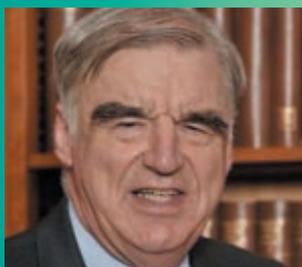


# contact

## M A T T E R S

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



**NEW NACCC PATRON –  
SIR NICHOLAS WALL**

Page 3



**RESEARCH FINDINGS  
& NEW EVALUATION**

Page 4



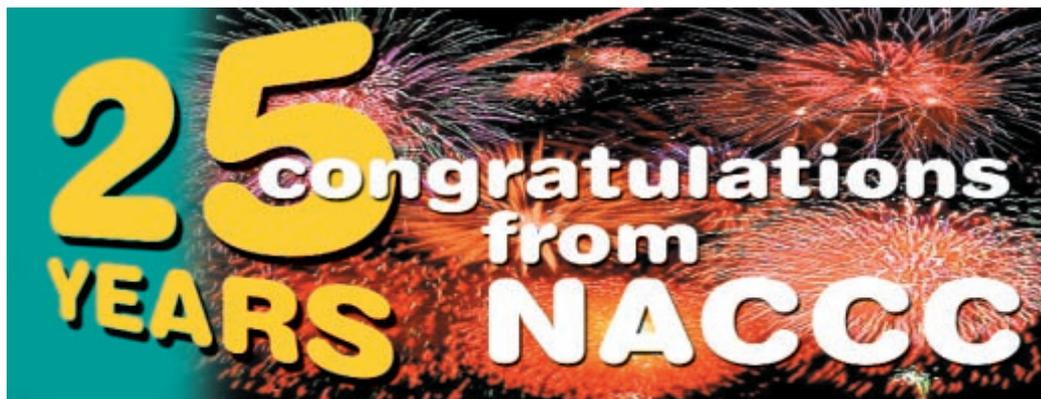
**NEW SAFEGUARDING  
RESOURCES**

Page 5



**NACCC ASSUMES  
PRESIDENCY OF CEPREP**

Page 10



## Nottingham centre celebrates 25 years



*Yvonne Kee presenting a certificate to Peter Burgin, volunteer.*

The Nottingham Child Contact Centre opened early in February 1985 and as news of the work it was doing spread to other towns and cities, the centre hosted the meetings leading to NACCC'S establishment. Our Committee decided that this landmark should be celebrated in some style.

Nottingham Child Contact Centre is situated at St. Andrew's with Castle Gate United Reformed Church, which has supported the centre and development of NACCC from the very beginning. People from the congregation have volunteered their time in helping to run the centre and the church provided a grant of £1,000 in 1988, which helped to get NACCC off the ground as a new venture in 1991. The church also provided free office accommodation from 1991-1998.

Given the church had been so involved with the centre and development of NACCC it was decided that there should be a thanksgiving service for the work of the centre which was held in February this year. The present church minister, Rev. Ian Wiseman, invited his predecessor, the Rev. Clifford Wilton, to preach at the service. Clifford reminded the large congregation of the heartache involved for everyone in relationship breakdown and how important it is to enable the children to keep in touch with both parents. He praised the work of all the volunteers who had served the centre during the last 25 years.

The following Saturday many of the team gathered at the church for a celebratory meal. After the meal, during which reminiscences were exchanged at all the tables Mike Dornan (Chair, NACCC) and Yvonne Kee (Chief Executive, NACCC) presented long service certificates – some of them for 25 years' service as we still have some of the original volunteers on the team. Yvonne and Mike then gave Mary Lower, (centre co-ordinator and founder of NACCC) a card and certificate marking Nottingham's role as being the first completely voluntary centre in the country. The Nottingham Soroptimists – enthusiastic supporters of our work – kindly sent a card voicing their support. Someone did say "here's to the next 25 years"!

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



# Welcome

by Yvonne Kee, Chief Executive

Mary Lower, has written the tribute to him on page 3.

Safeguarding continues to dominate thinking and we are doing all we can to address it, in a number of ways. The issue of supported centre workers being inappropriately called to give evidence in court has been examined with an imminent revised Judicial Protocol. As well as training being rolled out, we have new publications available and a Safeguarding Helpline.

As a founder member of CEPREP, the European network of child contact centres, we have now taken over the Presidency. Louis Ruddlesden (Regional Support Manager) is our active, bi-lingual representative in this role (see page 10).

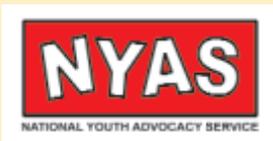


## And a date for your diary...

we are going up a gear in our celebrations of the 25th anniversary of Nottingham Child Contact Centre, the first voluntary-sector centre. Join us at our AGM and Conference on 2nd October 2010, Trent Vineyard, Nottingham and share the celebrations. We can even tell you the date of next year's AGM, celebrating 20 years of NACCC becoming a charity. It is on **8th October 2011** and will be held in London.

