

The NACCC Team...

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(European Confederation
of Child-Family Contact
Centres).

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Sue Culligan, Suzanne Teasdale,
Tracey Brewer.

Goodbye and hello!



We say goodbye to
Kathy on the NACCC staff
team but hello as she is
now an Accreditation
Assessor for NACCC.

Office team – we're all in every day!

(apart from Alan, see below)



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

Autumn
Issue
2012

contact

M A T T E R S

Welcome



I have been
appointed by
the Board of
Trustees as
Acting Chief
Executive
Officer. My role
is to work with
the Board, Staff,
Fundors and

Members to help with the future
direction of NACCC's core services so
that we all can continue to provide the
most appropriate support to ensure
that the highest standards for child
contact are maintained and where
possible improved.

I hope the annual conference will
provide a platform for Members to
actively participate in influencing the
future direction of NACCC and that
there will be opportunities for
Members to further develop best
practice in areas such as peer
networking, volunteering and training.

A key challenge for the organisation
going forward will be to harness the
energy and commitment of its Member
Centres and to celebrate the
contribution of its staff and volunteers.

Regardless of change that seems to be
a particular constant in our lives today
the organisation remains true to its
founding values and looks forward to
working with you all to benefit families
we can reach and make a positive
difference to their lives.

Kevin Griffin,
Acting Chief Executive Officer

Play outside @ Hall Green!

Centre Spotlight –
“Why our centre is great!”



(From left) Penny WAGG (a team leader and until recently a liberal democrat councillor on Birmingham City Council), Chris KENT (team leader and serving magistrate on Solihull Bench), Marilyn KENT (volunteer), Clive JONES (chair and a retired family law solicitor), Awil HUSSEIN MBE (volunteer interpreter), and Dennis DIXON (coordinator).

Open since October 2011, Hall Green
Child Contact Centre in Birmingham
is lucky to have access to safe and
secure gardens where children and their
non-resident parents can spend time in
suitable weather.

Within two weeks of opening, Hall Green
agreed to take on the Smith's Wood Child
Contact Centre on the Chelmsey Wood
Estate, near to the NEC, which was in
danger of closure when their co-ordinator
had to stand down due to a family illness.



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contact
NATIONAL ASSOCIATION OF
CHILD CONTACT CENTRES

Contact Matters is the twice yearly magazine of the National Association of Child Contact centre (NACCC). Views expressed in Contact Matters are not necessarily those of the NACCC and publication does not imply endorsement.

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Happier children...

Families need Fathers!



Chiatulah Ameke, Families Need Fathers – www.fnf.org.uk

and divorced parents and the extended family. Our main concern is that children should be brought up with the love and guidance of both parents, to help them to be happier and more successful throughout their life. We are dedicated to helping parents and their families continue to provide the love, care and support that children need after separation – no matter how the parents might feel about each other.

Support is provided by a national network of volunteers through our 50 branches nationwide, our 24 hour helpline, our

website forums and special events. Many who seek our help and support are fathers desperate to positively nurture as well as financially support their children, but who have found their efforts frustrated as they sought contact in the family courts - with many wrongly labelled with the stereotype of the feckless or even dangerous father.

We believe the NACCC has a crucial role to play in facilitating the support children need from both parents – including those many good fathers. We thought it very important to provide a DVD for staff to hear and learn from some of the representative and balanced perspectives of four fathers from across the country who use or have used contact centres. They offer suggestions, positive feedback and their personal experiences that we hope will help staff evaluate and enhance NACCC practice – for the sake of the children.

Chiatulah Ameke, Families Need Fathers www.fnf.org.uk

DVD Photos © Families Need Fathers/Mike Dawes

Watch at <http://www.naccc.org.uk/members/news-for-members/families-need-fathers-naccc-training-video> or contact NACCC for further details

“The contact centre had a garden - it enabled us to run around outside.”

Formed in 1974 Families Need Fathers is a leading and widely consulted self-help charity providing child focused information and support for separated

FNF/NACCC training video From the DVD...

What were your feelings about using a contact centre?

“What had previously been a fantastic relationship with my daughter... the thought of being in this room every other Saturday was quite a horrible perception to have had...”



“I found the supervisor was very neutral, very understanding. She was very positive in her suggestions. She actually suggested to me that as it was a nice day that we might go outside.... She escorted us to a playpark across the way and the children were able to run around and we were able to act very naturally.”



What were your impressions of the staff or volunteers working at the centre?

“I cannot speak highly enough of the friendliness and helpfulness of the staff and volunteers working there... it completely disarmed me because I'd been very nervous and apprehensive..”

What could have been done better?

“I suggest it is that a more detached view of the whole variety of circumstances that



fathers may come with to attend a centre. Take a step back, don't make assumptions... do not burden an already burdensome situation for a father with this baggage imposed by someone else.”

“Centres should do more to promote themselves as being child focused and both parent friendly, as there is a wide spread perception that they are mum focused.”

