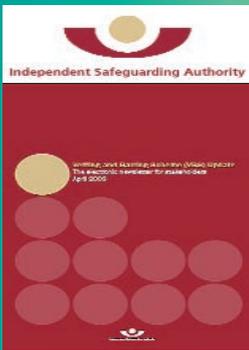


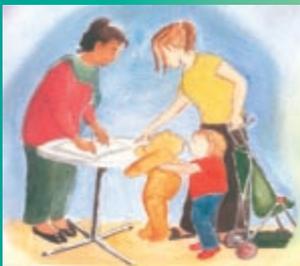
THE IN-HOUSE  
MAGAZINE OF  
THE NATIONAL  
ASSOCIATION OF  
CHILD CONTACT  
CENTRES



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**ALL YOU EVER WANTED TO KNOW ABOUT ISA AND VBS** Page 5



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Summer ISSUE 2009

# contact

## M A T T E R S

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

### NACCC new website coming soon...

Donate Now

Online Shop

Find a Contact Centre

#### ABOUT US



The National Association of Child Contact Centres.

#### JOIN US



You could volunteer, or become a member.

#### GET INVOLVED



Why not join us - you may wish to volunteer or become a member

#### FAMILIES HELP & SUPPORT



All families needs support in those difficult times.

#### REFERRING



Do you make referrals to Child Contact Centres? Family law solicitors may wish to join NACCC.

#### PUBLICATIONS/RESOURCES



NACCC produce a number of leaflets and booklets to support families and contact centres

Work is progressing on the new website which we hope will provide lots of help and advice. In addition to the regular information there will be a number of new features including:

**Online shop** – all the NACCC Publications and Resources will be available to purchase via the website as well as from the head office.

**Members area** – once NACCC members have registered to use the website a range of tools and facilities will be available including the directory, which will be online, and a full Child Contact Centre Search using Google Maps. Details about registering will be sent to centres once the website has been completed.

**Training events** – up and coming training events and feedback on previous sessions will be available for members.

#### Your email address is important to us

We use the email address of your Child Contact Centre to contact you with news snippets, funding news and training information throughout the year. It will be even more important when you register to use the members area of the website. Please ensure we have the correct email address to reach your Centre with our news and also let us know if you change it!

**Up to date information** – because of the new design we will be able to add new information on a regular basis including training events, conferences, news on accreditation and much more. We look forward to including your news.



#### Search for a Child Contact Centre –

you will be able to check the town where the nearest Child Contact Centre can be found.

# Training Update – A busy period for the Regional Support Managers

A Range of Training - Louis Ruddlesden - Regional Support Manager - South

## Accreditation Assessors Training

A two day training event was held in Salisbury specifically designed for and delivered to the ten newly appointed Accreditation Assessors who will be carrying out the Supervised Contact Centres Enhanced Accreditation. The event proved successful and was delivered by Yvonne Kee, Duncan Gore and Louis Ruddlesden.

## Volunteer Training

Sessions aimed at conflict and attitudes to conflict were held in the South West.

The idea is to make the training available to as many people as possible avoiding long trips for all. Should the sessions prove successful we intend to run the same type of program in other areas.

## Training for Wales

After many postponements, the training organised by Duncan for the colleagues in Wales did take place. Unfortunately Duncan was unwell so Yvonne and Louis delivered the training. The Welsh model is totally different from the English one thus setting a real challenge but a very interesting and fruitful event during which we were able to gather a lot of useful info and data. This has led to the realisation that more support is required in Wales so that the centres may develop and new ones may be created.

## Residential training for Supported and Supervised Centres

Three coordinator residential sessions were held in Birmingham. The sessions were popular and well attended and feedback positive with all Regional Support Managers involved. Further sessions are planned.

## Court Based Training – Judy Birchall Regional Support Manager – North



The Court Based Regional Training was held from March until July and began in the historic precincts of the Bristol Guildhall when 20 staff and volunteers met in one of the courtrooms to hear from District Judge Daniel, Magistrate Jane Bramhall and Mark Saunders from CAFCASS about their work within the court system and to ask them questions. The event was very well received and one of the volunteers declared it to have been "the best training I have ever been on".

The following day by complete contrast the venue was the huge recently opened Civil Justice Centre in Manchester when 80 staff and volunteers from over a dozen centres gathered to sit comfortably in one of the largest court rooms in Europe to hear from the Designated Family Judge HHJ Hamilton together with three of his fellow circuit judges, HHJ's Allweis, Newton and Roddy, District Judge Wheeler, Solicitor Louise Halford and Jayne Hyland from CAFCASS. Following the question and answer session, a couple of the judges remarked that they felt they had learnt "as much if not more than the volunteers".



Two days later it was change again to Sheffield and Coventry and the Sheffield Family Proceedings Court advisors arranged to visit their local supported centre. Unfortunately a mismatch between centre locations and sizes and court availability has meant some venues have had to be cancelled for lack of centre support whilst others have been over subscribed and in some areas it has not been possible to arrange any event.

