

## Who are you?



A centre that provides a place for children of separated families to have contact with parents, siblings, grandparents or other family members that they do not live with or see any more.

Our aims are to:

- Provide a safe, neutral, friendly environment
- Remain Child focused
- Remain Impartial
- Encourage Positive Contact
- Provide a Conflict free zone
- Provide support when needed
- Help with Parenting Plans to move contact forward

## So What's it Like?



Supported by DBS checked and fully trained staff & volunteers in safeguarding and confidentiality, the centre offers:-

- A warm, comfortable room shared with other families
- Toys/games for all ages
- Support if needed from staff/volunteers on duty
- Refreshments on request
- Separate Waiting Areas
- Staggered Arrival & Departure Times
- No need to meet ex partner as staff will do the handover
- No reports unless there is a safeguarding issue

## So what do I do next?



- You can request a referral form even if you are not going through Courts or mediation by using the contact details on the back.
- There will be a small charge for a referral and session fees. This will be discussed when you request a referral form
- Both parents will be required to attend a Pre-visit. These are done with each parent separately to discuss the referral in more detail and for everyone to familiarise themselves with the centre
- Further to a Risk Assessment being carried out and no issues identified then contact can begin
- If contact is unable to go ahead at our centre alternatives will be given



*We try and keep the rules as few as possible but as other families use the centre we need to consider their welfare too:*

- *Parents are responsible for their children at all times*
- *Contact with the children is priority at the session and therefore the following will not be tolerated:*
  1. *Anything that causes harm or distress to your child/ren, staff or other Service Users*
  2. *Any verbal abuse including shouting or insulting comments about the other parent*
  3. *No physical abuse including rough handling of the child/ren*
  4. *No aggressive/violent behaviour towards staff or other service users including ex partners. This includes when entering or leaving the premises.*
  5. *No asking the child/ren or staff members for information about the other parent*
  6. *No alcohol/drugs, including appearing to be under the influence of them*
  7. *No sharp objects*
  8. *No mobiles, cameras, video or recording equipment.*



## **The Contact Zone**

### **Contact Details**

**To Make a Referral or request a form:**

**Andrea Thomas**  
**Manager**  
**P.O. Box 363**  
**Bridgend**  
**CF31 9NZ**

**The Centre is open on a Saturday Morning between 9.30am and 1pm and Wednesdays between 4pm & 7pm. An appointment MUST be made or access will be denied.**

**Centre address:**  
**Nolton Church Hall**  
**Merthyr Mawr Road North**  
**Bridgend**  
**CF31 3NH**

**Tel: 07455 801617**

**Email:**  
**General.thecontactzone@yahoo.com or**  
**andrea.thecontactzone@yahoo.co.uk**



## **The Contact Zone**

### **Child Contact Centre**

### **Bridgend**



**Open Every Saturday 9.30—1pm**  
**& Every Wednesday 4pm—7pm**

**Tel: 07455 801617**

**A CHARITABLE INCORPORATED ORGANISATION**  
**CHARITY REGISTRATION NO.. 1167826**