

# Relate Dorset & South Wiltshire

## Enhanced 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 supervised contact undergo an enhanced accreditation process which is renewed every three years. Enhanced accreditation demonstrates that the centre is working to the national standards for supervised contact.*

## Enhanced Accreditation process fully completed: 26<sup>th</sup> November 2018

Relate Dorset & South Wiltshire is a supervised contact centre operating in Dorchester, Dorset. Contact information can be found on the [NACCC website](#)

## Summary of Accreditation Assessment

Relate Dorset and South Wiltshire has been in operation for over 40 years, offering counselling support, Supervised Contact work, Framework for Alternative provision - Dorset family matters, provider for Central Government project - local family offer - which offers a Counsellor in the Chesil Family Partnership Zone. Relate Dorset and South Wilts works in Partnership with Wiltshire Relate to provide counselling in schools in the Salisbury area, also working in partnership with Project Ucan which helps to provide better opportunities for encouraging people into employment.

## Photos of the Child Contact Centre



PTO for further details



The Centre is open 9am-5pm each weekday and does operate on some Saturdays when the need arises.

The Assessor was very impressed with the services that Relate Dorset and South Wilts are offering and the staff that work there. They have a shared vision for contact work and that they know how important it is to children and their families. What was observed on the day of the assessment was a relaxed, friendly and professional environment, within which lots of services are provided and this helps to keep the anonymity of the clients as well as providing confidentiality and a safe place to meet.

**This presents to be a very well-run centre in a lovely building. The assessment is clear that the families that use this service are provided with a high-quality service in a very well-resourced centre. It has been a pleasure working with the people who run the service in the completion of the action plan, who went out of their way to do this efficiently.**

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