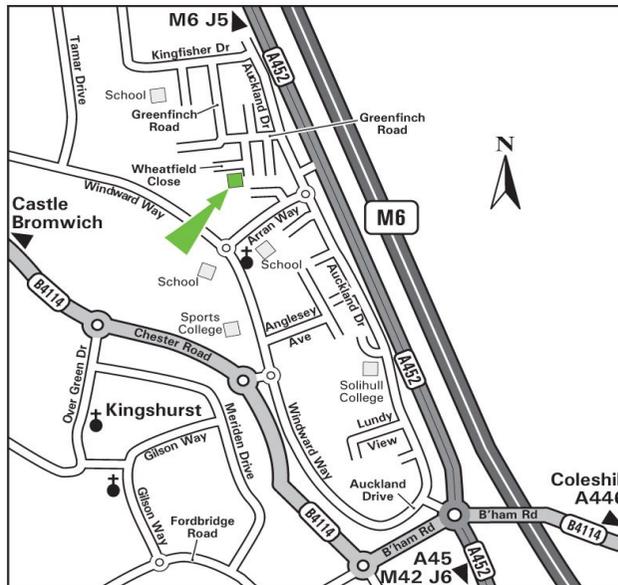


WHERE TO FIND US..

- ◆ Wise Owls Nursery
- ◆ Behind The Children's Centre
- ◆ Wheatfield Close
- ◆ Off Greenfinch Road
- ◆ Off Auckland Drive
- ◆ Smith's Wood
- ◆ B36 0QP
- ◆ Phone
0121-777-9873
- ◆ Mobile
07934-443398
- ◆ Postal Address:
Smiths Wood & Hall Green Child
Contact Centres,
93b School Rd,
Hall Green
Birmingham
B28 8JQ

The Chelmsley Wood—Birmingham bus route number **94** travels along Auckland Drive and stops near to Greenfinch Road, 3 minutes walking distance from the centre.

Trains using the London to Birmingham line stop at Birmingham International, although the nearest station is Coleshill Parkway on the Birmingham—Leicester line. Taxi services are available at both stations



Smiths Wood Child Contact Centre

Welcome



To our Contact Centre

Registered Charity
number 1148514

A Supported Child Contact
Centre—Accredited to



The National Association of
Child Contact Centres has
been awarded the HSSF



Tel: 0121-777-9873 or Mob 07934-443398

Fax 0121-222-6583

email smithswoodccc@gmail.com

Web: www.swccc.org.uk

Thank you for reading this

We know it can be a tense time for everyone.
Give it a few weeks before making a judgement.

Our aim is to enable the children to keep in touch with their “contact” parent in a safe, pleasant, informal atmosphere and so be helped through a difficult time in their lives.

We believe that every child has the right to have the love and support of both parents after separation or divorce, wherever that is possible.

If you have any concerns at any time, speak to one of our volunteers (We all wear badges) or talk it over with person who referred you to the Centre.

We know it is sometimes difficult for the parent with whom a child lives to relax and feel happy about leaving them with the other parent but we assure parents that the child’s safety and happiness are our priority.

We expect both parents to put the past aside and help to make the time at our centre a happy and rewarding time for their children. We are merely a stepping stone to more permanent arrangements.

We are here to make a potentially difficult experience run smoothly.

Ask for help if needed.

But remember, we are not mediators, counsellors or advisors

Other Important Points

At no time can any child be left at the Centre without one or other of the parents being present.

At all times the children are the legal responsibility of one or other of their parents.

If there are changes in the arrangements for contact, please tell us. No contact parent will be allowed to leave the Centre with their children, even if they have a court order unless we have:

- Seen the Court order that says they can.
- Seen a solicitor’s letter or we have:
- The resident parent’s agreement.

If you cannot attend, you must tell the other parent, so they don’t have a wasted journey.

If you cannot contact them please inform the Coordinator on 0121-777-9873 or 07934-443398

We have a set of policy documents on Safeguarding and Child Protection, Equal Opportunities, Confidentiality, Health & Safety and a Complaints Procedure. This may be seen and a copy supplied to you if you wish.

If your child has or develops any handicap or illness, please tell one of the helpers as well as the other parent so that appropriate action can be taken if necessary.

If you see anything that might be a risk to your child or any other child please tell us immediately.

In the unlikely event of a fire please leave the building immediately and gather in the car parking area

And Four Requests

- 1) **If we can help you in any way please let us know, we are here to help.**
- 2) **If you cannot come on a Saturday, please try to give us one week’s notice.**
- 3) **Please let us know when you have finished using the Centre, so that we can book in new families.**
- 4) **Please help us by leaving the Centre as tidy as when you came.**

It is possible for the Contact Centre to be used as a hand-over point to avoid one parent going to the home of the other, if that is what is wished.

There are plenty of toys available, but if you wish to bring your child’s toys, please do so.

Parents may take photographs, provided that they do not include any one else’s child in the picture.

We are open every other Saturday afternoon from 2.0pm to 4.0pm

Termination of the Arrangement

The Centre reserves the right to refuse use of the facilities if contact is not being used to provide the children with a positive experience or if any of our rules are broken . We will review your use of the centre after 8—10 sessions consulting as necessary and advise you and/or your legal advisor whether contact can continue at the centre.

Co-ordinator—Dennis Dixon