

enhanced
naccc
accredited



CONTACT CENTRE

“Bringing children and families together to build a stronger and healthier relationship”

**Business Address: Great Pardon Community Association, Abercrombie Way, Harlow CM18 6YJ
Registered in the UK Company Number: 13835174**

OUR AIM

To facilitate and support contact between children and their separated family.

HOW WE DO THIS

- Providing a child centred approach.
- Providing experienced qualified staff with enhanced DBS status.
- Providing a warm comfortable, safe, secure environment.
- Providing an independent and impartial service.
- Promoting an atmosphere of partnership and co-operation.

As part of our work, we help to re-establish contact when there has been a time lapse of no contact. We support families in building and sustaining a healthy relationship with their child(ren).

We encourage siblings' relationships.

CONTACTS

We offer a range of specifically tailored contacts.

SUPERVISED CONTACT

Supervised contact is the supervision of a child(ren) by a safe adult.

Supervised contact is used when it has been determined, that in order for a parent(s) or connected other to see the child(ren) they must be supervised.

Supervised contact supports the physical safety of a child(ren) and promotes their emotional wellbeing whilst at contact.

Contact is supervised from arrival to departure.

All supervised contacts, to include community base, include an observation contact report.

HOSPITAL CONTACT

Hospital contact is a service that we provide for parent(s) or connected other that have a child in hospital and require supervision while they are there.

Staff have a wealth of experience working with parent(s) and their new born babies. From feeding, changing, emotional warmth and stimulation. We offer supervised contact in hospital for babies, toddlers and older children.

Contact is supervised throughout. An observation contact report is provided.

SUPPORTED CONTACT

Supported contact is a low level of supervision for parent(s), child(ren) or connected other.

This form of contact is suitable for families where no significant risk has been identified.

Staff record arrival and departure time of contact. Staff offer assistance, however no close supervision takes place and no observation contact report is provided.

HANDOVER SERVICE

This service enables parents that do not wish to meet with the parent that the child(ren) reside with, to not meet, as staff facilitate the handover of the child(ren). The parent then takes the child(ren) out for the duration of their contact time and returns them back to the centre or the agreed meeting point, where staff facilitate the child(ren) returning to their parent.

Handover can take place at an agreed location in the community or at one of our centres.

FACILITIES

- Fully equipped rooms with age appropriate toys ranging from birth to upwards
- Baby changing area
- Toilet facilities that are also suitable for children that are being potty trained
- Kitchen to make bottles and prepare food
- Large garden area

REFERRALS

Our service is flexible and simple to access. We accept referrals from Local Authorities, solicitors, CAFCASS and private clients.

FOR FURTHER INFORMATION

Email: referrals@thebrightconnections.co.uk

Call: 07732 327680 or 07517 923048 and speak to one of the team.

LOCATIONS

Although we work across different locations in Essex, we primarily work in Harlow from OFSTED registered buildings.

- **Maunds Hatch** 1-2 Maunds Road, Harlow CM18 7RG
- **Sherards Hatch** 34 Ployters Road, Harlow CM18 7PS
- **Coppice Hatch** Harlow CM18 6SL