

Equal Opportunities and Diversity

The Pedigree Child Contact Centre aims to offer an equal service, regardless of race, skin colour, ethnic origin, cultural beliefs nationality, HIV/AIDS, age, disability, gender, sexual orientation or religion, and to anyone who is disadvantaged.

Address:

The Coordinator
Pedigree Child Contact Centre Limited
c/o The Royal Kids Childminding,
87 Limpsfield Avenue, Thornton
Heath, CR7 6BJ
The centre opens Saturdays &
Sunday, 9 am to 5.30pm



National Association Of Child Contact Centres

Promoting safe child contact within the national framework of Child Contact Centres

Pedigree Child Contact Centre is accredited by the National Association of Child Contact Centres.

Our policies are based on their recommendations and may be seen on request.

About Pedigree Child Contact Centre

Pedigree Ltd is registered in England and Wales with company number: 15038313

Registered office: Pedigree Child Contact Centre Ltd, c/o The Royal Kids, Childminding, 87 Limpsfield Avenue, Thornton Heath, CR7 6BJ

Pedigree Child Contact Centre



The centre opens Saturdays and Sunday, 9 am to 5.30pm

Tel: 07476622926

Email: info@pedigreeccc.co.uk

Website: <https://pedigreechildcontactcentre.co.uk>

Pedigree Child Contact Centre is accredited by the National Association of Child Contact Centres. Number 1676/3. We operate within policies and procedures that are compliant with NACCC guidelines.

What is supervised contact?

Supervised contact is used when it has been determined that a child has suffered or is at risk of suffering harm during contact. A qualified worker supervises the contact session between the non-resident parent and child or children at all times. A report is written by the worker who supervises the contact and sent to the relevant professionals in supporting the child/family.

What is supported contact ?

This type of contact is suitable for families where no significant risk to the child has been identified. Staff and volunteers are available for assistance but there is no close observation, monitoring or detailed reports. For this form of contact, we do not make any verbal or written reports about the visits, apart from the dates and times of attendance. The only exception to this is when there is cause to believe that a child is at risk, or if a member of our staff, volunteer or other center users are at risk of harm. You may have to share a contact room with another family. Your child safety remains paramount.

What is escorted contact?

This type of contact involves the child and non-resident parent being accompanied on visits to places such as local parks, shops. These are classed as supervised contact; therefore, a report is written by the worker who supervises the contact and sent to the relevant professionals in supporting the child/family.

What is Community Contact?

This is when contact is arranged to be out in the community rather than the contact centre. The contact arrangements are made prior to the session, and this may include parents' homes. The non-resident parent will take the child out of the Centre for the duration of the visit, bringing them back to the Centre after. A report is written by the worker who supervises the contact and sent to the relevant professionals in supporting the child/family.

How are the visits arranged?

Visits to the child contact centre can only be arranged by referral only. Referral can be made to the centre by professionals including Solicitors, Social Workers, CAFCASS Officer or family mediators. Private referrals are also accepted from non statutory agencies, non-resident parent and resident parent. Referral forms must be completed by the person making the referral. Once completed, forms can either be emailed or delivered to the Contact Centre Co-ordinator for screening first, prior to visits being arranged. For the safety of the child or other children using the contact centre, no other persons are allowed to visit apart from those named on the referral form.

Do I have to meet my ex-partner?

Parents do not have to meet their ex-partners if they do not want to, as centre staff will deal with the handover of your child, so you do not have to meet your ex-partner. Parents, however, remain responsible for their children at all times while at the Contact Centre until their ex-partner arrives for the child or children to be handed over as the handover will be done by the centre staff or volunteers

What happens if I am unable to attend an arranged contact?

If you are unable to attend an arranged contact, please inform your ex-partner and the Contact Centre Co-ordinator at least 1-2 hours prior to the contact. This will minimise the effect of any inconvenience/disappointment this will cause the child or children. Letting the Contact Centre know in advance will also enable us to utilise our staffing and volunteer resources more effectively to the benefit of other children and their parents using our service at the time you cannot attend.

What do we do as a contact centre?

Pedigree Child Contact Centre aim is to supports Children of separated families to spend good quality time with their non-resident parent and in some cases other family members. Our service provides a safe and neutral environment for children to meet with either their mother, father, other family members, who they do not live with them. At Pedigree CCC, the emotional needs and the best interest of the child is at the heart of the service we provide. Our staff are experienced in supporting children and their non-resident parent or other family members to make the most out of the contact they have at the centre.

How much time can I spend with my child or children at the Centre?

The Centre opens 2 days per week from 9 am to 5 pm, Saturday to Sundays.

. Our goal is to enhance relationships following family breakdown, by offering contact in a safe and comfortable environment for parents who do not live with their children

What are our rules:

Pedigree CCC is often used by several families at one time and we want to provide a safe and happy place for children, and everyone including staff and volunteers. We ask people using it to remember the following:-

- Parents are responsible for the safety and supervision of their children at all times while at the centre. No child should be left without a parent in attendance.
- Resident parent must leave a contact number when leaving children at the centre.
- A child can only be taken from a centre during a visit if this is stated on the referral form, and/or with written consent of both parents
- Relatives or friends can only attend if they are named on the referral form and prior arrangement of all parties including the co-ordinators
- There must be no arguing in front of any of the children. Abusive or aggressive behaviour and racist or offensive remarks will not be tolerated. Any visitor acting in such a way will be asked to leave
- Adults are not allowed alone in the toilets with a child/ren without a supervisor. The toilet door must be left ajar.
- No mobile phones, audio and/or video recording are allowed during contact sessions. Photographs/videos of the child/ren are not permitted without written consent of the resident parent and in the present of a staff member.
- Smoking or the consumption of alcohol is not permitted in or around any part of the Centre Anyone under the influence of these will not be allowed on the premises.
- All staff members are not permitted to administer prescription drugs to children or adults.
- We have a clear policy about respect for others, including children, parents and/or significant others and staff. Any other offensive remarks or gestures will not be tolerated and the contact will be terminated.

The rules above are some of the most important ones amongst others. Please refer to a full set of rules available on our website.