

# NACCC Fact Sheets

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## Supported Child Contact, a Brief Introduction.

Supported Child Contact Centres provide a safe place for children to enjoy contact with parents they no longer live with.

Typically working with families where the level of risk or complexity is assessed to be lower, a supported child contact centre can provide families with a great way to build relationships and trust. The aim of these services is to provide short term solutions that enable families to communicate and work together post separation in the best interests of their children.

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### BY POST

5 Russell Place,  
Nottingham, NG1 5HJ

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### BY PHONE

Why not drop us a line  
on 0115 948 4557

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### ONLINE

Email us on  
[contact@naccc.org.uk](mailto:contact@naccc.org.uk)



### Judicial Protocol

Supported contact centres do not make recordings or give evidence in court. [Find out more here.](#)

### Voluntary Service

Supported services are often run by generous volunteers. They are often very experienced and trained, but not always qualified professionals.

### Visit us online.

Our website has lots of information for children and young people using contact services.

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## Supported Centres

### The basics in a nutshell.

Supported contact helps to keep children in touch with parents and other loved ones that they no longer live with. This will usually be because their parents have separated but sometimes this might also be because they are living away from home for some other reason.

Supported Contact can be a great stepping stone from supervised contact and will often progress to a handover service. A supported child contact centre will usually aim to work with families for a short period of time, enabling trust to be built and for contact to take place in more natural and comfortable environments.

NACCC Accredited Supported Services have all of the policies, processes, systems and forms to keep families safe.

These sessions often take place in a shared environment where their might also be other families also having contact at the same time.



The staff or volunteers do not observe contact and do not usually make recordings about the things that happen in contact sessions. They do not give evidence in court proceedings, this allows them to maintain a level of impartiality, always acting in the best interests of the children using the service.

Supported contact services might offer other services like 'handover' sessions or 'virtual contact'.

Supported centres will also have a process to support you to receive a service (usually called a pre-visit) and a review process to help families to move on from the service in a way that is safe, comfortable and sustainable.

## THE ACT OF VOLUNTARY SERVICE

Many supported contact centres are run by not for profit organisations and volunteers and the foundation stone that makes this possible. Often volunteers will be retired social workers, Cafcass officers or maybe even judiciary staff. However, this is not always the case and at NACCC we work on the basis that every individual has unique experience to offer. Volunteers attend the centres week in week out to ensure the best for children, this helps to ensure that centres remain available and that costs are kept very low. In order to be able to offer a service safely volunteers are trained and supported and these centres only work with families where there is a low level of risk of complexity.

