

Voice of the Child

Enhanced 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 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 Re-accreditation process fully completed: 19th November 2018

Voice of the Child is a supervised contact centre operating in Reading, Berkshire. Contact information can be found on the [NACCC website](#)

Summary of Accreditation Assessment

The Voice of the Child was registered as a charity in 2010. Its founder and current Director is a qualified Social Worker with a Psycho-therapeutic background and initiated the services provided by Voice of the Child. There is a staff team, all of whom are part time and cover all aspects of the operation together with a Board of Trustees and a volunteer force. All of the activities of the service rely heavily on income gained from voluntary sources. Voice of the Child receives no ongoing statutory funding. The Centre offers supervised and supported contact sessions. They facilitate handovers and Family Support Services where individual support can be provided for children or for parents as well as to the family group.

Photos of the Child Contact Centre



PTO for further details



The centre's case files, staff files and required paperwork was available on the day of the assessor's visit. The assessor was able to view all templates for application forms, reference request, supervision recording form, probation, successful employment letter etc.

Voice of the Child is located just off the M4, Reading, located in a business park with allocated free parking. The centre is on the ground floor and can accommodate families where there are wheelchair users. There are local buses from Reading station and the bus stops are a 10-minute walk away. There is a large supermarket within 10 minutes' walk which has a café. Local parks are approximately 15-minute walk. The centre is open weekends, and available to conduct after school

contact sessions mid-week. The centre is open Monday, Wednesday – Friday 9.30am - 5.30pm and Saturday 10.00am – 2.00pm. The centre is not open on Tuesday for clients but is for staff as often reports are completed or training facilitated. There is information on Voice of the Child's website as well as detailed leaflets available for users, referrers and children.

The assessor was welcomed by the Operational Manager and introduced to those on duty and shown around the building. The centre was quiet during the visits, with only one family booked in for a contact later in the afternoon. The Operational Manager informed the assessor that the centre is very busy at the weekends. The centre was bright and inviting. The centre provides a valuable service, and all are dedicated to their individual roles. The centre is also part of the Berkshire Cluster group where local contact centre coordinators/managers meet up to discuss issues, topics with a local judge in attendance at the meetings to give advice and support. All the policies and procedures had been reviewed by the board of Trustees.

Overall this was a positive accreditation with few recommendations for development. A very detailed accreditation assessment has been completed. This shows that the centre was meeting the national standards and, in this regard, offering a good quality service.

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