

## Where are the Contact sessions held?

Guernsey Child Contact Centre,  
Roseville Community Centre,  
Petit Bouet, St Peter Port

GY1 2BY, and  
The Butes Community Centre,  
Alderney.

Email: [supervisedcontact@googlemail.com](mailto:supervisedcontact@googlemail.com)

**Mobile: 07781 138504**

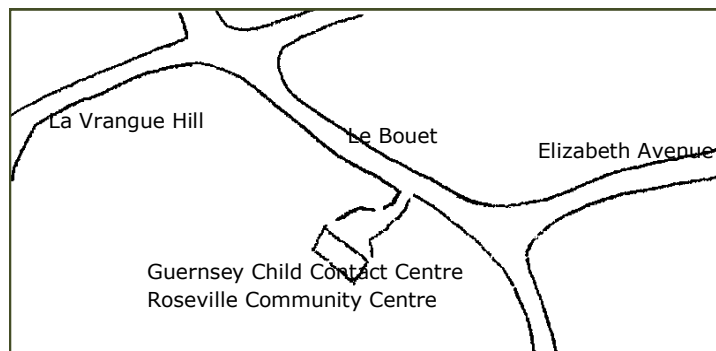
Telephone: 720382 during contact hours on Thursday and Saturday only.



The Guernsey Child Contact Centre is well maintained and has disabled access, meeting rooms, kitchen facilities and outside play area.

## How will I know what I need to do for the Contact?

A meeting will be held with you before the Contact sessions begin. The Manager of the Contact Centre will be at this meeting along with the Supervisors who will be taking part in the sessions. At this meeting everything will be explained and questions answered. You will have to sign a Contact Agreement form which will set everything out such as dates, times and guidelines for the Supervised or Supported Contact.



## Guernsey & Alderney Child Contact Services



Daniel has just seen his Dad for the first time in six months... with the help of the Child Contact Service

## What is Child Contact?

When parents separate, access visits may be a problem. Sometimes difficulties arise at the time of the exchange of the child between the parents, or between the parent and a relative such as a grandparent. Other times, there may be concerns about the visits themselves.

The Contact Centre Service offers separated families a way to deal with some of these problems. The Guernsey Child Contact Centre provides a setting where visits and exchanges can take place under the supervision of trained staff and volunteers.

## What do Supported Contact Centres do?

- Provide a safe, neutral and child centred setting for visits between a child and non-resident parent or other family member
- Provide trained staff and volunteers who are sensitive to the needs of the child

## Who can use Supervised Contact Centres?

Families can use Supervised Contact if:

- They have a Court Order for supervised visits and exchanges; or
- Following a referral where both parties agree in writing to the use of a Supervised Contact Centre.

## When might Supervised visits occur?

Supervised visits may be appropriate in cases where, for example:

- There are concerns about the safety of the child and/or parent
- The non-resident parent has a drug or alcohol problem
- There has been lengthy separation between the parent and child
- There is a risk of abduction

## How do Supervised Contact Centres ensure the safety of families and staff?

Safety measures include:

- Staggered drop off and pick up hours
- A staff member on duty at the front door

- Staff will accompany children at all times during visits
- All staff are fully trained and police checked

## Do staff have special skills or training?

Yes. They are trained to be aware of issues such as domestic violence, child development, abuse, mental health and substance abuse problems. Staff will be sensitive to the needs of children, particularly those who are involved in high conflict custody and contact disputes.

## Do Supervised Contact Centres make custody and access recommendations?

No. Supervised Contact Centres provide a place for visits and exchanges. Factual observations provided by the Supervised Contact Centre may, however, provide information to inform an Assessor in making recommendations.