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## 'He who does not economise will have to agonise'



So Confucius said, and it's a quote that has particular relevance today. The headlines are full of the Comprehensive Spending Review and financial cutbacks. The effects of this are ripple-like. Within many child contact services, funding and sustainability are very real concerns now and for the future. NACCC itself is on an economy drive; our mantra is, 'Do more; spend less' as we review all aspects of our work to have optimum results. Whilst managing our budget very carefully, we watch government changes and priorities with bated breath.

We also watch the uncertainties of partner referral agencies and wonder what impact the final outcomes will have on the work we all do and the families we work with. At the heart of it all are the children of separated families. What effects will the current financial situation have on them? Will their numbers increase as the pressure takes its toll? Will more children lose contact with their non-resident families altogether? Demand for use of child contact services has already been rising and is likely to continue.

### 'We need to focus on the right things...'

We need to review regularly what we should stop doing. We need to be much better at providing the evidence that demonstrates successful outcomes' (Dame Mary Marsh). Too true. Now, more than ever we need to prove our worth, to demonstrate the effectiveness and effect of what we do on the lives of children. During the next year, NACCC will focus on this, from a PhD student doing related research, through to our plans to engage with more influential and key people.

This issue of Contact Matters gives information on organisations that can help services identify potential funders or resources 'in kind'. We are also going to build up the names of potential funders on our website [www.naccc.org.uk](http://www.naccc.org.uk). So if you have registered, do look at it regularly – it is full of useful resources.

**"For tomorrow belongs to the people who prepare for it today"** (African proverb)

Yvonne Kee, Chief Executive

## Department for Education visit



A very successful visit by the DfE (previously the DCSF) took place at Welcare, Croydon (centre offering supported contact) in April this year. The purpose of the visit was for the DfE to experience first hand the

working of a supported contact centre, to meet with staff/volunteers and discuss how services including contact and the Separated Parenting Information Programmes (SPIPs) are being delivered set against the current economic and political environment.

A second visit was arranged for the DfE team, which included Annabel Burns, Assistant Director Family Law Team (Public & Private Leads) and responsible for policies on contact activities alongside Lizzie Sharples and Sarra Cheyne to meet with the staff at Stephen's Place (supervised centre) in Hammersmith in May. On this occasion, there was an opportunity for the team to speak directly with a mother at some considerable length about her experiences as a service user of both supervised contact and the SPIPs programme. On departure Annabel Burns commented how useful she had found the visit outside of the office environment.

**In summary, the DfE would like to see future statistical evidence demonstrating the long-term benefits of contact – compiling this information is now an objective for NACCC.**

Ann-Marie Stubbs, Regional Support Manager, Greater London & South East

## MBE for work with families in Jersey



NACCC would like to congratulate Denise Carroll on being awarded an MBE for her work with Milli's Child Contact Centre, St Helier in Jersey. Denise said "Receiving any award for doing something that you enjoy is an honour but to be awarded an MBE by the Queen is beyond words, Milli's is a team effort and without the volunteers past and present none of this would have been possible, thank you." (See website members area for full article on Milli's).

## Thanks for your help Jackie!



Jackie volunteers in the NACCC office once a week and has been a fantastic support. "After taking up retirement I found I had spare time which I wanted to put to good use"

## Check out the NACCC website – especially your members area

Over 204 centres and services have now registered to use the members area. Please make sure they see your correct details – by logging on to the website and selecting 'My Centre Details' or by contacting the office.

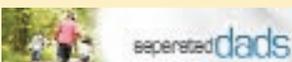
- Training modules on the online shop available to purchase.
- Safeguarding for volunteers training module – coming soon!
- Want a quick demo of the NACCC website for your colleagues? Find the demo slides on the AGM page.
- Get your website listed on the 'Links' page.
- 'Follow us on Facebook' – link to stay in touch with latest chat and concerns.
- Find out 'who's who' by visiting the NACCC staff page.

**If you need help, advice or have ideas please let us know – at [contact@nacc.org.uk](mailto:contact@nacc.org.uk)**

## Support and resources factfile 5 (to be continued)



At **Gingerbread**, we think single parents do a brilliant job, and we've just launched a campaign saying just that. Our new website is the place for single parents to go to get advice and join our forums. Our free helpline is also there for one on one advice on money, benefits, childcare and your rights – call **0808 802 0925** or visit [www.gingerbread.org.uk](http://www.gingerbread.org.uk)



[www.SeparatedDads.co.uk](http://www.SeparatedDads.co.uk) is a complete guide to dealing with life as a father separated from your children. The legal, financial and emotional issues can make it a very rough road. We show you how to negotiate custody, contact and the court process – and how to carry on when you're at a low point. [www.separateddads.co.uk](http://www.separateddads.co.uk) Check out the Facebook page too [www.facebook.com/SeparatedDads](http://www.facebook.com/SeparatedDads)

## Focus on preparation for contact



As supported child contact centres know, there is a recurring theme in the feedback NACCC receives from them about the difficulties in getting reliable information and of referral forms not being completed adequately. In addition, you are all well aware of the tensions that exist in first time attendees!

