

# North Hampshire 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: 8<sup>th</sup> May 2018**

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

### **Conclusion of Accreditation Assessment**

North Hampshire Child Contact Centre is a well organised centre where the Accreditation Assessor observed a welcoming and calming environment for all. The centre rooms were bright, inviting and welcoming.

### **Photos of North Hampshire Child Contact Centre**

#### **The main entrance to the centre**



PTO for further details

## Outdoor play area



## Main contact space



## Main contact space



## Bathrooms



The centre has 3/4 volunteers on duty along with the Co-ordinator. During the re-accreditation visit there were 3 volunteers on duty. Each session is led by the Co-ordinator or Deputy. The Co-ordinator or Deputy will conduct a briefing session prior to families coming into the centre. This was observed by the Accreditation Assessor during the re-accreditation visit on 05.05.18.

Prior to contact sessions taking place briefing sessions take place. This allows volunteers access to information about the families attending the centre, on a need to know basis. This information allows volunteers to ensure that children are kept safe.

The centre is very child centred and recognises that contact is best when a contact centre is no longer needed. The service has an established process for moving families on from the centre. The Co-ordinator will discuss options with parents periodically and make suggestions for progression.

At the pre-visit meeting the centre sets a review date, usually between 8-12 sessions where moving forward is discussed. If required, the family will pay for an interpreter if one is needed.

Evaluation forms are given to families and children for completion. This allows the service to constantly review its practice and improve in order to offer the best quality service for the children that visit the centre.

The centre meets NACCC national standards required for Supported Child Contact Centres and the assessor recommends the centre for re-accreditation.

**Overall this was a positive accreditation with few recommendations for development.**

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