This is not entirely true but there is that perception...If more fathers had more belief in the impartiality of contact centres and understood them better – there would be far more contact between children and families in the difficult time of separation”

Key findings...

Central referrals survey

The changes to the Family Justice System will mean an increase in the number of families making self-referrals to your supported child contact centres. NACCC is currently in discussion with our funding agencies looking at how we can establish a central referrals system customised to meet your needs in processing self-referrals.

To assist with this process NACCC surveyed its members in June 2012 in order to gather some statistical information - whether they dealt with self-referrals or not. We felt that you were best placed to inform us of the volumes of referrals that you are taking and the future need for a central referrals system. (A more detailed analysis can be accessed via the NACCC members' area or by contacting the NACCC office).

Overview

59% (187) of the 317 centres surveyed responded (149 offering supported contact and 38 services offering both supported and supervised contact).

Of these:

- Over 50% had accepted self-referrals with 33% accepting around 5 self-referred families each year and 12% accepted around 10 families.

- 68% said that they could handle more self-referrals.

- 55% said that they would be interested in a central referrals system offered by NACCC either as an option, or for all their self-referrals.

- A further 36% said that they were uncertain at this time – perhaps needing more

information about how this would run in practice or that they currently had a policy for not accepting self-referrals.

- 28% of centres said that a few self-referrals had been a problem with a couple saying that all self-referrals had been a problem.

- If centres did not take self-referrals the majority perhaps had a request every six months, or not at all.

We asked centres to report on the number of solicitor referrals they received. 54% of centres answered this question accepting nearly 4000 families referred via their solicitor. With changes to legal aid, NACCC is anticipating that the number of solicitor referrals will reduce and the number of self-referrals will increase.

What can delay getting self-referrals started at a centre?

Of those accepting self-referrals the majority of centres said that it took between two to four weeks for a self-referral to take place. The main delaying factor was the time taken to complete the paperwork and getting parents to attend the pre-visit.

Other issues mentioned that could cause delays included funding problems (e.g. transport), the centre's waiting list, time to track down the non-resident parent, trying to get missing information in order to make a safe risk assessment and getting all parties to agree the time and date.

“The other party does not always know a referral has been made.”

“I have never found a problem in all the years I have had self-referrals”

Some centres are very happy accepting self-referrals.

“Our self-referrals have worked very well and the families have not caused us any more work than any other method of referral. Sometimes the parties can be unrealistic in their expectations. Solicitors have the ability and experience to sort out these issues.”

“Time consuming but rewarding too.”

“The other party does not always know a referral has been made.” “I have always taken self-referrals and always scrutinised EVERY referral for suitability, from whomever it comes, to ensure safety and

appropriateness for contact. Have never had a problem with any self-referrals over 8 years in role.”

“Our Management Company is not happy about the centre taking self-referrals with no backup!”

Other centres do not accept self-referrals, preferring the involvement of the third party solicitor/social worker. They are not happy about doing the risk assessment. Some were so busy with solicitor/court referrals that there would not be able to take any extra referrals.

Some were concerned that the paperwork and verification (risk assessment) of self-referrals would have a significant impact on their already stretched workload. Some felt that they were not qualified to take on self-referrals and that getting parents to agree on arrangements could be problematic.

One centre had been put off accepting self-referrals finding them “very difficult and time consuming to manage and questions the neutrality of the contact centre if there are issues which would normally be dealt with by the referrer.”

“Self-referrals can be difficult because I have no-one to go back to.”

Other centres still accept self-referrals but are not happy about the lack of a third party, the extra time needed to deal with them and that often both parties were not in agreement:

“Self-referral process is currently very time consuming for volunteers - interviews can be lengthy and two volunteers should be present per parent for H&S and to ensure an objective view. Found some of the self-referrals so far a complete waste of time and resources as both parties are not in agreement about coming to a Contact Centre.”

“Self-referrals only work if both parties cooperate.”

One centre mentioned that if there was court involvement, then this helped self-referrals to take place.

“The courts are starting to indicate to unrepresented clients that they should self-refer to us - this does result in contact as they would have to explain to the court if it doesn't.”

“We have been meeting with clerks of the court so they are familiar with services and can direct once the judiciary changes.”

“The number of self-referral is increasing. I believe this is due to cuts in Legal Aid and the high cost of legal services.”

Some centres are proactively preparing for increase in self-referrals:

“We are currently preparing self-referral documents with a view to commencing these when the new Legal Aid system comes into force. We have been advised this will be April 2013 at the earliest.

We presently refer all prospective self-referrals to our local Law Shop.”

“We need more information and an idea how long it will take parents to see children.”

Some centres welcomed the proposed system or self-referrals, seeing the advantage of a higher profile national service but wanted more details, fearing that it could potentially slow down/add costs to the process. They wondered whether the information gathered by NACCC would still have to be verified and explored again at the interview stage.

Centres mentioned that they would not want the system to expand to include solicitor referrals as had good relationships with local referrers.

Self-referrals only work if both parties cooperate.”

Questionnaire prize winner Pat, gets crafty!