NACCC has also been receiving feedback from child contact centres that have successfully introduced new systems to meet the preparation for

contact requirement of accreditation. Previously known as a pre-visit, preparation for contact is of course to welcome the parents and child(ren) and to prepare them for their first contact. This helps both the centre and the families with a great reduction in problems arising during contact; parents know what to expect as ground rules and expectations are made clear.

Equally children benefit as it lets first contact take place in familiar surroundings allowing them to settle in more easily. The other big advantage of it is that details on the referral form can be checked and gaps filled in.

This is why a system for preparation for contact to welcome the parents and child(ren) and to prepare them for their first contact is a

mandatory part of accreditation for all child contact centres.

**NACCC is aware that every child contact centre has unique needs and difficulties.**

While preparation for contact will usually involve attendance at the child contact centre in advance of contact, there will be occasional exceptions such as when the non-resident parent is travelling from a very long way away. In these cases, a phone call, together with a meeting on the day of first contact may have to suffice. **Your regional support manager is there to support and help you to develop a system to meet your centre's individual needs (contact details on page 12).**

And finally my thanks to all the staff and trustees who assisted in the preparation of this item.

Mike Dornan, NACCC Chair

## Summary of what preparation for contact offers

An opportunity for both parents to visit the centre and meet the staff, to share their anxieties and for staff to check out a range of necessary information:

- Time since last saw the child
- What was the parent/child relationship like (how well do they know the child)
- What language is spoken
- Is there a chance of abduction
- Are there safeguarding issues raised by either parent
- Domestic violence / mental health / drug or alcohol concerns?
- Does either parent have previous convictions (eg sexual offending, violence, arson, weapons)
- Are social workers or other statutory agents involved with the family
- Are there current injunctions outstanding
- Are the parents prepared to meet in the centre
- Who will be bringing the child to the centre?
- What does the child call the visiting parent?
- Does the child know another adult as 'mam' or 'dad'?

- Who else will be attending the contact session?
- Obtain information about photographs and gifts etc

The meeting also gives opportunities to give the parents information about the centre:

- What are the ground rules about behaviour
- What time to arrive and leave
- How long sessions last
- Can the visiting parent take child to toilet or will staff
- Can the visiting parent take photographs/bring presents
- Who will provide nappies or other essential items
- Pass information about health or medical conditions concerning the child
- What are the fire evacuation arrangements
- Sign the ground rules to say they have understood them and will abide by them

His Honour Judge Altman

## “NACCC and child contact centres provide a unique and remarkable service in history.”



My first contact with child contact centres was as a judge in Bradford – at the time the Family Mediation Service of which I was chairman, shared an office

in the court with the local contact centre and the collaboration between the court and the two services was of great value.

### Divorce – who to blame?

In the 12th century the courts were linked to the church, and indeed the legal history of family relationships was viewed from the moral standpoint. It was not until 1857 that the divorce court was diverted from the control of the church, but the element of establishing blame remained until the 1969 Divorce Reform Act.

### Child’s welfare becoming a priority – equality to parental rights

Children feature very little in the history of family law until the 19th century, when the courts became involved in who should be responsible for children (until that time the responsibility for decision making always lay with the father – the mother had no such responsibility). The 1920s brought equality between parents regarding responsibility of children and protection for children born both outside and inside of marriage.

### Equal rights bringing deadlock – where does the blame go?

In the age of equality there was now a social deadlock to contend with. “Where do you go if there are differences between parents?” “Why should courts interfere?” Since the 1969 Divorce Act, child disputes have grown exponentially. Courts will now not consider blame, so the terrible hurt, upset, loss of self esteem, resentment, and blame have nowhere to go and are often dumped on to the

children. Parents in court are now equal, there is no blame and the consequence is that parents have to rely on their feelings and emotions to sort out the situation for themselves. They have no previous knowledge or experience as to what will suit them or their children and they have huge emotional stress to deal with.

### Positive developments

Equality has brought positive changes – men are now often more interested in their children, involved in their development and they participate from the very first days. Grandparents are now coming into the frame. The recent *Family Justice Review* looks at how grandparents’ rights can be protected. Grandparents are now more prepared to confront courts to get in contact with their grandchildren.

