

contact

M A T T E R S

Welcome



I am sorry that it has been nearly a year since we produced the last **Contact Matters**. The work in the office increases year on year with 8421 calls to the

information line last year (up by 34%), demonstrating how busy the office is and this is only a small part of the work that is done. I have been appointed CEO, and we have appointed a number of new Trustees to the Board including an Honorary Treasurer, Company Secretary, and Trustees for the North-West and Wales. We have had a successful AGM, with excellent feedback. You will read on page 11 about the considerable amount of training that is taking place and going well. I continue to visit government departments to talk about funding which has borne fruit. Cafcass has given funding to update the National Standards for Supported Centres and the NACCC website. They have also contributed towards an exciting new initiative whereby the Family Justice Young People's Board (see page 2) will visit all of the supervised centres that receive Cafcass funding.

The Board will look at services from a child's perspective and visits will be dependent on the availability of the young people (often restricted to school holidays). In addition, NACCC has been awarded a sizeable grant from the Department for Work and Pensions to support a further roll out of the Safe Referral Scheme, whilst providing the services of a support worker to the 36 members that have signed up to the project. NACCC is increasing its scope within family proceedings through this scheme and want to make it a success for the children and families we hope to assist through it.

Elizabeth Coe,
Chief Executive Officer

Staff and volunteer team provide family services in Blackburn and Nelson, Lancs

Centre Spotlight – “Why our centre is great!”

Grassroots Contact Services offers a variety of services for children and families affected by separation and divorce, including:

- Supported Contact at St Aidan's pre school Nursery in Mill Hill, Blackburn.
- Supervised Contact at St Philip's Church Centre in Nelson.



Staff from left: Phil Bannister, Sam Johnson, Christine Duckworth, Lisa Guinan, Nicola Carroll, Dorothy Mortiboy, Joan Turner.

- Mediation for couples regarding arrangements for children.
- Separating Parents Information Programme (Court ordered and for self-referrals).

We have a team of 11 paid staff, 2 full time and 9 on a sessional basis, and 14 volunteers. 4 volunteers work at both the supported and supervised settings and 2 of them have also assisted with SPIP delivery.

Two members of the paid team run the supported centre with help from volunteers and also do supervised contact and SPIPS. This crossover really assists us to encourage attendance on the SPIP and reflect back with parents when they have been on the course. Six of the paid staff team deliver SPIP, two of these also supervise contacts and I do a

bit of everything! The theme of dispute resolution runs throughout our work, whether we are at the supported or supervised centres, delivering a SPIP or a mediation session.

Lesley Jenkinson,
Contact Service Co-ordinator.

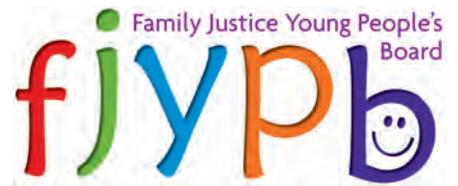


Volunteers from left: Diane, Susan, Lana, Chrissy Maden (co-ordinator) and Wendy.

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“Voice of the child”



Family Justice Young People's Board Conference...

Established by Cafcass, the FJYPB now work across the entire family justice system. They support the work of the Family Justice Board to ensure that policies, initiatives and the future of the Family Justice System remains focussed on children and young people. The purpose of the board is to:

- Represent the views of young people as required e.g. to Government Ministers, Select Committees, relevant Government reviews, research studies and to the wider public;
- Develop relevant products and materials for children, young people and families;
- Inspect family justice facilities accessed by young people including Cafcass and Cafcass Cymru offices, Contact Centres and courts;
- Contribute to the interviewing and selection of certain family justice professionals.



FJYPB Conference photo 2013.

40 young people are members of the FJYPB and are aged between 10 and 26 years old. NACCC staff attended the Family Justice Young People's Board conference 'Voice of the Child' last year and were really impressed with what the Family Justice Young People's Board members had to say.

Amy, Rachel and Becky* who presented at the conference have kindly said that we can share their experiences of the family court system...

Amy & Rachel's story:

This is a story about the Family Justice System from a child's view. By Amy, aged 8 and Rachel aged 10.

“Last year mum and dad couldn't agree about where we should live”

Our mum and dad have been separated for a very long time, since we were very small. Last year mum and dad couldn't agree about where we should live. Cafcass helped us sort out where we should live. They asked us what we thought was right. That made us feel that our opinion was important. We went to meet Cafcass to talk about it more. When Dad took us to meet Cafcass we were a little bit shy to start with. The office was fun and comfortable. When we were waiting to see Alex from Cafcass we had some toys to play with and some books to read. I remember being nervous but we liked going to the office. I am glad we went to the office rather than to our school as it would have been embarrassing in front of our friends.

“When we met Alex he made us feel much more relaxed and confident.”

He helped us talk about how we were feeling. He gave us a picture of a house with a happy room, a sad room and a dream room, which we filled in.

We didn't really know what to expect from Cafcass but were much happier after meeting them.

“It took a long time for Cafcass to meet with us, nearly 10 weeks.”

That took way too long. It could have been faster and would make us worry less about what was happening. It would have been less confusing.

We really think Cafcass helped us. They help us sort things out. We didn't meet the judge from the court but if we met him today we would thank him for helping us as well.

We are very happy now. We get to see both our mum and dad regularly.

- The worst bits for us were: It was a little bit scary to start with and Cafcass took way too long to meet with us.

