

# 1BD Bathnes

family information at your fingertips

## Bath Child Contact Centre

### Organisation Contact Details

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**Organisation/Group Name**

Bath Child Contact Centre

**Telephone**

[07791 482030](tel:07791482030)

**Mobile**

[07791 482030 \(office hours\)](tel:07791482030)

**Website**

<http://www.bathchildcontactcentre.co.uk>

**Email Address**

[bathchildcontactcentre@gmail.com](mailto:bathchildcontactcentre@gmail.com)

**Contact Person**

Co-ordinator

### » Address

PO Box 5227

Frome

BA11 9BX

### Categories

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**Categories**

Parenting & Family Support

Keeping Safe

Advice & Support - General

Community & Living

Health and Well Being

### More About The Organisation

#### » Organisation Details

**About Us**

A neutral meeting place run by volunteers, where children of separated relationships can enjoy the company of their absent parent or relative.

**Type of Organisation**

Charity

#### » Opening Times

**Are you open during term time?****Are you open during school holidays?****Opening Times**

**Monday** CLOSED

**Tuesday** CLOSED

<b>Wednesday</b>	From 09:00	To 14:00	Office Hours
<b>Thursday</b>	CLOSED		
<b>Friday</b>	From 09:00	To 14:00	Office Hours
<b>Saturday</b>	From 14:30	To 16:30	Contact Centre opening hours
<b>Sunday</b>	CLOSED		

## » Your Service

### How do people access your service?

They need a referral

### Comments

### If referral then by whom? For example, Social Worker, School, Doctor, Self-referral?

Solicitor, Courts CAFCASS, Social Services. We also accept self-referrals - both parties must agree to make the referral and each must submit a completed referral form.

## » Waiting Lists

### Do you have a waiting list?

No

### Comments

Aim for families to start using centre within two weeks of receiving referral.

## » Costs

### Costs

No but donations are welcome.

## » Areas Serviced

### Do you welcome people using your service from the Bristol area?



### If Yes, do you welcome people from all areas of Bristol using your service?



### Do you welcome people using your service from Bath and North East Somerset?



### If Yes, do you welcome people from all areas of Bath and North East Somerset using your service?



### Do you welcome people using your service from the South Gloucestershire area?



### If Yes, do you welcome people from all areas of South Gloucestershire using your service?



## » Who can use your service

### Who can use your service?

Children and parents/other relatives from separated families who are having difficulty making contact arrangements.

## » Policies and written documents

### Have Policy

Child protection policy

Equality of opportunity procedure and monitoring arrangements

Complaints procedure

Health and Safety Policy/Statement

Data Protection/Confidentiality Statement

Have written document

## Have Written Document

Child protection policy

Equality of opportunity procedure and monitoring arrangements

Complaints procedure

Disciplinary and Grievance procedure

Quality Assurance/Management System

Health and Safety Policy/Statement

Data Protection/Confidentiality Statement

## Accessibility

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**Is your organisation close to public transport?**

Yes

**Is there a car park nearby?**

Yes

**Is there accessible parking on site?**

No

**Is there a pedestrian route?**

No

**Is it smooth and with dropped kerbs?**

No

**Are doors 900mm or more wide, with flat thresholds?**

No

**Do you have external ramps?**

No

**Do you have a lobby / porch area?**

Yes

**Can wheelchair users clear the outer door prior to opening the inner?**

No

**Are there interior automatic doors?**

No

**Are there wide unobstructed corridors (minimum 1200mm)?**

No

**Do you have a lift for wheelchair users?**

No

**Do you have internal ramps?**

No

**Do you have internal steps?**

Yes

**Do you have a visual / flashing fire alarm?**

No

**Do you have accessible toilets?**

No

**Do you have an accessible changing room with a changing bed and a hoist?**

No

**Do you have a quiet room or a quiet area?**

Yes

**Do you have an outdoors play area?**

No

**Is this safe and enclosed?**

No

**Are the outdoor areas well lit (for evening activities)?**

N/A

**Do you have a soft play area?**

Yes

**Do you have a sensory room or area?**

No

**Do you have an induction loop and / or radio mikes?**

No