

Newark Child Contact Centre

Re-accreditation Summary



"Keeping children in touch with parents following separation"

NACCC child contact centres and services have an endorsed accreditation process which shows that all NACCC services work to agreed and approved national standards, which ensure that families using the services are safe. The national standards are updated by NACCC in line with legislation and good practice. All NACCC child contact centres which offer supported contact undergo an accreditation process which is renewed every three years. Accreditation demonstrates that the centre is working to the national standards for supported contact.

Re-accreditation process fully completed: 21st April 2018

Newark Child Contact Centre is a supported contact centre operating in Newark, Nottinghamshire. Contact information can be found on the [NACCC website](#)

Conclusion of Accreditation Assessment

The Child Contact Centre has ample off-road parking. The contact centre is on the edge of a large community however this is quite isolated. There are good bus routes leading to the facility and the contact centre believe this is a good attribute to have as many parents do not want others to know that they are using a contact centre.

Photos of Newark Child Contact Centre

Reception



PTO for further details

Waiting Area and Kitchen



There are two entrances to the venue and this is useful when staggered arrivals are necessary. The visiting person and resident person are kept separated at all times unless they are ready to move forward. The front entrance to the building leads to a large welcoming foyer area with seating and a small kitchen. There is also a waiting area to the right of the foyer with toys for visitors bringing children that are not involved in the contact, with them.

There is one large sports hall for contact to take place. There is the facility of other rooms upstairs, but it is not necessary to use them at the moment. There is one disabled toilet shared by male and females. The toilet also has a spacious area with a baby change.

The contact centre is child friendly throughout and has an exciting informal feeling about it. The building was observed to be clean, tidy and well decorated.

The passion of the centre to get it right for children is demonstrated by the fact that they have a Designated Toy Officer and he insures that all toys are stored correctly and cleaned after the contact sessions have finished. He also sets the toys out taking consideration to the age range and what toys the families have enjoyed the most in previous sessions.

This is a centre that is developing and evolving, improving each time. Areas for development identified from this accreditation have now been completed.

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