Volunteer training will also feature on the 4th of July when a Volunteer Oriented Training Day is planned at the Bridgewater Rugby Club, with three workshops being run by Charmaine Bryant, Phil Doughty and Louis Ruddlesden. Yvonne Kee has pledged her support and will be there. Each workshop will be repeated three times so that all attendees will be able to participate in all the sessions. We hope to have around 80 participants. The session is from 10 – 3.30 and lunch will be included. Participation is modest at £10 per person inclusive of lunch and drinks.

NACCC is very grateful for the support of the judiciary and court administration staff in England, Northern Ireland and Wales, which have enabled this training to take place. Budget constraints on the Courts Service mean that it is unlikely to ever be repeated.

# Croeso!

It seems incredible to me that I have now been in post for 3 years. If I have had nothing else confirmed, (I have), it's that development work often doesn't produce rapid results. Development is about gradually building up relationships, or building on existing ones. It's about working with key people, demonstrating our achievements and hoping that a mixture of particular factors will lead to progress.

So I am pleased to say that I have learnt some words of Welsh recently. I may not be able to say them clearly, but 'Good day everyone' and 'Welcome' are certainly in my limited repertoire! The reason this development is such good news isn't only personal, but organisational. NACCC's member centres are in Wales, Northern Ireland and England. Most of our funding has

an England restriction attached to it, but we have continued to provide a service for members in Northern Ireland and Wales through other sources. Now, with funding from CAF/CASS CYMRU, we are able to do more concentrated activity in Wales, work that began with a residential conference for supervised centres and the appointment of a Support Officer. CAF/CASS CYMRU are limited in the amount of funding potential they have, but the Welsh Network and other centres I have spoken to feel valued and encouraged by them.

Welcome to Muriel Orr too, newly co-opted trustee on our Board, representing Northern Ireland. Muriel has played a key role in the N.I. Network of Child Contact Centres. So it is very gratifying that we have representatives from our three member countries sitting round the Board table.

Judy has just spent a week in Northern Ireland, visiting old and new services. She assures me that it is work! Likewise Louis is visiting the Channel Islands soon as NACCC covers the Channel Islands and the Isle of Man.

This has all caused more reflection and evaluation for NACCC in the way we deliver our own services. I think we have sometimes been guilty of adopting an England-centric approach, using terminology that is not inclusive. Some of the cultural differences are refreshing and have different approaches that help us to continue learning. And I don't just mean the language!

**Yvonne Kee Chief Executive**



**Date for the Diary Annual General Meeting**

**Theme: The Changing Face of Child Contact – September 26th – Trent Vineyard Nottingham**

## Special Interest Groups

### Professionals Network & Training Update

2009 started with most of us reeling from the decision of the Legal Services Commission to amend their family Guidance on payment of disbursements; this effectively stripped many agencies of most of their funding. The initial consultation exercise and then further attempts to find ways to stay open and attract other funding have once again allowed funding and other fundamental matters to dominate, especially the challenges and mostly disappointing outcomes of the CAF/CASS tendering process. A very direct result has been the suspension of the Pro-Contact Award training. However, this will begin again later in the year with a 'new improved!' course and delivery style. Only one or two units will be delivered at a time and the assignments will be clearer and more closely related to the criteria making accreditation is easier to achieve. There are developments in getting wider recognition for the course but it's too early to say much about that at the moment. One huge concern

### Professionals Network

for those of us managing organisations and services is that the financial insecurity will result in us losing skilled members of staff. This field is so specialist, requiring specific and rare qualities and skills that we need to find ways to retain the experts we have helped develop. Balancing staff rewards, training and decent salaries against tight financial restrictions is a difficult task when our ultimate aim is to ensure children and families receive an excellent service. The Network and the involvement of NACCC are essential in providing support and encouragement. Yvonne and Judy from NACCC attended the last Network meeting on 25th March; a report with action points on this is available for anyone interested. It would be great to see more members at the next meeting.

**Salli Ward CEO, Pro-Contact, Vice Chair NACCC**

continued on page 4

## Funding update

After a busy awareness raising autumn, the Centres have now returned to managing their own affairs. New centres are up and running in Newry and Craigavon and Coleraine's "outreach" centre in Ballycastle welcomed its first family. Some of Foyle's volunteers have received recognition from the North West Volunteer Network and one of Mid Ulster's volunteers also received an award.

Mary McLeese, the President of Ireland visited Central Belfast Child Contact Centre in March and was made aware of the work of the Child Contact Centres.

The Centres in Northern Ireland are very grateful that they now have recurrent funding from DHSSPS. Following some initial difficulties in accessing this money, it is hoped the funding should continue smoothly into this current financial year and beyond.

## Northern Ireland



*President Mary McLeese and Judge Rogers.*

In February 2009, I attended my first meeting of the NACCC Board as a regional trustee, further strengthening the links between the Northern Ireland Network and NACCC.