### ‘Neutrality’ of centres is the key to acceptance by parents

A new *Private Law Programme* has recently been developed by a new working group with members from government, CAF/CASS and the Judiciary. This has been designed to provide a forum in which to find the best way to resolve issues in each individual case and to promote outcomes that are safe and sustainable, that are in the best interests of children and that take account of their perspectives. Parents come with no experience of ‘contact’; ‘handovers’ and other decisions about arrangements to be made, are often driven by animosity. For those cases that are difficult to resolve we ask parents to try contact in a neutral venue – a child contact centre.

The ‘neutrality’ is the key to acceptance by parents. It is so *valuable* to be able to provide a way forward from the dispute and the court battle that no one wants: “Try a few sessions at a child contact centre. A safe neutral environment with toys for the children.”

Volunteers have spoken to me of how rewarding their role is and the job satisfaction on seeing the look on a child’s face on seeing their mum or dad after a long time. Centres are certainly undervalued and even by the courts – however, my fellow judges enthused about child contact centres when I told them I was speaking here today at NACCC’s AGM.

There are never enough child contact centres. There is nearly always a waiting list. They are not properly funded. Someone should do a cost saving analysis on the saving to society by child contact centres.

### Why do child contact centres hold such a deserving place in history?

Because we recognise that no two families are the same. Child contact centres provide a framework, a backcloth and without these centres many children would have grown up not knowing both parents. We do not want children to get to their teenage years wondering “why have I not seen my parent for so long” – they might think they have done something wrong. This is damaging and brings a loss of self-esteem. The damage can be considerable.

**“I am consistently humbled by the way people volunteer their time. The Big Society has been going on for some time! You represent a momentous place in history. May you continue to grow and attract more funding, and do continue in your independence and love of the work you undertake.”**

Mary Lower, NACCC President and Nottingham Child Contact Centre Co-ordinator



Left to right: Mary, Fiona and Alma.

Mary Lower spoke about the experience of setting up Nottingham Child Contact Centre 25 years ago and was joined by Fiona McCabe, who spoke of her experiences as a volunteer, and Alma Kemp, who shared her experiences of using the centre as a client and how she later became a volunteer herself.

### **“Under the clock at Victoria Station in 1971”**

**Mary began...** “Tony Lower and I married in 1956. His father had left the family home when Tony was about four years old and I – coming as I do from a family where we all try and keep in touch – wondered how Tony felt about the fact that he had no idea where his father was and in fact he had no family to speak of. Tony had never seen the sort of family life that I very much took for granted. He was a fairly “hail fellow well met” sort of chap so I was surprised when he started to cry when he spoke of his father. He said that he felt quite sure that his Dad had gone because he, Tony, had been so naughty that his father couldn’t cope any longer and he was very guilty about that. He really wanted to know more about him and in 1971 heard from his father’s sister that his father

had reappeared in Brighton. She’d told him of Tony’s search and it was arranged that after 34 years’ separation the pair of them should meet again under the clock at Victoria Station in London on Remembrance Sunday.

Tony was like a dog with two tails and one of the first questions he asked his father was why he’d left. It turned out that he’d found it impossible to live with my mother-in-law who in later years was diagnosed as a paranoid schizophrenic, so we understood why he felt unable to cope. Anyway, Tony told me that if only his father had sent Christmas and birthday cards he would have felt better.

This left me feeling after family breakdown that **parents should try to let children to keep in touch with both halves of their identity** whenever it’s reasonably possible, despite their own feelings of betrayal and heartbreak. Down the years I’ve learned that children who don’t have the opportunity to have their questions answered about family breakup almost invariably feel the same as Tony did – that it’s their fault that a parent left home, which is a pretty heavy load for the children to carry.

### **“In 1984 there was nowhere for this 7-year old boy to see his father”**

I’m sure by now you can imagine how I felt when, one morning in 1984 (by now living in Nottingham and a magistrate) I was sitting on a

family case and we heard that a 7-year old boy wanted to see his father. The parents agreed that this was alright, but mother wouldn’t have father in her home because he and her new partner were somewhat of an explosive mix. Father agreed that his bedsit wasn’t really the right place to entertain a lively youngster for more than ten minutes at a time. We Magistrates retired while the Probation Officer on duty tried to find an informal, neutral place available at the weekend for this family. I guess we Magistrates did make a small contribution to proceedings that day because while we waited, one of the other two magistrates said that he thought that the churches could do something about this. Eventually we heard from the Probation Officer that in fact there was nowhere providing the sort of place this family needed.