There is a sense of beginnings and endings in this edition. It has been so good to welcome Ann-Marie into the staff team; she has skills and experience that already benefit us greatly. Also we congratulate Lord Justice Nicholas Wall – an ongoing supporter of NACCC and child contact services – in his new role as President of the Family Division. He is now our Patron. But sadly we learnt of the death of Philip Richards, one of our Vice Presidents. Our President,

## Support and resources factfile 4 (to be continued)



**National Youth Advocacy Service.** NYAS provides independent advice and advocacy to children in need and children looked after, so that they can have a say when decisions are being made about their lives, and so that their wishes and feelings are properly acknowledged when difficult decisions have to be made about them. Our advocates help children and young people to understand the procedures and systems that they are subject to, and support them so that they learn how to speak up for themselves.

NYAS also has a specialist legal team offering free legal advice to children and young people and their parents and carers with separate representation for children and young people, in family law, education and community care. NYAS services can be accessed via the **Freephone helpline: 0800 616101**, or send a text to **0777333 4555**, by email to **help@nyas.net**. Or by direct chat with an online advisor through the website **www.nyas.net**.



**Supportline.** SupportLine provides emotional support and information to children, young people and adults throughout the UK by a telephone helpline, email and post. SupportLine deals with many issues including family and personal relationships, domestic violence, child abuse and depression. **Helpline 01708 765200, Admin 01708 765222, email: info@supportline.org.uk www.supportline.org.uk**



**Young Minds.** YoungMinds provides a telephone helpline service to parents with a concern about their child's emotional problems or behaviour. If you're a worried parent, call us at the YoungMinds Parents Helpline on 0808 802 5544. Our opening hours are 9.30am-4pm Monday to Friday. Calls from landlines and mobiles are free. **www.youngminds.org.uk**

## The Rt. Hon Sir Nicholas Wall – new NACCC Patron



**We are delighted to announce that one of our long standing NACCC Vice Presidents, Sir Nicholas Wall, LJ has become the President of the Family Division**

**as successor to our Patron Sir Mark Potter.**

Sir Nicholas has agreed to take over the role as a NACCC Patron from Sir Mark, to whom we are very grateful for his great support and active interest in NACCC and its member centres throughout his time as President.

Sir Nicholas is a long time supporter of child contact centres. As a High Court judge with special responsibility for the Northern Circuit, he was involved in the early

planning stages of what later became Pro Contact and is their Patron. He was the keynote speaker at the 2000 NACCC conference and following that instigated the Judges Protocol for referrals to contact centres, which has just been revised. He also was keynote speaker at our 2007 conference and has visited a number of centres. We wish him well in his role.

## Ann-Marie – welcome



**Hi, my name is Ann-Marie Stubbs and I commenced working for NACCC as a Regional Support Manager in February 2010.**

My background includes management and development of childcare services, mostly from inception, over many years. Previous management positions have included meeting standards of the inspectorate for fostering, educational advocacy and the championing of anti bullying

campaigns in schools. More latterly my role has been as a Contact Services & HR Manager responsible for both Supervised and Supported Child Contact Centres. As a volunteer and member of our local parish advisory council, together with my husband we pioneered a youth club some 20 years ago, which I am thrilled to say still runs successfully today.

My outside interests these days are centred around my family and 6 grandchildren but I also devote time to a consultancy supporting educational inclusion and well being for children/young people. My responsibilities at NACCC have included sessional work for the

past year as an Enhanced Accreditation Assessor and Regional Support Officer, leading to the current position of Regional Support Manager for Greater London and the South East (including Kent, Surrey, East and West Sussex). More latterly I assumed responsibility for development of supervised contact services, alongside the mainstream work of support, accreditation and ongoing training for centres within designated areas. I work a flexible 30-hour week for NACCC and can be contacted by landline, mobile or email, so please introduce yourself!

I hope to meet you over the course of time.

## NACCC Vice-President Philip Richards 1950 – 2009



**All of us involved with NACCC were saddened to learn of Philip Richard's illness and subsequent death on 14th December 2009.**

Philip's interest in Contact Centres arose from his work as a family law solicitor in Derby. He went to Nottingham with a group from Derby to see how the Nottingham scheme operated and then worked with a small group of interested parties to establish the Derby Centre sited in the Methodist Church on London Road, Derby.

He was part of their Management Committee for many years.

Philip was present at the meeting in Nottingham on 15th June, 1991 which established NACCC and was one of the Committee members elected on that occasion. He helped to write the first edition of the NACCC Manual contributing the section on insurance – indeed it was Philip who negotiated a favourable premium rate for NACCC member Centres with the Methodist Insurance Company, a scheme in which some of us still participate today. He also wrote the sections on becoming a registered charity (a favourite hobby horse of his!). His final "post" on the Committee was as

Company Secretary, from which he retired in 2002 having given a total of thirteen years' service to NACCC and the Derby Centre. At the AGM that year he was made a Vice-President in recognition of all that he had done for us, and his response to that was typically modest.

Philip's presence always enlivened Committee meetings and his presence at AGMs will be greatly missed. His wide knowledge of the legalities of family proceedings and his genuine sympathy with his clients, his tremendous support for the Derby Contact Centre and NACCC will be greatly missed.

