

To make a referral:

- Complete the On-Line Referral Form found at birmccc.org.uk this will automatically email to our Referrals Coordinator. Ideally, send this not less than 14 days before the date on which you would like contact to commence. This enables all relevant checks to be made, and a booking provided.
- **Contact cannot begin until we have confirmed the booking.**
- Ensure that both parties are aware of and agree with all the details provided with the booking. It is important to complete any conditions that apply to contact, to avoid misunderstandings.
- **The initial bookings will not normally extend beyond the next court hearing unless it is based on an agreement between the parties beyond a three-month period. This is to encourage both parties to prepare for the next stage of contact. If it has been decided to extend the booking for a further period, please give as much notice as possible.**

Notes for Resident Parents:

Resident parents are not allowed in the Contact Room during contact. The Team Leader may use their discretion to allow a Resident Parent to stay for a short while if they feel that it would help the child to settle with the Contact Parent, and if the Contact Parent has no objection to their staying.

The on-site Coffee Shop may be used by Resident Parents, as it is separate to the Contact Room.

Where parents dispute any arrangements, we refer them back to their legal representatives.

Resident Parents are expected to cooperate by preparing their child for contact in a positive way.

We reserve the right to withdraw use of the Contact Centre if terms of the agreement is not honoured.

Rev: 2025

Referrers Information Leaflet



REQUIRE CHILD CONTACT?

WE ARE A NACCC ACCREDITED CONTACT CENTRE.

(National Association of Child Contact Centres)

Birmingham Child Contact Centre

Contact Centre Address:

Edgbaston Community Centre,
40 Woodview Drive,
Birmingham B15 2HU

Referrals Coordinator

Email: Referrals@birmccc.org.uk

Telephone: **07447 752900**



Charity No: 1174279, NACCC Reg No. 1702/2 Website: birmccc.org.uk

About Birmingham Child Contact Centre

- What do we do?** Provide a neutral meeting place, independent of referral agencies, where parents or other relatives can meet children with whom they are not in regular contact. Children are the most important people involved in the Contact Centre. Our aim is to enable them to keep in touch with their “contact” parent or other relative in a pleasant, informal atmosphere and so be helped and supported through a difficult time in their lives.
- What is offered?** We provide a warm, safe and welcoming environment, with play facilities for children and parent or relative to share. A Coffee Shop is on site where resident parents may wait, whilst contact takes place. Friendly helpers are available to assist with any problems that may arise.
- The Cost?** Our services are **free**. We are a registered charity and staffed by volunteers, funded and supported by grants and fundraising activities.
- Where is it?** We are based at Edgbaston Community Centre in 40 Woodview Drive, Birmingham B15 2HU. See the map on our Parent’s Welcome Leaflet.
- When is it open?** We are open on Saturdays only. Two sessions are available 10:00am to 12:00pm and 12:00pm to 2:00pm. Where required and agreed, both sessions are available.
- Our Policies:** We have Safeguarding, Confidentiality, Child Protection, Equal Opportunities Policies etc., and a Complaint Procedure, all of which are available from our website.
- No assessments:** As a Supported Contact Centre, we do not provide reports on the quality contact – unless a safeguarding issue has been observed. Only dates and times of attendance for both parties are provided.

What to do before contacting us:

1. It is possible for contact to occur without the parties meeting if this is desirable. Please enter this on the Referral Form so that arrangements can be made.
2. Please advise both parties that we initially organise a pre-contact visit to the Centre, a week before contact begins to understand expectations on both sides, allay any concerns and for child(ren) to settle and for them to meet our volunteers. Alternative arrangements are available to relatives travelling long distances.
3. Please make sure that BOTH parents / relatives know when they are to arrive at the Centre, and what time each visit is to start and end. Also, make sure that both parties have a copy of our Welcome Leaflet, which amongst other things, tells them where we are located.
4. We also need to know if a child is allowed to leave the building, with the Contact Party and whether there is a court order to this effect or an agreement between the parties. Otherwise, the child is not allowed to leave the Contact Centre without the Resident Parent. There is a community playground at the side of the contact centre.
5. It is possible for the Contact Centre to be used as a hand over point for contact which takes place elsewhere.
6. Please make it clear to both parties that the children are the legal responsibility of one or other, at all times. At no time can any child be left at the Contact Centre without one or other party being present.
7. Make sure that both parties are aware that if the Non-Resident Party does not have contact because the children are kept in the waiting area, it will not be regarded as fulfilling a Court Order to make the children available for contact.

Please note: from time to time we do have a waiting list.

We are an Accredited member of
The National Association of Child Contact Centres (NACCC) No. 1702/2