

WHO WILL BE THERE?



Paul



Sue

Our Centre is run by a team of very kind adults who are really good at listening and solving problems. There might be different staff every week, but you'll know who they are by the badge on their lanyard, and they'll be sitting at the big table when you come in to the hall.



John



Cheryl

Here's some of the staff; you'll definitely see at least one of them every week, but no matter who is there, you can always ask them for help.



Alex

registered charity no: 1078473

Child Information Leaflet



For further information, we're just a phone call away at
07961 766700

<https://naccc.org.uk/for-children/>

childline

ONLINE, ON THE PHONE, ANYTIME
childline.org.uk | 0800 1111

YOUNGmINDS text YM to 85258

www.burtonontrentccc.org.uk

BURTON ON TRENT CHILD CONTACT CENTRE



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What We Do! ~



Our contact centre provides a safe place for you to spend time with the people that you care about. Our service is in a big hall, and you can sit at the tables and chairs with the person you are visiting, or play with the toys and games we have. There might also be other families and other children to play with who are visiting people too.

What happens at the Contact Centre?

COME AND VISIT US BEFORE YOUR FIRST SESSION ✕

Before you use our service, you will have the chance to come and have a visit. During this time, you will be able to:

- Have a look around.
- Find out how we will work with you – when sessions will be, what the staff 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. The staff will have heard your question before and will want to help you to find the answers. You might want to know if you can take photos, bring a favourite toy, or wear your best clothes.
- Find out where the toilets are and look at what we have in the cafe.

TOYS AND GAMES

We have lots of toys and games at the centre including a dollhouse, play kitchen, trains and cars, dinosaurs and animals, colouring books and crayons, plus there's a garden area with a slide and trampoline! If you want a specific toy, ask a staff member and they can look in the toy cupboard to see if we have it - or you can bring your own toys from home!



WHAT IF I WANT TO GO HOME?

If you feel scared or unhappy when you get to the centre and don't want to go in, tell your parent and we can try to help - maybe we could try a shorter session, or your parent that you live with could wait in a room next door so you can leave the hall and see them whenever you want.

If the parent that you live with has already left and you start feeling unhappy and you really want to go home, you can tell a staff member and they will call your parent/carer to pick you up.