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"Every Child Still Matters"



2008 conference highlights 'Extremely good – valuable networking'

In 2006 my first AGM presentation as Chief Executive of NACCC included one of my favourite quotes – 'Never doubt that a small group of thoughtful and committed citizens can change the world; indeed it is the only thing that ever does.' If the people who spoke to me about it afterwards are anything to go by, it clearly struck a chord – as you might expect with anyone working in the voluntary and charitable sector. The 150+ attendees at our 2008 AGM were evidence of that small group becoming the large contact centre movement of today. The buzz was audible as volunteers and staff shared ideas, debated different practices, responded to speakers, attended workshops and enjoyed the support of common ground. I hope those of you who attended felt valued and proud of the difference you make to children and families.

Key volunteers also make a difference to NACCC itself – the Board of Trustees. At this AGM we thanked Fiona McGill for all her hard work and support through a time of real change for NACCC. It was probably with some relief to her that her three years as Chair were up! The conference also welcomed the new chair, Dr Mike Dornan and vice chair Salli Ward. Other new members were also introduced. Mike volunteers at Chesterfield Contact Centre and Salli is Chief Executive of Pro-Contact.

Evaluation after the event spanned anything from 'Very informative ... was most thought provoking. Thank you for giving us all the opportunity to meet and discuss' and 'Extremely good – valuable networking' to 'hot chocolate on offer would have been appreciated'!

Issues of Safety – where next?



I took a very long phone call the other day, from a mum who was alternately crying, funny and feisty. She is a non-resident parent. Things between her and her ex husband are still not resolved after many years and many thousands of pounds in legal fees. There were a number of complex issues arising within the call and clear descriptions of the effects they had on her children. Displays of anger, punching and kicking by one of them, in the supported Child Contact Centre, were examples. But in your centre you probably know all about this sort of thing.

This summer NACCC sent out questionnaires to all our member centres, to try and find out the level

of inappropriate referrals. We undertook this survey because we were concerned about the increasing number of centres seeking assistance with managing incidents. The number of respondents was higher than any other NACCC survey – a clear reflection on the consideration given to this. Some supported centres acknowledged quite complex problems, but one said, 'I can consider all of the above to be part of normal practice'. However many had real concerns about the safety aspects, being called to give witness statements, volunteering outside their expectations, being asked to intervene inappropriately and so on and so on. One said, 'I was surprised to receive in one month recently three referrals with court orders attached stipulating supervised contact – our centre provides supported contact'. But the areas that attracted the most comments

were around threats, violence and intimidation of volunteers and staff. As Contact Centres develop it becomes clear that the common language and definitions of 'supported' and 'supervised' are perhaps too simplistic. Nevertheless, the safeguarding and well-being of children, families and Centre workers is of prime importance. The question of inappropriate referrals needs to be discussed and debated within the network, as it already is beyond.

Yvonne Kee, Chief Executive

NACCC is much more than staff sitting in offices and in meetings: NACCC is a membership organisation and part of a network of resources and support. Why not make the most of it in 2009?

Support and resources factfile 2 (to be continued)



Reunite International Child Abduction Centre is the leading UK charity specialising in international parental child abduction, providing advice, information and support to parents whose children have been abducted, and those who fear abduction, as well as advising in international contact cases. More information can be found on the reunite website. <http://www.reunite.org> Advice Line: 0116 2556 234 Open Mon-Fri 9.30am to 5.00pm 24 hour emergency cover.



The Grandparents' Association is the only national registered charity working for children on contact and residence issues in public and private law. Advice on welfare benefits for full-time carers; grandparent and toddlers groups; hold seminars & conferences for grandparents & professionals and offer kinship care support. Advice Line (0845 433 9585) open 10am - 4pm (Mon to Thurs), 10am-1pm (Fridays). www.grandparents-association.org.uk



Young Voice – the charity making young people's views count. Runs the 'When Parents Part' programme funded by the Strengthening Families grant. The research is now complete and the materials are available to order from both websites (DVD pack £15 and research paper £5) www.whenparentpart.org.uk www.young-voice.org



JUMP (Jewish Unity for Multiple Parenting) is a voluntary community support and lobby group that strives to improve parent-child relationships following family breakdown. Committed to helping the growing number of children in the UK to maintain a loving, nurturing and meaningful relationship with both parents and their extended families. This will hopefully reduce the distress and tension faced by children in adjusting to the ending of their parents' relationship. Tel: 0844 3578112, Website: www.jump-parenting.org.uk

New Faces

Welcome to Louis and Pamela, NACCC's new Regional Support Officers for the South of England, including Greater London. Their role is to advise, guide and support child contact centres and also assist you through the accreditation or re-accreditation process. Please see the back cover for contact details and days of working.