- The best bits for us were: Alex was friendly and helped us talk, we feel that we were listened to and we are happy now that everything is sorted out. We are now also members of the Family Justice System Young Persons Board which is very exciting for us and give us an opportunity to help other children in a similar position in future.

Becky's story:

Becky is a member of the Family Justice Young People's Board. She is now 18 years old. Her experience of the Family Court System began when she was seven years old.

“If only I had been listened to when I was younger”

My parents had split up when I was just over two years old. I lived primarily with my mum, seeing my dad every other weekend and half of all school holidays. I was never really happy whenever I saw him as I was always blamed for everything that went wrong. Dad was very moody and was easily angered for no apparent reason. Our contact time was filled with him sitting watching the football or doing something else that resulted in minimal interaction with both my sister and I. He always spoke badly about my mum, calling her names and talking about how she was always trying to stop us seeing him, even though all she had ever wanted was for us to be happy.

“When I was seven years old, I decided that I no longer wanted to see my dad.”

My mum contacted the courts and I was allocated a family court advisor from Cafcass, who I told how I felt about seeing my dad. I can't really remember much about what happened at this meeting and what tools, if any, I was given to use, but I can remember that I was interviewed at home.

Unbeknown to everyone apart from the family court advisor and my dad, both my sister and I were watched at a play area after my dad complained and said that we were only saying what our mum wanted us to say. Given that my dad never interacted with us, I feel that this made

the situation completely unreal and so gave a false impression to the family court advisor, as what child wouldn't relish any attention given to them when they usually get none?

At the end of the process, I was told that although my family court advisor had some concerns, my wish was not granted, as I was too young to know my own mind and that my mum was evidently brainwashing me into thinking this way. I was also told that it couldn't be that bad as my sister still wanted to see him, and that it could not be affecting me that much, as I was still doing well at school.

When I was younger, I felt that school was a release for me as I could forget about my home problems. It also allowed me to be a completely different person to the one I was at home, where I was permanently nervous. When I was told the result, I was devastated and felt like no one was listening to me or thought that how I felt was important.

I dreaded having to return to see him, as I knew that it would now be even worse there than it had been before and that I would be punished for my actions by being made to sit on my bed every time I saw him for months on end. I wasn't allowed to do anything and was only allowed to get up to come down to have meals and when I was finished, I had to return to my room.

"I didn't have the courage to do or say anything about contact with my dad..."

Between the ages of 8 and 11 I didn't stand up for myself and just accepted everything. I did as I was told all of the time. I didn't have the courage to do or say anything about contact with my dad, even though the situation was getting worse especially when he married my stepmother. I felt that there wasn't any point, as no-one would listen to me and it would just make it worse again.

"The change in school environment gave me confidence."

In the meantime, I had passed the 11+ and got into my local grammar school. The change in environment to a more grown up one gave me the confidence in February 2007 to confide in my family and tell them how deeply unhappy I was. They encouraged me to stand up for myself and refuse to go, which is what I did. I produced a list of over 40 reasons why I no longer wanted to see my dad anymore and I was allocated another family court

advisor. This time, I instantly felt like I was being listened to and this came through in the report when I was told that I no longer had to see my dad.

There is a huge difference between the amount that I can remember about the meeting with my first family court advisor and the second one, where I was once again interviewed at home.

"I am much happier and much more confident since I stopped seeing him... although I do still have some nervous traits left over from these days."

Currently, I have had no contact with my dad since February 2007. My sister also stopped seeing him in October 2012, when she finally found the courage to stand up to him and say that she no longer wanted to see him.

I am much happier and much more confident since I stopped seeing him, even though I do still have some nervous traits left over from these days. Looking back, I wish that someone had listened to me earlier as I had to go through a few more years of unhappiness that I needn't have gone through. If only I had been listened to when I was younger."

* The names in these stories have been changed to protect the individuals concerned.

NACCC staff would like to extend their grateful thanks to these young people for sharing their experiences.

For further information about the board go to www.cafcass.gov.uk (search Family Justice Young People's Board).

Young viewpoint!

Members of the board have kindly completed a questionnaire for us on their experience or awareness of child contact services. Here is some of their feedback.

If you have been to a centre can you remember what it was like?

• [Went in professional capacity.]
The room was bright, engaging and modern with outside space and a layout which allowed discreet observation. My criticism would be that the toys were aimed very much at infant children. I think an older child wouldn't have enjoyed spending time there.

- You couldn't play in the garden - the centre wasn't near any buses.
- Not as a child but my experience was positive and I thought the environment would be good for young children. I'm not sure on how appropriate it would have been for teenagers though.

How should centres make young people feel welcome?

- Create a space which is child focused, posters, wall hangings, soft lighting, interactive equipment etc
- Friendly staff, nice area for young people to sit in, someone to offer them a drink.
- By being an environment they can feel comfortable, safe and happy in. Not being office like. Being somewhere they like to visit and spent time at.

What games would you like to see at our centres for older children?

- I would like to see older children have the choice of going to alternative venue like a youth centre or pool hall which tend to be quiet during the day. Having toys for older children are only good if you have someone to play with cos you don't want to play with a social worker.
- Interactive games. It is important to gain user feedback in order to establish the current likes and dislikes.
- Football and or pool tables, wooden skittles, Wii machines, science style games (things like magnet stacking, Jacobs ladder and instant pin art), art supplies.

Any other ideas about how our centres could be even better?