**Muriel Orr Northern Ireland Network**

## Welsh Network continues to thrive

The Welsh Network continues to thrive and we are fortunate to enjoy good relationships with each other, with NACCC and with Cafcass Cymru – the major funder of contact work in Wales. Cafcass Cymru managers have been very supportive in negotiations for the coming financial year's funding arrangements, and have demonstrated their commitment to contact services in their individual meetings with NACCC registered and accredited service providers. They are also supportive of the quality assurance that NACCC accreditation provides and it is clear that the relationship between the two organisations has flourished and that can only be a benefit to us all in Wales.

A two-day Cafcass Cymru/NACCC conference and consultation event for Supervised Contact Services in March was well attended and highly successful in strengthening relationships and clarifying areas for developing common practice throughout Wales. We did have some fun too, but my lips are sealed.

We were delighted to welcome Yvonne Kee to our Spring Network meeting when we were able to discuss issues particularly affecting Wales, including identifying gaps in service provision and some potential areas for all-Wales development. We recognise the need to raise awareness of our

## Welsh Network

work within the Welsh Assembly Government so have plans in place to contact all Assembly Members before the summer recess. We hope to be able to hold a reception at the Assembly – again to raise our profile with politicians. A better understanding of the work we do and the results for children and families will, we believe, support the case for increased financial support for the development of contact services throughout Wales. We are able to present a united purpose from all three aspects – service providers, NACCC and Cafcass Cymru. It is our intention to build on this firm foundation to ensure the long-term provision of established supported and supervised contact services together with the development of new services.

Our next meeting will be on Saturday 3rd October when Cafcass Cymru managers Paul Critchley and Rhian Davies will be joining us.

So... if you are in Wales, please date your diary. We haven't yet managed full representation but we hope to get there soon. Please make sure your centre is represented. I hope to see you there.

**Alex Jaundrill Chair – Welsh Network**

# Getting the CRB disclosure checks completed swiftly

NACCC deals with thousands of CRB applications and Disclosures every year. We are receiving numerous forms that are incomplete or incorrectly filled in and it is increasing workloads and delaying your receipt of Disclosures. Ideally the person at the Child Contact Centre who checks the identification documents for the applicant should check that the form is filled in correctly. Please do not hesitate to contact us at the NACCC office for advice, as we are more than happy to answer any questions.

We have highlighted below a few issues that we are encountering quite regularly:

All employees or volunteers at Child Contact Centres need to have had an enhanced CRB disclosure undertaken every three years. NACCC is a CRB umbrella body that can administer the Disclosures for Child Contact Centre staff or volunteers.

All Disclosure application forms need to be sent to NACCC before they go to CRB, as we have to complete Section Y prior to it going to CRB, therefore please don't send them directly to CRB. This will hold up the processing of the Disclosure, as CRB will have to send it to NACCC for us to complete and return to them.

All Disclosures must be completed in black ink, as the scanning equipment at CRB cannot cope with blue ink.

NACCC has had been asked about **Portability of CRB disclosures**; we have produced some information covering the pros & cons of this. If you would like to receive a copy, please do contact Judith or Donna at the NACCC office.

The five-year home address history is also required in full for every application. Forms will definitely be sent back to NACCC if there are any gaps i.e. left previous address April 2006 moved into new address May 2006 counts as a gap (CRB would expect to see April for both).

We have had a number of queries regarding the title 'Ms'. Section C number 20 must be completed if the title 'Ms' is used as CRB interpret this as a change from the maiden name and title of 'Miss', even if the surname is the same.

Judith Mewse and Donna Moreland – NACCC Office

## Independent Safeguarding Authority (ISA)

**Deadlines for the introduction of the ISA and Vetting and Barring Scheme (VBS) have been extended a number of times and the information given in this article is correct at April 2009. NACCC will try to keep Child Contact Centres up to date and notify of any further changes.**

Registrations with the ISA will be phased in over a five-year period from July 2010. Initially only new applicants will be able to register, followed by existing staff/volunteers who have not been CRB checked, then finally other staff beginning with those who have been CRB checked the longest.

### What is the ISA and why was it set up?

Following the murders of Jessica Chapman and Holly Wells by Ian Huntley in 2002, the Bichard Inquiry was commissioned. The inquiry looked at the recruitment

Child Contact Centres will be able to start checking applicants with the ISA from July 2010 and it will be a criminal offence not to do so from November 2010.

of people working with children and vulnerable adults and asked whether employers should be responsible for deciding if an applicant was safe to employ and whether the methods of background checks were sufficient. The Inquiry's recommendations led to the Safeguarding Vulnerable Groups Act 2006, which recognised the need for a single agency to vet all individuals who want to work or volunteer with children or vulnerable people. The ISA was created to fulfil this role across England, Wales and Northern Ireland. The ISA will operate independently and all barring decisions will be taken by the ISA's board.

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## Vetting and Barring Scheme (VBS)

The ISA will run the Vetting and Barring Scheme (VBS) to assess people who want to work/ volunteer with children or vulnerable adults. The ISA will work with disclosure information from the Criminal Records Bureau (CRB), which will be assessed in conjunction with information held on new ISA lists (which replace the old List 99, PoCA and PoVa lists) and either give individuals ISA registration or put them on an ISA Barred List.