Hello, my name is **Louis Ruddlesden.**

My background is in the field of child protection and all children and family centred work. Over the years I have worked in the UK and abroad and have

participated in setting up and delivering training programmes nationally and internationally. My most recent post prior to joining NACCC was as the Manager of a Supervised Child Contact Centre in Swindon.

I am married to Vanessa and between us we have four grown up children, two still studying and two in active life. Please bear in mind that my hours are very flexible in order to accommodate your needs and I do intend to visit centres when they are open (i.e. weekends). Please do not hesitate to contact me at any time and do leave a message as I check them daily. I am looking forward to working with all of you and hope I may be able to help you continue the high quality work that you carry out in both your Supported and Supervised Contact Centres.



Hello, my name is **Pamela Permalloo.**

Prior to working for NACCC I have worked in the voluntary sector for over 15 years in different roles within social housing. My roles have included Director of a mental

health charity specialising in supported housing, Diversity Manager and Regional Manager in supported housing for people with mental health and learning disabilities.

In a voluntary capacity I have chaired and acted as a trustee of a domestic violence women's charity, trustee of a BME (Black and Minority Ethnic) mental health charity and board member of a large housing association.

I am currently working part time for NACCC (20 hours per week) as I have two young boys (2½ years-old and 11 months) and like a lot of people in my situation it may seem as if I come to work for a break!

Please feel free to call or email me. I very much look forward to working with you all.



NACCC would like to welcome **Wendy Hannah** as Project Administrator (whilst Ruth Miles is on maternity leave) and **Laura Stubbs**, who is starting a new role for one year as Administrator – Information and Communications.

Ruth was presented with some flowers on her last day. Ruth had a baby girl, Willow Dorothy, on 19th November and is now having a well-deserved rest.

NACCC Board 2008



Board Members, with President, left to right: Mike Durrell, Hazel Brunton, Samantha Ewing, Honor Rhodes, Salli Ward, Mike Dornan (Chair), Phil Doughty, Claire Bell, Sue England, Alice Sharville, Mary Lower (President), Amanda Page.

The Board welcomes the new trustees, Mike Durrell, Hazel Brunton, Samatha Ewing, Salli Ward and Sue England.

2008 Conference Highlights

Keynote speakers gave food for thought

Listening to our Young Voices



Adrienne Katz – Young Voice – from the anti bullying alliance and Regional Adviser for the West Midlands.

Young Voice – the national charity that makes young people's views count – has been working with children and young people as

equal participants on a 3-year project that explored children's experiences of CAFCASS. Ratings of parental communication skills were also covered.

286 children and young people took part and over 30 agencies were involved. Factors that were deemed important to the child's well-being included relationships, involvement in divorce, communication and parent's relationships with each other.

Over 75% of the children rated their CAFCASS contact highly but few knew how to complain.

Further Information:

www.whenparentspart.org is a hub for child centred practice – a direct output from the consultation work with services.

When Parents Part DVD and discussion guide.

Film by young people for parents and those working with families – £15

When Parents Part Research Paper – findings, analysis and conclusions from the research – £5

To order the above titles or for more information on Young Voice, please contact David Stockdale tel: 0114 249 5255 or email orders@young-voice.org

Parenting After Parting, helping parents help their children



James Pirrie, Resolution, First for Family Law.

Imagine a world where all parents were able to attend a four-hour information session, to better understand how to parent their children through the crisis of separation, often without appropriate

skills and support placing 230,000 children a year at risk.

For too many families, court is the too-available option. Often it is far into the process that parents may get to see the damage that this can cause the children. The process is exhausting and outcomes not family friendly. Cases too often focus upon the worst aspects of parenting rather than building upon the positives and enhancing undeveloped potential.

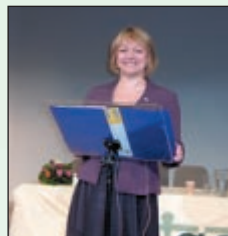
Resolution has been working with internationally recognised parent-educator, Christina McGhee of Channel 4's "How to divorce without screwing up your kids" fame. It is partnering with nationally-recognised relationship organisations to make a programme of regular workshops that may offer parents an alternative.