A big thank you to the 187 centres that completed the survey.

Pat Gibson, co-ordinator at Ipswich Child Contact Centre (pictured here) was delighted to be the winner of the prize drawer £25 Argos voucher.

“Thank you so much... we need some craft materials for the children to enjoy.”



Regular feature...

Coffee Shop...



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

How do you encourage the non-resident parent to discipline their child when they only have an hour a fortnight and want to keep everything rosy?

Would stickers help? Please send in your ideas please! From Mary (Worley) (Nottingham CC) who popped into the office on another matter and raised this issue.

- At Grassroots supported centre this is mentioned at the initial meeting and it is made clear that parents are responsible for tidying up. Nearly all parents do this, the new ones need a gentle reminder! In the supervised service we give parents a “5 minute warning” at the end of a session to prepare to end their time with the children, which includes tidying up. (Lesley, Grassroots CC, Blackburn).

- This is very difficult as many parents don't wish to do so when they see their children so irregularly. However it is important for building a proper parent/child relationship. We usually start with tidy up time, making this a game but ensuring it's built into the contact time and build up from here. We advocate positive discipline and encourage boundary setting. (Helena, Fledgelings, SoSDAP).

We are trialling a Saturday and Sunday opening to enable families to have a weekend handover and help parents who travel a long way to have two contacts in the weekend.

Family visits are now up by 58% which is good news....this might not be for you, but if you would like to find out more do email me. Sally from (Tarka CC, Bideford).

- At Bristol CCC we've been running twice-monthly morning and afternoon sessions for almost a year now. The benefit (apart from the Coordinator's quality of life!) come in the flexibility of all day handovers, or even just lunchtime contact. Folk can 'move on' even further with us - though hopefully not delay the final move to independence... Helen Gamsa, Coordinator, Bristol Child Contact Centre.

- Our alternate Saturday weekly supported service works well and we

offer handover contact during this and in weekday afterschool arrangements too. (Helena, Fledgelings, SoSDAP).

What games/resources do you use for your older kids?

We have table tennis, karaoke, air hockey, Twister, and darts which older kids enjoy playing with their family; (with 'marble run' being forever popular too!). What do you use at your centre? – please let us know! Suzanne (Norfolk & Norwich Families House).

- This is difficult as we have board games but many older children don't want to do these. We have made up quizzes for some which they seem to enjoy. We are lucky to have a donated Wii which the older kids love, and it's also good for 'breaking the ice' with new families. (Helena, Fledgelings, SoSDAP).

Any helpful ideas for parents (and occasionally solicitors!) who can manage the idea of 'fortnightly', but not 'twice monthly' and always get confused when there are five Saturdays in the month?

I've distributed dates sheets for the year, displayed bright red reminders on the exit doors, sometimes resorted to text reminders... But whatever I do a few will still be knocking on the locked door, and phoning in great disappointment on the 'wrong' Saturday. Helen Gamsa (Bristol Child Contact Centre).

Quite a few of you had the same issue – here are a few of the responses which hopefully will help:

- Yes it is an issue, the only thing I do when a family starts is give them a business card with my telephone number on one side and the dates we are open on other, and remind them its TWICE/month, not every other Saturday (but still people forget!!) the card is small enough to go in a purse or wallet. Jayne (Yeovil CCC).

- I sympathise with Helen from Bristol as we have the same problem and, like her, I have tried large notices on the exit doors to remind families that the next contact will be 3 weeks' time and include the date. I even have problems with the

courts who state families will have their next session on 29th September for example. Luckily one parent rang me after his court hearing to check the date was correct. What we now do is every volunteer keeps reminding the families present that they will have to miss the 5th Saturday, until they are so fed up with it that they say "Yes I know it will be 3 weeks!" It must be working because we haven't had, to our knowledge, anyone turning up on the 5th Sat. for over 2 years now. Having now boasted that I will probably have a family turn up next Saturday!! We are having a training session that afternoon so I should see if anyone turns up for contact. Daphne (Newbury FCC).

I'm sure Helen will have tried this but we:

