

About us

Family Action is a charity committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people.

We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help

About Peterborough Contact Centre

We provide a service where children of separated parents can enjoy the contact with one or both parents in a relaxed, comfortable and safe environment.

Our priority is the safety and wellbeing of the child.

The Peterborough Child Contact Centre

Intervention Centre
71 London Road
Peterborough
PE2 9BB
Tel: 07892 988 656



Membership Number 244/3

Email: Peterboroughcontactcentre@family-action.org.uk

Family Action

Peterborough Child Contact Centre

In partnership with



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Registered Charity no: 264713. Registered Company Limited by Guarantee in England and Wales: 01068186. Patron: Her Majesty the Queen.
Chair: Bryan Portman MBA FCCA FCIS. Chief Executive: David Holmes CBE



What type of contact is offered at the centre?

We offer both **'Supported'** contact and **'Supervised'** contact, including **'Hand – Overs'** so parents do not have to see each other if they don't want to.

We will ask you and your child to come in and have a pre visit before your first session. This will help you get to know the centre and staff and make your first visit easier.

The right type of contact will be discussed with you.

Supported Contact – Where contact is suitable for the family where no significant risk has been identified. No notes are taken and families share a large room.

Supervised Contact- Is used for families where a child has suffered harm or is at risk of suffering harm during contact. Supervised contact aims to ensure physical safety and emotional well-being of a child. A report can be provided by a qualified contact supervisor. This type of contact is generally Court Ordered.

Handover – Where contact takes place outside of the centre but the handover is managed by the centre so that the parents do not need to meet.

How are the visits arranged?

Visits are normally by referral. The referral can be made by a Social Worker, Solicitor, CAFCASS Officer or by a Court Order. We also accept self referrals. Forms can be found on the NACCC website.

Opening times and costs

We are open on alternate Saturday mornings for Supported and Handover contact. We offer six sessions of supported contact for £120, this is usually payable in advance by the non-resident parent.

Supervised Contact arrangements are arranged through discussion with both parents. A bespoke service is available. Prices are available on request.

Rules of the centre

- Parents are responsible for their child at all times whilst they are at the centre
- Parents must notify the centre immediately if they cannot attend
- Only individuals confirmed in advance will be admitted into the centre
- Please keep disagreements outside of the contact centre. Remember your child is hurting too. Make this time happy for them
- The Centre operates a zero tolerance of any abusive behaviour towards staff, volunteers or other families using the centre

