

## Child Contact Centre

Supporting families affected by relationship breakdown

### What is a child Contact Centre?

Child Contact Centres are places where children can spend time with the parent they do not live with and/or other family members in a relaxed, friendly and safe environment.

Children can have contact with parents/other family members for up to two hours within the centre, spend some time inside and some time outside the centre or you can use the centre for pick-up and drop-off only.

If parents/family members would prefer not to meet, our trained and friendly staff will be there to help manage the situation.

While children are using the centre they remain the responsibility of the adult who brings them or the adult with whom they are having contact. Staff are on hand to help facilitate contact but are not responsible for looking after children.

### The Child Contact Centre may be helpful if:

You are recently separated and would like a neutral place for your children to spend time with you/the other parent in the short-term (until you are both able to make longer term plans).

You and the other parent/family members have little or no communication or find it difficult to manage contact arrangements without conflict.

There has been a long gap in contact (or no previous contact) between children and a parent/relatives.

You are planning to approach the court for a "contact order" (the child contact centre can be named as a venue for contact in a court order).

Families can use the contact centre for as long as they need to but our hope is that it will be used as a "stepping stone" until parents are able to manage their own arrangements.

### How does the Child Contact Centre work?

A referral is made to us (this can be a self-referral, a referral, with your permission, by someone else, or a court-order for contact in which the child contact centre is named).

The contact centre co-ordinator will arrange to meet with all the adults involved separately (and will sometimes meet with the children separately).

Once all of the contact details have been agreed we will send out an "Arrangements for using the Child Contact Centre" letter to everyone involved (which we ask to be checked and signed).

Once families are using the child contact centre the centre co-ordinator will conduct regular reviews with all those involved and, if everyone agrees, changes to the contact arrangements can be made.

Once families no longer need to use the Contact Centre they will be given the opportunity to give their views on their experience of the service.

## Confidentiality

We will maintain your confidentiality unless we hear or become aware of anything that causes us to have concerns about the safety of your child, where there is violence or threats, or we witness an act leading to criminal proceedings, or if something is said in our centre that indicates to staff that you or any others involved in using the centre may have benefited from the proceeds of crime.

## Free service

Supported Contact: There is no charge for supported contact or for managed handovers. However, we are a small charity and need to find funding from various sources and are grateful for contributions, no matter how small.

Supervised Contact is also available by separate negotiation. However, charges apply for this specialist service. A list of charges is available on request. (Parents should check with their solicitor about Legal Aid.)

## Contact us

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The office is staffed Monday - Friday 10.00 - 2.00. Appointments outwith this time available by arrangement.

Relationships Scotland Orkney is committed to the promotion of equal opportunities in all its work.

A member of Relationships Scotland

  
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