



Bridge Child Contact Centre



Children's Guide



Welcome to family time at the Bridge Child
Contact Centre

Maurice Rawling Centre, Bean Street, Hull, HU3 2PU

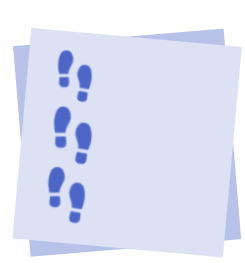
07875434450

coordinators@bridgechildcontactcentre.org.uk



For more information visit

www.bridgechildcontactcentre.org.uk



What We Do!

Our family time centre provides a safe place for you to spend time with the people that you care about. We know that using a family time centre can be a big change. Our team will be available to help you to feel safe. If you have any problems or worries let us know and we will do our best to help.

Before you start, you will have the chance to come and have a visit. At your visit you will be able to:

- Have a look around.
- Find out how we will work with you - when your family time will be, what the volunteers will be doing, how long you will use the centre and other things that might be helpful to know.
- Ask any questions - Don't be afraid to ask. Our team will have heard your question before and will want to help you to find the answers.
- Find out the rules - we do have a few rules but there are not too many to remember.
- Understand how the team will help you to feel ok.



What will it be like?

We hope that you will enjoy your time with us, and we will do all we can to make sure you are only here for as long as you need us.

There are different volunteers who work with us, but we will work hard to make sure that you see people you have seen before.

You will spend time in a room with other children and families who are spending family time together. You might want to bring a favourite toy or wear your best clothes and bring something to eat and drink.

Our team will also be in the room, and you will be able to see us all the time. We are there for your comfort, but you will have privacy and we will not be listening to the conversations you have with the person you are visiting.

We do not usually write notes about the time you have spent here. That shouldn't worry you though, if something happened that others needed to know about, we would write that down.



We look forward to welcoming you for your family time.



What if I am not happy?



There have been some big changes in your life, and there might be some more. It's normal to worry about this and to feel uncertain about the future. The NACCC Website has lots of information for you. You can easily find this on google, or by typing the following link into your web browser - <https://naccc.org.uk/for-children/>

If you are unhappy tell us. We will always do our best to help.



If you have other professionals in your life like a Teacher, Social Worker, Cafcass Staff Member, Youth Worker, or anyone else you trust it is ok to talk to them too. They will be able to help.

Sometimes we make mistakes. If you think we have done something wrong and you don't want to talk to us about this, we do have a complaint procedure. Our staff can help you to understand how to make complaints.

childline

ONLINE, ON THE PHONE, ANYTIME

childline.org.uk | 0800 1111

Childline are also available to talk to about anything that worries you. They provide a confidential service and will not tell us what you say to them unless you ask them to. They also have lots of useful information on the Childline Website.