**Mary Lower, NACCC President**

## The outcomes of CWDC research

**“...Relationships are more short term and less formal and this can present some complex issues when parents separate that can be very difficult to untangle.”**

In the last edition of Contact Matters we announced that NACCC had commissioned some research funded by the Children's Workforce Development Council (CWDC) to give a better understanding of the children and families who are using the services of the supported child contact centres. The piece of work has been completed and forwarded to the CWDC. The research has found the families who use supported contact now, compared with 25 years ago still have many of the same problems affecting their ability to arrange contact. The interview data has revealed that the way the families structure their relationships has changed. The relationships are more short term and less formal and this can present some complex issues when parents separate that can be very difficult to untangle.

The interviews have highlighted the importance of the relationship between the supported centre and the referrer to ensure the families who will benefit have access to the service. There are instances where this relationship has been ignored and the referrer has put pressure on the centre to undertake tasks not consistent with supported contact. A more detailed study of referrals would provide a better understanding of how supported centres contribute to reducing the number of contentious and conflicted families reaching or returning to the court system.

Supported child contact centres have become embedded in the framework of private family law, providing a valued resource for

families and agencies. For many centres this relationship has been one of mutual respect. For some it has been the reverse and centres have been seen as weapon in the adversarial battle carried out by both parties to score points. One of the greatest assets of supported contact is seen to be the offer of neutrality in its venue, staff and service to families. It may be this has been taken too much for granted and assumed as a given. The word has leapt out of all the literature, guidance material and from all the interviews. It is time to look at how neutrality is maintained and what it means for referring agencies, families and staff/volunteers.

### Experiences and expectations of centre clients – Phd Student to undertake research on contact centres



Louise Caffrey is a student who has been working on a research proposal for her PhD for the past year and has now received confirmation that it has been accepted. Louise's research question is:

*An evaluation of Child Contact Centres in England: experiences and expectations of centre clients.* Louise's work will help increase our knowledge and understanding of the impact of child contact centres on the families who use them and her work will also help in the development of policy in this area. Yvonne Kee and Michael Durell are planning to meet with Louise in the near future to discuss her needs and the work she wants to undertake. We will keep you informed of the progress.

### Research online

There will soon be a page on the NACCC website dedicated to research issues. We are planning to develop a library of articles, policy documents and books that are relevant to child contact. We plan to have a section where members can download articles or find relevant policy, consultation and research documents relating to child contact centres and links to articles or other relevant sites.

We currently have 3 articles written over the past 16 years that relate specifically child contact centres in England and Wales. One of these was written by the ex chair and Chief Executive of NACCC, Eunice Halliday, in 1997 titled *The Role and Function of Child Contact Centres*. All articles have appeared in academic journals and been peer reviewed.

**If you come across any interesting articles, newspaper reports or publications please let us know.**

# Safeguarding

## What is NACCC doing? An update...

The need for every organisation to have arrangements in place to safeguard and promote the welfare of children is now more important than ever. We also know that child contact centres and services are managing increasing levels of risk and therefore need to be far more aware of the problems facing a lot of the families they come into contact with.

Part of this awareness involves child contact centres and services having the right policies and procedures in place regarding safeguarding and child protection. NACCC's commitment to helping its member centres implement these policies and procedures has resulted in:

### Producing and distributing a safeguarding and child protection booklet to all its member centres



Download free from the members area of the website – click on 'Standards' and then 'Safeguarding'

This booklet contains a safeguarding/ child protection checklist, guidelines for writing, introducing and implementing a safeguarding and child protection policy, a sample safeguarding and child protection policy for child contact centres, guidelines for identifying and reporting abuse and other important information relating to safeguarding and child protection.

### Obtaining funding to set up and run a Safeguarding Helpline for its member centres

This line is open every Saturday from 10am – 6pm and is staffed by NACCC's Regional Support Managers. All member centres have been given details about how to access the line if they have concerns about a family or situation and require immediate advice, assistance and support.

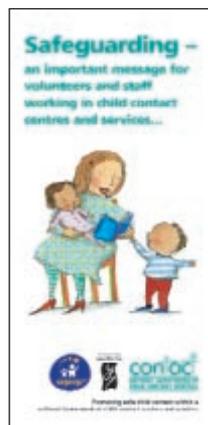
### Offering safeguarding training to its member centres providing Supported Contact



The training has been delivered on a regional basis and will also feature at the NACCC AGM on 2nd October. It will be based on materials purchased from the NSPCC and focus upon the following in relation to safeguarding and child protection:

- Recognising
- Responding
- Recording
- Reporting
- Referring

### Producing a safeguarding leaflet for volunteers and staff in child contact centres



Buy online for £1.50 for 10 leaflets or download free

This answers a series of important questions relating to the responsibilities of a volunteer or member of staff in relation to safeguarding. All member centres have received a draft copy of the leaflet, additional copies will be available at the safeguarding training and leaflets are available to purchase at cost price from the NACCC website.

### Producing postcards for both referrers and Child Contact Centre coordinators



Buy online ([www.naccc.org.uk](http://www.naccc.org.uk)) for £2 for 10 and £5 for 50 or download free

These cards are designed to try and prevent inappropriate referrals being made to Child Centres providing Supported Contact and in doing so reduce the risk of safeguarding issues arising. They do this by asking the following questions:

- Will everyone and especially the children be safe?
- Have you given the centre all the information it needs about a family?
- How will the family behave towards volunteers/staff?
- How long will the family want to use the centre for?
- How do the children feel about using the centre?
- How will the children respond to using the centre?

