climbed Penyfan in 2015 raising £1,134. Andrea went on to say "with just one room in which to offer the supported contact at present, we can only offer parents visits of up to two hours at a time on Saturdays". Sainsbury's PR ambassador Jackie said "Our main aim is to help the Child Contact Centre get recognised and to help them open on more days and to establish their place in the Valleys".

City Bridge Trust prize boosts £500 raffle at Neutral Ground, Greenwich

The City Bridge Trust (one of NACCC's funders) kindly donated two Tower Bridge tour tickets recently. We sent these to Neutral Ground Child Contact Centre, in Abbey Wood, Greenwich - the closest centre to Tower Bridge! Liz, Co-ordinator at the centre, told us "the tickets gave a boost to our raffle as a highlight prize. The evening raised £500 for Neutral Ground which we were very pleased with"

Pontypridd's Nationwide Community Match scheme success

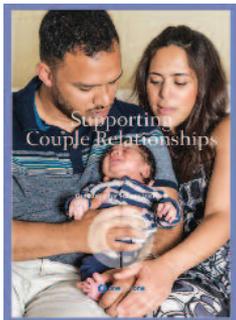
"I called into the local Nationwide branch & completed a short form. The branch selected us along with other local charities, to feature in their store. Customers placed votes in store for the charity they thought most worthy of the cash boost. £500 was awarded for selection & a further £600 for winning. We are delighted that customers showed their support for the centre!" Dawn (Pontypridd CCC).

See also the long service awards on next page.

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

Spread the word about your centre – increase your referrals

Do your local Health Visitors know about your centre?



OnePlusOne is offering free guidance for health visitors interested in supporting parents with relationship issues. To support this, why don't you make contact with your local health visitor teams so that they are aware of your child contact service when working with families. When relationship issues come up, research

shows that parents are most likely to turn to an available professional for support, so having an understanding of how couple relationships work can be a vital part of the health visitor's tool kit. The guidance can be

downloaded from www.oneplusone.org.uk

Are you in touch with your local Family Support Workers?



Family Support Workers give emotional and practical help and advice to families that are having long or short-term difficulties. Employed by your local council they are

often allocated one or more schools in the areas – sometimes even having a dedicated room at school. They may not have heard of your centre or NACCC.

They may not be aware that your centre takes self-referrals. Part of their role is to signpost parents to local services and would therefore be a good source of self-referrals and local knowledge. Contact your local council for further details.

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:

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

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

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

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

42 volunteers have been awarded diamond certificates for **20** years' service. In addition, we have had **13** volunteers with over **25** year's service.'

CONGRATULATIONS!

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

Bath Child Contact Centre

15 volunteers – 5 bronze, 4 silver, 1 platinum, 5 diamond = 160 years

Bridport Child Contact Centre

8 volunteers – 3 bronze, 3 silver, 2 gold = 44 years

Bury St Edmunds Child Contact Centre

3 volunteer – 2 silver, 1 gold = 20 years

Celia Wadsworth Child Contact Centre

1 volunteer – 1 gold = 13 years

Chesterfield Child Contact Centre

8 volunteers – 4 bronze, 2 silver, 2 gold = 42 years

Dorchester Child Contact Centre

2 volunteers – 1 silver, 1 gold = 15 years

Enfield Child Contact Centre

11 volunteers – 4 silver, 2 gold, 1 platinum, 4 diamond = 135 years

Foyle Child Contact Centre

4 volunteers – 4 bronze = 12 years

Glastonbury Child Contact Centre

9 volunteers – 1 bronze, 2 silver, 2 gold,

3 platinum, 1 diamond = 108 years

Lewes Child Contact Centre

1 volunteer – 1 platinum = 15 years

Littlehampton Child Contact Centre

12 volunteers – 8 bronze, 4 silver = 44 years

1863 total years' service given by 167 volunteers – cause for celebration – thanks to all the volunteers that keep the centre cogs moving!