- Blue sky thinking – more funding! They do a key job and really need more resources through government funding. To save money share facilities with other public bodies. For example share the space in the new youth centre, inflation of running costs will outstrip your funding sooner or later.
- Rooms to be a bit bigger because young children may like space for them to run around in a safe environment.
- Having areas that young people could contribute to, eg drawing wall. Have decorations on the walls. Maybe a feelings wheel or chalk board to add to and interact with.

Tackling disruptive behaviour at centres...

“Have signed agreement prior to contact starting..”

There has been much discussion in the coffee shop regarding dealing with parents breaking the terms of their agreement, the resident parent disrupting contact and whether to allow new partners at a centre. Thanks to all the advice from the coffee shop which has been used to compile this article.

“We have a zero tolerance on aggression.”

Aggression is different to frustration and upset. You need to have a clear policy that is explained at the pre-visit that if parents or other family members display aggression then they will not back at the centre. It should state that:

- Aggression, whether verbal or physical is absolutely not acceptable.
- Physical aggression or verbal threats will lead to suspension of contact and the matter will be reported to the police.

- Zero tolerance will apply.

It could be that a parent would be suspended following an incident.

Support for staff following behaviour

Make sure that your centre's safeguarding policy includes protection of volunteers/staff and adheres to this.

Ensure that any 'aggrieved against' volunteer/staff member is offered supervision and support.

Clear rules for both resident and non-resident parent

“Parents appreciate knowing exactly where they stand and a result is we have

the appearance of a very laid back and chilled centre.”

At the pre-visit ensure that the 'conditions of using the centre' include the following:

- All conversations should be appropriate.
- Visiting parents should not question children about where they live or resident parent's social life.
- It is advisable not to talk about taking the children on holiday or make suggestions that you will all live together as a family in the future.
- It is advisable that personal circumstances are not discussed in the waiting room.

The Conditions of Use also make it very clear that if a resident parent breaches them, they will no longer be offered the opportunity to wait on our premises during contact.

Additional questions to ask both parties at the pre-visit

Clarify at the pre-visit who both parties agree can come. Some will agree to new partners or other family members bringing children – especially if the resident parent is working or ill.

- Get both parties to sign that they agree to this.
- Have a sign on the door saying only designated people allowed in.

“Risk assess and discuss and no new adult in the centre without prior written agreement.”

“In our experience it's really important for step parents to feel involved in contact arrangements otherwise they can cause problems and be a negative influence on the situation. We have a number of children who are dropped off by a step parent to attend contact, either with the resident parent or instead of.”

“We also support grandparents, cousins, step siblings or any other significant adult attend some contact sessions (when agreed by both parties) which we find really enriches family ties and keeps contact interesting for children. We ask who will be bringing the child to the centre as part of our pre-contact and make it clear that the same rules apply to any other adults who accompany a parent, but by excluding new partners you run the risk of resident parents disengaging from contact.”

Tribute to Denis Hagon:

A man who cared so much for the welfare of children and young people

Westwood House Child Contact Centre in Congleton Cheshire was 15-years-old this February. Our centre was set up by Denis Hagon in 1999 and it was my pleasure to have worked with him from the beginning. Denis was Coordinator from the start and I had been his deputy from 2006. In 2011 he asked me if we could change roles and I had agreed to do so from April 2012. Denis was taken seriously ill in October 2011 but despite making good progress with his prognosis experienced several relapses that restricted

his further involvement during 2013 and sadly he died on November 24th 2013. He was an inspiration and had spent most of his working life supporting disadvantaged children. His experience and dedication led him to found The Congleton Centre once he had retired from full time employment. He never truly retired as he gave so much to the Child Contact movement, Trinity Methodist Church in Congleton and his local community. He was a mentor and friend to me and to many others. There would have been no child Contact Centre in Congleton without Denis and so many parents and children will have benefited from the support they received without ever knowing the debt they owe him.

I sure that those who did know him, and those who did not, will join me in saying 'Thank you Denis'. A man who cared so much for the welfare of children and young people.

Our respects and best wishes to Moira Hagon who had been married to Denis for 50 years on the day of his memorial service. Moira has been a volunteer at Westwood House since the start and continues to share her experience and caring nature with us.

We will carry on our support of children and families in memory of Denis.

Brian Davey,
Westwood House Child Contact Centre.

Teenage Parents...

Teenage Parents Project – Hartcliffe & Withywood Child Contact Centre, Bristol

We have been open for around 6 years and have aided many, many families in that time. We are under the umbrella of a small charity called the Teenage Parents Project (TPP), and the need for a service like this was first recognised by young and teenage mums who didn't know where to go with their family breakdowns when they still wanted their children to have a relationship with the parent that no longer resides with them.

We have 9 members of Mothers Union who kindly volunteer for us and 4 members of qualified paid staff on the team. Our centre Co-ordinator, Deana Stone, is also the CEO of TPP. Because of this, we are able to signpost any young mums who attend the contact centre to the array of services that the Teenage Parents Project has to offer to assist in their own self development and health and wellbeing. We have already had a few young mums go on to access these services after attending the contact centre and gain qualifications to aid them in the fields they wish to pursue. They can do all sorts of training, including: First Aid, Child Protection, Food and Hygiene. They can also gain qualifications in partnership with City of Bristol College,

such as Child Development NVQ 2, Health and Social Care NVQ 2, Youth Work NVQ 2 and 3. The Project also offers Literacy, Numeracy and ICT courses, as well as a financial facilitator's course and Montessori Level 2 qualifications.

