

All correspondence should be sent to:

The Centre Co-ordinator

Westwood House Child Contact Centre
Seven Kings, Ilford
Essex, IG3 8SB

Center Co-ordinator:

Cas Armstrong

Telephone:

0208 924 0207

Fax:

08720 220 948

Email: enquiries@westwoodhouseccc.co.uk

1. Please see that the Centre Co-ordinator receives a completed Referral Form, along with the associated completed Risk Assessment Form, at least one week prior to the date which your Client would like contact to commence.
2. Your Client will not be allowed to take the child/ren out of the Centre, unless it is stated on the referral form, with the written consent of both parents or there is a court order in place. If this has been agreed, please make sure your Client provides us with a mobile number and let us know where they intend to go.
3. Whilst in the Centre, parents are responsible for the safety and supervision of their child/ren at all times. Child/ren must not be left unattended.
4. Please ensure that both parents have read and understood the Westwood House Child Contact Centre's Information Leaflet.
5. In order to try and maintain a friendly, impartial and confidential environment, we ask that you do not arrange to see your Clients on our premises, without prior agreement with Westwood House Child Contact Centre.
6. In the unlikely event of it becoming necessary to quote a Co-ordinator / Staff in any report, due to a Centre User being at risk of harm, the form of words should be agreed with that person beforehand.
7. Westwood House Child Contact Centre will not knowingly accept a referral, involving someone convicted of an offence relating to physical or sexual abuse of a child, unless there are exceptional circumstances.
8. Parents should be informed that because the welfare of the child is paramount, there might be times when contact cannot take place when the child is too upset (even if there is a contact order). Westwood House Child Contact Centre reserves the right to reduce or terminate contact, if it is felt to be in the best interest of the child.
9. Where English is not the first language of the family involved and problems may arise with communication, the Referrer should make arrangements for the provision of an interpreter.
10. **Please contact the Centre Co-ordinator as Westwood House if there is any variation in contact or if contact is going to cease.**

Thank you for your co-operation