

WHAT DO WE DO?

Adult relationships can remain difficult after parents separate. Yet many children want, and need, to maintain a relationship with both parents and other relatives who are important to them.

Not all separated parents find it easy to achieve this. Trust may have broken down. Communications may have become difficult.

This is where we can help.

We won't take sides. We simply aim to help you do what is in the best interests of your child.

The Contact Centre provides facilities where a parent, who has been unable to maintain contact with their child, can meet with them in a warm friendly and neutral environment, and the parent with whom the children usually live can be confident that they are safe and secure.

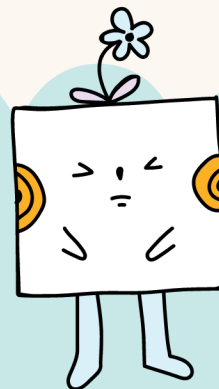
From the child's point of view the Centre provides a place where they can meet Mum or Dad and there are plenty of toys and games to play with.



We are accredited by the National Association of Contact Centres (NACCC). There are over 300 centres within the national body in the UK.

Accreditation means that the Burton Centre is recognised as providing a professional standard of support and Courts, Social Workers, and most importantly parents, can refer to the Burton Centre with confidence.

QUICK FACTS



Opening times

Each session runs for 2 hours, on Saturdays 10am to 12pm. However we would ask that you arrive at around 9:30am, and leave 10-15 minutes after the end of the session. This is to minimise the risk of ex partners meeting.



Fees

Fees are £30 for the first 6 sessions which includes an administration fee. Subsequent sessions are £20 for each group of 6 sessions.

CONTACT US!



burtonontrentccc@gmail.com



07961 766700



burtonontrentccc.org.uk



The Warehouse
Riverside Church,
Burton Upon Trent
DE14 1LD



BURTON ON TRENT CHILD CONTACT CENTRE



What you need
to know as a
non-resident
parent

registered charity no: 1078473

HOW DO I GET STARTED?

Referrals can be made through your solicitor, CAFCASS officer or social worker, or you may contact us directly. You can download a copy of our referral form and associated guidelines on our website at <https://burtonontrentccc.org.uk/referrals/>



Paul Mills
Centre Co-ordinator

My name is Paul Mills and I am the Centre Co-ordinator. I have a personal connection to this Centre as I was a father who used this centre 19 years ago to see my son.

Once a referral form has been completed, arrangements are made for both parents to attend the centre on separate occasions for a pre-contact visit. Pre-visits are essential as we need to understand your concerns and expectations. It is also an opportunity for you and the children to be made familiar with the Centre and to get to know us and the way we work

Alternatively, if you prefer, just give us a ring or email to arrange an appointment when you can call in and we can deal with the paper work together.

I HAVE SO MANY QUESTIONS!

Hopefully most questions you have will be answered by this leaflet, our website or discussed in your pre-visit interview. Although, if you have any further queries feel free to send us an email, call us, or ask one of our volunteers at your session.

START HERE

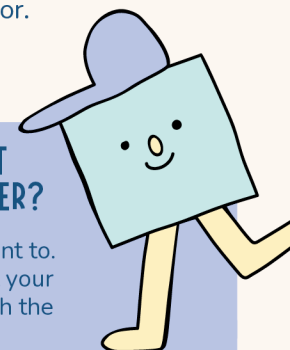
To read our FAQs

WHAT IS IT LIKE AT THE CONTACT CENTRE?

At a Contact Centre, the most important people are the children. We aim to create a warm, safe, friendly atmosphere where families can relax and enjoy themselves.

DO I HAVE TO MEET MY FORMER PARTNER?

No, not if you don't want to. You can discuss this at your Pre-Visit Interview with the Co-ordinator.



WILL ANY REPORTS BE MADE ABOUT WHAT HAPPENS AT THE CONTACT CENTRE?

Absolute confidentiality is maintained by the volunteers who do not provide any reports for the Courts or anyone else unless a child is believed to be at risk of harm. We do provide dates and times of visits if your Referrer wishes this information.



WHAT HAPPENS IF I CANCEL/MISS A SESSION?

Please let us and your former partner know as soon as possible if you can't make it. Cancelling any later than 9:15am on the day will count as a missed session. If you miss 2 sessions, your place may be allocated to another family, due to our long waiting list.



CAN I BRING ANYONE WITH ME?

Contact with children is only available to adults that have signed and agreed to the contact arrangement. If you want to bring anyone else after this, you can arrange a meeting to discuss this.

WHAT DO THE VOLUNTEERS DO?

They are impartial volunteers who receive initial and ongoing training. They are not responsible for looking after the children. They welcome and register parents and children, provide play equipment and refreshments, look out for safety and generally manage the smooth running of the Centre.



What happens if I have a concern or complaint to make?



Most complaints can be dealt with at the time. If you have a complaint or concern, we hope you will raise it with the Team Leader on duty who will be happy to discuss this with you. You can also ask for a copy of our Complaints Procedure. However, if you are still unhappy about something then do please contact the Co-ordinator.