Every week Maria from the Meritons, who is also a member of staff for the contact centre, comes to the project to do parenting programmes for 16-19 year olds. These teen mums gain an APT award at the end, but they can also get a progression award for completing 2 or more units. These mums can then move onto further education, such as A-Levels. Parents can also access Post-natal and Anti-natal depression help and advice with Bluebells every week.

TPP offers many workshops, including singing, which has boosted parents confidence greatly, and a meditation workshop has just started, all helping with young parents' health and wellbeing. For the families who live in the community, TPP offers a girls group every Friday night for 10-15



Kayleigh and Donna who run the project.



Our Contact Centre is the Hartcliffe and Withywood Child Contact Centre.

year olds and a boys group for Tuesday nights for 10-14 year olds. This gives parents somewhere for their children of both genders to go, off the streets and safe. TPP has a number of qualified and vital members of staff that are there to help. They are there to help parents get on the courses they want to, to gain the qualifications they desire. TPP can aid young parents in advice and understanding with allsorts of benefits, including, tax credits etc.

The Project has a housing advisor who comes in on a monthly basis to assist those with residential difficulties. TPP have connections with Bristol's debt advisors and one of them sits on our management committee board of professionals, along with a family law practitioner and two doctors. If the project cannot help directly, they will always know or be able to signpost parents to other organisations or someone that can!

www.teenageparents.org.uk

Do local teenage parents know about your service?

According to Public Health England teenage mothers are less likely to finish their education, less likely to find a good job, and more likely to end up both as single parents and bringing up their children in poverty. The children themselves have a much higher chance of becoming teenage mothers themselves. Although teenage pregnancy rates have fallen by around 25% in in England and Wales over the last 10 years, the UK still has one of the highest rates of teenage pregnancy in Western Europe. Approximately 8% of teenage mothers are classed by the Government as NEET (Not in Education, Employment or Training) and there are a number of local schemes

to try and help them continue their studies or training.

How do teenage parents find out about your service?

A good way of raising awareness of your services with this age group would be to send your leaflets to the Head/Principal of your local Sixth Form and Further Education colleges. They not only will be able to hopefully raise the awareness of staff and pupils attending the school, but may have links with these NEET teenage parents. It might also be good to approach other agencies such as your local Connexions service and SureStart projects. Your local authority Children's Services may also



know of projects that specifically work with the NEET teenagers in the area.

Has your centre helped local teenage parents?

Do let us know your experience through the Coffee shop – it would be really helpful to hear your experiences.

Regular feature...

What's been going on in the

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



Coffee Shop?

"What a good idea this is! I do like this opportunity to share problems and ideas! Thank you very much for setting up this forum. It is very comforting to know other centres also have similar problems!"

There has been so much sharing of your ideas, experiences, moans and concerns in the coffee shop – thanks so much to everyone who has joined in the discussion. We've been talking about...

AGM ideas; charges excluding families; charging, self-referrals and funding; child-friendly booklets; clingy toddlers; evidencing that children are primary beneficiaries of service; insurance; mobile phone headaches; not being told contact has stopped; phones and photos - new angle; referral charging - admin issues; self-referrals and moving families on; toddler toileting; twice monthly

confusion; two people at pre-visits; reluctant child with dad; Children in Need funding; parents breaking terms of agreement; Deputy Co-ordinator ideas....

There has also been discussion on 'resident parent disruption contact', 'parents breaking terms of agreement' and 'new partners at centre policy'.

These issues have been looked at in the article on page 4.

For those not on email*, please see a snapshot of the some of the popular chats/debates concerning charging that have been going on.

keen to support child contact work and understand the need to work with vulnerable families, negotiations could start by meeting with a Head of Service to enable the voluntary sector and public sector to develop their partnership (again, the public sector have a duty to work with VCS). The agreement could be that post delivered to the public sector venue on behalf of the charity would be collected by a volunteer every Friday at a given time, if it was deemed necessary a signature of post collected could be arranged to suit both parties (probably not necessary but even drawing up a SLA would cost a lot less than paying the PO). Hope this helps.

Margaret, (Impact Family Services).

- We had the same problem but were lucky that the on-site Church office agreed that we could use their official address for the occasional mail received by post. Most referral packs are sent and received back by email, saving on postage too. Has the church hall an administrative address that could be used, i.e. the church itself? If an individual takes care of bookings of course their address could not be used. We also cancelled our Saturday BT line and bought two cheap mobile phones.

Anna (Reigate and Redhill CCC).

Thanks to everyone for your feedback on this issue – really helpful. For those receiving completed referrals via email, can you remind your referrers to be especially careful that to ensure that confidentiality is maintained when sending these forms. Obviously the forms hold sensitive information and confidential contact details. We are currently piloting the online safe-referral system which will ensure that all the confidential information remains on the secure system and is not sent via email. This system is still being developed but when it is ready for centres to join NACCC will let centres know.

Ruth Miles, (Coffee Shop Organiser).

*Contact with the coffee shop can be in letter form.

PO BOX rising costs

"Glastonbury is a small contact centre costing under £1000 per year to run. However we need to keep the anonymity of our P.O. Box address and the church hall where we meet has no secure postal facilities.

The costs for this are rising rapidly. The fee for 2012 was £170.0. This year the annual fee is for £222.0 which amounts to about a quarter of our total expenditure for the year!"

Does anyone have any ideas? Thanks.
Linda, (Glastonbury CCC).

Many centres suggested using another organisation to collect mail:

- The Local Volunteer Bureau allows us to use their address for the Contact Centre mail, as we are a charity. We have an 'in-tray' in which the post is collected for us.

