

GUIDELINES FOR REFERRERS

EASTLEIGH CHILD CONTACT CENTRE,
PO BOX 534,
EASTLEIGH,
SO50 0EL



Tel/Fax number: **023 8073 9860**

Email: **eastleighcc@gmail.com**

All correspondence should be sent to the Child Contact Centre Co-ordinator at the above address. Referral forms can also be emailed at the above address – if doing so please password protect the referral form (word document). Alternatively the forms can be faxed on the above number.

Please note, referrals will not be processed unless a referral fee payment of £75 is received. This payment is non-refundable. Please post cheques, made payable to Eastleigh Child Contact Centre to above address. If finances are an issue, please contact the centre coordinator to negotiate the fee.

1. Eastleigh Child Contact Centre (**NACCC accredited**) is based at Chandlers Ford Methodist Church and normally opens every 1st and 3rd Saturday of each month.
2. We offer two sessions; 10 - 12 pm and 12.30 – 2.30pm. Please indicate your preference on the referral form. Whilst every effort will be made to accommodate the preferred choice, available space will dictate this.
3. We also provide facilitated ‘handover’ between children and the non-resident parent or other family members.
4. We offer ‘**supported contact**’ which means low vigilance, conversations are not monitored, and there are several families using the facility at the same time. ECCC staff are not mediators. ECCC provides a contact facility to support arrangements / agreements that have been made elsewhere.
5. Please do not refer without contacting the Child Contact Centre Co-ordinator first to check availability of space and time.
6. A completed referral form must be received by the Centre Co-ordinator at least two weeks in advance of the date your client / you would like contact to commence. The information contained within the referral form **must** be agreed by both parties if possible. However, as ECCC recommends a pre visit to the centre prior to contact starting, the referral form and any issues raised will be discussed at this visit.
7. If the family are involved in a safeguarding/child protection enquiry, this must be discussed with the contact centre coordinator.
8. If domestic abuse is an issue, again the referrer must contact the centre coordinator to discuss the referral.
9. Only people named on the referral form and agreed by all parties will be allowed admittance to the Child Contact Centre.

10. Parents are responsible for their children at all times whilst they are at the Child Contact Centre.
11. Please ensure that both parents have read and understood the Child Contact Centre's information leaflet in advance of contact starting.
12. If you are referring a family, please note: to try and maintain a friendly, impartial and confidential environment, we would request that you do not at any time ask to see your clients on our premises without prior agreement.
13. Only dates and times of family's attendance will be disclosed unless it is felt that anyone using the Centre or a volunteer or member of staff is at risk of harm. In the unlikely event of it becoming necessary to quote a Co-ordinator/Centre Manager in any report, due to a Centre user, volunteer or member of staff being at risk of harm, the form of words used should be checked and agreed with that person concerned beforehand.
14. Unless there are exceptional circumstances, the Child Contact Centre will not accept anybody who has been convicted of offences against or involving children. Please contact the Centre Co-ordinator to discuss such cases.
15. The Child Contact Centre reserves the right to reduce or terminate contact if it felt to be in the best interest of the child.
16. Parents should be informed that because the welfare of the child is paramount, there might be times when contact cannot take place if the child is too upset, even if there is a contact order.
17. Referrers should make arrangements for the provision of an interpreter (not a family member) where English is not the first language of the family involved and problems may arise with communication. If no interpreter is needed, English must be spoken during the sessions.
18. The Child Contact Centre will review the family's progress after six months.
19. Please notify the Child Contact Centre Co-ordinator if the arrangements for contact are going to change or if contact is going to cease. **Please note a £50 charge will be made will be made to those referrers failing to notify the centre if contact at the centre is no longer needed.**
20. Eastleigh Child Contact Centre has a series of policies relating to the operating of our centre. They are available at each session and / or on request.

January 2018