Safeguarding is already and will remain a significant issue. NACCC is therefore committed to continue providing its member centres with the information and advice and support they require to keep children, families and their volunteers and staff safe.

Duncan Gore  
Senior Regional Support Manager  
(Central)

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

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, silver, gold and platinum certificates.

## Aire Valley Child Contact Centre

19 volunteers – 12 platinum, 2 gold, 5 silver = 263 years

## Andover Child Contact Centre

1 volunteer – 1 bronze = 3 years

## Bishop Auckland Family Contact Centre

15 volunteers – 6 gold, 6 silver, 3 bronze = 96 years

## Camberley Family Contact Centre

5 volunteers – 1 gold, 3 silver, 1 bronze = 28 years

## Celia Wadsworth Child Contact Centre

2 volunteers – 2 silver = 10 years

## Coleraine Area Child Contact Centre

25 volunteers – 25 bronze = 72 years

## Durlsey & Cam Child Contact Centre

7 volunteers – 7 bronze = 21 years

## Eden Child Contact Centre

1 volunteer – 1 bronze = 3 years

## Freshwaters Contact Centre

13 volunteers – 7 platinum, 4 gold, 1 silver, 1 bronze = 153 years

## Halton Child Contact Centre (Runcorn & Widnes)

5 volunteers – 3 platinum, 2 gold = 55 years

## Harpenden Child Contact Centre

18 volunteers – 18 bronze = 54 years

## Hemel Hempstead Child Contact Centre

3 volunteers – 3 platinum = 45 years

## Jimmy's Contact Centre

1 volunteer – 1 gold = 10 years

## Mansfield Salvation Army Contact Centre

13 volunteers – 4 platinum, 8 silver, 1 bronze = 103 years

## Milli's Child Contact Centre

7 volunteers – 2 gold, 4 silver, 1 bronze = 43 years

## Neath Port Talbot Child Contact Centre

4 volunteers – 4 bronze = 12 years

## Nottingham Child Contact Centre

47 volunteers – 20 platinum, 4 gold, 15 silver, 5 bronze, 3 special = 430 years

## Nuneaton Children's Contact Centre

3 volunteers – 1 gold, 1 silver, 1 bronze = 18 years

## The Roberts Centre Child Contact Services

4 volunteers – 1 gold, 1 silver, 2 bronze = 22 years

## Romford United Reformed Church Child Contact Centre

13 volunteers – 13 silver = 65 years

## Springfield Child Contact Centre

8 volunteers – 6 platinum, 2 gold = 110 years

## Witham Child Contact Centre

15 volunteers – 3 gold, 4 silver, 8 bronze = 88 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!

- Birchwood Contact Centre
- Dursley & Cam Child Contact Centre
- Exmouth Child Contact Centre
- High Peak Contact Centre
- Horsham Child Contact Centre
- Ipswich Child Contact Centre
- Meeting Point Child Contact Centre
- North Wales Supported Child Contact Services
- Pontllanfraith Child Contact Centre
- Sevenoaks Child Contact Centre
- Surestart Darlaston
- The Ark

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

- Altrincham Child Contact Centre
- Armagh Child Contact Centre
- Ballymena Area Children's Contact Service
- Basingstoke Child Contact Centre
- Birmingham St Anne's Child Contact Centre
- Bristol Child Contact Centre
- Carlisle Child Contact Centre
- Eastbourne Family Contact Centre
- Eden Child Contact Centre
- Great Yarmouth Family Contact Centre
- Grimsby Child Contact Centre
- Halifax Child Contact Centre
- Harrogate Child Contact Centre
- Hereford Child Contact Centre
- Huyton with Roby Child Contact Centre
- Leicester Family Contact Centre
- Lincoln Child Contact Centre
- Melton Mowbray Child Contact Centre
- Mr Bee's Family Centre
- Northallerton Contact Centre
- Palmers Green Child Contact Centre
- Pudsey Child Contact Centre
- St Andrew's Family Contact Centre
- St Anne's Child Contact Centre
- St John & St Stephens Contact Centre
- St Mark's Child Contact Centre
- Torquay Child Contact Centre
- Vale Royal Child Contact Centre
- Walker Street Child Contact Centre
- Wellingborough Contact Centre
- Wigan Child Contact Centre
- Workop Child Contact Centre

## 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.

- Action for Children Family Solutions
- Askham Childrens Centre
- Celia Wadsworth Child Contact Centre
- Chapter 1 Supervised Child Contact Centre
- Connect Contact Centres Ltd
- Contact Matters Bristol
- Contact Options
- Core Child Care
- FAIR
- Families First Contact Centre
- Families in Transition
- Families Staying Connected
- FOCI Centre
- Foundations: Assessments Consultancy Training Services LLP
- IMPACT
- In-Sight Supervised Contact Centre (North Wiltshire)
- IRIS
- Little Angels Contact Centre
- Little House Contact Centre
- Midland Social Care
- National Children's Centre
- New Pathways Children Services
- NYAS
- Peterborough Child Contact Centre
- Project West
- Purple Professional Services Ltd
- Relate Cymru
- Relate Somerset
- Spurgeons Child Contact Centre Wolverhampton
- Spurgeons Family Centre (Bedford)
- Surrey Family & Mediation Services
- St Josephs Family Centre
- St Vincent's Family Project
- U5
- Ward Andrews Centre for Children and their Families
- Welcare Child Contact Centre Croydon
- Welcare Child Contact Centre Sutton
- West London Contact Centre