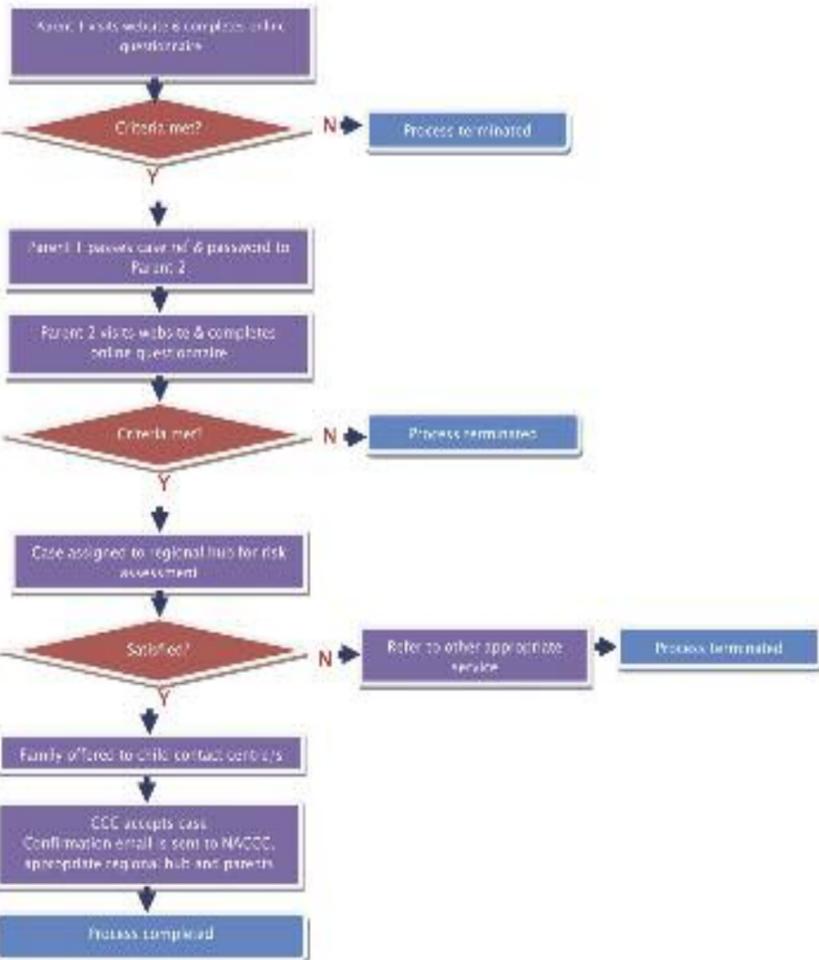
- give parents date sheets every 6 months highlighting the Saturdays;
- we phone parents to confirm contact is happening and all is well - so NO phone call NO contact;
- remind parents as they leave that it's 3 weeks till next session. Mish (Bridport CCC).

Helen wrote to thank everyone for the feedback, the majority she was doing apart from the business cards. She mentioned that “the issue, as one of your respondents had stated, is the one of 'people taking on board' things you've explained as clearly and patiently as you can....”

Supervised services – I am interested in the number of referrals you are now getting for individual work with children regarding preparation for contact with a parent they may not have seen for a while - or even do not know is their parent.

Can anyone share any materials or ideas please? I have a work book “All about Me” adapted to use with both adults and children (got from Pro Contact some years ago). I use this as a start for indirect contact. Please send any thoughts... Thanks. Lesley Jenkinson (Grassroots, Blackburn).

Proposed central/self-referrals system.



Is your centre sustainable?

To keep up or keep going; endure; to keep in existence; maintain; capable of being sustained; to continue to exist; last: to continue in the same state without perishing; to last; to remain.

The current economic climate poses a challenge to centres, some have had to close, with grant funding being increasingly difficult to obtain. Many centres are having to fund a co-ordinator's salary year on year and are actively fundraising. Sustainability of child contact services is a real issue for centres at grassroots level and a concern for NACCC.

"Some of the volunteers now want to step down as they have been doing the contact centre for over 10 years; also it is hard to get people to come on board. The funding has had a lot to do with it – I have not got the time to apply for funding as I work full time." Eve Allen, Bridge Chapel CC (closed July 2012).

Sustainable funding

The NCVO have set up a Sustainable Funding project advising their members on achieving sustainability. See NCVO Sustainable funding document – Across the income spectrum: http://www.ncvo-vol.org.uk/uploaded-Files/Sustainable_Funding/Income%20Spectrum.pdf

"The key to an organisation's financial stability is to maintain a diverse range of income sources from across the full spectrum of opportunities: from charitable donations and grants at one end, to contracts and trading goods and services at the other. Underpinning this approach is thorough planning and robust financial management." (NCVO Sustainable Funding Project).

NCVO members can also download a free sustainable funding pack – <http://www.ncvovol.org.uk/members/sustainablefundingfortrustees>

Other ideas?



Free website for charities, voluntary organisations and social enterprises. Providing access to thousands of funding and finance opportunities.

Subscribe to their weekly newsletter based on your criteria – really user friendly!

Sustainable staffing/volunteers

Is your co-ordinator getting overburdened with admin? Why not split the role into different jobs? Different centres divide up the tasks with different roles:

Joint co-ordinator, Deputy co-ordinator, Rota secretary, CRB secretary, Acting Joint Co-ordinator, Admin co-ordinator, Admin Volunteer, Administrator, Organiser, Referral co-ordinator, Team Leader, Committee member (training).

"We have a rota secretary who prepares a 3 monthly rota which is distributed to all the volunteers. Her role then becomes one of making the alterations when volunteers are unable to do their allocated date to ensure we have the right number and balance of volunteers at each session. Towards the end of each rota a form is sent out to ascertain the dates when volunteers are, or are not, available for the next rota."

Mary Worley, Organiser: Nottingham Child Contact Centre

How do you divide up all the jobs? – get in touch!

When did you last get a new volunteer?

