

You are reminded that the sessions finish at 12 noon and 2.30pm. Should a parent not arrive to collect a child, we are advised to contact children's services, via the police, who will make arrangements to take your child from the premises.

If for whatever reason, you cannot attend the centre please contact the centre at the earliest possible opportunity on: **07989 375 394**

Please note the mobile phone will only be switched on during the sessions of contact.

Eastleigh Child Contact Centre,
The Methodist Church,
Winchester Rd, Eastleigh



EASTLEIGH CHILD CONTACT CENTRE
THE METHODIST CHURCH
WINCHESTER ROAD
EASTLEIGH

WELCOME to Eastleigh Child Contact Centre
We are normally open on the 1st & 3rd Saturday of each month
10.00am until 12.00 noon
12.30pm until 2.30pm

We aim to provide a safe, friendly, neutral and relaxed place where children living with one parent can meet and spend time with the other parent and sometimes other family members. We provide an impartial service to our families.

The Eastleigh Child Contact Centre is an accredited member of the National Association of Child Contact Centres (NACCC) and has agreed to their practice standards. A full range of policies are available at each session and / or upon request.

We are an independent charitable organisation. We are grant aided by: Eastleigh Borough Council, CAF/CASS, Care4kids, Children in Need and other charitable bodies.

Referral Telephone/Fax Number: **023 8073 9860**
Venue Phone (Session Times Only): **07989 375 394**
E-Mail: eastleighccc@gmail.com
PO BOX 534, Eastleigh, SO50 0EL

Registered Charity 1098271

We are a child centred environment that provides toys, games and facilities that reflect the diverse needs of children affected by family breakdown. The following information is aimed at ensuring that all the sessions are made as enjoyable as possible for everyone.

ECCC is run by a coordinator, supported by volunteers. We are independent of the courts, social services and other statutory agencies. Our approach is child centred, informal, impartial and confidential (unless a child is believed to be at risk of harm) and we do not prepare reports for courts. We are prepared to comment on attendance (or non-attendance) should a request be made.

There are two entrances/exits to the building. Where parents prefer not to meet, we can arrange different entrances/exits. Please let us know beforehand, so we can make appropriate arrangements.

It is necessary to keep a record of who attends the centre and therefore, upon your arrival, would you please make yourself known to our volunteer at the door. Similarly, it would be helpful if you would make him or her aware when you are leaving the premises.

Our centre will provide 'supported' contact, which means low vigilance, conversations are not monitored, and there are several families using the facility at the same time.

You must wait with your children until the other parent arrives, after which you are free to leave the centre (leaving an emergency contact number.) However, should the parent bringing the child wish to wait on the premises until the end of the session, we have a separate waiting area.

Tea coffee and squash will be available at each session free of charge. Please feel free to bring snacks.

As our centre will be used by several families together, to ensure a safe & happy place for children, we ask people using the facility 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
- A child can only be taken from the centre during a visit if it is **stated** on the referral form, or with **written consent of both parents**
- Other relatives or friends can only attend by **prior arrangement** by all parties, including the centre
- Please do not bring alcohol/drugs with you. If we suspect that you are under the influence, you may be asked to leave
- In the interests of all the children using this facility, abusive, aggressive or threatening behaviour will not be tolerated and those involved will be asked to leave
- The centre operates a no smoking policy throughout the building
- Photography/videoing/picture messaging are not allowed without the prior consent of the centre and written permission from the resident parent
- Please respect the privacy and space of the other families using the facility
- Please ensure that your mobile phone is switched off whilst you are using the facility
- Animals/pets are not allowed on the premises

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.