**Later that week I made the mistake of repeating this story to my then Minister, Rev. Hamish Baillie at St. Andrew’s with Castle Gate United Reformed Church in Nottingham. And the rest is history!**

Did you miss the AGM this year? You can catch up with a selection of the presentations during the day to see what you missed. Go to: [www.naccc.org.uk/members/services/agm-2010](http://www.naccc.org.uk/members/services/agm-2010)

## **Development of supervised contact in Kent – proactive development by NACCC**

Due to the severe shortage of supervised contact services in Kent, Ann-Marie Stubbs, Regional Support Manager (Greater London & South East) has taken a lead role in Development. As a result of a very successful first meeting of the newly formed Kent Steering Committee on 12 May (including Judge Murdoch, Head of Children’s Services Karen Graham, Cafcass, Kent Police, NHS, Rising Sun DV Project, Resolution Mediation, Cordomus, Ethelbert Children’s Services, Solicitors DS&D and Boys & Maughan), potential providers Core Services & Family Action are now discussing a joint partnership working, with NRS & Integrated Services Programme (ISP) Fostering also expressing an initial interest in developing new services. Thanks to all the attendees and to Newington Family Contact Centre who kindly hosted the event. A second meeting took place on 25 October, once again supported by Judges Murdoch and Scarratt. *(continued on page 9)*



Thank you again to the many volunteers around the country who help children to 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 (3 years service), silver (5 years service), gold (10 years service), platinum (15 years service) and a new diamond certificate has been launched for 20 years service.

### Ballymena Area Children's Contact Centre

5 volunteers – 5 silver = 25 years

### Bath Child Contact Centre

1 volunteer – 1 platinum = 15 years

### Cannock & Tamworth Child Contact Centres

10 volunteers – 3 bronze, 7 silver, 3 gold = 74 years

### Chichester Child Contact Centre

2 volunteers – 1 bronze, 1 silver = 8 years

### Derby Child Contact Centre

32 volunteers – 16 bronze, 6 silver, 6 gold, 4 platinum = 198 years

### Eastleigh Child Contact Centre

16 volunteers – 16 silver = 80 years

### Enfield Child Contact Centre

8 volunteers – 8 silver = 40 years

### Family Space

10 volunteers – 1 bronze, 2 silver, 7 gold = 83 years

### Jimmy's Contact Centre

3 volunteers – 1 gold, 2 platinum = 40 years

### Lower Earley Family Contact Centre

1 volunteer – 1 silver = 5 years

### Maidenhead Child Contact Centre

6 volunteers – 6 platinum = 90 years

### Shropshire Child Contact Centres

2 volunteers – 2 silver = 10 years

### Solihull Child Contact Centre

6 volunteers – 4 bronze, 1 silver, 1 gold = 27 years

### South Bristol Child Contact Centre

23 volunteers – 5 bronze, 9 silver, 9 gold = 150 years

### South Gloucestershire Child Contact Centre

6 volunteers – 4 silver, 2 gold = 40 years

### Springfield Child Contact Centre

4 volunteers – 4 bronze = 12 years

### St Paul's Child Contact Centre

3 volunteers – 1 bronze, 2 silver = 13 years

### Vale Royal Child Contact Centre

8 volunteers – 2 bronze, 2 silver, 4 platinum = 76 years

### West Wilts Child Contact Centre

13 volunteers – 1 silver, 4 gold, 8 platinum = 165 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!

- Carrickfergus Contact Centre
- Ebbw Vale Child Contact Centre
- Euxton Contact Centre
- Porthmadog Child Contact Service
- Trinity Child Contact Centre
- Withington Child Contact Centre

*Apologies from last issue which printed incorrect details for the Union Contact Centre, Maidstone – this centre was accredited on 22/04/2009*

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

- Aberystwyth Child Contact Service
- Alkington Child Contact Centre
- Bangor Child Contact Service
- Cambridge & Ely Child Contact Centres
- Cwmbran Contact Centre
- Derby Child Contact Centre
- Emmanuel Child Contact Centre
- Good Shepherd Contact Centre
- North Wales Supported Child Contact Centre
- Rhyl Child Contact Service
- Rugby Children's Contact Centre
- Wrexham Supported Contact Service

**Many congratulations to these centres who have achieved Enhanced Accreditation\***

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

- CSCA Ltd
- Open Door Family Centre
- RLC Children & Family Centre
- Brixton Family Services

\*List correct at time of press

# Special Interest Groups

## Professionals Network

### Focussed events and support in the next year

Members continue to exchange emails and update each other on what's happening but we haven't seen any other activity for a while. Everyone – myself included – has been caught in the headlights of the new coalition government and is waiting to see what happens! Many services now work wholly or primarily under a CAFCASS contract and the local partnership forums meet the need for networking and sharing. I predict focussed events and support in the next financial year – from April 2011 – when some things will be clearer, contracts will (hopefully) be renewed and the road ahead will be clearer if no less rocky! I, however, will miss all that because I finish work for Pro-Contact on December 31st 2010, after 8 and a half years. There are various possibilities for my continued involvement/interference in the field and in the voluntary sector so I'll probably see many of you around. Best wishes to you all and the families you support.

