

# We look forward to welcoming you and your family



## From NACCC:

- "The Centre helped my son and his Dad bond and reconnect"
- "I feel safe here"

## From parents and children at HHCCC (recent survey undertaken for NACCC):

- "It's brilliant"
- "I love it"
- "I like the trains and sit-on cars"
- "It's good to let sisters and brothers spend time together"
- "Staff go above and beyond!" (from parent)



## HEMEL HEMPSTEAD CHILD CONTACT CENTRE

Meets at:  
Carey Baptist Church,  
Marlowes,  
Hemel Hempstead,  
HP1 1LD

### TELEPHONE NUMBERS:

Coordinator (weekdays): 07928 801264  
The Centre (Saturdays when open): 07890 939006

For further information visit our website:  
[www.hemelhempsteadchildcontactcentre.org.uk](http://www.hemelhempsteadchildcontactcentre.org.uk)

Or email us at:  
[info@hemelhempsteadchildcontactcentre.org.uk](mailto:info@hemelhempsteadchildcontactcentre.org.uk)

National Association of  
Child Contact Centres  
[www.naccc.org.uk](http://www.naccc.org.uk)

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[www.ah-graphics.co.uk](http://www.ah-graphics.co.uk)



**Keeping children in touch  
with parents following  
separation**



Accredited  
**contact**  
NATIONAL ASSOCIATION OF  
CHILD CONTACT CENTRES  
Member No 043/3

Registered  
charity no  
1062443





### WHAT IS A CHILD CONTACT CENTRE?

We provide a safe and friendly place on two Saturdays per month for children to see their non-resident parent and family in a relaxed, comfortable and neutral venue.



### AT THE CENTRE

We aim to create a warm, sociable atmosphere where you and your children can relax and enjoy yourselves. We use a spacious hall with adjacent rooms at Carey Baptist Church in Hemel Hempstead. Toys, games and books for children of all ages are available, and we provide tea, coffee, squash, sweets and snacks at a reasonable price. Parking is available.

We have a separate waiting room for resident parents who wish to stay during the contact session.

Our centre, which offers supported contact, is run by trained volunteers, who are impartial and work to a strict code of practice which includes confidentiality and non-discrimination. All have been Disclosure and Barring Service (DBS) checked.



### WHEN IS IT OPEN?

We are open on the 1st and 3rd Saturdays of each month, times by prior arrangement.



### HOW MUCH DOES IT COST?

A referral fee is charged for all new referrals then a nominal fee for each visit (see website for up to date charges).



### HOW ARE VISITS ARRANGED?

Visits are by referral only which can be made through a solicitor, family mediator, Cafcass officer, social worker or by self-referral, in consultation with the Families Coordinator.

We encourage all families to come to the Centre before the first arranged visit to get to know the Centre and the staff, and make the first contact visit easier.



### WHO CAN USE THE CENTRE?

Family members and other relatives named on the referral form can visit.

Children whose parents need a handover point can also use the Centre as a safe place for this to take place.



### CAN THE CHILDREN GO OUT OF THE CENTRE?

As long as we have written consent from both parties.



### DO I NEED TO MEET THE OTHER PARENT?

Not if you don't want to. The Centre staff can deal with the handover of your child.



### ARE THERE ANY RULES?

There have to be rules, but we keep these to as few as possible!

- No child can be left without a parent or other adult family member present.
  - Parents are responsible for the safety and supervision of their children at all times while at the Centre.
  - We must have a contact telephone number when leaving children at the Centre.
  - We do not accept arguments, abusive, racist or offensive behaviour at the Centre.
  - Only relatives or friends named on the referral forms can attend the Centre.
  - Please switch off your mobile phone while you are in the Centre.
  - Photography, videoing and the use of other electronic devices is not allowed without prior permission from the Centre and the other party.
  - The Centre has a no smoking, no drugs and no alcohol policy.
  - No pets
- Any person not adhering to these rules will be asked to leave.



### DOES THE CENTRE MAKE REPORTS?

No detailed reports are made unless there is a risk of harm to the children.



**The most important people in the  
Child Contact Centre are the children**