Do you use NACCC's leaflets?



Do you have a local university? – law/social work students may be interested in volunteering.

Do you have a Soroptimist group in your area – they may be able to offer support:



Soroptimist International Great Britain and Ireland (SIGBI) Ltd is a women's service organisation that inspires action and creates opportunities to transform the lives of women and girls through a global network of members and international partnerships.

Their theme "Educate to Lead" aims to educate, empower and enable women and girls to achieve their full potential.

Many Soroptimists volunteer to work in contact centres as this fits in with this theme, by improving the well-being of children through regular contact with both parents, which can affect their ability to learn and therefore fulfil their potential.

SIGBI has 350 Clubs in 29 countries, 247 of which are in the UK.

Sustainable premises/resources

Does your centre do its own cleaning?

Why not register with InKind – regularly have free surface cleaners, wipes – you only pay handling charge.

How are your toys?

Why not register with InKind – regularly have toys, games, outdoor toys, sports equipment – see details on page 10.

Do you have a resource that people are willing to pay for?

Hall Green has been delivering Safeguarding Training to other contact centres for a small fee. Dennis has worked in conjunction with Sutton

Coldfield Training and WLE College to access the additional funding to help contact centres achieve a recognised qualification from the EDI examination board. Dennis is willing to deliver this training to other centres.

Further information contact Dennis on 0121 777 9873 or email hgcccc.coordinator@gmail.com, or via www.hgcccc.org.uk

Also, check out Market Place on page 10 for other money saving ideas.

Celebrate –

Any excuse for a party!



Rita, from Gloucester CC emailed, concerned about her centre's funding. The next day she was able to email with the good news that they had just received a cheque for £2,000 from a local charitable trust which their treasurer had applied to for a grant.

Fantastic news!

£2780 was raised at the Salvation Army's successful Christmas concert last year. Funds were divided equally between the 5 voluntary run centres in Birmingham, West Heath and Solihull.

News from



Two members of the Bath Child Contact Centre committee, Charles Plummer and Matt Lambert, ran the Bath Half Marathon, raising £1,284.97 – over target of £1000.

10m to (little) London with Team Glampers for Family Space (Everyman Panto charity for 2012) £334.00 raised of £300.00 target.

Child Contact Centre Water Babies participated in the 6 Rotary Charity Swimathon and managed to swim amazing 141 laps in 55 minutes £365 of £1000 target for Salisbury Child Contact Centre.

Milli's – sky dive – £260 of £400 target raised.

Ben Blakemore has already raised £525 to support the existing centres in Carmarthen and NPT as well as that which is proposed for Swansea. He sets off on 3rd October 2012 to climb Kilimanjaro – good luck and thanks! <http://www.just-giving.com/Ben-Blakemore>

NB. NACCC is registered with Just Giving. Centres can use NACCC's registration and be reimbursed for any monies raised.

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

Do you want to be on the Contact Matters email list?

If you don't currently receive this by email and would like to, please do send your email address to Ruth Miles (r.miles@naccc.org.uk).

I'll certainly ask my volunteers if they'd like an email version, and it would be good if you can send it, saving me any extra admin...

(Helen Gamsa, Coordinator, Bristol Child Contact Centre)

See also the long service awards on next page.

Volunteers...

Thank you for your long service, it is valued

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

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

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

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

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

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

28 volunteers have been awarded diamond certificates for 20 years' service.

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

Armagh Child Contact Centre

6 volunteers – 1 bronze, 5 silver = 28 years

Ballymena Area Child Contact Centre 19 volunteers – 19 bronze = 57 years

Bangor Child Contact Centre (Northern Ireland)