\*list correct at time of press

## Special Interest Groups

### Email support forum for supervised contact

#### Professionals Network

The Professional Network is a forum for supporting and sharing information within the supervised contact arena. The main communication network is via email and the group will also meet a couple of times during the year. If you wish to join the network please email Salli Ward (Pro-Contact Expert Services).  
**Salli Ward, CEO ProContact** [salli.ward@pro-contact.org.uk](mailto:salli.ward@pro-contact.org.uk)

### New Chair takes the reigns

#### Welsh Network

Allan Thomas has now taken over as Chair from Alex Jaundrill. Allan is involved with six child contact centres in South Wales. During this transition period the Network are continuing to meet and Alan is the trustee representing Wales on the NACCC Board. The Network would like to thank Alex Jaundrill for all her time and commitment in raising awareness and getting the Network to its current stage in the local and national arena.  
**Vicky Gregory on behalf of the Welsh Network**

### More choice for families in Northern Ireland

#### Northern Ireland Network

The Child Contact Centres in Northern Ireland are generally busy. Some have extended their existing sessions while others have opened extra sessions, thus giving families more choice of days and times. Newtownards Child Contact Centre opened in January 2010 making it the 13th Centre in Northern Ireland. Given the number of Centres now operating, the NI Network of Child Contact Centres are hoping to have a Development Worker/Support Worker based in Northern Ireland and will be having discussions with Yvonne Kee, NACCC, to look at ways in which this can be done in conjunction with NACCC, providing consistency of standards and service.  
**Muriel Orr on behalf of the NI Network of Child Contact Centres**

## Website benefits for members – have you registered yet?

Latest News

Find a Contact Centre

Online Shop

Directory



The website has a members area which will enable you to access further information and services, including:

- **Find a Contact Centre** – Full details with street view searchable Google map feature (previously published in the NACCC Directory of Child Contact Centres). *Try and find your centre!*
- Access to the latest *Directory of Child Contact Centres*.
- **Services**, including access to funding advice, the *NACCC Guidance Manual*, *NACCC Publications* and members' news...

**Around 150 centres have registered so far – why not get on board! Please register at [www.nacc.org.uk](http://www.nacc.org.uk)**

## Accessibility

**Circles Network** provides a range of support to disabled individuals and their families; these include individuals with learning difficulties, people with enduring mental health issues or individuals with physical disabilities.

They provide a range of services which include **Circles of Support**, helping individuals to develop Person Centred Plans, individualised support, social gatherings and conferences. They provide a range of specialist services which includes; **The Family Empowerment Project**, which supports disabled parents to develop parenting skills, undertaking court appointed parenting assessments, contact supervision, training, and long and short term support packages for disabled parents.

They also provide training for professionals on all aspects of Inclusion, Friendship and Community Building, Family Matters (working with disabled parents) and Person Centred Planning.

[www.circlesnetwork.org.uk/family-empowerment.htm](http://www.circlesnetwork.org.uk/family-empowerment.htm)  
01788 816671

## Centres

### B&Q Waste Donation Scheme

Every B&Q store is striving to be a 'good neighbour' by forming partnerships within its local community. B&Q operates a waste donation scheme through all stores. This scheme allows donation of waste materials, for example slightly damaged tins of paint, off-cuts of timber, odd rolls of wallpaper and end of range materials, to community groups, charities and schools.

<http://newsletter.fit4funding.org.uk/?id=679&month=May>

Please note, the former Department for Children, Schools and Families is now the Department of Education ([www.education.gov.uk](http://www.education.gov.uk))

### Visit the cinema or café on Share Street

If you work with children or young people and their families, Share Street is for you. It's a community for sharing resources and discussing best practice in the workplace, for building networks and communicating with colleagues.

The Families and Communities Staying Connected (FCSC) team who run the contact centre for North Staffordshire and Stoke were selected by the Children's Workforce Development Council (CWDC) to be one of the seven sites to help illustrate the journey towards one children's workforce. We are trying to provide a holistic approach to supporting families with issues of parental separation, divorce and the wider issues of family transition. The CWDC Share project gave us an opportunity to showcase the work we are doing and to offer a model for other organisations or individuals to develop.

For a free copy of the Share Street DVD or magazine visit [www.cwdcouncil.org.uk/ShareStreet](http://www.cwdcouncil.org.uk/ShareStreet) or for more info on the team, contact Alison O'Donovan, Service Manager, Barbara Hill, Practice Manager, or Mike Durell, Innovations Manager at FCSC; [michael.durell@northstaffsymca.org.uk](mailto:michael.durell@northstaffsymca.org.uk)  
01782 417848

## Family

### Understanding children's well-being: a national survey of young people's well-being

Children's well-being is far more strongly influenced by levels of family conflict than by family structure, according to new research by The Children's Society into what makes young people happy. Young people who felt that their family got along well together had much higher average levels of well-being than those who did not, irrespective of the family structure they lived in.