By helping parents to address all the issues of separation in a child-focused way, we may see a new generation of improved solutions for families. Setting high standards to ensure that information is expertly delivered in an accessible way, (and protecting the leading services from opportunist competition), Resolution aims to rescue from Contact Centres the cases that perhaps never needed to be there, freeing these crucial "sharp-end" services to work with the hardest cases of real need. Early delivery of the key messages about positive parenting – and starting to weave these into the fabric of our culture – will surely at the very least, assist earlier transitions for more families towards unsupported, direct post separation parenting.

Resolution is the Association of Family Lawyers.



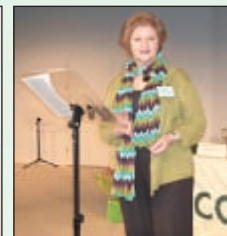
Fiona McGill
(former chair)



Yvonne Kee (NACCC
Chief Executive)



Yvonne, Fiona and Mary Lower (NACCC
President)



Adrienne Katz
(Young Voice)



Dr Mike Dornan
(NACCC Chair)

Workshops held throughout the day

- 1. Staying Safe** – Fiona Green, CAFCASS
Who needs to be safe? Why? Making sure they stay safe.
- 2. Being Healthy** – Salli Ward, Pro Contact
Health risks to children from parental separation
- 3. Enjoying and achieving** – Joan Turner, Grassroots Supervised CCC. Play, sneaky tricks, my magic box.
- 4. Making a Positive Contribution** – Honor Rhodes.
Economics and Happiness, can we measure happiness?
- 5. Achieve Economic Wellbeing** – Martin Dodd,
National Family Mediation. Dividing the family assets.
- 6. Moving Families Forward** – Judy Birchall, NACCC. What's the big deal? How centres cope.

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.

Aire Valley Child Contact Centre

2 volunteers – 2 platinum (30 years)

Armagh Child Contact Centre

18 volunteers – 18 bronze (54 years)

Avenue Child Contact Centre

4 volunteers – 2 bronze, 1 silver, 1 platinum (26 years)

Aylesbury Child Contact Centre

9 volunteers – 1 bronze, 3 silver, 3 gold, 2 platinum (91 years)

Ballymena Children's Contact Service

6 volunteers – 6 bronze (18 years)

Bath Child Contact Centre

26 volunteers – 5 bronze, 10 silver, 6 gold, 5 platinum (200 years)

Cove Child Contact Centre

18 volunteers – 5 bronze, 13 silver (80 years)

Cowley Child Contact Centre

6 volunteers – 3 bronze, 2 silver, 1 gold (35 years)

Enfield Family Contact Centre

12 volunteers – 3 silver, 9 gold (105 years)

Freshwaters Contact Centre

4 volunteers – 2 bronze, 2 gold (26 years)

Hereford Child Contact Centre

2 volunteers – 1 gold, 1 platinum (30 years)

Jimmy's Contact Centre

4 volunteers – 1 bronze, 2 silver, 1 gold (23 years)

Kings Lynn Contact Centre

4 volunteers – 4 bronze (12 years)

Milli's Child Contact Centre

4 volunteers – 4 bronze (16 years)

Redditch Child Contact Centre

19 volunteers – 3 bronze, 6 silver, 10 platinum (221 years)

Shirley Family Contact Centre

2 volunteers – 1 silver, 1 gold (15 years)

Solihull Child Contact Centre

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

Slough Family Contact Centre

2 volunteers – 1 bronze, 1 gold (13 years)

St Paul's Child Contact Centre

15 volunteers – 2 bronze, 3 silver, 1 gold, 9 platinum (166 years)

Walton on Thames Child Contact Centre

18 volunteers – 1 bronze, 3 silver, 3 gold, 11 platinum (213 years)

Woking Family Contact Centre

2 volunteers – 2 gold (20 years)

Congratulations! – Please do let us know in writing if you have volunteers that you would like to thank and reward by issuing them with one of NACCC's volunteer certificates. We supply Platinum for 15+ years' service, Gold for 10 years' service, Silver for 5 years' service and Bronze for 3 years' service.

Gill Terry (on right), of Hereford Child Contact Centre receiving her platinum certificate for 15 years service.