Sally, (Tarka CCC).

- Likewise at Bridport the cost of a PO Box number went through the roof.... we decided to ask the local Citizens Advice Bureau if they would receive our mail for us and they agreed..... so its Bridport Child Contact Centre, C/O Citizens Advice Bureau... and we give them an annual donation (£50 I think... certainly no more than £75) which is gratefully received. Hope this helps.

Phil, (Bridport CCC)

- We are a church based group and all our mail is sent c/o the Rectory. It is then sent on to me at my home address at no extra cost. This system has worked well for us for the last 5 years and it's free!
Janice, (St James' CCC Colchester).

- I do not know Glastonbury at all but, could there be a possibility of the Child Contact Centre engaging with a local public sector venue i.e. CA, Children's Centre, Library etc., to make an arrangement for their post to be sent via their address!! Most Local Authorities are

Is your centre sustainable?

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.

Corporate Social Responsibility schemes Part 2 – get your local stores working for you.

Many stores will not only have a donation scheme, they may also support staff volunteering opportunities and other benefits including providing meeting rooms etc. Please see details of the following schemes that may be in your area:

Store	Grants and in-store donation schemes, community rooms	Volunteering opportunities	Who/What to ask for in store
Greggs Foundation	Regional Grants programme - administered by local committees in North East, North West, Central, South West, South East and London. Committees are made up of volunteers from Greggs shops, bakeries and offices who use their knowledge of the local area to make grants to support people in need. The programme is funded through shop collections, regional fundraising events, payroll giving and trustee contributions. Grants of up to £2,000 are made to eligible charitable organisations that work in local areas that have a Greggs presence such as shops, offices and bakeries.		Apply online at www.greggsfoundation.org.uk/regional-grants
IKEA	Each store supports a local initiative throughout the year. Please see the following requirements of projects that are considered favourably: <ul style="list-style-type: none"> • Have a local focus and are within a defined catchment area of the store (e.g. 1 hour drive time). • Improve the surroundings and environment where children grow up and are educated. • Are projects that benefit children and reflect our expertise in Home Furnishing. • Are fundraising events where the monies raised benefit children and environmental projects. • Request donation of products to school raffles and children's charities. 	Encourages volunteering for corporate partner charities. Why not send a leaflet to raise awareness anyway?	Post application to the Community Manager at your nearest IKEA store or see website: www.ikea.com/gb (search 'Charity and Sponsorship Requests')
The Cooperative	Stores and branches will act as a focus for 12,000 community initiatives per annum and we will continue to offer local community groups the opportunity to occupy a selection of surplus properties from our estate at nominal rent.	Encourages volunteering. Apply for funding etc.	www.co-operative.coop/join-the-revolution/get-involved/

“We applied to Waitrose [featured in the last issue] to become one of their nominated charities - ie asking customers to use the green buttons to donate to us and we received the princely sum of £670. Really wonderful as we had to do absolutely nothing.”
Carol, (Watford Child Contact Centre).

Workshop thanks its funders and volunteers

WCCC held an open presentation last year followed by a buffet lunch to say “Thank You” to our funders. Guests included Elizabeth Coe from NACCC, R.W. Bro Robin Keith Wilson Provincial Grand Master for Nottinghamshire and other high ranking Masons and not forgetting our superstar volunteers whom without we would have no contact centre, each and every volunteer is truly amazing and I am for ever grateful to them for all their loyal devotion to WCCC. In 2009 when I took over as Co-ordinator for WCCC we had to find some extra funds as there was talk of closing. I sent several

funding letters out to different organisations to see if they could help us. The Nottinghamshire Free Masons came to our rescue and helped with initial funding of £1,750 which went to replace old tired toys and worn out office equipment and helped pay the rent for a year. In the last four years NFM have helped our centre by funding us to the tune of over £6,000. A recent donation paid for some security fencing and gates so the children can play outside. The funding we have had from the NFM has helped our centre to open an extra Saturday, which is so crucial to the children



and non-resident parent, so they can have as much contact as possible.
Tracy Battersby,
Workshop Child
Contact Centre.

Celebrate –

Any excuse for a party!



Wycombe Queen's Award for Voluntary Service



Congratulations to the Wycombe centre's for their Queen's Award for Voluntary Service presented by the Buckinghamshire Lord Lieutenant earlier this year. "We have to say we feel this is for all Contact centre volunteers everywhere who do such sterling work."

Sue Horswell, Coordinator.

Rena – retiring volunteer @ Nuneaton CCC



Rina Fisher, aged 84 years has just retired as a long standing volunteer at the Nuneaton Childrens Contact Centre after 13 years of loyal hardworking help. Rena had worked as a teacher and Headmistress for over 40 years. We will all miss her dedication and hard work. Rena has offered to let us use here house

as a meeting point when we carry out training sessions.

Janet Tilson,
Nuneaton Children's Contact Centre.

Half time football donation



Valerie Collard, pictured here with Martin James from Shrewsbury Town Football Club, and Russell Collard and Janet Hughes from the Shropshire centres told us "We were in the middle of the football pitch at half time being presented with a cheque for £500!" Fantastic news!

Thanks to the network from Mary



I thought that the fact that I'd managed to get to 80 years of age was known to a limited number of people, but I discovered to my surprise (and delight) that the "limited number" had shared the that the information round very efficiently. I had some beautiful cards from a large number of Contact Centre friends and their Centres with heart-warming messages, so thank you to everyone who really made my day. Kind words were written about my contribution to the work we've shared

down the years and I'm really grateful for all the friendship you've all shown me and mine as we've worked together to spread the Contact Centre network.

