

We provide a range of educational workshops, confidence courses, life- skills, street outreach, food parcels, one to one support, mentoring, chaperone service, health interventions, counselling, drop-ins, coffee morning, trips & outings, parenting support, domestic abuse programme, legal advice, counselling and any other intervention we can, to support women and their families experiencing emotional, social, addiction and mental health issues.

We have built a sound reputation as a professional service provider supporting the most vulnerable individuals and living in Derbyshire achieving positive outcomes for over 900 women and children every year.

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OUR CONTACT DETAILS

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Women's Work

Contact Centre

Providing a safe space for children living in separated families.

Supervised and Supported Contact

Registered Charity No: 1135740
Limited company by guarantee:
7171357

What is a Contact Centre and why would I need to use one?

A contact centre is a safe & neutral venue for children of separated families to meet with their non-resident parent or other family members. The most important people in the centre are the children. We have age appropriate toys, games and activities and we aim to provide a warm and friendly atmosphere.

It is run by a team of fully trained staff and volunteers independent from the courts, social services or any statutory agency. You might need to use a contact centre, if you and your former partner no longer wish to see each other, if you cannot agree on times and venues for contact to take place or the court may have issued a contact order stating contact to take place at a centre. There is nothing to worry about, contact centres are child centred friendly places!

What can I expect from the service?

You can expect staff and volunteers to be professional and caring, we will remain impartial, we are not there to act as go between for families and will not pass notes or messages (unless it is to do with things like holidays etc).

You can also expect us to be there every session, offering help and support.

During Supported Contact our team will be on hand to support the session if required, but they will not remain in the contact room for the whole session. They are unable to make reports about visits, verbal or written, apart from the dates and times that families have attended. The only exception is if we believe there is a risk of harm to a child, member of staff, volunteer or other centre user. Other families will be present at the centre.

During Supervised Contact a supervisor will remain in the room at all times during the sessions. They will make notes during the session which will be used to form a report. Reports can be requested by CAF/CASS, Family Court, Social Services and you can also request a report. The report will be shared only with the organisation or person requesting it, it will not be shared with anyone else without the permission of both parents/carers. Other families will not be present at the centre.

What do I need to bring?

You only need to bring yourself, unless there is a special toy or game that you think your child will enjoy, please DO NOT bring any pets into the centre! You may also bring snacks with you if you prefer.

Are there any rules?

Yes there are a few and we do expect you to abide by them, as this makes the whole centre a happier and safer place for all.

- Parents are responsible for their children at all times and no child may be left without a parent present.
- Please do not at anytime argue or raise your voice at your former partner, staff or other centre users.
- Anyone using unacceptable behaviour will be asked to leave immediately.
- Do not arrive at the centre under the influence of alcohol or drugs, you will not be allowed into the centre and contact may be stopped all together.
- New partners are not allowed into the centre unless previously agreed by all parties, including the centre co-ordinator.

If you can't make a session please let the co-ordinator know as soon as possible, so your former partner can be informed. Please do not use mobile phones during the sessions, we ask that all mobiles are switched off whilst at the centre.

We look forward to welcoming you and your family.

