

- **Will any reports be made about what happens at the Contract Centre ?**

All information will be kept in the strictest confidence by all involved in the Centre.

The only time this confidence may be broken is if it is felt there is a possible risk to the health or safety of a child.

We do not give verbal or written reports to Solicitors, Courts or other interested parties regarding what occurs at the Centre. The only exception to this is that we will give information to solicitors as to whether their clients have attended and contact has taken place.

- **Impartiality/Equal Opportunities**

All people connected with the Centre are totally impartial and will not take sides between parties. The Co-ordinator, Volunteers and Management Committee will treat everyone who attends the Centre without prejudice, regardless of their race, creed or sexuality.

- **Health and Safety**

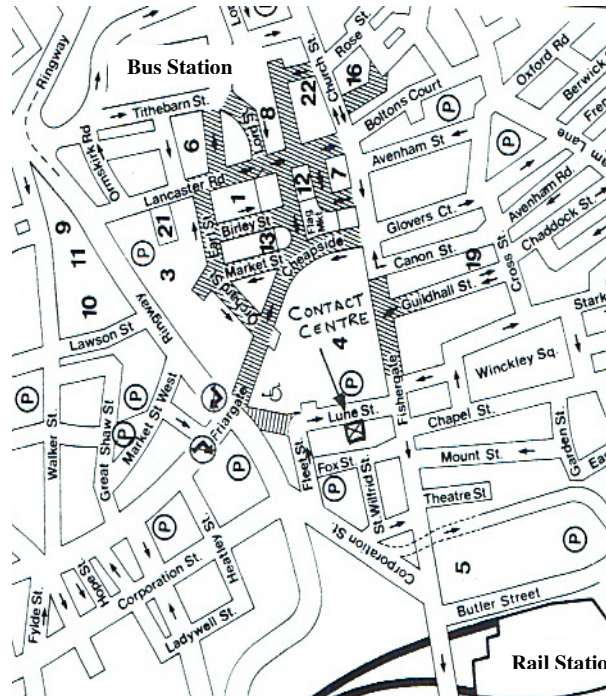
The Centre will endeavour to keep all equipment belonging to the Preston Contact Centre to a safe standard and in good repair. We cannot be held responsible for equipment that we do not have direct control over or the misuse of toys.

The Co-ordinator or a volunteer is not allowed to give medication to anyone who attends the Centre. Responsibility for the child lies with parents/relatives attending the Centre.

- **Complaints**

Any comments or complaints should, in the first instance, be made to either a volunteer or the Centre Co-ordinator. If they cannot deal with the complaint, or you are not happy about the way it has been dealt with, the complaint should be put in writing to the Secretary of the Management Committee, whose name and address you can get from the Centre. The complaint will be investigated and you will receive a written reply.

**Preston Child Contact Centre
Central Methodist Church, Lune Street,
Preston PR1 2NL**



Access – Access to the Centre is from the Main Church entrance in Lune Street.

Parking- Is available as shown opposite the Centre.

Train/Bus Service – Are regularly available from most destinations. Bus and train stations are within walking distance of the Centre.

The Centre is open every Saturday
from 2.00 pm – 4.00 pm
If you would like more information, please
contact our Co-ordinator on
07946 435767



Preston Child Contact Centre

The Preston Child Contact Centre is run by volunteers and is a safe, comfortable, friendly place where children can enjoy the company of adults they are separated from.

Funding of the Preston Contact Centre

As a voluntary organisation we are dependent on the goodwill and generosity of many people and organisations.
We are grateful to all who contribute in any way to the running of the Centre.

Member of the National Association
of Child Contact Centres
Registered Charity No 1100196

- **What is a Contact Centre, who is it for and what will I find there?**

The Centre aims principally to help children whose parents have separated. It offers a neutral place where children can enjoy contact with adults that they do not live with, in a warm safe environment. The Centre has a sitting/play area equipped with a variety of toys and games for all ages. Refreshments are available.

- **Who runs the Centre?**

The Preston Child Contact Centre is run and staffed primarily by volunteers from local Churches and Soroptimist International of Preston and Garstang.

- **How often can we use the Centre, and how much does it cost?**

This will be arranged before you come between yourself, the person who refers you and the adult with whom the child/children live.

Appointments are made, subject to availability, via the Centre Co-ordinator.

The Centre is open from 2.00 pm to 4.00 pm every Saturday.

Use of the Centre is free, but if you would like to make a donation to help the work of the Centre, please speak to one of the volunteers when you attend.

- **Are there any rules?**

We are not keen on rules, however, as our Centre is often used by several families at one time and we want to provide a safe and happy place for children, we ask people using it to remember the following:

- Children need a familiar face so a parent must be present at all times.
- Parents are always responsible for the safety and supervision of their children and are asked to be considerate to other users.
- A child can be taken from the Centre during a visit only if it is stated on the Referral Form or with the written consent of both parents.
- Other relatives or friends can only attend by prior arrangements of all parties including the Centre.
- Anyone under the influence of or carrying alcohol/drugs will not be allowed into the Centre.
- Smoking is not allowed in the Centre.
- Photography and videoing are not allowed without prior permission from the Centre.
- Please make sure your mobile phone is switched off whilst you are at the Centre.
- No food is to be brought in and consumed on the premises.
- A contact telephone number must be provided by adults leaving children at the Centre.
- Abusive or aggressive behaviour will not be tolerated and those involved will be asked to leave.

Our concern is for the children. Every effort is made to maintain a pleasant atmosphere, but we reserve the right to ask parents to leave if their conduct is such that the atmosphere becomes unpleasant.

- **Can I take my child out?**

Some parents use the Centre as a hand-over venue and we are glad to help in this way. Children can only be taken out of the Centre if you and your former partner have agreed this in writing beforehand.

- **What should I do if I cannot attend?**

Please try and keep our Co-ordinator informed on 07946 435767 if there is a change to your plans and let your former partner know beforehand. Please let us know if you will not be attending the Centre again, so that the place can be made available to someone else.

Remember it is the children who will be disappointed if you do not arrive.

- **Do I have to stay at the Centre whilst contact takes place?**

The resident parent does not have to stay when contact has been established and the child has settled.

- **Do I have to meet my ex-partner**

No, we have a separate room at the rear of the Church which may be used by all parents wishing to remain whilst contact takes place. Please let us know in advance.

- **Can I bring my new partner or other relatives?**

Only persons named on the Referral Form may have contact at the Centre.