**Salli Ward, CEO ProContact** (See also Salli's poem on page 11)

## Welsh Network

### Exciting but worrying time

I am the new Welsh Representative on the NACCC board of trustees. This is not the first time I have been privileged to serve you on the board. I am a Senior Social Worker working in a very busy Child Protection Team working for the local authority and am about to retire. I will now have more time to spend on my other passion of Contact Centres. I have been involved with Contact Centres for 17 years and sit on the board of 6 centres in South Wales.

At the moment it is a very exciting time in Wales but also a worrying time. There are a number of forward thinking centres that are under threat of closure due to funding issues and government cut backs. This will be devastating for the children and parents who meet there regularly. We await further developments and I will inform you in the next update. On a more positive note in other areas Wales is expanding with a number of new proposed centres possibly opening in 2011. It is an exciting time to be the Welsh Representative and look forward to being involved. CAFCASS Cymru are being put under pressure from the Welsh Assembly regarding accreditation of all NACCC Contact Centres. If centres are not accredited CAFCASS will not financially support them and will not refer clients to these centres. It is imperative that all centres are accredited to NACCC as it will have a long-term negative effect on these centres.

If anyone needs to contact me you can email me at [allanthomas23@aol.com](mailto:allanthomas23@aol.com)

**Allan Thomas on behalf of the Welsh Network**

## Northern Ireland Network

### Marathon dad raises £500 in Irvinestown

Northern Ireland was well represented at the NACCC AGM in October with 14 delegates from four centres. As well as the talks and workshops, those attending appreciated the opportunity to speak to other volunteers, coordinators and members of NACCC Staff.



While Northern Ireland centres have been fortunate in recent years in receiving government funding, we are now awaiting information about the future funding situation and hope that funders will continue to recognise and appreciate the level of service provided to families and children by a large number of volunteers. The ARC Healthy Living Centre has now secured funding to open a child contact centre in Irvinestown, which will be able to provide a service in Co Fermanagh where there has been a gap until now. Mid Ulster Child Contact Centre has been very grateful to three of their fathers, Mark McKenna, Stephen Brownlee and Ruairi Cummings (see photos left to right) who ran a marathon and raised £500 for the centre to buy equipment.

The centres are always looking at ways to promote their work and extend awareness in their local community and Liz McCorkell, Coordinator of the Foyle centre has just delivered a talk to University of Ulster students. The NI Network and Coordinators meetings continue on a regular basis helping to maintain consistency and support for new and existing centres.

**Muriel Orr on behalf of the Northern Ireland Network of Child Contact Centres**



CEPREP is the European Confederation of Child-Parent Contact Centres (CEPREP). It promotes safe child contact across Europe and provides a voice in Europe for all the national federations of child contact centres and services. There are currently 10 member countries with Germany, Holland and Italy hoping to join soon. [www.ceprep.org](http://www.ceprep.org)

## CEPREP Update

The CEPREP Board Meeting took place in November at Temple Chambers, London. The meeting discussed the Daphne application to Brussels; welcomed new friends from Holland and looked at the preliminary findings of the survey.

CEPREP would like to thank Anne Dillon, NACCC Trustee for kindly arranging the use of the Chambers at Temple, London.

**Louis Ruddlesden, President of CEPREP & Regional Support Manager (South West & Wales)**

## Funding Snippets



*We've particularly focused on funding in this issue – hope this is helpful considering the current economic climate*

### The Foyle Foundation Small Grants Scheme

The Foyle Foundation Small Grants Scheme is designed to support smaller charities in the UK, especially those working at grass roots and local community level, in any field, across a wide range of activities. They particularly want to help charities with an annual turnover of less than £100,000 who can demonstrate a grant would benefit their activities.

Grant amounts range from £1,000 to £10,000 and can be applied for at any time although a decision may take up to 4 months.

For further information visit [www.foylefoundation.org.uk](http://www.foylefoundation.org.uk) or call 020 7430 9119 or email [info@foylefoundation.org.uk](mailto:info@foylefoundation.org.uk)

### New Look Foundation

can give grants to local schools, community groups and charities. The priorities for its local giving are:

- Educational activities aimed at helping people to help themselves
- Activities aimed at regenerating local communities and promoting a positive community spirit
- Activities which help people to feel included in local community life who might otherwise feel excluded
- Activities that promote positive self-esteem and confidence.

[www.newlookgroup.com](http://www.newlookgroup.com) and search for **New Look Foundation**

# FUNDING CENTRAL

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

**Funding Central** is a website for charities, voluntary and community organisations and social enterprises, providing free access to grants, contracts and loan finance opportunities. The site offers practical tools and interactive resources designed to make your life easier and save you time by bringing together everything you need in one, convenient place. It's free and easy to register. You can identify appropriate funding and finance, access and share interactive tools and source like-minded organisations to work with to explore potential partnerships.