Loughborough Child Contact Centre

23 volunteers – 12 silver, 2 gold, 4 platinum, 5 diamond = 260 years

Newington Family Contact Centre

1 volunteer – 1 diamond = 22 years

Nottingham Child Contact Centre

37 volunteers- 4 bronze, 7 silver, 5 gold, 4 platinum, 4 diamond, 13 over 25 years = 657 years

Salvation Army – Worthing (The)

1 volunteer – 1 diamond = 21 years

Stevenage & North Herts Child Contact Centres

8 volunteers – 3 bronze, 4 silver, 1 gold = 39 years

Torquay Child Contact Centre

3 volunteer – 3 diamond = 73 years

Vale Royal Child Contact Centre

16 volunteers – 5 bronze, 3 silver,

4 gold, 5 diamond = 170 years

Woking Family Contact Centre

1 volunteer – 1 bronze = 3 years

Wythenshawe Child Contact Centre

2 volunteers – 2 silver = 10 years

Safe recruiting of volunteers at supported contact centres



We have been concerned and saddened to learn that some Contact Centres have had to close because of lack of volunteer support workers to run them. We hope that our story might give other centres some ideas for safe recruiting.

Our initial steering committee of ten was formed 23 years ago with the intention of setting up and running a centre in the West Wiltshire area. We were fortunate to have within that group, professionals from agencies working with children and families ie a Solicitor, a Court Welfare officer, a

Magistrate and a Social Worker in Child Protection. One of the major issues recognised and discussed in the early stages of our planning was the vulnerability of those children and families who would be coming to use our centre. When considering what we could do to keep our centre users as safe as we possibly could and with our awareness of the horrible truth that paedophiles do successfully infiltrate in to child centred environments, we made the decision not to advertise publicly for volunteers. We began therefor to look within our own network of colleagues, acquaintances and adult family members 'head hunting' and informally assessing those who appeared to have the right qualities required. Additionally, in our fund raising approaches to such organisations as our local WI and the Rotary Club and following talks given by us to this end, we have gained some wonderful volunteers. We have also occasionally gained volunteers from resident parents

who have wanted 'to give something back' when they have no longer needed our centres support for their children. As we go about our daily lives we have 'an ever present volunteer spotting frame of mind' that for our centre has yielded many dedicated volunteers. Obviously all potential volunteers are subject to vetting through the Disclosure and Barring Service and have been required to supply references from non-family members. This system has worked very well for our centre in that we have never been short of volunteers over the last twenty two years. Indeed some of them have been with us for many years and happily we are still successfully recruiting.

Jeanette Smith (Treasurer & Vice Chair – Safeguarding and Child Protection) West Wilts 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, Sir Mark Hedley, Mrs Pauline Lowe

Officers

Chair: Hazel Hedley, Vice Chair: Elizabeth McCorkell, Company Secretary: Jacqueline Storer, Honorary Treasurer: *Position vacant*

Regional and General Trustees

North East: *Position vacant*, North West: *Position vacant*, 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, General Trustee: Mark Lowe

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
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P/T



Administrator:
Judith Mewse
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P/T



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

Got a query? Here's an A-Z of who at the NACCC office can help...	
Accreditation / Reaccreditation	Louis Ruddlesden, Sharon Marchant, Donna Moreland
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), Sharon Marchant, Alan Tarr (finance), Donna Moreland
General queries (from parents, family members, referrers)	Donna Moreland, Judith Mewse and Ruth Miles
IT	Sharon Marchant
Membership	Sharon Marchant, Donna Moreland
Orders	Ruth Miles
Payments	Alan Tarr
Safe Referral System	Sharon Marchant
Safeguarding concerns	Safeguarding helpline (if Sat) or NACCC office Mon-Fri
Safeguarding Reporting Forms	See the NACCC website area
Sustainability general advice	Ruth Miles
Training	See the NACCC website area
Volunteer certificates	Donna Moreland
Website / Social Media	Sharon Marchant, Ruth Miles



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Service Development Manager:
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Goodbye!

Since the last issue, Steve Eales and Neil McEwen have left the staff team. Steve has returned to Impact Family Services following working on secondment as Moving on Project Manager at NACCC.

Neil is pursuing a freelance IT career following his time as IT Officer.

We wish them both well for the future!

FRONT COVER – “Welcome”

¹ ‘Fractured families – Why stability matters’, The Centre for Social Justice, 2013.

² Coleman, L. & Glenn, F. (2009). When couples part: Understanding the consequences for adults and children. OnePlusOne.

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