The records will be constantly updated as fresh information is gathered. If new data indicates that an individual might pose a risk, they will be put on the ISA Barred List and their current employer will be informed immediately.

**The Act introduces the terms 'Regulated' and 'Controlled' Activities.** Within this article 'employer' refers to those recruiting employees or volunteers to Child Contact Centres. NACCC Child Contact Centres mainly undertake **Regulated Activities**, with a few individuals who may come under the **Controlled Activities**.

### **What is a Regulated Activity?**

- Any activity of a specified nature that involves contact with children in a specified place frequently, intensively and/or overnight. (A Regulated Activity is when the activity is frequent (once a month or more) or intensive (takes place on three or more days in a 30 day period).
- Any activity that involves people in certain defined positions of responsibility. (i.e. members of a management committee).

### **How will a 'regulated activity' work once the scheme is fully in place?**

- Anyone providing a regulated activity must be registered with the ISA.
- It will be a criminal offence, punishable by up to five years in prison, for a barred individual to take part in a regulated activity for any length of time.
- It will be a criminal offence for an employer to take on an individual in regulated activity if they fail to check that person's status or if they are barred.

### **What is a Controlled Activity?**

- Frequent or intensive support work (such work may include: cleaners, receptionists.)
- Individuals working for specified organisations who have frequent access to sensitive records about children and vulnerable adults.

Controlled activity' is when this type of activity is 'frequent' (once a month or more) or 'intensive' (takes place on three or more days in a 30-day period).

### **How does 'controlled activity' work?**

- It will be a criminal offence for an employer to take on an individual in a controlled activity if they fail to check that individual's status.
- An employer can permit a barred individual to work in a controlled activity **only if sufficient safeguards are put in place.**

### **An employer's duty to refer information**

There is a legal requirement for employers of regulated & controlled activities to refer relevant information where there is concern relating to harm or the risk of harm to children or vulnerable adults, to the ISA.

Employers will not be charged for checking someone's ISA status. There will be no charge for a volunteer to apply for the VBS but a paid employee will be charged £64.

### **Application for an ISA check**

The situation as at April 2009 – the procedure for applying for an ISA check is not yet in place. We will notify all Child Contact Centres once we have the information is available.

Once the employer has registered an interest in an individual as their employee, the employer will automatically be contacted should their status change – that is, if new information leads to an ISA decision to bar them. (This process is also in place for CRB Disclosures – NACCC has been notified on a number of occasions by the CRB/police where applicants have existing issues relating to criminal activities with children or when a new offence comes to light for an individual who has previously been issued with a CRB Disclosure)

## **Work to be done by NACCC in relation to ISA implementation**

NACCC will be undertaking work to ensure that all policies and procedures are in place, so that all Centres will be in a position to upgrade their Accreditation portfolios when ISA is introduced.

We will cascade information to all Child Contact Centres as it becomes available but if you have the facilities to do so, please see the ISA & CRB websites: [www.isa.gov.org.uk](http://www.isa.gov.org.uk) or [www.crb.gov.uk](http://www.crb.gov.uk)

Judith Mewse and Donna Moreland – NACCC Office

# Pre-visits – the Altrincham experience

This article about Altrincham's experience arose because it didn't take me long to realise what a boon pre-visits were and that we had been wrong all these years to dismiss them as a time consuming, irrelevant, inconvenience and I have to admit that I am a convert!

We have recently started insisting that the resident parent, in cases where domestic violence is involved and where staggered arrivals and departures are required, makes a pre-visit to plan their route in order to meet their own safety requirements. Last November and again in February, arising from increasing concern over inappropriate referrals, NACCC sent out Guidelines which included the need for pre-visits to be held for every family attending. For the first time we at Altrincham decided to put pre-visits into operation, with, to be truthful, some ill grace because of the demands we felt it would make on our limited resources.

The very first family I saw under the new system had a referral form from a solicitor stating that they didn't want to meet. I arranged to meet mum and daughter at 10am and dad at 12.30 the week before contact was due to commence. Mum told me she was

Altrincham Child Contact Centre is a church based supported centre in South Manchester, founded in 1990 and run on an entirely voluntary basis. We open every Saturday from 9.30 – 1pm. Like many Centres we have always offered pre-visits but over the years only a handful of families have ever attended.

actually quite happy to meet dad and indeed would prefer to take the child into the Centre herself and then leave. She told us she was keen to encourage her daughter to have contact with her half siblings' from her father's previous relationship. Although there was no mention of these on the referral form he made it clear that he would be bringing them with him. After checking with dad that he was happy to meet mum and for her to bring her daughter into the Centre the last few weeks have gone really well and it is likely they will just use our Centre for handovers. Without that pre visit the atmosphere could have been very different. We would have kept mum and dad apart. We would have been concerned about the half siblings' attendance and kept them waiting in a side room whilst we established mum's view. Instead there was a warm, smiling welcome and a relaxed atmosphere before they were ushered into the main play area.