In recognition that the voluntary and community sector is made up of a very broad and diverse range of organisations, with differing needs and skills, the site is designed to ensure that it is accessible and relevant for all types of organisation, regardless of the organisational stage you are at or the size of your income.

### Register and start your search

Funding Central asks you to register and create a profile and in return, you receive tailored funding and finance alerts each week in your inbox. The site sifts through available funding opportunities, deadlines and useful information and just sends you what you need to know. It makes sense to register before you start your search for funding as you can use your profile details to "pre-fill" your search.

To register, you will need to enter some information about yourself, your organisation and your fundraising activities which is used to create your profile. The more you tell the site, the more it can tailor your funding information and alerts – so it's worth spending a bit of time completing as many fields as you can.

Funding Central offers two ways to search – the **Guided Search** if you are new to fund seeking or using the internet to identify funding, and the **Advanced Search** if you are more experienced. You can save searches and search results to your profile and use these to create downloadable funding and finance reports to share with colleagues.

### More than just searching...

Funding Central is much more than somewhere to find funding. Visit the **Support and Advice** section to learn more about grants, contracts, loan finance, managing your finances and planning for your future needs. Each topic contains useful hints and tips, a range of guides and interactive tools for you to use and share with colleagues. The interactive tools allow you to understand the **impact potential income** can have on your organisation and explore your **current income streams**. You can also save these to your profile, compare your results six months on and invite others via email to get involved by viewing results, making comments and deciding on actions to take together.

Funding Central also has a unique and exciting **Partner Zone** which enables you to **search for potential partners** in your local area or further afield. You can seek other organisations who want to work together on a project or who are looking to put in joint bids for funding and contract opportunities. You can search for potential partners by again using your registration details so it's quick and easy to do. You can also create a partner profile for your organisation, describing your activities and sharing any experiences you may have had.

### Do you know your local CVS?

Your local CVS can particularly help with advising on funding opportunities and in recruiting volunteers with the skill base you require. To find out where your local CVS is, contact NAVCA 0114 278 6636, [www.navca.org.uk](http://www.navca.org.uk)

## Help and Advice from **fit4funding**

fit4funding have developed some webpages to assist all involved in funding and fundraising.

These pages do not contain specific funding information, which can be subscribed through the newsletter. You can look through Regional and Local pages that show you what help and funding sources are available in your area.

The website has advice on the funding process:

1. Prepare – Help and advice on

what to do before applying for funds.

2. Fund – Help and advice in finding suitable funding and other resources.

3. Apply – Help and advice on making applications for funding.

4. Spend – Help and advice for those in receipt of grants or other funding.

5. Next – Help and advice on what to do when funding comes to an end.

There is also a section on marketing your organisation to attract interest and funding.

### **fit4funding newsletter**

This is a monthly emailed

Newsletter (available on free trial). 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.

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

Tel: 01924 239063

**More sources for funding are on the NACCC website in the Services area.**

## **Shared training – a win-win solution** (Abridged – see website members area for the full article)

Pondering on ways to encourage increased involvement from local legal professionals a member of our Management Committee, suggested that I apply to the Solicitors Regulation Authority for our centre to become an accredited venue so that any legal professionals attending appropriate training sessions would be able to claim accredited points towards their continuing professional development (CPD). I applied for in-house accreditation where we could, if we wished, recover costs for refreshments and room hire. The cost was £200 for accreditation lasting three years. In less than a month I received a favourable reply. We were able to send out invitations to our 2010 AGM and training session on *The Effect of Domestic Violence on Families* complete with the allocated accreditation number and indicated that attendance at this training was worth 2 accredited CPD points. We were delighted by the very positive response as 18 local referrers attended.

There was no doubt that this shared training was appreciated by us and the evaluation forms later were overwhelmingly positive. By giving solicitors a more realistic view of what supported contact at our centre offers and what it cannot provide, we would expect them to make more appropriate referrals in future to our centre and avoid wasting resources. We are a charitable organisation, however, so it is important that any costs can be justified. As a centre we had resolutely set out to raise funds from our local community and were very grateful to be granted £500 for three years (as part of a larger award) towards training. It was using part of this money that we were able to justify the initial expense.

**Our objectives for this training were:** Shared training should be to the overall benefit of families using our centre. Those referring families to our centre should have a current knowledge of our facilities and understanding of resources, including our human resources, ensuring that inappropriate referrals are always kept to a minimum. At the end of the course professionals should be confident that our volunteers share with them a similar level of understanding of the challenges that face families who are victims of domestic violence.

