

What do volunteers do?

The volunteers are there to support the family time, to help the child feel safe and at ease by providing a welcoming, friendly environment.

The volunteers are not there to take care of the children. That is the responsibility of the parent or visiting party.

What do we do if we have a query or complaint?

All Correspondence should be addressed to:

The Coordinator

Bridge Child Contact
Centre c/o Pathway
Mediation, The Hall,
Lairgate, Beverley, HU17
8HL

Tel: 07875 434450

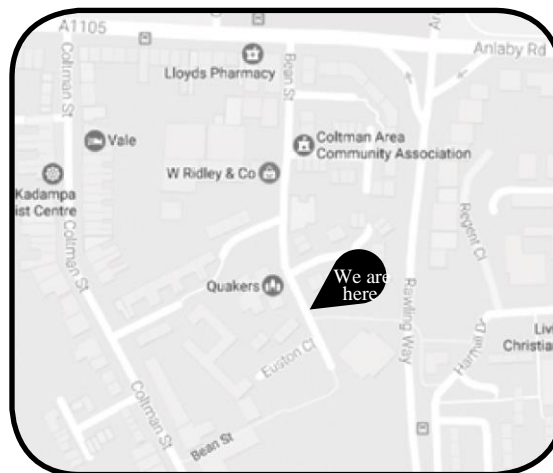
Email:

coordinators@bridgechildcontactcentre.org.uk

Contact Centre
policies are available
on request.

**We hope that you enjoy your
visit to our Centre.**

We are members of the National
Association of Child Contact
Centres.



Local information

Venue: Bridge Child Contact Centre,
The Maurice Rawling Centre,
Bean Street, Hull HU3 2UP

Please do not send any post
to this address.

Sessions are held fortnightly but may be
subject to change.

www.bridgechildcontactcentre.org.uk

Contact Information:

Tel: 07875 434450

Email:

coordinators@bridgechildcontactcentre.org.uk



Over 2,000 children per week use a
contact centre



Bridge Child Contact Centre
Reg. Charity No. 1139833

What is a child contact centre?

It is a safe and welcoming environment, enabling supported family time to take place.

This may be with a parent or another member of the family.

The welfare of the children is of the utmost priority, as is the impartiality of the staff.

The room has plenty of toys and games to help the children enjoy their time at the centre, but you may wish to bring a toy with you.

The Child's needs are paramount.

Who makes the arrangements?

Visits are by referral. This could be from you, by a Court order, by your Solicitor or a Social Worker. Self Referrals will be considered on a case by case basis.

What will it cost?

A referral fee of £125.00 is charged for 12 sessions. This money together with donations and grants is used to cover the running costs of the centre.

What happens when we arrive?

A volunteer will greet you and register your name and time of arrival.

Please try not to arrive more than ten minutes before your family time.

You will be taken into a waiting area with your child, until the family time takes place. You may stay in the area or leave and return at the end of the family time. We have baby changing facilities available, but we do not provide nappies or dry clothes.

Do I have to meet my former partner?

Not if you do not wish to. Separate waiting areas are available. However, you must wait with the child /children until the visiting parties arrive.

What happens if I cannot come?

Let the visiting person know if possible and contact the centre co-ordinator in advance.

Will any reports be written about us?

No. We are independent of any statutory bodies.

As we are impartial, we do not write reports, unless we believe a child is at risk.

Are there any rules or regulations?

In the interest of health / safety and the privacy laws we ask that you take note of the following:

- Parents/visitors are always responsible for the safety and supervision of their children.
- **Mobile phones must be turned off and not used during the session.**
- **Video or still photography is NOT permitted within the centre.**
- Please do not bring a child who is unwell to the centre.
- Children may not be taken out of the centre unless it has been agreed by both parties in advance and is written on the referral form.
- Relatives and friends may only attend if it has been agreed by both parties prior to the contact taking place.
- No pets are allowed
- Smoking is not allowed in the centre.
- Anyone who appears to be under the influence of drink or drugs will not be admitted.
- Abusive or aggressive behaviour will not be tolerated.
- Families and volunteers deserve respect and consideration.

The staff and volunteers must not become involved in handing over money or letters between parties. They must remain impartial at all times. We will try to ensure the family time takes place as smoothly as possible.