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!

- Long Eaton Child Contact Centre
- Omagh Child Contact Centre
- Portland Child Contact Centre
- New Dawn Child Contact Centre (Southampton)

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

- Camberley & District Child Contact Centre
- Castle Hill Child Contact Centre
- Chard Child Contact Centre
- Chippenham Child Contact Centre
- Cloona Child Contact Centre (Belfast)
- Cove Child Contact Centre
- East Lancs Child Contact Centre
- Enfield Family Child Contact Centre
- FAIR (Rushden)
- Frome Child Contact Centre
- Gloucester Child Contact Centre
- Jimmy's Child Contact Centre
- Kidlington Child Contact Centre
- Macclesfield Child Contact Centre
- Maidenhead Child Contact Centre
- Merthyr Tydfil Child Contact Centre
- Oswestry Child Contact Centre
- Preston Child Contact Centre
- Roberts Child Contact Service (Portsmouth)
- Shrewsbury Child Contact Centre
- Slough Child Contact Centre
- Solihull Child Contact Centre
- South Glos Child Contact Centre
- St John Ambulance Child Contact Centre (Spalding)
- Staines Child Contact Centre
- The Crescent Project (Caerphilly)
- Weston-Super-Mare Child Contact Centre
- Whitchurch Child Contact Centre
- Wincanton Child Contact Centre
- Wrekin Child Contact Centre
- Yeovil Child Contact Centre

Special Interest Groups

Survival Instinct

One of the results of Pro-Contact's recent I.T. disasters was to wipe out all the email contact addresses. Having pieced them back together, (people can let me know if they don't think they are on the list), our focus has been on those registered as learners for the OCN training programme and, more recently, anyone concerned about the proposed changes to the Legal Services Commission payment of disbursements. It sometimes feels like lurching from one crisis to another without the time to

pick ourselves up and get back to our original aims including providing support across an unusual field. It has been useful to share ideas and 'names' as we put together our responses to the LSC consultation but a pity that once again finances dominate. I hope by next time I'm writing a piece we will be back discussing strategies to assist families and ways to protect and promote the interests of children!

Salli Ward, CEO Pro-Contact

Professionals Network

See facing page for an update on the Northern Ireland Network's 10th anniversary!

Welsh Network continues to thrive

We are now well established and meet twice a year. It is good to have a committed group of people giving the Network a consistency.

As a new group, we first concentrated our efforts on getting to know each other and creating some structure to our meetings, however informal. We now have a meeting venue in Newtown and a permanent Chair, giving us a stronger identity. Individual members can now contact interested officials in the confident knowledge that issues will be presented from an all-Wales perspective – after a recent meeting with the Children's Commissioner for Wales, Keith Towler, who was very impressed with all the work undertaken in our Centres.

We are hoping that both Yvonne Kee and Paul Critchley, the Cafcass Cymru Contracts Manager, will be at our next

meeting in March to look at development and opportunities for us all in Wales. Things are often different here!

When all Child Contact Services across Wales use a common evaluation tool we will be able to present a more co-ordinated picture of activity to our funders.

The North Wales Contact grouping has developed and from October 2008 incorporates supported centres in Bangor and Porthmadog, following the withdrawal of the Mother's Union management. Volunteers have stayed so that is a great joy – and relief.

We look forward to enjoying growth in representation and effectiveness in 2009.

Alex Jaundrill, Chair – Welsh Network

Welsh Network



Squeaky wheel

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.

The track of the squeaky wheel since the last issue of Contact Matters...

Government pledges support for third sector

Kevin Brennan, the new minister for the Office of the Third Sector (OTS), will co-chair a summit with the CEO of National Council for Voluntary Organisations (NCVO) to discuss the economic crisis and its likely impact on voluntary community organisations. Brennan's boss, Cabinet Office Minister Liam Byrne confirmed: 'In the light of recent global economic events, the Government is more determined than ever to support the third sector'. www.cabinetoffice.gov.uk/third_sector

Northern Ireland gets its own Charity Commission

The new charities legislation for Northern Ireland received Royal Assent on 9 September 2008. It is envisaged that charities will not be required to register with the new Charity Commission until the spring of 2010, with the first reporting requirements being the following year.