Recent changes in family structure had a small but significant

association with lower well-being among secondary school pupils. The average well-being of young people who had experienced a change in the adults they lived with over the last year was 6.8 out of 10, compared to the average of 7.5 for this age group.

[www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)  
(search for 'Research')  
0845 300 1128

### [www.babylifecheck.co.uk](http://www.babylifecheck.co.uk)

NHS Baby LifeCheck is a free interactive, confidential online self-assessment questionnaire. By working through it, parents can find out how much they know, and need to know, about keeping their baby safe; feeding and health; sleep; talk and play – and so on; and receive tailored responses. Being hosted entirely online means [www.babylifecheck.co.uk](http://www.babylifecheck.co.uk) is available to parents at a time to suit them, to offer non-judgmental and totally confidential advice. No identifying information is kept. Originally designed for mothers, NHS Baby LifeCheck was overhauled after consultation with the Fatherhood Institute, and now has a special "daddy track" Dads' NHS Baby LifeCheck too. [www.babylifecheck.co.uk](http://www.babylifecheck.co.uk) is freely available to parents and carers from any computer with internet access.

### Resilience in children

In 2007 the Nuffield Foundation launched a call for research proposals that examined the issue of resilience in children – how some children and young people manage to survive troubles and traumas and go on to lead satisfying and constructive lives. Dr Sara Jaffee, at the Institute of Psychiatry, King's College London, has just been awarded a grant to study how genes interact with adverse environmental factors. The investigators will aim to link the effect of specific genetic variants with children's psychological outcomes when exposed to harsh, non-supportive parenting in early childhood.

## Family Information Directory

The Family Information Directory includes details of all childcare available to families across England. It aims to show parents the range of providers, from nurseries to childminders and after-school clubs to children's centres, available in their area. It will also offer parents, grandparents and other carers information on services and support available to them at every stage in a child's life.  
<http://familyservices.direct.gov.uk/familyservicesfinder>

## Funding

### Funding for individuals

*Adult Learning Grants:* for individuals on a low income wishing to take up a learning opportunity

[www.direct.gov.uk/en/educationandlearning/adultlearning/adultlearninggrant](http://www.direct.gov.uk/en/educationandlearning/adultlearning/adultlearninggrant)  
**0800 121 8989**

*Early Years Professional Status:* study full-time to become early years graduate professionals  
[www.cwdcouncil.org.uk/eyps](http://www.cwdcouncil.org.uk/eyps)  
 or contact your local university or FE college.

*Playwork Level 3 Training Initiative:* to study to level 3 NVQ in Playwork for Early Years and

### Childcare Workers

[www.cwdcouncil.org.uk/playwork](http://www.cwdcouncil.org.uk/playwork)  
**0113 244 6311**

*Princes Trust:* help young people get into education or develop work skills

[www.princes-trust.org.uk](http://www.princes-trust.org.uk)  
**020 7543 1234**

### Internet sources providing free information

- **Funding Central**  
[www.fundingcentral.org.uk](http://www.fundingcentral.org.uk)
- **Grantnet** [www.grantnet.com](http://www.grantnet.com)
- **Grants4portal** [www.grants4.info](http://www.grants4.info)
- **National Council for Voluntary Organisations Sustainable Funding Project**  
[www.ncvo-vol.org.uk/sfp](http://www.ncvo-vol.org.uk/sfp)

For further information on Career Development Loans, Student Loans and grants, education maintenance allowance, open university – financial support, city and guilds individual learner bursaries and learndirect see **Funding Guide to Workforce Development** published by NAVCA ([www.navca.org.uk](http://www.navca.org.uk) 0114 278 6636) and NCVYS ([www.ncvys.org.uk](http://www.ncvys.org.uk) 020 7278 1041)

NAVCA also have published *Commissioning and the Community Sector: How community sector organisations can be ready for commissioning.*

## Legal

### Small Charity Constitution

NAVCA, the Charity Commission and many other third sector organisations have developed a small charities constitution. The new constitution is designed to provide a concise, practical framework for charities with an income of under £5k. It uses clear direct language that is easy to understand, is only 700 words long and covers all the requirements for a very small charity which does not own land or employ staff. For further information please visit [www.navca.org.uk/publications/smallcharityconst](http://www.navca.org.uk/publications/smallcharityconst)

## Volunteering

### Do you need volunteers? Why not advertise opportunities on the do-it website?

This can be done by getting in touch with your local Volunteer Centre (VC) who will post opportunities on your behalf, or if you have a head office, by getting them to register for a V-Base Recruiter account. A branch then has their own login to post volunteering opportunities.  
[www.do-it.org.uk](http://www.do-it.org.uk)

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



Training modules are now available on request on...

- Conflict management • Domestic violence
- Family breakdown • Recruiting and sustaining volunteers

These can be delivered in the following ways depending on your centre's needs and/or the subject matter:

1. Request the material at a charge of £20 per module and deliver the material yourself to your volunteers. Please check with your local Regional Support Manager (RSM) for advice.
2. Request the material and get it delivered at your centre by a NACCC approved trainer. Please contact the NACCC office for details of charges.