Mary Lower,
NACCC President and founder of NACCC.

Do you need to use JustGiving to help raise funds...?

Let us know so we know to pass online donations money direct to your centre.

See also the long service awards on facing page.
Keep it going, send in your celebrations – anniversaries, photos.



October Films (who filmed the Dispatches film) have passed this positive feedback onto us....
"I am so very pleased that you liked the film and that we did, in some way, provide an informative and positive insight into the work of contact centres.

We've had so many messages from dads who have told us that, as a result of this film, they have been allowed far more access to their children.

What a great result."

The staff and volunteers at Hereford have all made such a difference to the lives of my twin daughters and their brothers

"I am writing to express my heartfelt thanks for the wonderful opportunity afforded to my children by being able to maintain a good relationship with their father and brothers by spending so many hours of fun and enjoyment together. I wish to place on record

my thanks to the staff and volunteers at the Hereford contact centre who have all made such a difference to the lives of my twin daughters and their brothers. The dedication of the kind people at Hereford is a real help in keeping families united, often in difficult circumstances. My dealings with Judith at the NACCC head office have been exemplary and she has

dealt with certain questions in a most professional way. I expressed my thanks to the Hereford Centre in court documents on many occasions as I felt that Magistrates and Judges should appreciate the work that is done in these centres to encourage family parental relationships."

Kevin - father to children using Hereford Child Contact Centre.

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:

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

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

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

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

25 volunteers have been awarded diamond certificates for **20** years' service
CONGRATULATIONS!

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

2644 total years' service given by 301 volunteers – cause for celebration – thanks to all the volunteers that keep the centre cogs moving!

Abington Avenue Child Contact Centre

3 volunteers – 1 special, 2 gold = 32 years

Andover Child Contact Centre

1 volunteer – 1 silver = 5 years

Aylesbury Child Contact Centre

7 volunteers – 4 silver, 2 gold, 3 diamond = 100 years

Bath Child Contact Centre

11 volunteers – 5 bronze, 4 silver, 1 gold, 1 platinum = 60 years

Ballycastle Child Contact Centre

3 volunteers – 2 bronze, 1 silver = 11 years

Blackpool Fylde & Wyre Child Contact Centre

28 volunteers – 2 bronze, 5 silver, 6 gold, 15 platinum = 316 years

Bristol Child Contact Centre

2 volunteers – 2 silver = 10 years

Bury St Edmunds Child Contact Centre

6 volunteers – 3 bronze, 3 gold = 39 years

Camberley & District Child Contact Centre

3 volunteers – 1 bronze, 1 gold, 1 platinum = 28 years

Cheltenham Child Contact Centre

13 volunteers – 4 bronze, 6 silver, 3 gold = 72 years

Coleraine Area Child Contact Centre

22 volunteers – 6 bronze, 16 silver = 98 years

Craigavon Child Contact Centre

10 volunteers – 10 bronze = 30 years

Dorchester Child Contact Centre

3 volunteers – 2 bronze, 1 silver = 11 years

Dursley & Cam Child Contact Centre

6 volunteers – 6 silver = 30 years

Eastbourne Family Contact Centre

2 volunteers – 2 silver = 18 years

Eastleigh Child Contact Centre

11 volunteers – 5 silver, 6 gold = 85 years

Enfield Family Contact Centre

11 volunteers – 8 silver, 1 gold, 2 platinum

Good Shepherd Child Contact Centre

15 volunteers – 2 bronze, 3 silver, 4 gold, 6 platinum = 162 years

Grassroots Child Contact Centre

5 volunteers – 5 bronze = 15 years

Halton Child Contact Centres

4 volunteers – 4 platinum = 60 years

Havant & Waterlooville Child Contact Centres

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

Hemel Hempstead Child Contact Centre

4 volunteers – 1 bronze, 1 platinum, 2 diamond = 58 years

Jimmy's Contact Centre

8 volunteers – 1 bronze, 4 silver, 2 gold, 1 platinum = 58 years

Leicester Child Contact Centre

11 volunteers – 3 bronze, 1 silver, 2 gold, 1 platinum, 4 diamond = 146 years

Littlehampton Child Contact Centre

2 volunteers – 2 bronze = 6 years

Maidenhead Child Contact Centre

6 volunteers – 1 gold, 1 platinum, 4 diamond = 105 years

Neutral Ground Child Contact Centre

12 volunteers – 5 silver, 1 gold, 3 platinum, 3 diamond = 159 years

North Somerset Child Contact Centres

15 volunteers – 15 gold = 150 years

Shrewsbury Child Contact Centre

2 volunteers – 2 bronze = 6 years

Solihull Child Contact Centre

2 volunteers – 1 bronze, 1 gold = 13 years

St John Ambulance Child Contact Centre, Grantham

2 volunteers – 2 gold = 20 years

St John's & St Stephen's Contact Centre

14 volunteers – 1 bronze, 3 silver, 4 gold, 4 platinum, 2 diamond = 180 years

St Paul's Child Contact Centre, Bracknell

9 volunteers – 1 gold, 1 platinum, 7 diamond = 165 years

Stevenage & North Herts Child Contact Centre

6 volunteers – 2 bronze, 2 silver, 2 gold = 36 years

Tarka Child Contact Centre

11 volunteers – 2 bronze, 9 silver = 51 years

Westwood House Child Contact Centre

14 volunteers – 1 bronze, 6 silver, 2 gold, 5 platinum = 128 years

Woking Child Contact Centre

5 volunteers – 4 silver, 1 platinum = 39 years

Wrekin Child Contact Centre

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

Cafcass moving to Ministry of Justice

The sponsorship of Cafcass is moving from the Department of Education (DfE) to the Ministry of Justice (MoJ) in April 2014. The move will help Cafcass promote the voice of children inside MOJ at the policy

level. Justice for children is a major policy issue which Cafcass think they can play a significant part in transforming. The move gives Cafcass the opportunity to add the perspective of children into wider MOJ

policy, and takes place at an exciting time for developments in the Family Justice Service with the introduction of the Child Arrangements Programme.