Legal Services Consultation Commission

NACCC, Child Contact Centres, family lawyers, judiciary and other interested parties have responded to a recent consultation that proposes to stop legal disbursements for contact assessments. Contact the NACCC office if you would like a copy of NACCC's response to the LSC. The results of the consultation are still awaited.

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



Northern Ireland Child Contact Centres Celebrate Decade of Promoting Positive Contact

On 21 October 2008 the Northern Ireland Network of Child Contact Centres (NINCCC) celebrated the 10th anniversary of Child Contact Centres in Northern Ireland with the launch of a new DVD entitled 'Positive Contact'.

In 1998, Knock Child Contact Centre in Belfast and the Mid Ulster Child Contact Centre in Cookstown were opened. Today there are ten Centres providing contact sessions in fifteen locations across Northern Ireland, with a mixture of Saturday and midweek sessions available. In the last year, Child Contact Centres in Northern Ireland provided services for almost 500 families, facilitating around 6,000 family visits. This was made possible by the time and efforts of 262 volunteers.

Over 160 representatives attended the celebratory event from the judiciary, Department of Health & Social Services & Public Safety (DHSSPS), family solicitors, statutory and voluntary agencies and members of Child Contact Centres.



From left, Richard Marshall, Ballymena Area CCS Committee, Muriel Orr, Knock CCC, The Hon Mr Justice Weir, Lady Eames, Judy Birchall NACCC and Fionnuala Leddy, Consultant Child and Adolescents Psychiatrist.

One of the speakers, the Honourable Mr Justice Weir said: "The progress that you have made in the ten short years of your existence in Northern Ireland is truly remarkable and all those who have given and continue to give their time and energy to the Northern Ireland Network of Child Contact Centres deserve great credit and the enduring thanks of those parents and children for whom you provide an indisputable service that will benefit the children throughout their lives. You also have the gratitude of those of us who have to try daily to break down contact barriers – for us, you are a unique and invaluable resource."

Also speaking at the event, Dr Fionnuala Leddy, Consultant Child and Adolescents Psychiatrist, The Royal Belfast Hospital for Sick Children, said: "We know that contact between children and their non-resident parent is good for children in all sorts of ways; improving self-esteem, behaviour, academic progress and social competence. In the majority of cases parents and children can work together to organise contact, often involving members of the extended family in the arrangements. However, after separation, approximately 30% of children have no contact with the non-resident parent, and Contact Centres are an important addition to the range of services aimed at promoting positive contact."

We were very pleased that Judy Birchall, NACCC Regional Support Manager for the North was also able to join us as she has watched over the development of Centres in Northern

Ireland for the past 6 years. Judy said "The Northern Ireland Network of Child Contact Centres is a shining example of a network supporting, advising and encouraging its diverse membership with a commonsense 'can do' attitude."

The funding made available by DHSSPS also enabled us to procure an 0845 phone number to centralise enquiries about Child Contact Centres and large roadside billboards have appeared around the country including in Carrickfergus, where a new Centre opened on 9 October 2008 (see picture).



A website (www.contactni.org) has been set up for the Network and our new logo, phone number and website appear on all of the new promotional material. There is a general leaflet about the Network with an insert giving details of all the NI Centres and also a leaflet for children. We are also hoping that funding will extend to a radio advertising campaign nearer to Christmas to publicise the resource.

Muriel Orr on behalf of the Northern Ireland Network of Child Contact Centres

Accessibility

'You can find out what's best for us by involving us'

Every Disabled Child Matters (EDCM) is the campaign to get rights and justice for every disabled child. The Disability Discrimination Act 1995 is clear that disabled people have the same rights to access services and facilities as other people, and that services must make reasonable adjustments to turn this right into a reality.

Article 31 of the United Nations Convention on the Rights of the Child states that all children have the right to play and join in a wide range of activities.

Disabled children and young people currently face major barriers that stop them accessing positive activities. The 'Every Disabled Child Matters' website has some useful publications including: 'Going Places' briefing and 'If I could change one thing' booklets.

"My brother is profoundly deaf. Lots of places have spoken information that he can't access. They don't even put up a sheet of paper with the spoken things on it, to make sense of the visual things for deaf people. We're fed up of going to places that advertise as being disabled access because they have ramps, but others can't access."

www.edcm.org.uk
Tel: 020 7843 6318

Contact a Family – for families with disabled children provide advice, information and support to the parents of all disabled children.

