

## Are there any rules?

There are some rules necessary for the benefit of all those who use the Centre:

- ◆ Please keep to the agreed times, it can be very upsetting for children to be kept waiting.
- ◆ Children need a familiar face so please wait until you ex-partner arrives before you leave.
- ◆ Please do not bring any alcohol or illegal drugs into the Centre. If you have taken either of these prior to your visit no contact will be allowed.
- ◆ You are responsible for the safety and supervision of your child while at the Centre.
- ◆ Smoking is not allowed in the building.
- ◆ Please do not use the Centre as a place to negotiate with your ex-partner, its purpose is to make contact as happy and trouble-free as possible for your child.
- ◆ If you are leaving your child at the Contact Centre, please leave a contact telephone number.

If you feel there is anything more we can do to help, or if at any time you have comments about the Centre, we would be grateful if you would talk to our Co-ordinator about it, either now or at a later time at your convenience.

To make arrangements to use the Centre please contact:

Gail Leckie, Co-ordinator  
Carlisle Child Contact Centre  
Cumbria Family Support  
The Office  
Mardale Road  
Penrith CA11 9EH

Telephone: 01768 593102  
Mobile: 07934858424

Email  
contactcentre@cumbriafamilysupport.org.uk

Company Number 4151545  
Registered Charity Number 1085861

**CARLISLE  
CHILD CONTACT  
CENTRE**

**Alternate  
Saturdays  
9.00am to 1.00pm**

**Cumbria Family Support**



**Held at:**

**Botcherby Centre  
Ennerdale Avenue  
Carlisle  
CA1 2TS**

## What is a Contact Centre?

The National Association of Child Contact Centres (NACCC) and its member centres believe it is important for children to maintain a loving relationship with both mum and dad. Eden Contact Centre provides a safe, friendly and neutral place for children to enjoy contact with their non-resident parent. This can be at the Centre, where toys and games are available, or away from the Centre by prior arrangement, using the Centre as a handover or dropping off point.

## How can we arrange to come?

If you wish to attend the Contact Centre you will need to complete an online referral form.

Please contact the Contact Centre Coordinator who will talk you through the process.

Once the referral is completed the Coordinator will speak to you to arrange a pre-contact visit.

## Who runs the Centre?

Carlisle Contact Centre is a charity; staffed by a Centre Co-ordinator and supported by trained volunteers who will try to make your visit as enjoyable as possible.

Parents are responsible for their children while at the Centre but staff are on hand to help in whatever capacity they can.

## Can other relatives, friends or new partners come to the Centre?

Yes, but only if this is mentioned on the referral form, or is agreed between both parties beforehand (in writing preferably) and has been agreed to by the Centre Co-ordinator.

The needs of the children will come first in any such arrangement.

## Do I have to meet my ex-partner?

Not if you do not want to.

Talk it over with the Centre Co-ordinator at the pre-contact visit and we can make arrangements accordingly.

## How often do I use the Centre?

The Centre is open on alternate Saturday mornings between 9.00am and 1.00pm.

## Do I have to pay?

No, the service is free of charge. Tea, coffee, juice and biscuits will be provided at each session.

If you cannot attend a session, please remember to contact the Centre and your ex-partner beforehand.