

## Why HOPE Contact Centre?

HOPE Child Contact Centre is a member of NACCC (the National Association of Child Contact Centres) and has Enhanced Accreditation.

### Testimonials from families who have used our centre.

"..above and beyond what is expected."

"the support is excellent and always being objective."

"Excellent support and communication"

"...the staff are terrific."

"The quality of the centre and its resources are amazing."



**100% of our parents' feedback states that they would recommend us to others (March 2018).**

The following websites offer further advice and guidance that may help you and your child or children:

<https://theparentconnection.org.uk/programmes/programmes/getting-it-right-for-children-when-parents-part>

<https://www.cafcass.gov.uk/grown-ups/parents-and-carers/divorce-and-separation/parenting-plan/>

<https://www.splittingup-putkidsfirst.org.uk/home>

<https://www.cafcass.gov.uk/grown-ups/parents-and-carers/divorce-and-separation/separated-parents-information-programme/>

For more information contact Reception on 01885 488495  
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## Child Contact Centre



**A safe, friendly and neutral place where children can enjoy contact with their non-resident family members**

Tel: 01885 488495

[www.hopefamilycentre.org](http://www.hopefamilycentre.org)

## What is a Child Contact Centre?

A Child Contact Centre is a safe, friendly and neutral place where children of separated families can spend time with one or both parents and sometimes other family members.

Our primary concern is the physical safety and emotional wellbeing of children and our purpose-built centre is perfect for contact sessions.

We have on-site parking and always offer pre-visits to children and parents/carers to allow everyone to feel settled and relaxed.

We offer a child-centred environment with facilities and resources to meet the needs of children affected by family breakdown.

## What to expect from the Contact Centre

### Supervised Contact Session



Supervised Contact may be necessary as a safe resolution to conflict in a child's interest. Supervised Contact gives priority to the physical safety and emotional wellbeing of a child. It also helps build and sustain positive relationships between a child and members of their non-resident family.

With Supervised Contact a member of our Contact Team will stay with you for the full session, observe, take notes and then provide a report.

Referrals will usually be made by a court, CAFCASS officer, local authority or another child contact centre.

### Supported Contact Session

Supported Contact sessions are a step down from Supervised Contact. The process helps encourage families to develop mutual trust, enabling children to develop and maintain positive relationships with parents without day-to-day care or other family members.

In a Supported Contact session a member of our Contact Team will be nearby in case you reach out for support. We will periodically check in on the session; however, there will be no detailed reports made unless the supervisor has concerns.

### Activities and Food

The centre is well-equipped with toys and craft materials, particularly for under-5s. In addition, you may be able to bring activities, toys or snacks to the session for your children. This will have to be agreed prior to the session with the resident parent/carer or Social Worker. If you are here over a mealtime, there are facilities for preparing food and drinks.

### After a Contact Session

Your child or children will be collected and returned to their resident parent/carer. You will be given time to talk to the contact workers, if needed.

### Handover Service

We also provide a Handover Service. Parents do not have to meet, as the handover will be done by Child Contact Centre staff.

### Our Contact Team

Our Contact staff team are here to ensure contact visits are as comfortable and enjoyable as possible. They want you and your children to get the most out of the session and will remain impartial and child-focused throughout.

Our staff team is highly qualified in supporting families when arranging contact visits. They are trained and used to working with families and children.

We have an excellent working partnerships with stakeholders, including CAFCASS, NACCC, solicitors and social care professionals, and we take referrals from them as well as self-referrals from families.