I have learnt as I've gone along. For example having pre-visits before 10.15 is now a 'no no' for us as they inevitably arrive earlier at our busiest time. The suggested previsit form in the Manual is a useful guide.

However it's not always appropriate to ask all the questions every time – in fact the form is being amended with this in mind. It's been very helpful to have the visits shared amongst my deputy and team leaders. Not only does that lighten the burden on me but it gives them a greater insight into what issues referral forms cover and what we as a centre can and cannot cope with. From Salford we have picked up the idea of doing a telephone "pre-visit" where the parties are a distance away.

It was important to remember that it was clear to all those involved that a pre-visit isn't a mere formality and our acceptance of any referral is conditional on a satisfactory previsit.

So if you haven't already, bite the bullet and tackle pre-visits; you may have to do some rearranging of your organisation on a contact day but it will pay dividends I promise!

Judy Birchall Coordinator Altrincham Child Contact Centre RSM (North)



## Squeaky wheel

Keep the wheel turning and keep letting us know what tracks you have made!

*squeaky wheel* (skwi:ki wi:l) a repetitive scratchy sound created by the NACCC wheel moving in a circular motion through Government to keep in mind the importance of the children's safety using Child Contact Centres.

### New Every Child Matters website now live

The Department for Children Schools and Families (DCSF) is pleased to announce that the new Every Child Matters (ECM) website is now live and can be accessed at [www.dcsf.gov.uk/everychildmatters](http://www.dcsf.gov.uk/everychildmatters)

Developed as part of the Department's work to update its portfolio of websites, the new site provides a single channel for information aimed at professionals within the children's workforce.

Designed to be easier to use and enable the DCSF to communicate more effectively online, the new site

incorporates the best and most useful functionality from each of the three former sites: Every Child Matters, Local Authorities and Sure Start.

These three original websites will be kept online for a short period to ensure a smooth transfer for users to the new site but will not be updated with any new content. For up-to-date content and the latest news and information, go direct to the new ECM website.

There will be a programme of further enhancements to the new site, including an improved registration and email alert system, which will be available shortly.

## Accessibility

**Speaking Up** supports and empowers people with learning difficulties, disabilities and mental health problems to speak up for themselves. Speaking Up provides advocacy services, self-advocacy based projects and resources for people with learning difficulties, mental health issues and physical disabilities.

Their mission is Voice – Action – Change.

<http://www.speakingup.org/>

### Healthy Lives, Brighter Futures

The government has published its vision for improving children's health and well being. It sets out what children and their families can expect from child health services from birth to 19 years.

There is a commitment to give additional financial support for children with disabilities as well as support packages for all children and their families. Strategy can be found on website:  
<http://www.dh.gov.uk>

## Centres

### Rise of social media

Jude Habib writes in Third Sector magazine about how the impact of social media played a critical role in the election of Barak Obama. His community blog helped millions of people, mostly volunteers to organise local communities on behalf of the campaign. His campaign was watched on flickr, Twitter, MySpace and Facebook.

Charities are increasingly looking to use these tools in their awareness raising.

<http://www.thirdsector.co.uk>

## Resources

### Children's Workforce Development Council (CWDC)

CWDC now offers a regular e-bulletin. CWDC's goal is "to create a world-class workforce for children, young people and families". They provide advice and guidance around workforce development, coaching, mentoring, training and reflective practice.

<http://www.cwdcouncil.org.uk/>

## Family

### Lottery-funded research calls for better support for separated dads and their children.

The study found that service providers in departments such as education, housing and social services believed that the needs of non-resident parents and their children should be met by a co-ordinated approach involving statutory and voluntary services.

Key findings from the report are in the final draft stage.

Website:

[www.fatherhoodinstitute.org/](http://www.fatherhoodinstitute.org/)

### My Time Charts

A Resource to support families going through separation and divorce bringing stability and routine to children.

Website:

[www.encourageandpraise.com](http://www.encourageandpraise.com)

### Young People's consultation announced by CAFCASS

"How it looks to me", an event aimed at 10 –18 year olds who have lived through divorce or separation, organised by CAFCASS to hear the views of young people on the impact of divorce and separation was held on 15th April

2009 at the National Space Centre, Leicester.

[http://www.cafcass.gov.uk/news/2009/how\\_it\\_looks\\_to\\_me.aspx](http://www.cafcass.gov.uk/news/2009/how_it_looks_to_me.aspx)

### Toolkit for Father-Inclusive Practice

shows how to attract dads to your service. It is also designed to help policy makers and practitioners meet the strong policy requirements for father-inclusive services coming from the Department for Children, Schools and Families, and elsewhere.

<http://www.fatherhoodinstitute.org/g/index.php?prodDetailID=85>

**Think Fathers** is a nationwide campaign, which aims to stimulate a national public debate about fatherhood and raise awareness of the hugely valuable role fathers, and father-figures can play in a child's development – from the day they are born, and right through their lives. It's being run by a partnership including the Fatherhood Institute, the Department for Children, Schools and Families, the Children's Society and the National Academy of Parenting Practitioners.

