Raedan Institute

Child Contact Centre

Children's Guide

A guide for children and young people who are coming to spend time with someone important to them

This is our building on Overton Road. Look out for the blue, green and orange shutters.

RAEDAN INSTITUTE
EDUCATION · WELL-BEING · OUTREACH

accredited naccc

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NACCC member number 1837/2

Hello, and welcome

Families change. Sometimes the people in a family stop living together, and it can be hard to see everyone you care about. That is where we come in.

A child contact centre is a safe, friendly place where you can spend time with someone important to you who you do not live with. That might be your mum or dad, a grandparent, or another relative.

We know that coming here can feel like a big change. Our team is here to help you feel safe and comfortable. If you have any problems or worries, tell us and we will do our best to help.

> **The most important thing to know**
>
> None of this is your fault. It is OK to love everyone in your family, and it is OK to have mixed-up feelings about it all.

Before your first visit

Before you start, you will have the chance to come and see us. When you visit, you can:

- Have a look around and see the rooms and the toys.
- Find out how it all works: when you will come, what our team will be doing, and how long you might use the centre.
- Ask any questions. Don’t be afraid to ask. We have probably heard your question before, and we want to help you find the answer. You might want to know if you can take photos, bring a favourite toy or wear your best clothes.
- Find out the rules. There are not too many to remember.
- Tell us what would help you feel OK.

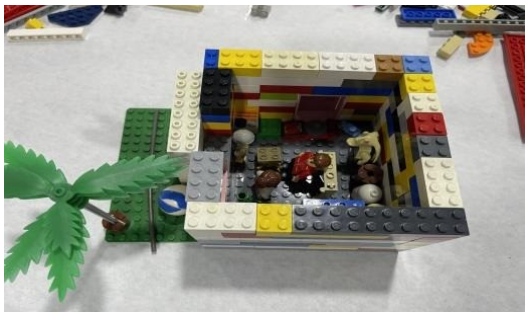
What will it be like?

We hope that you will enjoy your time with us. We will do all we can to make sure you only come here for as long as you need to. For most families that is a few months, until the grown-ups can sort out somewhere else for you to meet.

You might meet a few different members of our team, but we will work hard to make sure you see familiar faces. Our team always wear a name badge, so you can find us easily.

You may be in a room with other children and families who are spending time together too. Our team will be in the room, and you will be able to see us at all times. We are there so you feel comfortable, but you will have privacy. We will not be listening to everything you say to the person you are visiting.

Ball games in the hall



Building and making

What happens on the day

1. **You arrive.** You come with the parent or carer you live with. A member of our team will say hello.
2. **The grown-ups usually arrive at different times.** This is so they do not have to meet if they would rather not. You do not need to worry about that. We sort it out.
3. **You spend time together.** You can play, talk, draw, build or just sit together. We have toys, games and activities for all ages. If the hall is free, you can play ball games in there.
4. **The person who brought you stays close by.** They might wait in another room or pop out for a little while. They will always have their phone on and will be back before the end.
5. **You say goodbye and go home.** Visits usually last about two hours.

When are we open?

Monday, Tuesday and Wednesday, 10 o’clock until 3 o’clock. Saturday, 11 o’clock

until 3 o’clock. We will tell you and your family exactly when your visit is.

A few simple rules

The rules are there to keep everyone safe and happy, including you.

- Be kind. Everyone here, children and grown-ups, should use kind words and be gentle.
- Stay in the contact rooms, unless a member of our team says it is OK to go somewhere else.
- Ball games are for the hall only, not the playrooms.
- Photos are only allowed if all the grown-ups have agreed first, and only of you. Nobody is allowed to post photos from the centre online.
- Grown-ups keep their phones away during your visit, so they can give you their full attention.
- Only the people who were agreed beforehand can join your visit.
- Pets have to stay at home.
- If you feel poorly or you hurt yourself, tell a member of our team straight away.

Other ways to spend time together

Video call visits. Sometimes you cannot be in the same place as the person you want to see. We can set up a video call instead. You can come to the centre and use one of our laptops, or join from home. A member of our team always sets up the call and stays on it, and can end it at any time if it is not going well.

Handovers. Some children do not stay at the centre for their visit. They just use it as a safe meeting point to go from one parent to the other. If that is you, our team will be there to make it easy.

Do you write things down about me?

We do not usually write notes about the time you spend here. That shouldn’t worry you though. If something happened that others needed to know about, we would record that.

Keeping you safe

If you tell us something that makes us worried that you, or someone else, is not safe, we cannot keep it a secret. We will need to tell someone whose job it is to help. We will always try to tell you first.

What if I am not happy?

There have been some big changes in your life, and there might be some more. It's normal to worry about this and to feel uncertain about the future. You might feel happy, sad, angry, excited or nervous, sometimes all in the same day. All of those feelings are OK.

If you are unhappy, tell us. We will always do our best to help. If you are feeling too upset during a visit, tell a member of our team. You can have a break, and sometimes the visit can stop for the day. How you feel matters more than anything else.

If you have other people in your life like a teacher, social worker, Cafcass worker, youth worker, or anyone else you trust, it is OK to talk to them too. They will be able to help.

Sometimes we make mistakes. If you think we have done something wrong and you don't want to talk to us about it, we have a complaints procedure. Our team can help you understand how to make a complaint, or a grown-up you trust can do it with you.

Childline: online, on the phone, anytime

0800 1111 free to call

childline.org.uk

You can talk to Childline about anything that worries you. It is confidential. They will not tell us what you say to them unless you ask them to.

More information just for you

NACCC, the organisation that checks contact centres like ours, has stories, videos and answers for children and young people: naccc.org.uk/for-children

If you are a bit older

You have a right to have your views listened to when decisions are made about you. The Family Justice Young People's Board is a group of young people who have been through the same thing. They have written top tips for parents, which we give to every parent who uses our centre. You can read about them on the Cafcass website.

cafcass.gov.uk

My page

This page is yours. You can fill it in at your first visit, on your own or with someone helping you. You do not have to fill it in if you don't want to.

My name _____

I am coming to see _____

Someone from the team I met _____

Something I would like to bring _____

Something that helps me feel OK _____

How do I feel about coming?

Circle one, or more than one. There is no wrong answer.

Happy	Okay	Not sure	Worried	Sad

My questions

1 _____

2 _____

3 _____

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