**Were the objectives met? A resounding Yes!**

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

## **Development of supervised contact in Kent – potential rise in service provision**

(Cont'd from p.5) A delighted Kevin Bailey, Core's Commercial Manager, was able to showcase at the new, NACCC Enhanced Accredited supervised contact suite coupled with an announcement by Foundations in Medway that they also aim to open two new supervised contact centres; in Whitstable & Canterbury, together with ISP who are about to embark on the Enhanced Accreditation for their new supervised centre in Sittingbourne. So in less than six months, the committee have seen a rise in service provision leap from one to five new centres spanning Medway, Faversham, Canterbury, Whitstable and Sittingbourne. Despite the euphoria, funding by local and central government remains a key issue and it was the agreed task of each member to flag funding opportunities to the Committee whilst raising awareness within their own disciplines. This action was coupled with the co-working agreement of NACCC/Cafcass/Newington Family Contact Centre inviting Kent solicitors to attend an ongoing forum, possibly offering contact training opportunities leading to CPD points. A further meeting will take place in March 2011.

## Accessibility

### Ouch! the BBC's disability site

Ouch! is a website from the BBC that reflects the lives and experiences of disabled people. It has articles, blogs, a very busy messageboard and an award-winning downloadable radio show – The Ouch Podcast. It's aimed at those with a stakehold in disability; disabled people themselves, family, friends, and professionals.

[www.bbc.co.uk/ouch](http://www.bbc.co.uk/ouch)

### Disabled Parents Network's Family Advocacy Service

This supports disabled parents to access the services they are entitled to around a wide range of parenting issues.

[www.disabledparentsnetwork.org.uk](http://www.disabledparentsnetwork.org.uk)  
0300 3300 639

### Contact a Family

provides support, advice and information for families with disabled children, no matter what their condition or disability. Family workers help with any of the wide range of issues:

- providing information on local services
- helping parents to access welfare benefits or other sources of financial help
- supporting at key transition points such as starting school, moving to adult services

[www.cafamily.org.uk](http://www.cafamily.org.uk)  
Tel: 0808 808 3555

## Centres

### Speak Up, Stay Safe – British Safety Council campaign

A new campaign asks young people to take responsibility for their own health and safety. The campaign supports young people to feel confident talking to their work supervisor, parent, teacher or friends if they feel that they are in an unsafe situation.

[www.britsafe.org/speakupstaysafe](http://www.britsafe.org/speakupstaysafe)

### New DVD promotes workplace safety

The Department for Business Innovation and Skills has produced a DVD aimed at making young people more aware of their employment rights and responsibilities.

<http://www.bis.gov.uk/policies/employment-matters/rights/starting-out>

### CRB new form update

Important sections to be completed on **new forms only** as old style crb forms are not accepted any more:

- Remember to ensure that **if another name has been used**, sections 5-13 need to be completed where applicable
- A five year address history (**with no gaps**) needs to be completed
- Please remember to complete numbers 67 & 68 in **section X**
- Please ensure that the driving licence number is completed in full; plus **if there is more than one initial** in the driving license number then please ensure all forenames are added in number **3 of section A**. E.g. SMITH123456JM1AB12 needs to show Jane and Maria as forenames
- **No Tippex** please!

## Family

### Fathers' Story Week 13-19 June 2011

Timed to coincide with Fathers' Day, Fathers' Story Week is a fantastic opportunity to get dads and children working and spending time together and raises money to help families with fragile father-child relationships. *Register now to access and download free resources giving you ideas for lots of fun and activities to do during Fathers' Story Week.*

<http://fathersstoryweek.org>

## Legal

### Equality Law

The Equality Act became law in October 2010. It replaces previous legislation (such as the Race Relations Act 1976 and the Disability Discrimination Act 1995) and ensures consistency in what you need to do to make your workplace a fair environment and to comply with the law.

The Equality Act covers the same groups that were protected by existing equality legislation – age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity – but extends some protections to groups not previously covered, and also strengthens particular aspects of equality law.

[www.acas.gov.uk/index.aspx?articleid=3017](http://www.acas.gov.uk/index.aspx?articleid=3017)

## Volunteering

### New support resource for people managing volunteers

Information and resources on volunteer management have been brought together in a new portal launched by Volunteering England in the summer. The Volunteer Management Portal acts as a gateway to the world of volunteer management with links to over a thousand resources across England.

This means that information on support, training and development opportunities for people managing volunteers is available to view in one single place. Visit the portal at: [www.volunteering.org.uk/vmportal](http://www.volunteering.org.uk/vmportal)

### Date for your diary:

**NACCC AGM & Conference 2011**

Keynote speaker: Sir Nicholas Wall. Saturday 8th October 2011. Royal Courts of Justice, London

### To my separated parents from your daughter now grown-up

Grandma's clock that ticked our lives away  
Hung on the wall to be seen every day  
Striking the time without holding back  
Telling the story of what we lack.

