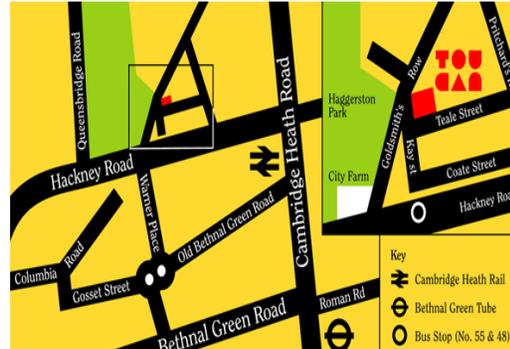


Rules of the centre

- Parents are responsible for their children at all times whilst they are at the Centre.
- All clients have the right to view their files. However, to protect the safety and confidentiality of others, no clients will have access to any information from their files that has been obtained from a third party, such as their former partner, their children or any other agency they are known to.
- Only individuals confirmed in advance will be allowed admittance to the Centre. This may be varied by written agreement from both parties and in agreement with the Centre Coordinator.
- To try and maintain a friendly, impartial and confidential environment, we request that professionals do not see clients on our premises without prior agreement.
- Toucan reserves the right to reduce or terminate contact where appropriate if this action is felt to be in the best interest of the child.
- If a parent is not in a fit state to participate in contact, contact will be cancelled.
- To support the welfare of the child, there may be times when contact cannot take place if the child is too upset, even if there is a contact order.
- Toucan has a statutory obligation to pass information to relevant partner organisations when a Safeguarding or Child Protection issue has arisen within the centre or elsewhere.
- Parents must notify the Centre immediately if the arrangements for contact are going to change or if contact is going to cease.
- The Centre operates a policy of zero tolerance of any abusive behaviour towards staff, volunteers or other families using the centre.
- The Centre should be viewed as a temporary facility to help establish contact. Reviews to establish the family's progress will be held every 3-6 months, dependent upon agreement at pre-visit meeting.

How to find us

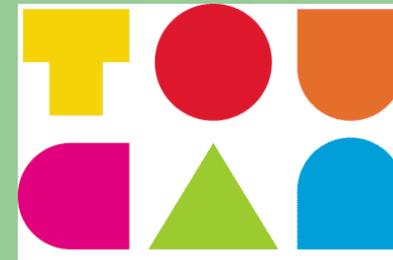


Address:
Toucan Day Nursery,
Contact Centre
Croft House
Teale Street
London
E2 8RA

Tel: 020 7739 1710 / 07539 808 631
E-mail: info@toucannursery.co.uk
Web: www.toucannursery.co.uk

Toucan Contact Centre

Information for Adults



Contact Centre Opening Hours:

Saturdays: 8:00am – 8:00pm

Sundays: 10:00am – 4:00pm

Toucan Contact Centre

Toucan Contact Centre is a Child Contact Centre where children of separated families can enjoy contact with one or both parents and sometimes other family members in a relaxed, comfortable, safe environment when there is no viable alternative. We offer both 'Supported' contact and 'Supervised' contact, including 'Hand-overs' so parent's do not have to see each other if they do not want to.

What type of contact is for me?

Supported contact is suitable for families where no significant risk to the child, or those around the child, has been identified. No report is provided, families are left to enjoy contact.

Supervised contact is used for families where a child has suffered harm or is at risk of suffering harm during contact. Supervised contact aims to ensure physical safety and emotional well-being of a child. A report is provided by a qualified contact supervisor.

The right type of contact will be discussed with you and professionals involved where relevant. This will be agreed at the 'pre-visit' meeting and before your first session.

Who runs it?

The Centre is run by the Coordinator who will arrange a 'pre-visit' meeting and give you a tour of the centre and your start date before you begin. When you arrive at the centre for sessions you will be looked after by a team of qualified staff and trained volunteers whose role is to welcome children and parents, serve light refreshments, and make contact an enjoyable experience for both the child and parent.

How do I get a place at the Centre?

Before you can begin using the centre you need to fill in and return the appropriate referral form. We accept referrals from parents themselves for Supported contact only. Referrals for Supervised contact must be completed by a professional involved such as a solicitor, social worker, family mediator etc. You can get a copy of this by contacting our Centre Coordinator or by downloading it from our website. Once you have returned the form you will be invited to visit the centre and meet with the Coordinator for a short 'pre-visit' meeting. This will give you the opportunity to ask any questions you have and to discuss how you would like to use the centre so you are comfortable on your first session.



What does it cost?

A registration fee is required from each family. There is also an hourly charge for family's using the centre to help with running expenses; this varies depending on the type of contact. Light snacks and refreshments are available free of charge. Please contact the Centre Coordinator for a full list of our fees.

Where is it and when is it open?

The contact centre is based at Toucan Day nursery in Hackney, London. Arrangements will be made to ensure you see the centre and get to know staff before your first session. We are open Saturday's, 8am-8pm and Sunday's, 10am-4pm. Contact sessions outside normal opening hours may be available under special circumstances and subject to requests made in advance to the centre coordinator.

Complaints & Compliments?

We welcome suggestions on how we can improve our service. Please feel free to contact the Centre Coordinator who will be pleased to discuss any difficulties encountered when using the Centre.

A copy of our policies and procedures are available upon request and are provided to you at the 'pre-visit' meeting.



The service, including fees is reviewed annually (last updated April 2015)