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

Congratulations to the 132 centres that have successfully completed their accreditation – a great achievement!

5 new accreditations since the last issue:

Ballycastle Child Contact Centre
Cheddar Child Contact Centre
Kings Lynn Child Contact Centre
St Stephens Family Contact Centre
The Contact Zone

62 reaccreditations since the last issue:

Aberystwyth Child Contact Service
Alkington Child Contact Centre
Alton Contact Centre
Ballymena Area Children's Contact Service - Antrim
Ballymena Area Children's Contact Service - Ballymena
Ballymena Area Children's Contact Service - Larne
Bangor Child Contact Service
Basingstoke Child Contact Centre
Bingley Contact Centre
Birmingham St Anne's Child Contact Centre
Bishop Auckland Family Contact Centre
Bristol Child Contact Centre
Cambridge & Ely Child Contact Centres (Cambridge)
Cambridge & Ely Child Contact Centres (Ely)
Carrickfergus Contact Centre
Coleraine Area Child Contact Centre
Cwmbran Contact Centre
Derby Child Contact Centre
Ebbw Vale Children's Contact Centre
Eden Child Contact Centre (Penrith)
Emmanuel Child Contact Centre
Exmouth Child Contact Centre
Good Shepherd Contact Centre
Great Yarmouth Family Contact Centre
Grimsby Child Contact Centre
Halifax Child Contact Centre
Harrogate Child Contact Centre
Hereford Child Contact Centre
High Peak Contact Centre
Hill Top Contact Centre
Holyhead Child Contact Service
Horsham Child Contact Centre
Huyton with Roby Child Contact Centre
Ipswich Child Contact Centre
Leicester Family Contact Centre
Leigh Stonehouse Child Contact Centre
Lincoln Child Contact Centre
Littlehampton Child Contact Centre
Llandudno Child Contact Service

Luton Family Contact Centre - Spurgeons
Melton Mowbray Child Contact Centre
Muswell Hill Child Contact Centre
Neath Port Talbot Contact Centre
Newington Family Contact Centre
Newtownards Child Contact Centre
Pontllanfraith Children's Contact Centre
Porthmadog Child Contact Service
Redditch Child Contact Centre
Retford Contact Centre
Rhyl Child Contact Service
Rugby Children's Contact Centre
Sevenoaks Child Contact Centre
St John's Contact Centre
St John's Woodley Contact Centre
St Mark's Child Contact Centre
Tower Room Contact Centre, Loughton
Trinity Child Contact Centre
Walker Street Child Contact Centre
Withington Child Contact Centre
Worksop Contact Centre
Wrexham Supported Contact Service
Wythenshawe Child Contact Centre

19 new enhanced accreditations since the last issue:

Abis Resources
Action for Children Family Solutions - Derby
Allan Cole House - Southend on Sea Borough Council
Allison Lodge Ltd - Southgate
CF Social Work Ltd
Chichester Child Contact Centre
Children First Derby
Croham Services for Children
Family Solutions (UK) Ltd
Goldington Family Centre
H.O.P.E for Children and their Families (Holistic Opportunities for Play and Education)
H.O.P.E Superjobs Ltd
Harrow Contact Centre
Jersey Family Court Advisory Service
Rishana Homes - Bedford
Rishana Homes - Romford
St Michael's Fellowship
Swanstaff Recruitment Ltd
Time Out (Fostering) Community Services

24 enhanced reaccreditations since the last issue:

Action for Children Family Solutions - Chesterfield

Chapter 1 Supervised Child Contact Centre
Children Resource Services Ltd
Children Supervised Contact & Assessment Ltd (CSCA Ltd)
Contact Matters Bristol
Core Children's Service - Carnforth
Core Children's Service - Chester-le-Street
Core Children's Service - Dudley
Core Children's Service - Faversham
Core Children's Service - Ipswich
Core Children's Service - Leeds
Core Children's Service - Plymouth
Core Children's Service - Ryde
Families First Contact Centre
Families Forward (Bradford)
Families Forward (Leeds)
Family Action In our Region
Midlands Social Care - Dudley
Purple Professional Services - Dunstable
RLC Children & Family Centre
St Joseph's Family Centre
St Vincent's Family Project
Surrey Family & Mediation Service
Yorkshire Children's Centre – Huddersfield

22 additional centres:

DMR Services - Birmingham
Families Forward (Wakefield)
Hayes Contact Centre (part of Harrow Contact Centre)
IMPACT Family Services (Newcastle)
IMPACT Family Services (Scarborough)
ISP Battle
ISP Burgess Hill
ISP Chesham
ISP Enfield
ISP Milton Keynes
ISP South London
ISP Teynham
ISP Whitstable
Little Angels Contact Centre - Worthing
Midlands Social Care - Coventry
Midlands Social Care - Rugeley
Purple Professional Services - Luton
Relate Bournemouth – Poundbury
Stephens Place Children's Centre - Brook Children's Centre
Yorkshire Children's Centre - Barnsley
Yorkshire Children's Centre - Doncaster
Yorkshire Children's Centre – Sheffield

Training update...