**Please contact the office or see the training page in the members area of the NACCC website for further details.**

# CEPREP update

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.



## CEPREP surveys its growing membership



During the last year a great deal of activity has taken place. The 2009 CEPREP AGM took place in

Spain and the Spanish Government hosted us. This was a success and the workshops that took place over the two days enabled us to look effectively at different practices across our member countries.

This is a very interesting time for CEPREP as we are always expanding as well as working hard at involving our respective members in practice based surveys. The latest survey will be circulated to a group of members over the next month and asks centres to look at and comment on "the place of parents in contact centres". It is no small task to prepare such a survey compatible with at least 11 different countries, whilst making it relevant to all.

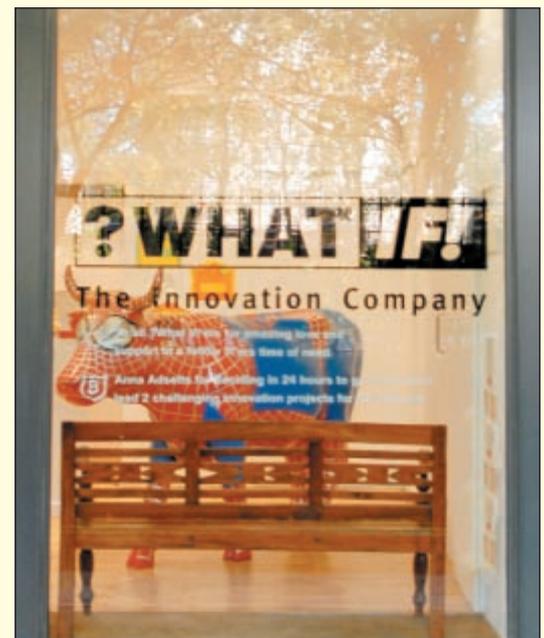
Following this we will prepare and circulate a comparative analysis report.

The next project concerns violence/conflict in contact centres – the causes, the forms it takes as well as the solutions on offer. This is to be part of our submission to Brussels for funding under the auspices of the Daphne funding heading.

We will keep you posted.

## Successful CEPREP London events – NACCC would like to say a big thank you to...

- Coordinator **Shelley Mason** at Stephen's Place Child Contact Centre for the best coffee ever and for kindly and efficiently hosting our CEPREP meeting.
- **Richard Murkin** of "whatifinnovation" for pulling out all the stops to help us make the CEPREP AGM a success. Impressive is not a strong enough word to describe their hospitality.
- **His Honour Judge Altman** for giving his time to welcome delegates and his patience in answering their numerous questions. His presence certainly set the tone for the day.
- **Anne Dillon**, our trustee who I know worked very hard on our behalf to secure the Judge's presence.
- To **Jill Valenti** and her team at NRS in London for enabling the Spanish and Belgian delegates to visit her centre whilst work was taking place. They appreciated being able to ask questions, see how the different parts of the work are done and take on board the complete organisational system of a centre delivering multiple services.



## NACCC assumes Presidency of CEPREP

You will be pleased to know that during the AGM the new executive was elected and your own organisation, NACCC, was voted in unanimously to assume the Presidency of CEPREP for the next two years at least. This is the result of a great deal of hard work from our Chief Executive and all those from NACCC who over the years have involved themselves in the setting up and running of

CEPREP and seemed to be fitting tribute to NACCC in the year that marks the 25th year of the existence of contact centres in the UK. The next meeting of CEPREP took place on the 26th of April in the offices of the European Human Rights Commission, Brussels. Of course, one of the most important issues is that members may benefit from exchanges of practices with other

centres elsewhere in Europe. Should you wish to visit a centre abroad please let me know and I will endeavour to help to set your visit up. If you have any questions, suggestions or comments please let me know by contacting me on my email. I will be happy to pass them on and respond directly.

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

## Child contact centres' share corner

Thank you for the good wishes on my retirement as a day co-ordinator.

I was very moved by the flow of appreciation for what I really enjoyed doing, I feel a bit of a fraud.

The work of the contact centres throughout the country is worthwhile, even for those who don't really understand what it is all about. I hope that the children will, in the long term, appreciate what we have offered to them, by showing the love that they miss due to their parents' action. It has been a joy to be associated with you all.

Bob Tyler, Trinity Contact Centre  
Norwich

We have recently acquired a *Nintendo Wii* for use during the sessions mainly as we had a recent influx of children between 11 and 15.

It has proved to be a bit of a winner not only with those who use the centre but we have made an agreement with other youth groups who use the church or school buildings, who also use the *Wii*, on the understanding that they buy any extra games packages they may need for the *Wii*. It seems to have been very successful and useful for parents as a means of interacting with the child or children they see at the centre.

