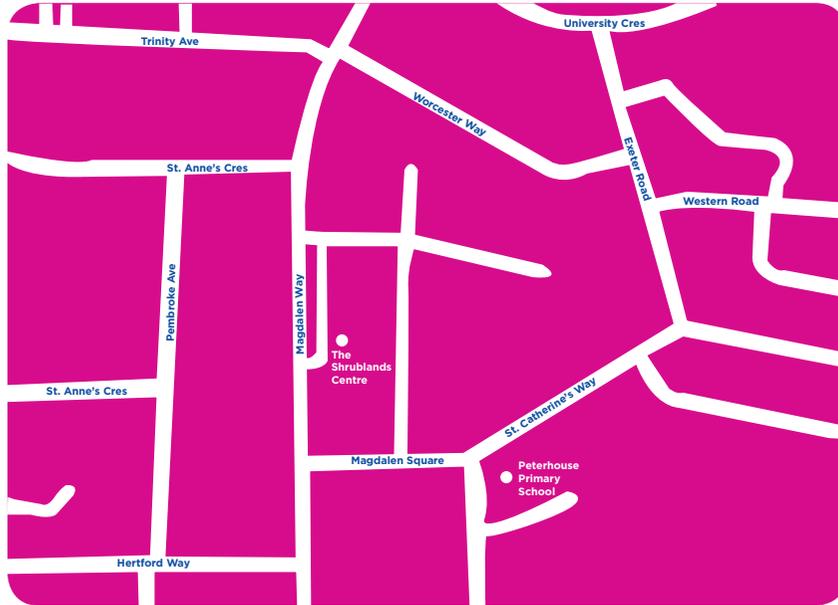


Making a complaint

Break welcomes feedback from everyone who accesses our services. If you have a compliment, complaint or comment please discuss this with the Co-ordinator in the first instance or ask for a leaflet.



The Contact Centre Co-ordinator

Families' House
125 Ber Street
Norwich
NR1 3EY

Telephone: 01603 621702

Mobile: 07979 428124 (contact days only)

Fax: 01603 614049

Dates in 2016

January	9, 23
February	6, 20
March	5, 19
April	2, 16, 30
May	14, 28
June	11, 25
July	9, 23
August	6, 20
September	3, 17
October	1, 15, 29
November	12, 26
December	10

f Break Charity
breakwriter
break-charity.org

Young people in care and moving on
Children and young people with disabilities
Families in need of support
Children at risk

break-charity.org



Great Yarmouth Family Contact Centre



The Shrublands Centre
Magdalen Way
Gorleston
Norfolk
NR31 7BP

break
Changing young lives

What is a contact centre?

A relaxed and friendly setting where parents or family members may spend time with their children who they are not living with. The aim is to help children keep in touch with their parents or family members, following the breakdown of a marriage or relationship. (Research shows that most children benefit if contact is maintained with both parents).

Who is it for?

Mainly for the children, since it is important that they grow up knowing both their mum and dad. We hope that during contact sessions parents are able to put their personal difference aside and help make their child(ren)'s visit enjoyable. New partners or other relatives should only come to the Centre if agreed by all concerned.

Who runs it?

The Centre is run by Break and staffed by a paid Co-ordinator. They are supported by volunteers who welcome children and parents, they serve light refreshments and encourage a relaxed and informal atmosphere. They do not 'take sides', or act as mediators in disputes between parents. All staff attend Child Safeguarding training.

When is it open?

The Centre is open on alternate Saturdays between 2:30 - 4:30pm (see overleaf for current dates). We often having a waiting list and contact may not be able to start straight away. Please speak to the Co-ordinator about waiting times.

Contact arrangement

If help is needed to reach agreement with former partners over contact, the local CAFCASS, Children's Services department, a solicitor or local Mediation Services may be able to assist.

Confidential

All records are confidential. No reports about contact visits are supplied to the referring agency e.g. a solicitor, the courts or parents - except to confirm (if asked) dates/times of attendance. The only exception to this policy would be if the Co-ordinator considered the child's welfare to be at risk.

Code of practice

1. Children must always have at least one of their parents/carers present whilst at the Centre.
2. Parents/carers are responsible for the safety and supervision of their children at all times.
3. Children may not be taken out of the Centre by the contact person, unless specifically previously authorised/agreed.
4. Staff volunteers are not empowered to enforce Court Orders, or agreements made privately between parents and/or their representative.
5. No alcohol is permitted on the premises. Anyone considered to be under the influence of alcohol (or any other substance) will be asked to leave.
6. The use of mobile phones is not allowed inside the building.
7. The use of cameras, etc, is not allowed at the Centre, except with the prior agreement of all parties.
8. The Centre is accredited with NACCC (National Association of Child Contact Centres) and complies with its policies.

About Great Yarmouth Family Contact Centre

There are a large selection of toys, games, books and art materials suitable for a wide range of ages. There is also a secure outdoor playground for use in fine weather. This is supervised at all times.

Referral procedures

The Great Yarmouth Family Contact Centre is managed by Break Charity and referrals should be sent to Families' House (Please see overleaf).

Referral forms and further information regarding the Centre can be obtained from:

www.break-charity.org/what-we-do/separated-families