Strike one for the parent that comes and goes  
Two for the fights still in my bones  
Three for the clash that you parents made  
Four for working out where we stayed  
Five for toys that were carefully bought  
To show how each parent couldn't be caught Out

Grandma's clock that ticked our lives away  
Hung on the wall until that day  
I didn't know it was part of the fight  
But I didn't hear it strike that night

So six for the car or the crazy paving  
Or for poems that talk about drowning and waving  
Seven for a hastily written note  
Eight for asking us to vote  
Nine for discord in our musical life  
Ten for an angry husband or wife

Eleven for the explanations you gave –  
(Some of them I was inclined to save)  
Twelve for the jibes against each other  
And for the new 'significant other'

Grandma's clock still ticks in my mind  
Never reached twelve when I was left behind  
No, it wasn't just 'him' or 'her' or 'them'  
It was the noise you could never stem  
It was the sound of the ticking stopped and unsung –  
Silent and guarded the pendulum swung  
Though never heard again in our hall  
It would sometimes chime during a call  
I always thought Grandmas were kind and clever  
And clocks that were Grandma's would tick forever.

**Salli Ward, Pro-Contact Expert Services, Salford**

### Ivy retires at 95



Ivy has been a loyal and devoted volunteer at Workstop Child Contact Centre since it opened over 15 years ago.

Ivy has been worth her weight in gold. Always putting the

children's interests first. Ivy ran the little tuck shop that we have at the centre and also helped with the teas and coffees.

At the age of 95 the time has come for Ivy to retire. I think Ivy must have been one of the oldest volunteers in a contact centre. I would just like it to be known that Ivy has such a big heart and has helped countless small children in and around the Workstop area.

So we say a massive THANK YOU, for all the hard work that you have done.

**Love Tracy Battersby Co-ordinator of Workstop Child Contact Centre and all your colleagues**

### My family has changed. Nothing's stayed the same

Dad left home for good last month – he'll not be home again.  
They say it will be better. That all the rows will end  
I know my Mum is happier but I've lost my best friend!

And who will mend my bike now? Or know the offside rule?  
Who'll know that Gran Turismo is not Italian food?  
Who'll make the Sunday fry-up?  
Or know the French for "white"?  
Who'll tell me that I'm brilliant when I don't feel too bright?

Mum says "Don't be so silly – we're better off alone"  
But I really miss my Dad so much – if only he could phone!  
So I saw a man in town – a lawyer was his trade  
He said he knew I needed Dad and not to be afraid

He knew a place where I could go and spend some time with Dad,

And Mum agreed – she is so cool – and said she won't get mad  
So I went to a Contact Centre and my Dad was there too!  
We'd talked and played and just hung out like we used to do.

And one day soon if things work out, and Mum and Dad agree I'll sleep at Dad's house for the night – we'll watch footie on T.V.  
My family has changed for good, but it's really not too bad  
There are ways I can love them both – my Mother and my Dad

**By Helen Dennis  
Co-ordinator Neath Port Talbot Child Contact Centre**

## The NACCC Team

### Patrons

Sir Nicholas Wall – President of the Family Division  
Lord Alton of Liverpool

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Mrs Frances Mary Lower MBE

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Mr Ian Daniels  
The Hon Mr Justice Hedley  
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Northern Ireland: Muriel Orr

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NACCC office number 0845 4500 280, 0115 948 4557\* \*cheaper from your mobile

### Staff



**Chief Executive: Yvonne Kee** BA Hons, MA  
ykee@nacc.org.uk FIT

### Field team – Regional Support Managers

*Role to advise, guide and support Child Contact Centres and assist through the accreditation or re-accreditation process (telephone numbers are available from the NACCC office).*



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



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



**Regional Support Manager (South west, Wales & Channel Islands): Louis Ruddlesden**  
l.ruddlesden@nacc.org.uk  
FIT (not Mon)



**Regional Support Manager (London and South East): Ann-Marie Stubbs**  
am.stubbs@nacc.org.uk  
FIT Mon, Tues & Weds 9-5, Thurs 11.30-5.30 on flexible basis

### 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:*

Fiona Jarvie, Peter Nowland, Sue Lightbown

*Central England:* Russell Collard

*Wales:* Rebecca King

*South England & South Wales:* Charmaine Bryant,

Phil Doughty, Margaret Hart

*Kent and South East:* Linda Underwood

*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	Ann Green	Ann-Marie Stubbs
Tracey Brewer	Barbara Hill	Jill Valenti
Diane Cain	Carol Peeke	
Sue Culligan	Joanne Stewart	

### Office team



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### Volunteers

Craig Trembirth and Jackie Ward

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



'CONTACT MATTERS' EDITORIAL STAFF MAINTAIN THE RIGHT TO EDIT LETTERS PUBLISHED.  
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**WE HAVE MOVED! OUR NEW ADDRESS IS:**

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

\*cheaper from your mobile