



naccc

The National Association of  
Child Contact Centres.

Magistrate & Judiciary Guide to  
Child Contact Centres.



## Introduction.

The National Association of Child Contact Centres (NACCC) is the only UK charity dedicated to supporting children of separated families by providing contact centres and services where children can enjoy contact with their non-resident parents. We monitor and accredit around 350 centres across the UK and have 4000 volunteers working with around 20,000 children per year. The UK has one of the highest rates of family breakdown in the Western world with just two thirds of children living with both parents.

Sir James Munby is now NACCC's President, supported by two Vice Presidents (Baroness McIntosh of Pickering and Sir Mark Hedley) and Patron – Sir Andrew McFarlane (President of the Family Division and Head of Family Justice).

Child contact centres and services are neutral places where children of separated families can enjoy contact with their non-resident parents and sometimes other family members, in a comfortable and safe environment. Centres are run by a variety of independent organisations that form the membership of NACCC.

## Supported and Supervised Contact

Child contact services are classified into two distinct categories.

1. **Supported Centres**, which deal with cases where there is very little risk. Often run by trained volunteers these centres are best suited where there is a breakdown in communication or trust between parents. Reports and observations are not made at supported centres. NACCC Accredited centres are professional, safe and well organised.
2. **Supervised Centres** which handle cases with safeguarding issues. At supervised centres the families will be supported by trained professionals, observations will be made, and reports written. The child will remain within sight and sound of staff at all times.

Contact Centres provide a range of other types of contact and a variety of other services. More information can be found about this on the [NACCC website](https://www.naccc.org.uk).



## Working with Centres.

- √ It is worth building ties with your local centre. They would welcome a visit from you or the opportunity to present information about their service and the way that they work at Team Meetings.
- √ Prior to making an order, has any of the parties contacted the centre to enquire about whether they can meet the requirements of the Court Order?
- √ Who will prepare the children (and their parents) for using a centre, and what will this look like? There are a range of resources, including videos and children's stories on the NACCC Website for [children](#) and their [parents](#).
- √ Where appropriate, has the Court granted leave for centres to see Court Orders and any other relevant information that could inform the referral process?
- √ Might parents benefit from a [Parenting Plan](#) and [SPIP Tools](#), or the [One plus One videos](#) to help communication. Where communication is fraught [Our Family Wizard](#) might also provide a helpful steppingstone.

## Find Services Near You.

[Click here](#) to see the range of services and interventions available in your local area.

## The Judicial Protocol.

The Judicial Protocol contains information about child contact centres and things to consider when making orders for families to use them. It is agreed within the protocol that the courts will only refer to NACCC Accredited centres which provides reassurance that these are accredited and therefore, that there is external oversight of the way their service is run. [The Judicial Protocol can be viewed here.](#)