Ian Maynard, St John's and  
St Stephen's Contact Centre, Reading



A buffet tea was recently held to mark the 15th Anniversary of the Springfield Contact Centre, followed by the presentation of Long Service Awards by the Deputy Mayor of Havering, Councillor Melvin Wallace, and an address by District Judge Ashworth of Southend County Court. We were pleased that Mrs Ann-Marie Stubbs was able to attend and tell the audience a little more about NACCC.  
Robert Greig, Springfield Contact Centre, Upminster

## What makes a good contact day for everyone? Top tips from Chesterfield Child Contact Centre

### The Team

- What helps the volunteers look forward to the day?
- What or how much information would help consistency?
- How do you prepare the rooms?
- Allocate separate tasks?
- Would it help to adapt the rota? Always have the same team?
- Or to do successive weekends? Are there times when we need extra help? (4 volunteers)
- How can we obtain more volunteers?

### The welcome

- How do we best prepare families for the centre?
- When is the best time to give them the information they need and for the introductory visit?
- How best can we manage handovers safely?
- How can we manage the numbers of families/children?

### The families

- What will improve their experience?
- Are we supportive at handovers?
- What do we offer?
- Facilities – toilets, baby changing, rooms and activities?
- Is there sufficient variety of activity, appropriate for ages 0-18, gender, diversity, disability?

### The venue

- What are the advantages of our position and the facilities we offer? How can they be improved?
- Are there any down sides to the venue? How can these be changed?

*A big thank you to Chesterfield Child Contact Centre for sending this in.*

## Centuryfilms

**Century Films' Contact Centres** is a powerful observational film which explores the motivations and anxieties that have led separated mums and dads to this most specific of locations, a child contact centre, and the children's perspectives on their experience.

The BBC Four film is directed by award-winning filmmaker Brian Hill. Making this film has necessarily been a long and sensitive process. After meeting with NACCC and other organisations including CAFCASS, Century Films spent

some time getting to know individual centres and members of staff. Several contact centres were kind enough to let us visit the centres and speak to parents using the services. We began filming with a family attending the Roberts Centre in Portsmouth, and have been impressed both by the warm professionalism of staff there and by the welcome which they've extended to us during filming. As for the family themselves they have each been candid and thoughtful in talking about their experiences – especially the children, who were keen to be heard. Of course, no one family could ever be truly representative of all families who use contact centres but we have been

able to explore many of the issues and concerns which arise. We also hope the film will raise awareness and understanding of contact centres, and attract further media interest which will help publicise the issue of funding and provision.

**Century Films.** *If you have any questions about the filming please do contact Katie Walker, Children's Services Manager, EC Roberts Centre, Tel: 023 9229 6919, Katie.Walker@robertscentre.org.uk*

*Century Films are currently editing the film and expect it will be broadcast later in 2010 on BBC Four.*

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

## The NACCC Team

### Patrons

The Rt. Hon Sir Nicholas Wall  
Lord Alton of Liverpool

### President

Mrs Frances Mary Lower MBE

### Vice Presidents

Mrs Prudence Bray  
Mr Ian Daniels  
The Hon Mr Justice Hedley  
Mrs Pauline Lowe  
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### Trustees

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Vice Chair: Anne Dillon  
Honorary Treasurer: Sue England  
Company Secretary: Claire Bell

### Regional Trustees

North East: Hazel Brunton  
North West: Michael Durell  
Wales: Allan Thomas  
Central: Amanda Page  
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South West: Phil Doughty  
London: *position vacant*  
Northern Ireland: Muriel Orr  
General Trustee: Adrian Cullen  
General Trustee: Fred Devereux

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): Judy Birchall**  
judybirchall@btinternet.com *FIT*



**Regional Support Manager (South):  
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  
*PIT 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  
*South England & South Wales:* Charmaine Bryant,  
Phil Doughty, Margaret Hart  
*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



**Administrator/PA to the Chief Executive:  
Katie Lockett**  
(finance, orders, infoline)  
k.locket@nacc.org.uk *FIT*



**Administrator: Judith Mewse**  
(Infoline, membership, CRB)  
j.mewse@nacc.org.uk  
*PIT Mon, Tues, Thurs, Fri 9.30-3*



**Administrator: Donna Moreland**  
(AGM, CRB, membership, training)  
d.moreland@nacc.org.uk  
*PIT Mon-Thurs 10-2*



**Bookkeeper: Alan Tarr**  
a.tarr@nacc.org.uk  
*PIT Tues, Thurs 8.30-5, Fri 9-12*



**Project Administrator: Wendy Hannah**  
(IT, website, publications)  
w.hannah@nacc.org.uk  
*PIT Mon, Tues, Weds 8.30-5*



**Project Administrator: Ruth Miles**  
(publications, statistics, IT)  
r.miles@nacc.org.uk  
*PIT Tues, Weds, Fri 9-5*

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



'CONTACT MATTERS' EDITORIAL STAFF MAINTAIN THE RIGHT TO EDIT LETTERS PUBLISHED.  
THE NEXT COPY DATE FOR ARTICLES IS 24 SEPTEMBER 2010.

*contact matters* is the twice yearly magazine of the National Association of Child Contact Centres (NACCC).  
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**National Association of Child Contact Centres, Minerva House, Spaniel Row, Nottingham, NG1 6EP**  
Tel: 0845 4500 280, 0115 948 4557\* [www.nacc.org.uk](http://www.nacc.org.uk)

\*cheaper from your mobile