They publish fact sheets on parenting issues for families including:

- Understanding your child's behaviour
- Fathers – practical information

for fathers of children with special needs as well as sharing the experiences of other dads

- Grandparents – identifying some of the feelings grandparents may experience and highlighting ideas for how best those grandparents can support the parents
- Relationships and caring for a disabled child – advice for couples
- Siblings – information about impact of childhood disability on siblings

www.cafamily.org.uk/
Tel: 08088083555

Resources

Welsh Council for Voluntary Action (WCVA) is the voice of the voluntary sector in Wales representing and campaigning for voluntary organisations, volunteers and communities.

Services include:

- Information and funding service
- Policy & Research
- Info on European policy and funding
- Volunteering resources
- Training & events
- Grants & loans
- Workforce Hub (promoting skills development and good employment practice).

www.wcva.org.uk
Tel: 0800 2888 329

Northern Ireland Council for Voluntary Action (NICVA) is an umbrella organisation, seeking to represent the interests of voluntary and community organisations throughout Northern Ireland. Provides:

- Governance & charity advice
- Policy, research and funding advice
- Publications including good practice guides on managing finance and human resources.

www.nicva.org
www.grant-tracker.org
www.communityni.org
Tel: 028 9087 7777

Children and Young People with Anxiety guides are available to download free from Anxiety UK's website at http://www.anxietyuk.org.uk/resources_schools.php DVD also available produced with schools and youth organisations in mind. It recounts the stories of three young people who have suffered with a range of anxiety conditions. www.anxietyuk.org.uk
Tel: 08444 775 774

Family

Putting Children First: a handbook for separated parents, written by Karen and Nick Woodall of the Centre for Separated Families, is a brand new book that helps parents to manage the changes that come as a result of family separation so that the impact on children is reduced and they are able to achieve their full potential.

The book is **aimed at both parents**, regardless of whether they are the 'parent with care' or the 'non-resident parent' and deals with the different family relationships. It offers strategies and skills like:

- Parenting Plans
 - Scripted Phone Calls
 - Parenting Meetings
 - Co-operative Parenting Contracts
- www.separatedfamilies.info
Tel: 0845 478 6360

'My Time' Charts created in partnership with Resolution, the Association of Family Law Solicitors, have been designed to help young children whose parents are separating or have gone through the separation process.

Some children find even the smallest changes hard. Being able to see a visual plan is easier to understand and more settling than just being told what is going to happen. This chart has been designed to create that visual plan and to bring reassurance and

stability to children, which in turn will ease the pressure for those who care for them.

The Victoria Chart Company
www.encourageandpraise.com/record/mytime.html
 Tel: 08451 302 334

JUMP Parenting Plans Booklet has generated support from CAF/CASS. Sir Mark Potter, President of the Family Division, and Lord Justice Thorpe, Head of International Family Law for England and Wales, feel it is a useful document for Jewish parents going through separation or divorce. Booklet available from website or on request.

www.jump-parenting.org.uk
 Tel: 0844 3578112

Funding

Sustainable funding in Wales

Published by WCVA this resource provides practical information to voluntary and community organisations in Wales on how to develop a sustainable funding approach.

Useful resources available – case studies, further sources of information and guides to download.
www.sustainablefundingcymru.org.uk
 Tel: 0800 2888 329

George Barnes Fund

Centres who are struggling and meet certain criteria are now able to apply for grants from the George Barnes Fund. Details available from the NACCC office.

Church and Community Fund (Church of England)

Does your parish have a project involving greater outreach into the community for which it is seeking support?

This fund helps with imaginative and innovative projects of all kinds that bring 'the community into the church and the church into the community'.

The maximum one off grant is £15,000 although the total awarded may be phased over a number of years (usually three).

First deadline for 2009 is: Quarter 1 - 2nd February.
 Full guidance notes and application details:
www.churchandcommunityfund.org.uk
 Tel: 020 7898 1767

Monthly Prize Draw

Hilton Hotels offer a monthly prize draw for accommodation vouchers for use by charities as raffle and auction prizes at fundraising events. To enter email info@hilton-foundation.org.uk
 Please note: vouchers cannot be exchanged and you need to wait at least 3 months before reapplying. Further details: Hilton in the Community Foundation, 179-199 Holland Park Avenue, London W11 4UL.
www.hilton-foundation.org.uk
 Tel: 020 7605 7733

Legal

New Top Team at the Legal Services Commission

Three new Executive Directors will be joining the Legal Services Commission to continue the transformation of the organisation from one that administers legal aid to one that commissions legal aid services in the market.
www.legalservices.gov.uk/default.asp
 Tel: 0845 345 4345

Same sex couple and their sperm donor – is three a crowd?

