



## National Association of Child Contact Centres

This Child Contact Centre is an accredited member ref: 1127/6 of the National Association of Child Contact Centres (NACCC). Our policies are based on NACCC recommendations and may be seen on request.



Tel: 0845 4500 280  
Email: [contact@nacc.org.uk](mailto:contact@nacc.org.uk)  
Web: [www.nacc.org.uk](http://www.nacc.org.uk)  
Reg Charity: 10786023

**Promoting safe child contact within a national framework of Child Contact Centres.**

### Equal opportunities and diversity

The Harpenden Child Contact Centre aims to offer an equal service, regardless of race, skin colour, ethnic origin, cultural beliefs, nationality, gender, age, HIV/AIDS, disability, sexual orientation or religion, and to anyone who is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

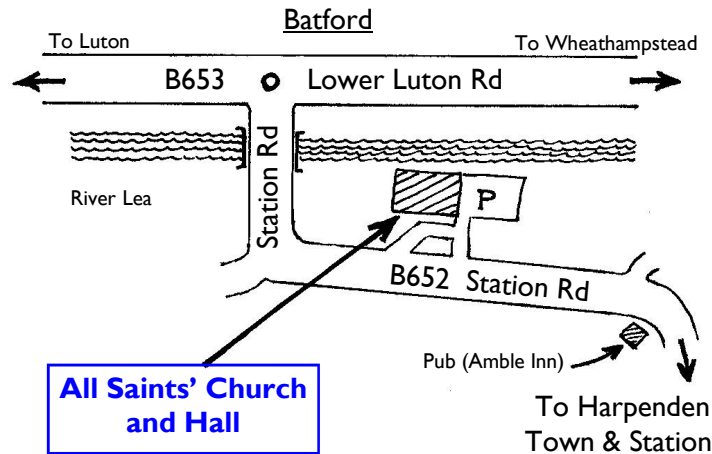
### How to find us:

Station Road (B652) runs from the centre of Harpenden and Harpenden Station to Batford on the Lower Luton Road (B653). The Harpenden Child Contact Centre is on Station Road at All Saints' Church Hall which is a few hundred yards from the Batford roundabout end of Station Road, and about a mile from Harpenden Station. Free car parking available, including disabled parking. Bus services operate along Station Road.

Enter the Centre by the All Saints' Church entrance where a receptionist will welcome you and book you in. The hall where the visit takes place is right next to the church entrance. There is also a waiting room by the entrance which you may use.



We are open on the  
**2<sup>nd</sup> and 4<sup>th</sup> Saturday each month**  
**from: 1pm to 4pm**  
(Excluding Christmas & Easter weekends)



**All Saints' Church and Hall**

### How to contact the Centre Co-ordinator:

**mail:** Harpenden Child Contact Centre  
PO Box 475, Harpenden, AL5 9BN

**telephone:** 07842 167 767  
Office hours: Tues, Wed, Thurs: 9.30am-2.00pm  
and 2nd, 4th Sats (when centre open): 10am - 4pm

**email:** [hccc@stnicholasharpenden.org.uk](mailto:hccc@stnicholasharpenden.org.uk)

**or look at our web site:**  
[www.stnicholasharpenden.org.uk/hccc](http://www.stnicholasharpenden.org.uk/hccc)



Reg Charity No: 1116363

**... so that parenting needn't end when a partnership does...**



**Open 2nd & 4th Saturdays each month**  
**1pm to 4pm**  
at:  
**All Saints' Church Hall**  
**129 Station Road**  
**Batford, Harpenden**  
**AL5 4UU**





## What is a Child Contact Centre?

A Child Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with one or both parents, and sometimes other family members. It is a child centred environment that puts the needs of the children first.

## What is it like at a Child Contact Centre?

The most important people in the Child Contact Centre are the children. We aim to create a warm, sociable atmosphere where parents and children can relax and enjoy themselves. The Centre has an area with a variety of games, toys and books for children of all ages. Tea, coffee and other refreshments are provided. You may want to bring along some favourite toys, special drinks, or other things you might need such as nappies.

The Child Contact Centre is run by fully trained volunteers or staff. They are impartial, so they do not take sides. They work to a strict confidentiality policy and have all been through a Criminal Records Bureau (police) check.

## How are the visits arranged?

Visits are by referral only. The referral can be made by a social worker, solicitor, family mediator, CAFCASS officer (formerly known as a court family welfare officer), or by a court order. The person making the referral fills out a referral form and sends it to the Centre Co-ordinator who then makes appointments for the visits. We suggest that new partners do not visit with parents for the sake of the child or children. Only those named on the referral form can visit.

It is advisable for you (the parent) and your child or children to come and see the Centre before your first arranged visit. This will help you get to know the Centre and the staff, and make your first contact visit easier.



## Do I have to meet my ex-partner when I go to the Centre?

Not if you don't want to. Parents are responsible for their children at all times while at the Centre so you will have to wait with your child until your ex-partner arrives. However, the Centre staff can deal with the handover of your child so you don't need to meet your ex-partner. We have a waiting room if you wish to stay during the period of the visit.

## Do I have to pay for anything?

Visits usually last 2 or 3 hours. If you are staying at the centre with a child, or simply waiting whilst your ex-partner is with the child then you may wish to buy refreshments, snacks, sweets etc. So bring some money with you. There is no charge for the visit itself and there's a large free car park next to the hall.

## What happens if I can't come at a time when I've arranged a visit?

Let your ex-partner and the Centre Co-ordinator know as soon as you can.

## Does the Centre make any reports about us?

A Child Contact Centre is independent of the courts, social services or any statutory agency.

We do not make verbal or written reports about visits, apart from the dates and times of attendance. The only exception to this is if we believe that a child is at risk, or if a member of staff, volunteer or Centre user is at risk of harm.



## Are there any rules?

As few as possible! However, the Centre is used by several families at the same time, so we have to ensure the safety of everyone and consideration for others:

- Parents are responsible for the safety and supervision of their children at **all** times while at the Centre. No child may be left without a parent in attendance.
- You must provide a contact telephone number when leaving children at the Centre.
- A child may only be taken from the Centre during a visit if this is stated on the referral form, or with the prior written consent of both parents.
- Relatives, new partners or friends can only attend if they are named on the referral form.
- There must be **no** arguing or disagreements in front of any of the children. Abusive or aggressive behaviour, racist or other offensive remarks will not be tolerated. Any visitor acting in such a way will be asked to leave.
- Finally, please: No smoking in the Centre. Switch off your mobile phone while you're with your child. Don't bring any pets. No taking of photographs, video filming, or use of portable computers unless the other party and the Co-ordinator or Team Leader have given their permission. Alcohol, drugs, or anyone under the influence of these will not be allowed onto the premises.

**We look forward to welcoming you and your family.**