6 volunteers – 1 bronze, 5 silver = 28 years

Bristol Child Contact Centre

2 volunteers – 1 silver, 1 gold = 15 years

Bury St Edmunds Child Contact Centre

4 volunteers – 4 bronze = 12 years

Camberley & District Child Contact Centre

2 volunteers – 1 silver, 1 gold = 15 years

Carlisle Child Contact Centre

3 volunteers – 2 silver, 1 gold = 20 years

Carrickfergus Child Contact Centre

1 volunteer – 1 bronze = 3 years

Chesterfield Child Contact Centre

17 Volunteers – 2 bronze, 6 silver, 2 gold, 7 platinum = 189 years

Cornerstone

14 volunteers – 1 silver, 13 gold = 162 years

Dorchester Child Contact Centre

12 volunteers – 6 silver, 6 gold = 90 years

Dursley & Cam Child Contact Centre

17 volunteers – 7 silver, 10 gold = 65 years

Eastbourne Child Contact Centre

6 volunteers – 3 bronze, 3 silver = 33 years

Enfield Family Contact Centre

8 19 volunteers – 1 silver, 2 gold, 16 platinum = 265 years

Exeter Southernhay Child Contact Centre

6 volunteers – 1 diamond, 1 platinum, 3 gold, 1 silver = 70 years

Exmouth Child Contact Centre

6 volunteers – 6 bronze = 18 years

Freshwaters Contact Centre

7 volunteers – 3 bronze, 1 silver, 3 gold = 29 years

Great Yarmouth Child Contact Centre

1 volunteer – 1 gold = 12 years

Halton Child Contact Centre

4 volunteers – 3 gold, 1 platinum = 45 years

Harrogate Child Contact Centre

23 volunteers – 15 platinum, 8 gold = 305 years

Hemel Hempstead Child Contact Centre

11 volunteers – 5 bronze, 1 silver, 1 platinum, 4 diamond = 119 years

Hereford Child Contact Centre

4 volunteers – 1 diamond, 1 platinum, 2 silver = 46 years

Jimmy's Contact Centre

3 volunteers – 3 bronze = 9 years

Knock Child Contact Centre

18 volunteers – 6 bronze, 4 silver, 8 gold = 118 years

Maidenhead Child Contact Centre

6 volunteers – 1 silver, 1 gold, 4 platinum = 75 years

Middleton Child Contact Centre

14 volunteers – 5 silver, 4 gold, 5 platinum = 60 years

Neutral Ground Child Contact Centre

16 volunteers – 3 bronze, 3 silver, 3 gold, 7 platinum = 105 years

Palmers Green Child Contact Centre

38 volunteers – 2 bronze, 11 silver, 13 gold, 5 platinum, 7 diamond = 460 years

Pontypridd Child Contact Centre

1 volunteer – 1 bronze = 3 years

Reigate & Redhill Child Contact Centre

2 volunteers – 2 platinum = 36 years

Salvation Army Child Contact Service

18 volunteers – 2 bronze, 5 silver, 11 gold = 152 years

Shrewsbury Child Contact Centre

2 volunteers – 2 platinum = 30 years

Solihull, Smith's Wood Contact Centre

2 volunteers – 2 bronze = 6 years

Springfield Child Contact Centre

7 volunteers – 3 bronze, 4 silver = 29 years

St John Ambulance Child Contact Centre – Spalding

1 volunteer – 1 bronze = 3 years

St Paul's Child Contact Centre

2 volunteers – 1 silver, 1 gold = 15 years

Swindon Family Contact Centre

5 volunteers – 3 silver, 2 platinum = 45 years

Tarka Child Contact Centre

2 volunteers – 2 bronze = 6 years

Tring Child Contact Centre

2 volunteers – 2 gold = 20 years

Vale Royal Child Contact Centre

3 volunteers – 3 bronze = 9 years

Walton on Thames Child Contact Centre

17 volunteers – 3 bronze, 1 silver, 4 gold, 2 platinum, 7 diamond = 231 years

Whitchurch Child Contact Centre

2 volunteers – 1 silver, 1 gold = 15 years

Withington Child Contact Centre

22 volunteers – 3 bronze, 7 silver, 4 platinum, 8 diamond = 264 years

Wrekin Child Contact Centre

1 volunteer – 1 platinum = 15 years

YMCA Families Staying Connected

3 volunteers – 3 bronze = 11 years

3,543 total years' service given by 377 volunteers – cause for celebration – thanks to all the volunteers that keep the centre cogs moving!

Accreditations, Reaccreditations, Enhanced Accreditations...

Congratulations to the 136 centres that have successfully completed their accreditation portfolios – a great achievement!

8 new accreditations since the last issue:

Bexleyheath Contact Centre
Cassel Centre (The)
Family Futures - Chatham
Keeping In Touch (K.I.T)
Kingston Child Contact Centre
North Hampshire Child Contact Centre
Village Centre (The)
Vine Child Contact Centre

109 reaccreditations since the last issue:

Abingdon Child Contact Centre
Andover Child Contact Centre
Ashton-under-Lyne Contact Centre
Avenue Child Contact Centre
Billericay Child Contact Centre
Blackpool Fylde & Wyre Child Contact Centre
Bolton Contact Centre
Bootle/Sefton Child and Family Connect
Burton-upon-Trent Child Contact Centre
Bury Child Contact Centre
Bury St Edmunds Child Contact Centre
Camberley & District Family Contact Centre
Cannock Contact Centre
Castle Hill Child Contact Centre (Northampton)
Chard Child Contact Centre
Chelmsford Child Contact Centre
Cheshunt Family Contact Centre
Chichester Child Contact Centre
Child Contact Centre, Maidenhead
Children Come First (Daventry)
Chippenham Child Contact Centre
Cloona Child Contact Centre
Cornerstone
Cove Child Contact Centre
Coventry Children's Contact Centre
Cowley Child Contact Centre
Crawley Contact Centre
Devizes Child Contact Centre
Dorchester Child Contact Centre
East Lancashire Contact Centre
Eastleigh Child Contact Centre
Edgware Child Contact Centre
Embrace Child Contact Centre
Enfield Family Contact Centre
Euxton Contact Centre
Exeter Southernhay Child Contact Centre
Foyle Child Contact Centre (Limavady)
Foyle Child Contact Centre (Londonderry)
Foyle Child Contact Centre (Strabane)
Freshwaters Contact Centre
Frome Child Contact Centre

