

Are there any rules?

The Centre is used by several families at the same time so we do have to ensure the safety of everyone and a consideration of others:

- Parents are responsible for the safety and supervision of their children at all times when at the Centre. No child may be left without a parent in attendance.
- You **must** inform the Contact Centre of any change of personal details (telephone number and address).
- The child might only be taken from the Centre during a visit if this is stated on the referral form or with the written consent of both parents.
- Relatives or friends can only attend if they are named on the referral form.
- There must be no arguing in front of any of the children. Abusive or aggressive behaviour and racist or other offensive remarks will not be tolerated. Any visitor acting in such a way will be asked to leave.
- No** smoking in the Centre.
- Please switch off and hand in your mobile phone and any other technology devices on entry to the centre and leave with a member of staff.
- Pets are not allowed.
- No** taking photographs, video , filming, or use of computers unless the other party and the Coordinator have given their permission.
- Alcohol drugs or anyone under the influence of these will be not be allowed on the premises.

A full rules list will be given to each parent before sessions start.



RISE Families Together Contact Centre

The RISE Children's Centre
The Oaks
Chippenham
Wiltshire
SN15 1DU

Contact Centre Co-ordinator:

Lynn Evans

Opening times:

First and third Saturday of the month
11.00am-1.00pm

Telephone: 01249 463040

ContactCentre@therisetrust.org



Child Contact Centres

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



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 you and your children can relax and enjoy yourselves. The Centre has an area with a variety of games, toys and books for children of all ages. Refreshments are provided. You may want to bring along some favourite toys, baby milk 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 police checked.



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

How are the visits arranged?

Visits are by referral. The referral can be made by a social worker, solicitor, family mediator, CAFCASS officer (formally known as a Family welfare officer) or by a court order. The person making the referral fills out a referral form and sends it to the Centre Coordinator. How often you come to the centre depends on you and when the centre is open. Self referrals can also be made.

Every parent will have a meeting with the coordinator prior to arrange your first visit. This will either be done face to face or via Microsoft Teams. This will give the parents a chance to ask questions and find out more about how the centre runs, the policies and procedures and the centre guidelines and rules.

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

The non-resident parent will arrive at the prior to the resident parent and the child/ren.

The Centre staff and volunteers will manage the handover of children so

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

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

Is there anything I need to do?

As this is a special time for children to spend with the parent they no longer live with, we do not allow new partners do not attend the Centre. Also please keep disagreements out of the Child Contact Centre. Remember that your child is hurting too. Make this a happy time for them.

Does the centre make any reports about us?

A Child Contact Centre is independent of the courts the 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.



Equal opportunities and diversity.

We aim 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.