Courts are increasingly required to make decisions about the legal status of sperm and egg donors in the lives of children involved, always having to consider what is best for the child.

In a recent case, the sperm donor, brother of one of the partners, applied for parental responsibility but the court ruled this was not in the child's best interest. He was,

however, awarded quarterly contact. More details:
www.rowlands-solicitors.co.uk/news-reader/articles/Same-sex-couples-and-their-sperm-donor.html

Small charities to benefit

More than 30,000 charities will benefit from red-tape cuts announced by the Office of the Third Sector in the Cabinet Office. The move will see the following thresholds rise:

- The threshold above which charities must prepare accruals accounts (from £100,000 to £250,000)
- The threshold above which accounts undergo external scrutiny (from £10,000 to £25,000)
- The threshold for charities to submit annual accounts and the Trustees Annual Report TAR (from £10,000 to £25,000).

Volunteering

Volunteering leads to better health

Volunteering could help people live longer and is good for their health and well-being, according to a report published today, which looks at the impact of volunteering on health. Details of report on website.
www.volunteering.org.uk/hsc
 Tel: 020 7520 8932

BBC leads the way in Investing in Volunteers

The BBC has received the coveted Investing in Volunteers for Employers accreditation for its employee volunteer programme, Connect and Create. This award is in recognition of all the staff volunteers across the BBC that make a difference to their local community.

Date for the Diary!

Next AGM -
 26th September 2009,
 Trent Vineyards, Nottingham.

Two heads are better than one!

Phil Doughty on co-ordinator job sharing



When faced with the difficulty of finding a coordinator, the organisers at Bridport Child Contact Centre looked at the idea of two people sharing the role and, as they told us, "Along came Val and Margaret."

With backgrounds in teaching and youth work they both wanted to be involved in worthwhile voluntary work that had the flexibility to accommodate their commitments.

Val said that being able to train together boosted their confidence and, as she says, they now have "two brains to solve problems, two pairs of eyes to see pitfalls and two pair of hands for practical work." Margaret added that, in times of family emergency the knowledge that Val is still able to be at the Centre on a Saturday is tremendously encouraging.

Chair of the Management Committee Phil said that the Contact Centre has really benefited from Margaret's organisational and training skills and Val's skills with both families and professional referrers.

Phil Doughty, Chair of Management Committee

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

National statistics on NACCC Child Contact Centres

There are 318 Child Contact Centres offering a range of services. There are 203 Member Centres offering Supported contact, 71 Member Centres offering just supervised contact and 44 member centres offering both types of contact in the British Isles (excluding Scotland).

Families using Child Contact Centres

Over 12,000 families used the Child Contact Centres in 2007/08

Who funds Child Contact Child Centres?

CAFCASS remains the largest single funder for non-commercial Child Contact Centres. Of the replies received, CAFCASS part funded 69% of Supported Centres, 65% of Supervised Centres and 70% of the centres offering both types of contact.

How many Children have contact with a family member at Child Contact Centres?

Around 17,000 children keep in touch with both parents through NACCC Child Contact Centres each year. Over half of these are under six years old.

There are more male staff in centres offering both types of contact than there are in supported centres. However the figures are still much lower than the number of female staff.

Volunteers

Volunteers at centres remain predominantly female, despite the large proportion of users being male.

The figures show the majority of volunteers/staff working at supported centres are aged 51-75 years, whereas the majority of those working in supervised centres are aged between 18 and 50 years.

How often are contact centres open?

The majority of **supervised** centres are open daily during the week.

The majority of **supported** centres are open twice a month, a small proportion opening during the week to offer more flexibility.

The majority of centres offering both types are open daily or 6 days a week.

Figures based on membership at 1/04/08 analysed from the 268 Annual Statistical returns from Member Centres received by 26/06/08. Data from Centres offering supervised contact and Centres offering both supervised and supported contact has been amalgamated for the purpose of this article. The full Annual Statistical Analysis 2007/8 is available on request from the NACCC office.