Glastonbury Child Contact Centre
Gloucester Child Contact Centre
Havant Borough Child Contact Centres (Havant)
Havant Borough Child Contact Centres (Waterlooville)
Havelock Family Centre
Hemel Hempstead Child Contact Centre
Hucknall Area Child Contact Centre
Jimmy's Contact Centre
Kendal Child Contact Centre
Kidlington Contact Centre
Lancaster Child Contact Centre
Lewes Family Contact Centre
Long Eaton Child Contact Centre
Loughborough Child Contact Centre
Lower Earley Family Contact Centre
Lowestoft Weekend Contact Centre
Macclesfield Child Contact Centre
Merthyr Tydfil Child Contact Centre
Mid-Ulster Contact Centre
Middleton (Manchester) Contact Centre
New Dawn Child Contact Centre
Newbury Family Contact Centre
North Somerset Child Contact Centre (Clevedon)
North Somerset Child Contact Centre (Nailsea)
Nottingham Child Contact Centre
Oldham Contact Centre
Omagh Child Contact Centre
Oswestry Child Contact Centre
Portland Centre (Bishops Stortford)
Preston Child Contact Centre
Reigate & Redhill Contact Centre
Rochdale Contact Centre
Salvation Army, Maidstone (The)
Salvation Army Mansfield Family Contact Centre
Shrewsbury Child Contact Centre
Slough Child Contact Centre
Solihull Child Contact Centre
Solihull, Smith's Wood Contact Centre
South Bristol Child Contact Centre
South Gloucestershire Child Contact Centre
Southport Contact Centre
St Albans Abbey M.U.
St Helen's Contact Centre
St John Ambulance Child Contact Centre - Spalding
St Mary's Family Contact Centre
St Matthew's Child Contact Centre

St Paul's Child Contact Centre, Bracknell
Stockport Contact Centre
Swindon Family Contact Centre
Tamworth Contact Centre
Tarka Child Contact Centre
Taunton Child Contact Centre
Tonbridge Family Contact Centre
Tring Child Contact Centre
Uxbridge Child Contact Centre
Walton on Thames Child Contact Centre
Watford Child Contact Centre
West Wiltshire Child Contact Centre
Weston-Super-Mare Contact Centre
Westwood House Child Contact Centre
Whitchurch Child Contact Centre
Wincanton and District Child Contact Centre
Wirral Contact Centre
Witham Child Contact Centre
Workington Contact Centre
Wrekin Child Contact Centre
Wycombe Child Contact Centre
Yeovil Contact Centre

19 new enhanced accreditations since the last issue:

A.A. Agency Limited
(Limehouse Children Contact Centre)
Academy of Little Angels Day Nursery & Contact Centre
Access - Arc Childrens Contact & Emotional Support Service
Allison Lodge Ltd
Altcross Parenting and Family Support Centre, The Old Day Nursery
Bird in Bush Centre
Blossom House Children's Centre
DMR Services Ltd
Families for Children
Integrated Services Programme (ISP)
Little Steps Contact Centre Limited
Liverpool City Council
Network Contact Centre
New Life Contact Centre
Proactiv Contact Centre & Family Support Services
Race Advice & Support Network Ltd
Relate Cornwall Child Contact Centre - St Austell
Relate Cornwall Child Contact Centre - Truro
Springbourne Family Centre

Regular feature...

Market Place...

We've included these schemes as they may be useful to you. If you have any concerns/queries about these suppliers, please contact the supplier direct. Do let us know if you have any positive feedback!

Some require a CODE to obtain the discount. To access these, log into members' area and paste this web address into your browser - www.naccc.org.uk/members/31865omp12 (do call if you have any queries).

BookPeople

0845 602 4040
www.thebookpeople.co.uk
"The book man comes to the NACCC office every few weeks - great selection!" Katie.

Customers include schools, hospitals, nurseries, playgroups and high street businesses. They keep prices low by buying in bulk and also donate free books to customers to the value of 10% of the order, provided 10 books or more have been ordered. Occasionally customers may ask for a cash donation instead of the free books which can be accommodated.



020 7394 2468
www.fareshare.org.uk

"Might be worth looking into if you meet the criteria - divert funds that you are spending on food/drink to other areas of your operations" Ruth.

Users of this successful scheme includes hostels, day centres, night shelters, breakfast clubs, women's refuges, after school clubs etc." Operates from 18 depots round UK so unfortunately will not be present in all areas where there is a child contact centre. Eligibility includes having sufficient staff holding the IEHO Basic Food Hygiene Course Certificate (or equivalent).



snazaroo™

www.snazaroo.com
"Great fun - my kids love becoming a tiger or a butterfly - have a go!" Ruth.

Ideal for fundraising events. 10% discount to not-for-profit members of NACCC if buy direct from website. CODE NEEDED - see link above.