<http://www.think-fathers.org/>

### New Support for victims of domestic violence

A purse-sized guide shows how friends and family members can recognise if someone is suffering from domestic violence. A range of measures including additional funding provided for banking support, helpline and counselling support have been announced by the home office. It is estimated that domestic abuse affects an estimated 4.8 million women and 3.2 million men and that one woman in four will experience domestic violence at some point in her lifetime.

<http://nds.coi.gov.uk/>

## Funding

A good source of advice for funding is the fit4funding website providing help and advice for community groups and voluntary organisations who are seeking funding.

[http://www.fit4funding.org.uk/help\\_and\\_advice/introduction/](http://www.fit4funding.org.uk/help_and_advice/introduction/)

### Support with Commissioning

Futurebuilders has launched a fund with the National Programme for Third Sector Commissioning. This grant fund helps legal costs, advice from procurement specialists, financial expertise and bidding staff costs to help small organisations win specific public sectors contracts.

<http://www.futurebuilders-england.org.uk/>

### Modernisation Fund

Charities can apply now for a modernisation fund. Voluntary organisations can begin to apply for money from the Office of the Third Sectors £16.5m modernisation fund, set up to facilitate mergers and partnerships.

<http://www.futurebuilders-england.org.uk/>

### Free Resources for Smaller Charities

The Charity Commission and the Office of the Scottish Charity Register are offering a receipts and payments pack, a Statement of Recommended Practice (SORP) manual specifically for smaller charities, and accruals pack for smaller non-company charities, and guidance on other subjects such as Charities and Insurance. Other free downloadable publications and guidance on fundraising and insurance for Charities is available on their website:

[www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

<http://www.charity-commission.gov.uk/publications/cc16.asp>

## Legal

BBC Radio 4 Law in Action broadcast a show 3rd March 2009 focusing on some of the ways in which the law affects children plus an additional report on how children going through care proceedings are being affected by the shortage of guardians.

**The Accord Centre in Kilburn was used as a setting to discuss Child Contact Centres.** This included a recording of contact taking place between a father and daughter. There are discussions following with Anthony Douglas from CAFCASS, relating to funding which you may find interesting.

<http://news.bbc.co.uk/1/hi/uk/7920832.stm>

### Legal Update for voluntary organisations

This update by Sandy Adirondack, a freelance management consultant working in the not-for-profit sector, provides information of a general nature for management committees/trustees and staff of voluntary organisations about legal changes over the past year, and forthcoming changes.

<http://www.sandy-a.co.uk/>

### Parenting after Parting News

New parent advice pages are now live on the Resolution website. These pages, developed as part of the Parenting After Parting initiative, are modelled on the Divorce and Separation booklet they produced for parents.

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

### Public Liability Insurance

The following companies have policies specifically designed for the voluntary sector:

Keegan & Pennykid Insurance Brokers 0800 731 8030

[www.keegan-pennykid.com](http://www.keegan-pennykid.com)

AON Charity Insurance (Charity Assured Scheme)  
0845 740 2003  
[www.aon.co.uk](http://www.aon.co.uk)

CaSE Insurance for Charities  
0845 225 22 88  
[www.caseinsurance.co.uk](http://www.caseinsurance.co.uk)

M C Ladbrook  
01909 565 858  
[www.ladbrook.co.uk](http://www.ladbrook.co.uk)

Zurik  
0845 602 3896  
[www.zurich.co.uk](http://www.zurich.co.uk)

Finance Redirect Insurance Services  
01234 358 535  
[www.financeredirect.co.uk](http://www.financeredirect.co.uk)

## Volunteering

A Volunteering Toolkit on risk assessment is available from Volunteer England. It includes list of risks in voluntary organisations, identifying risks, a risk matrix, risk assessment template, example of a risk assessment form, and a risk register template.

To find this information type in 'risk toolkit' in the search bar at the top of the screen on the Volunteering England's website.  
<http://www.volunteering.org.uk/>

### NCVO Guide for surviving the recession

The guide is aimed at voluntary and community organisations on surviving the recession, including key advice to crisis management.  
<http://www.ncvo-vol.org.uk/>

### One Children's Workforce tool for children's trusts

To accompany a workforce reform framework an online tool has been developed and trialled by workforce leaders. Further information and updates:  
[www.cwdcouncil.org.uk/](http://www.cwdcouncil.org.uk/)

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

Thank you again to the many volunteers round the country who help children keep valuable links with their family. Warm congratulations from all the trustees and staff at NACCC to those volunteers who have served their Centre for many years and have been awarded their bronze, silver or gold certificates.

