

# Jigsaw Contact Centre

Accredited National Association of Child Contact Centres



Every child deserves the  
very best contact  
experience

Streatham based and virtual services

“This will forever be the place we started to  
be father and son again”

# What happens at the Contact Centre?

Our Jigsaw contact centre and virtual contact services give children a safe, familiar place to see their parents or other relatives.

[Click here](#) to watch our service video.



## Feeling warmth & safety

Some parents want a regular and familiar place to enjoy their contact sessions when they cannot happen in their homes.



Some parents and carers need to feel safe dropping off children; maybe they do not want to see an ex-partner or their family.



- Over 90% of children said they felt safe at Jigsaw
- 83% say they like our staff



## Feeling trust

We have parents who need to have supervised contact sessions with their children; we write up thorough notes for those families and offer them help when they need it.



## Feeling close

We help support lots of different relationships around a child, grandparents and other relatives often come to see children who are living with foster carers.



## Feeling listened to

We do not take sides-we listen to what the children need and help families build relationships..





## Getting to do the normal things

### Building strong bonds

Our setting is perfect for children and families who might feel overwhelmed in a bigger and busier centre.

We have two contact rooms one designed and furnished to feel like a small flat the other a living room.

One room is geared towards those with babies and has a bathroom where you can bathe your children. There is also a fully-equipped kitchen where you can cook or wash clothes.

The other room has computer games, table football and a place to make drinks, great for older children.

[Click here](#) to view our spaces.



**You can make your children a lovely meal, some hot chocolate or give them a bubble bath.**





## Virtual Contact Service

Making it fun

When Covid-19 struck in early 2020, we worked quickly to make sure we could still offer families contact sessions virtually.

We knew children were upset and parents worried about what was going to happen, and we had an overwhelmingly positive response.

Since 2020 we have continued our virtual contact service, allowing a flexibility to the families we work with. Enabling children and parents to maintain and develop their relationships despite location differences.

We work hard to make these contacts fun for everyone. Team members have been known to put on superhero costumes!

We can share ideas for fun games and ways of keeping young children entertained. The clear rules we have including password protection and waiting rooms ensure everyone's safety.



# Types of contact



Our rooms are designed to have one family in at a time rather than sharing with other families. Families are allocated one member of staff in supported and supervised contacts.

## Supervised Contact

Where the courts or local authority require detailed notes of the contact session to make sure the children are kept safe.

## Supported contact

Our professional staff are on hand to give advice and support to the family member having contact.

## Community contact

When families are allowed to take children out of the centre maybe to a park or café, we will accompany them, making sure the child is safe.

## Handover

When separated parents can't or don't want to see each other, we can set up handovers at our centre.

## Room hire

Some families don't need our support they just need a regular homely space to see their children.



## Working with families

Parents will sometimes be nervous and unsure

"Elvedina supported me. I felt comfortable with her. Both of my children were babies. My daughter was crawling, it could be a bit of a handful and Elvedina would say you can always ask us to help you."

Dad who comes to have contact



"I didn't think me and the father of my kids would ever be in a place to do handovers ourselves."

Thanks to Jigsaw and all of the support we've had, we're now able to"

Mum who lives with her children





## Why choose our centre

We work closely with everyone who is involved in the contact to make it the best it can be. This can include family members like grandparents and siblings, foster carers and social workers.

### We get to know all our families

“Thank you to Lorraine and all your staff for making sure we felt comfortable in the centre. It’s places like St Michael’s that makes communities in the UK function.”

Dad

“You can tell it’s more than a job to them, you can feel the warmth and so can the kids. At other centres, you go in, and they’re like 'Yeah, sign-in', and that’s it. At St Michael's, it seems like a small family.”

Foster Carer

“They are all very friendly and welcoming to me and my brother.” Child



## What happens if a child becomes distressed?

### Our supported & supervised sessions

When our staff are involved in the contact sessions we always put the children's feelings first.

However, we are also there to support the family member having contact. If a child is very distressed and we can't help, we will end that session.

We will then work with the child and family and carers to help them develop their relationships over time.

We also work with the parent or carers living with the child to make this the best experience it can be for the child.



"Some children can find the whole situation unsettling. We help both carers and family members prepare for a contact session so it's the best experience it can be."

Elvedina, Supervised Contact Centre Coordinator



## High Quality Service

If notes are needed for contact sessions they will be very detailed. This can give parents confidence. It can also be used as evidence to move your contact from supervised to supported.

**“It has been a pleasure working with St. Michael’s Fellowship. The quality of the contact notes have been helpful when working with our families.**

Social Worker

**“Our notes are written in a way that captures the tone and atmosphere of the engagement, which makes the reader feel as if they are in the room too”**

Sacha, Lead Contact Supervisor

### **Fund for families on benefits**

We have a small fund that can provide families on benefits discounted sessions.





## Prices, opening times & where to find us

### Local Authority Prices

Contact centre is available to hire for room only, supported or supervised contact. Remote contacts also available.

### Parent Prices

Contact centre is available for private paying clients. Handovers, supported, supervised contacts all available. Remote contacts are also available.

### Where we are

St Michael's Fellowship  
136 Streatham High Road  
Streatham  
SW16 1BW

### Opening Times

Mon-Fri: 09:00 - 18:00  
Weekends: 09:00 - 17:00

020 8835 9570

admin@stmichaelsfellowship.org.uk



Scan for prices & more information

# Working together to keep families together

“Just think of your babies and how important it is for them to see both parents if possible.”

Parent



[stmichaelsfellowship.org.uk](https://stmichaelsfellowship.org.uk)



[St Michaels Fellowship](https://www.linkedin.com/company/stmichaelsfellowship)



[@Stmichaelsfellowship](https://www.instagram.com/stmichaelsfellowship)