Thanks for all your feedback!



Thanks to all the supported and supervised staff for all your support and feedback on the NACCC training programme. We've been busy tailoring different methods of training to suit the needs

of volunteers, co-ordinators and supervised staff.

Supported centres have welcomed the NACCC face-to-face training modules and are using these to train their volunteers. 37 centres have registered with the online training resource with 243 volunteers and 62 co-ordinators enrolled on the 'awareness of child abuse' online courses. NACCC is currently developing further online courses for volunteers and safeguarding workbooks are in progress. 169 supported co-ordinators have attended Day 1 of the supported co-ordinator training – held in 10 locations round the UK.

The supervised residential programme is in progress currently in progress with 41 supervised co-ordinators that have completed the course to date. I would also like to introduce our new trainer Roy Wight, who brings his considerable experience in training to NACCC and will be working with the co-ordinators on the day two training devoted to the introduction to the 10 training modules.

Here is some of the feedback.

Louis Ruddlesden,
Service Development Manager.

Face to face training well received

"We delivered the Domestic Abuse training module in Bury St Edmunds with some input from our Detective Inspector in charge of People Protection – responsible for the prosecution of perpetrators and for supporting victims of all abuse – domestic, child and vulnerable adults protection and sexual incidents. He gave a good overview. The NACCC programme is a very comprehensive programme and was well received. We particularly liked the elements of discussion and sharing."

Alison Flath,
Bury St Edmunds Child Contact Centre.

E-learning feedback

"The Virtual College course 'Awareness of Child Abuse' is available as two levels - a basic module for volunteers and a more advanced level for Team Leaders, Coordinators etc.

Before attempting to convince our volunteers to enrol I decided to take the coordinator's module myself. A user name and password on enrolments is supplied by NACCC direct by email to the applicant. The package was well designed and easy to follow and consisted of 8 modules followed by an on-line assessment. A nominated contact person at each centre can monitor the progress of their users. I would recommend the course and have now enrolled 8 of our volunteers who missed out on the face-to-face training.

Dennis Dixon,
Hall Green and Smiths Wood Child Contact Centres.

Co-ordinator training success

"I just wanted to say again how much we enjoyed the training yesterday. The format was excellent; the topics covered very relevant & informative. The venue was great, and it was also so helpful to put faces to names at the office, and to learn more about the roles of each staff member. This will be a great help when we need to contact the office about anything. All in all we learnt such a lot and think that this is a good way of delivering training without going to unnecessary expenses for lunches etc. Networking with other centres is very valuable, as we can share issues, problems, and learn from each other. The virtual courses sound wonderful and I can't wait to be able to encourage our volunteers to try training in a different way."

Pat Nelson,
Embrace Child Contact Centre.

Staff welcome supervised co-ordinator training

"Good networking opportunities"

"A reminder and update on the re-accreditation process"

"Often I'm so busy doing my job that I lose sight of some details. I will revisit these – particularly recording and quality"

"The course has really made me reflect on my own practice and think about updating procedures within our organisation"

"The training provided a really good overview of the responsibilities of a supervised child contact co-ordinator and has improved my confidence undertaking the role"

Regular feature...

Stuff for children and parents...

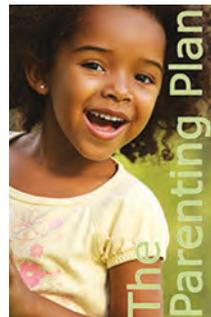


Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations.

www.turn2us.org.uk



Lawstuff.org.uk gives young people information on their legal rights. Created by Coram Children's Legal Centre includes topics such as education, health care and working. Legal advice is also available on any topic by calling the Child Law Advice Line (freephone) on 08088 020 008 www.lawstuff.org.uk/



www.cafca.gov.uk/grown-ups/parenting-plan.aspx

The Cafcass Parenting Plan is an essential tool to help parents resolve disputes about the arrangements of their child. Available now in different formats from www.cafca.gov.uk/grown-ups/parenting-plan.aspx

The NACCC Team...

Patrons

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President of the Family Division
Lord Alton of Liverpool

President

Mrs Frances Mary Lower MBE

Vice Presidents

Mrs Prudence Bray
Mr Ian Daniels
Mrs Pauline Lowe

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General Trustee: Adrian Cullen
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Assessors

Employed on sessional basis to work with supported and supervised centres on achieving their accreditation and reaccreditation: Stan Afflick, Kathryn Anderson, David Angus, Evelyn Baron, Kathy Bayne, Tracey Brewer, Charmaine Bryant, Diane Cain, Sarah Carr, Sue Culligan, Phil Doughty, Steve Eales, Helen Evans, Ann Green, Sharon Griffiths, Margaret Hart, Matt Holmes, Miranda Marsh, Peter Nowland, Alison O'Donovan, Carol Peeke, Rae Preston-Thomas, David Stephens, Joanne Stewart, Ann-Marie Stubbs, Suzanne Teasdale, Linda Underwood, Jill Valenti, Donna Ward, Rebecca Whetstone, Maureen Worrall.

Office team – we're all in every day!

(apart from Alan and Judith, see below)



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