## **Ballymena Area Children's Contact Centre**

12 volunteers – 12 bronze (36 years)

## **Bath Child Contact Centre**

1 volunteer – 1 gold (10 years)

## **Bury St Edmunds Child Contact Centre**

15 volunteers – 1 platinum, 2 gold,

6 silver, 6 bronze (96 years)

## **Camberley & District Family Contact Centre**

3 volunteers – 1 bronze, 1 silver, 1 gold (18 years)

## **Carlisle Child Contact Centre**

7 volunteers – 4 bronze, 2 silver, 1 gold (32 years)

## **Castle Hill URC Child Contact Centre**

20 volunteers – 20 silver (100 years)

## **Celia Wadsworth Child Contact Centre**

8 volunteers – 8 silver (40 years)

## **Eden Child Contact Centre**

2 volunteers – 1 bronze, 1 silver (8 years)

## **Embrace Child Contact Centre**

18 volunteers – 7 bronze, 2 silver, 10 gold (121 years)

## **Enfield Family Contact Centre**

1 volunteer – 1 gold (10 years)

## **Freshwaters Contact Centre**

6 volunteers – 1 bronze, 5 silver

## **Frome Contact Centre**

10 volunteers – 2 bronze, 8 silver (71 years)

## **Halton Child Contact Centre**

12 volunteers – 1 silver, 6 gold, 5 platinum (140 years)

## **Hemel Hempstead Child Contact Centre**

13 volunteers – 2 bronze, 1 silver, 2 gold, 8 platinum (168 years)

## **Jimmy's Contact Centre**

1 volunteer – 1 silver (5 years)

## **Leicester Family Contact Centre**

31 volunteers – 9 bronze, 11 silver, 5 gold, 6 platinum (222 years)

## **Lincoln Child Contact Centre**

35 volunteers – 4 silver, 5 gold, 26 platinum (590 years)

## **The Meeting Place Child Contact Centre**

1 volunteer – 1 bronze (3 years)

## **New Dawn Child Contact Centre**

17 volunteers – 17 silver (85 years)

## **Northallerton Child Contact Centre**

9 volunteers – 2 bronze, 7 silver (64 years)

## **North Somerset Child Contact Centre**

29 volunteers – 4 bronze, 25 silver (137 years)

## **Nuneaton Child Contact Centre**

5 volunteers – 1 bronze, 1 silver, 1 gold, 2 platinum (48 years)

## **Shirley Family Contact Centre**

1 volunteer – 1 bronze (3 years)

## **St John's & St Stephen's Contact Centre**

10 volunteers – 4 silver, 4 gold, 2 platinum (112 years)

## **St Mary's Family Contact Centre**

4 volunteers – 4 silver (20 years)

## **Torquay Child Contact Centre**

1 volunteer – 1 platinum (18 years)

## **Walker Street (Hull) Child Contact Centre**

3 volunteers – 3 silver (15 years)

## **Westwood House Child Contact Centre**

15 volunteers – 3 bronze, 4 silver, 8 gold (109 years)

## Contact Centre Accreditation and Re-accreditation

***Congratulations...*** to all the Child Contact Centres listed below who have achieved accreditation since the last issue of Contact Matters. Well done!

- Swindon Child Contact Centre
- Andover Child Contact Centre

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

- Ashton-under-Lyne Contact Centre
- Avenue Child Contact Centre, Westcliffe on Sea
- Bolton Contact Centre
- Bootle/Sefton Child & Family Connect
- Bury Child Contact Centre
- Cannock Child Contact Centre
- Chichester Child Contact Centre
- Children Come First (Daventry)
- Children First Child Contact Centre, Hackney, London
- Cowley Child Contact Centre
- Dorchester Child Contact Centre
- Embrace Child Contact Centre, Ellesmere Port
- Freshwaters Contact Centre, Harlow
- Havant Borough Child Contact Centres
- Havelock Family Centre, Southall, Middlesex
- Kendal Child Contact Centre
- Lancaster Child Contact Centre
- Lewes Family Contact Centre
- Lower Earley Family Contact Centre, Reading
- Newbury Family Contact Centre
- Nuneaton Child Contact Centre
- Oldham Contact Centre
- Rochdale Contact Centre
- Shirley Family Centre, Southampton
- South Bristol Child Contact Centre, Bedminster, Bristol
- Southport Contact Centre
- St Helen's Contact Centre
- Tamworth Child Contact Centre
- Taunton Child Contact Centre
- Watford Child Contact Centre
- West Wilts Child Contact Centre, Trowbridge
- Wirral Contact Centre, Wallasey
- Workington Contact Centre

## Child Contact Centres' share corner

nct  
nearly new  
sale

Supported by



### Looking for toys for your Centre?

Claire Taylor for Horsham gave a talk to volunteers at the local Citizens' Advice Bureau and sent in this interesting snippet.

"National Childbirth Trust do really great Nearly New Sales and offer an excellent source of toys and equipment."

Search for sales in your area.  
<http://www.nct.org.uk/home>

Claire Taylor

### Families Need Fathers Training

Jimmy's Contact Centre in Essex, held a Training Day, and Ian Tyes, from 'Families Need Fathers' came to speak about his organisation, which incidentally, sometimes helps mothers as well as fathers! He said fathers often feel they have been 'sentenced' to meet their children at a Contact Centre, which they regard as a place of last resort. Mothers, he claimed, frequently take revenge on fathers, playing a power game, with the children caught in between. Fathers don't have the same access to legal aid as mothers who have the custody of their children, and some fathers give up fighting for their rights. Children's best interests should be upheld, he averred, contact with both parents being needed. Mothers often break Contact Orders and subsequent punishments are not enforced.