Dear NACCC



Please send your comments, letters and emails to Wendy Hannah at the NACCC office. NACCC staff and trustees will be pleased to answer any queries and include them in the next edition of Contact Matters.

Dear NACCC,

In late September I received an email from the NACCC office with information on The Centre for Separated Families' National Conference entitled "Best practice in support to separated families: putting children first". NACCC had been offered five free places and, as I replied immediately, I was fortunate enough to get one.

On a lovely sunny day on 16th October, there were morning and afternoon presentations by a number well known figures from relevant organisations followed by a choice of seminars. For me, the only speaker who was a disappointment was Iain Duncan Smith. I felt he harangued us from the podium in strident tones about the "estates" of this country. My morning seminar gave me the opportunity to hear Christine Smart, the CAFCASS Children's Rights Director, talk about "Listening to the voices of children in the family courts".

Two passionate young people who had been through the system and who explained how things could be improved joined her.

My afternoon seminar choice was entitled "Supporting separated parents through Child Contact Centres". It was ably presented by Duncan Gore and Louis Ruddlesden, who talked about the work of NACCC and the accredited centres to the assembled group, some of whom knew very little of the work of Child Contact Centres.

I had a great day – interesting and informative – in a comfortable setting (opposite the Tower of London) with the best catering I have ever experienced at such an event! Thank you NACCC for giving me the opportunity to attend.

Lin Martin-Haugh
Co-ordinator, Stevenage & North Hertfordshire
Child Contact Centres

Co-ordinator training – additional dates due to popular demand

This course has been very popular and consists of four units. Referrers, Families, Staff and Management, and Funding and Publicity. In response to demand we are putting on our fourth two-day residential to be held on 24th to 25th February. Full details will be sent to all Centres shortly. Places are strictly on a first come first served basis.

Coming to a court near you! Regional Training for Child Contact Centres

Planning is now well under way for next year's Regional Training entitled 'Working Together because Every Child Still Matters'. We hope to be able to give a countrywide timetable for over 40 court locations in the next edition of Contact Matters and from January information will be on the website. The meetings will start on the 30th March and run through until the 2nd July 09.

In the previous issue of Contact Matters we asked if you would be willing to show other centres round your centre.

We have had responses from:

Newbury Child Contact Centre: contact newburyfcc@hotmail.com

Impact Family Services at Sunderland: contact: steve.eales@sunfam.co.uk

If you would like to be included in this initiative please contact the NACCC office.

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
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Regional Trustee: London: *position vacant*
General Trustee: Michael Durell
General Trustee: Honor Rhodes
General Trustee: *position vacant*

Staff

Chief Executive: Yvonne Kee BA Hons, MA
ykee@naccc.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.

Senior Regional Support Manager (Central): Duncan Gore
d.gore@naccc.org.uk

Regional Support Manager (North): Judy Birchall
judybirchall@btinternet.com

Regional Support Manager (South): Louis Ruddlesden
l.ruddlesden@naccc.org.uk

Regional Support Manager (South): Pamela Permalloo
p.permalloo@naccc.org.uk
Monday 8am–5pm, Tues 2pm–3pm, Thurs 8am–5pm,
Fri 2pm–3pm

Office team

Administration Assistant: Katie Lockett (finance, orders, infoline) k.lockett@naccc.org.uk Mon to Fri 9am–5pm

Administrator: Judith Mewse (Infoline, membership, CRB) j.mewse@naccc.org.uk Mon to Fri 9.30am–2pm

Administrator: Donna Moreland (CRB, membership, training admin) d.moreland@naccc.org.uk Mon to Thurs 10am–2pm

Bookkeeper: Alan Tarr a.tarr@naccc.org.uk Tues, Thurs 9am–5pm

Project Administrator (maternity cover): Wendy Hannah (IT, statistics, publications, website) w.hannah@naccc.org.uk
Mon to Wed 9am–5pm

Administrator: information and communications: Laura Stubbs: l.stubbs@naccc.org.uk hours to be confirmed

NACCC office contact number 0845 450 0280

Support Officers

Employed on 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.

Northwest England: Salli Ward

Northeast England: *position vacant*

West Midlands: Russell Collard

East Midlands: Paula Gale

East Anglia: *position vacant*

Southwest England: Charmaine Bryant

Central Southeast England: Alice Sharville, Phil Doughty

Southeast England: Margaret Windeatt

Thames Valley: *position vacant*

London: *position vacant*

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