



Our Contact Centre

Our service is for parents, grandparents or other family members who are no longer living with their children. A centre such as ours can arrange a contact in a safe and secure environment.

During and after the contact session, staff provide feedback and offer support and guidance to parents to enable contact to be a positive experience for their child or children. We also work with the parent the child lives with to address any worries or concerns they may have.

CONTACT US

The A Project Child Contact Centre



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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. They are child-centred environments that provide toys, games and facilities that reflect the diverse needs of children affected by family breakdown.

Child Contact Centres can help when There are safety considerations, or to Help trust and reliability to develop Between parents and carers.

We provide a range of resources such an Interactive smart table, toys, and games to enable contact to be a positive experience.



Services We Provide

Supervised Contact when there are more complex issues or concerns to the safety of children and adults, we supervise the contact to ensure everybody is safe. Families are supervised on a one-to-one basis. The behaviour of both parent and child are observed and conversations monitored. Someone will always be in sight of the children and monitor conversations and assistance or intervention if necessary.

Community Contact takes place from our centre and is introduced once a regular, safe and sustainable pattern of contact has been established. Involving the child and non-parent being accompanied by our Contact Centre Supervisor on visits to places such as the local parks, shops, and restaurants for a Memorable day out. We will ensure the arrangements and places visited are both safe and meet the needs of the child involved in the contact. We are dedicated in providing the environment for loved ones to interact and maintain a healthy relationship, and a written report will be provided for this service.

Virtual Contact may be appropriate due to distance, disability, travel, or legal constraints. A trained supervisor will remain in our Child Contact Centre room with the child at all times during the contact to provide facilitation and supervision. The person having contact with the child must have access to an internet-ready computer with speakers and a webcam. These sessions are carried out via Skype, Zoom, Teams or other video messaging software, and a written report will be included.

Indirect Contact is used when direct contact is either unsafe, unworkable and/or not in the child's best interest, then parents or secondary caregivers are supported in using creative forms of communication to keep in touch with the children. The contact can be in the form of letters, cards, gifts, or telephone through our centre. This form of contact is often used to re-introduce a child to a non-resident parent they have not seen for a long period of time or there are concerns about domestic violence, child abuse or when the child has been adopted.

NACCC Accredited

We hold the same following values:

- Being independent and impartial
- Respecting individuals & preserving confidentiality
- Promoting equality within the family
- Valuing & promoting voluntary service
- Shared skills & expertise to ensure safety
- Better outcomes for children and their families