

- Adults are not permitted to use the children's toilet. Nor is an adult permitted to be alone with a child in the toilets.
- All families are treated the same. Children will be returned to their parents at the end of each session by a volunteer, rather than the resident parent coming into the contact room.

Our concern is for the children. Every effort is made to maintain a pleasant atmosphere, but we reserve the right to ask parents to leave, if their conduct is such that the atmosphere becomes unpleasant.

What happens if I cannot come?

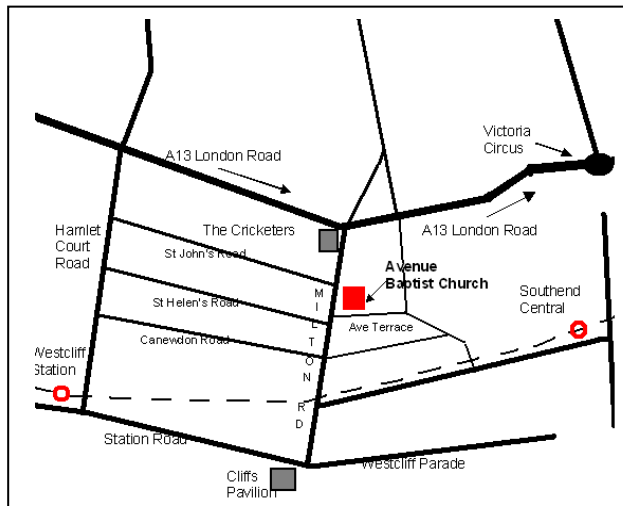
Please let your former partner and your solicitor know at the earliest opportunity, in order that the co-ordinators can be advised. If you or your child are unwell on a contact day and unable to attend, please let the co-ordinators know in good time by ringing the number on the front of this leaflet.

Who are the volunteer staff?

The volunteers come from all walks of life and give their time to enable the children to have contact with both their parents. They have been screened to ensure that there is no reason why they should not be in contact with children. They have received training to help them support the running of the contact centre. There will be at least 2 volunteers in each room.

Who are the Co-ordinators?

The co-ordinators have undertaken additional preparation, and they manage the running of the centre.



Directions

Avenue Baptist Church is situated on the corner of Milton Road & Avenue Terrace. Entry is through the double glass doors facing out onto Milton Road.

Railways

Westcliff Station (C2C), Southend Victoria Station (First Great Eastern) and Southend Central Station are all within walking distance of 15-20 minutes.

Buses

Local buses into & out of Southend town centre stop on the London Road, near the Cricketers Pub at the top of Milton Road.



Avenue Child Contact Centre



Avenue Baptist Church
Milton Road, Westcliff-On-Sea
Essex SS0 7JX

2nd & 4th Saturday
of every month
12:00-3:00

Contact Centre tel: 07954 543461
(Line open contact days 9am-3pm only)
Charity number 1079998



Partnering the
Leagues of Friends
since 1949.
A member of Attend. Enhancing
Health & Social care locally

What is a Child Contact Centre?

The Child Contact Centre is run by volunteers under the leadership of the co-ordinators and is a place where children can enjoy the company of adults and siblings they are separated from. Please note that Avenue Child Contact Centre is a charity. We are run by volunteers who give up their time to help your family. We are not funded by any government organisations so rely totally on donations to help us keep running.

When are we open?

We are open on the 2nd and 4th Saturday of every month between the hours of 12:00 and 3:00.

What is it like?

There is a warm and friendly atmosphere, with plenty of toys.

Sandwiches, tea, coffee and soft drinks are available for a charge of £1 per family.

How are visits arranged?

If you would like to come to our Centre, a solicitor, family court welfare officer, social worker or family mediator will need to contact the co-ordinators and then complete a referral form. You will be invited to come for a brief 'pre-contact' meeting with the co-ordinators before your first session to go

through the forms and discuss what will happen when contact starts.

Do I have to meet my former partner?

Not if you don't want to. Please ensure that your referrer lets the co-ordinators know in advance and we can arrange for this not to happen.

How often can I come?

This will be arranged before you come; between yourself, the person who completes your application form, your former partner and the Centre co-ordinators.

Will any reports be made about what happens at the Child Contact Centre?

The Child Contact Centre is independent of the courts, social services and other statutory agencies. We do not take sides, nor do we prepare written reports about visits, unless a child is believed to be at risk of harm. If a report is required arrangements may be made for a CAFCASS officer to attend our Centre in order to prepare a report.

What are the rules?

As our centre is often used by several families at one time and we want to provide a safe and happy place for children, we ask people using it to remember the following:-

- Children need a familiar face, so a parent must be with the child at all times.
- Parents are always responsible for the safety and supervision of their children.
- A child can only be taken from the centre during a visit only if stated on the referral form, or with the written consent of both parents.
- Other relatives or friends can only attend by prior arrangement of all parties, including the co-ordinators.
- Anyone under the influence of or carrying alcohol/drugs will not be allowed admittance.
- Photography is not allowed without prior permission from the co-ordinators.
- Please make sure your mobile phone is switched off whilst you are at the Centre.
- Abusive or aggressive behaviour will not be tolerated, and those involved will be asked to leave.

We aim to enhance relationships following family breakdown, by offering contact in a safe and comfortable environment for parents who are not living with their children