A recent Gingerbread survey of 600 parents found that one third of children never see their father at all.

Almost forty volunteers from several nearby Contact Centres attended, and although we didn't all agree with everything Mr Tyes said, it was good to hear the fathers' viewpoint and to see how they regarded Contact Centres.

It certainly provoked lots of questions and discussions!

Isabel Bala (Joint Co-ordinator)



Mair Jones receiving her MBE.

**Mair Jones** was granted the MBE in the 2008 new years honours list and received her honour from Prince Charles at Buckingham Palace. Mair became involved at Solihull in 1994 and also became a JP, member of the family panel and an active member of the steering committee. She became chair and trustee of the newly formed Child Contact Centre – who nominated her for the MBE. She was not well enough to attend the surprise party arranged for her but was recently presented with the Big Red Book detailing 'her life at Solihull Child Contact Centre'.

Mary continues to be an inspiration to all.

Anne Ryder, Solihull

**Peter Roberts** resigned from South Cheshire Child Contact Centre after 15 years service as founder member, coordinator then as chair of the management committee. A presentation was held at the AGM in April to acknowledge the efforts Peter has made to develop the Centre.

Cyril Cooper, Coordinator South Cheshire Child Contact Centre

In order to ensure our service is child focussed we have created a Peripatetic Supervised Contact Service. Following requests from CAF/CASS we have set up Supervised venues in Southampton, Chichester and Aldershot as well as our base in Portsmouth, thus ensuring children do not have a long journey on top of their contact session. We are looking to move to other venues as requested.

Katie Walker, Children's Services Manager The Roberts Centre

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

## The NACCC Team

### Patrons

The Rt Hon Sir Mark Potter  
Lord Alton of Liverpool

### President

Mrs Frances Mary Lower MBE

### Vice Presidents

Mrs Prudence Bray  
Mr Ian Daniels  
The Hon Mr Justice Hedley  
Mrs Pauline Lowe  
Mr Philip Richards LL.B  
The Rt Hon Lord Justice Wall

### Trustees

Chair: Dr Mike Dornan  
Vice Chair: Salli Ward  
Honorary Treasurer: Sue England  
Company Secretary: Claire Bell  
Regional Trustee: North East: Hazel Brunton (co-opted)  
Regional Trustee: North West: Norman Yates  
Regional Trustee: Central: Amanda Page  
Regional Trustee: East: Samantha Ewing  
Regional Trustee: South: Alice Sharville  
Regional Trustee: South West: Phil Doughty  
Regional Trustee: London: *position vacant*  
Regional Trustee: Northern Ireland: Muriel Orr (co-opted)  
Regional Trustee: Wales: Alex Jaundrill  
General Trustee: Michael Durell  
General Trustee: *position vacant*  
General Trustee: *position vacant*

### Staff

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

### Field team

(telephone numbers are available from the NACCC office).

### Regional Support Managers

Role to advise, guide and support Child Contact Centres and assist through the accreditation or re-accreditation process.

Regional Support Manager (Central): Duncan Gore  
d.gore@nacc.org.uk  
Regional Support Manager (North): Judy Birchall  
judybirchall@btinternet.com  
Regional Support Manager (South): Louis Ruddlesden  
l.ruddlesden@nacc.org.uk  
Regional Support Manager (London): Pamela Permalloo  
p.permalloo@nacc.org.uk

### The Office team

Administration Assistant: Katie Lockett  
(finance, orders, infoline)  
Bookkeeper: Alan Tarr  
Administrator: Judith Mewse (Infoline, membership, CRB)  
Administrator: Donna Moreland  
(CRB, membership, training bookings)  
Project Administrator: Ruth Miles  
(IT, statistics, publications, website)  
Project Administrator: Wendy Hannah  
(IT, publications, website)

**NACCC office contact number 0845 450 0280**

### Support Officers

Employed on a sessional basis to work with and support existing centres on accreditation, re-accreditation and new Centre support. Contact your Regional Support Manager to access a local Support Officer.

Central Southeast England: Alice Sharville, Margaret Hart  
East Anglia: *position vacant*  
East Midlands: Paula Gale  
London: *position vacant*  
Northeast England: *position vacant*  
North Wales: *position vacant*  
North West England: Peter Nowland  
South Wales: Andrea Davies  
Southwest England: Charmaine Bryant, Phil Doughty  
Southeast England: Anne-Marie Stubbs  
Thames Valley: *position vacant*  
West Midlands: Russell Collard

### Enhanced Accreditation Assessors

Contact Louis Ruddlesden, Regional Support Manager (South) to access an Enhanced Accreditation Assessor.

Anne Green	David Angus	Sue Culligan
Anne-Marie Stubbs	Diane Cain	Tracey Brewer
Barbara Hill	Jill Valenti	
Carole Peake	Joanne Stewart	

'CONTACT MATTERS' EDITORIAL STAFF MAINTAIN THE RIGHT TO EDIT LETTERS PUBLISHED.  
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