St John Ambulance



www.sja.org.uk
Training: 020 7239 8180
national-contracts@sja.org.uk
First aid supplies: Joanne Houghton 0207 239 8140
National.Sales@sja.org.uk
"Their first aid courses combine good humour with learning practical skills." Ruth.

NACCC has set up a company account which gives member centres a 25% discount on courses incl First aid at work, Emergency first aid at work and Fire marshall. Centres can also get a good discount on first aid supplies. NB: Don't book/order through the website as you will not get the discount. This can be used as a reference though. Further details regarding the ordering procedure on link above.

VIRTUAL COLLEGE

01943 605976
www.virtual-college.co.uk
"This may be useful for busy volunteers needing to train at their own pace at home." Ruth.

10% discount to NACCC members. Over 150 online courses available to buy, and start, straight away, including: Awareness of Child Abuse and Neglect, Level 2 Food Safety & Hygiene for Catering (including City and Guilds Accredited Certificate). CODE NEEDED - see link above. NB - please note that safeguarding training can be obtained free of charge from your local safeguarding board.

ie those supervising food handling and preparation (see Virtual College opposite).



0845 330 7780
www.educationsupplies.co.uk
Catalogue and online supplies "Good for getting ideas, even if you don't buy anything!" Ruth.

<http://www.hope-education.co.uk> (08451 20 20 55)
<http://www.earlyyearsresources.co.uk/> (0161 865 3355)



020 7398 5510
www.inkinddirect.org
"I managed to register with InKind and am very impressed with what they have on offer. I wish I'd have known about InKind when we were looking for a kit for the local youth football team!" Kay Piccaver, Peterborough Contact Centre.

InKind Direct supports UK charities by providing products needed to run their services and help beneficiaries. Products are sourced by InKind Direct from companies, and made available to charities via an online catalogue. Save money, join the network for free today! (centres just pay handling charge).

Thanks for your training views!



Louis Ruddlesden,
Development
Co-ordinator

"A big thanks to the 110 supported centres that have completed the survey reflecting 43% of the membership. I have looked at the survey results and specifically at the demands for training. I also hope to be commissioning new training modules in the near future and will present my plans at NACCC's AGM & Conference together with the training for supervised centres (piloted and well received in Jersey in September)."

How often do I have to do co-ordinator training?

Every three years is the norm but you should also undertake updates as and when it is necessary: safeguarding for example. (See NB under Virtual College on page 10).

Is volunteer training compulsory?

Safeguarding and of course induction training is compulsory.

The training programs currently available to purchase are:

- Conflict Management.
- Domestic Violence.
- Family Breakdown.
- Induction Training for new volunteers.
- Safeguarding/Child Protection training for volunteers/staff working in supported child contact centres.

These programmes have been designed in a way that will allow you to:

- Deliver the training yourself to your volunteers.
- Get the training delivered at your centre by a NACCC trainer.
- Contact your local regional support manager for advice on how to deliver the training. These packages can be purchased from the NACCC online shop for £50 each, or on receipt of a cheque (made payable to NACCC).

Please note: This training modules are copyright. Please do not copy or distribute them. Copyright © 2009 (revised 2012) NACCC. All rights reserved. No part of these publications may be reproduced.

Regular feature...

Stuff for parents...

The Parenting NI helpline and appointment service provides confidential support and guidance in dealing with family issues. If you are concerned about your child's behaviour, family conflict, the impact of separation or bullying or any other family issue, Parenting NI is here to help. If you would like to talk through a family problem or make an appointment, contact the helpline freephone on 0808 8010 722. www.parentingni.org



Family Lives is a charity that supports parents and families in England and Wales with all aspects of family life. They can be contacted via the helpline, as well as through email, Skype and live chat. They provide a listening ear, support, information and guidance on all issues of

concern and Parent Together groups and workshops for parents to share ideas and learn new skills. Their website contains a range of information, including leaflets on family related issues. 0808 800 2222. www.familylives.org.uk - Advice and information free, donations welcome.



MEIC is an advocacy and information helpline service for children and young people up to the age of 25 living in Wales. From finding out what's going on in your local area to help dealing with a tricky situation, MEIC will listen when no-one else will. We'll give you quality information, useful advice and the support you need to make a change. You can contact MEIC 24/7 on Freephone 08 08 80 23456; Text: 84001; Chat/ IM at www.meicymru.org MEIC is a free, confidential and anonymous service.

Founded in 2000, Netmums is a large online parenting organisation. Netmums covers the UK, each site offering information to parents on everything from where to find local activities, family friendly recipes to support and friendship. Our parenting articles cover pregnancy onwards, and our Coffeehouse Forum, with Parent Supporters in some areas, is open all hours to provide conversation and advice.

DAD.info is a website which offers a place for Dads to talk and be heard, find answers to their questions and information on Children's centre services. This website has helped lots of fathers access valuable advice and support. DAD.info (originally DADtalk) has been re-launched by the Family Matter Institute (FMI) which also provides the Triple P Positive Parenting course. So whether you are a father, a mother or work with children, we are here for you at www.familymatters.org.uk and www.dad.info