



YMCA

Family Work
Separated Parents
Information Programme
Welcome Pack

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Introduction

The final provisions of the Children and Adoption Act in 2006 came into force on 8th December 2009. This provided Courts with new powers to promote and monitor contact and enforce contact orders made under section 8 of the Children's Act 1989. When the court is considering whether to make or vary a contact order in respect of a child, the Children and Adoption Act 2006 Part 1 requires the Court to consider whether to make a contact activity direction.

The Separated Parents Information programme (SPIP) is a Court Ordered Contact Activity designed to show parents who are going through divorce or separation the impact that their actions could have upon their children. It is also designed to reduce conflict that the children may be party to.

It is designed to help parents understand the impact of ongoing conflict on their children and provide advice and support on how to reduce it. The aim of the course is to enable parents to take steps towards their own solutions.

The course is offered in one 4 hour session (excluding breaks) and all of this time needs to be attended in order to comply with the Court Order. It is usually done in a group setting with mixed groups of males and females.

As from April 2010 the Separated Parents Information Programme (SPIP) became free of charge to all parties ordered by the Court to attend.

Our Aim

To help parents consider how conflict affects the children. Conflict appears to be an important influence on a number of adverse outcomes for children, including behavioural problems.

- To look at ways of improving communication and to reduce misunderstandings and tension.
- To help parents separate their past relationship as partners from the ongoing relationship as parents.
- To encourage parents to take responsibility and make sure that their children are not “kids in the middle”.
- To focus on what is best for the child(ren) and allow them to enjoy their childhood and relationships with all members of their family
- To help parents to move away from blame or point scoring and allow your child/ren to get on with childhood and loving both of you.

Outline of the Session

- Looks at the Separating Parenthood process
- Focuses on what children feel and need. A DVD showing other's experiences is shown; parents are encouraged to think about their strengths as a parent and how to build on them through their listening and empathy skills
- Focuses on communication and managing conflict.
- Focuses on separation and moving forward

Referral Process

Once an order has been made by the Court, the referrer contacts YMCA Family Work to notify them of the referral. The Court also forwards a copy of the Court Order along with contact information for all parties so that YMCA Family Work can arrange their attendance on the course at an appointment that is the most convenient to the client. YMCA Family Work will write to both parties to confirm appointments with travel information.

“I found the course very helpful and useful. It has managed to highlight how children are affected when parents separate and how parents can go without noticing the impact it's having on the children. Overall I have learned a lot from the course.”

Venues

The Separated Parents Information Programme is currently delivered from our main offices at:

Edinburgh House

Harding Road

Stoke-on-Trent

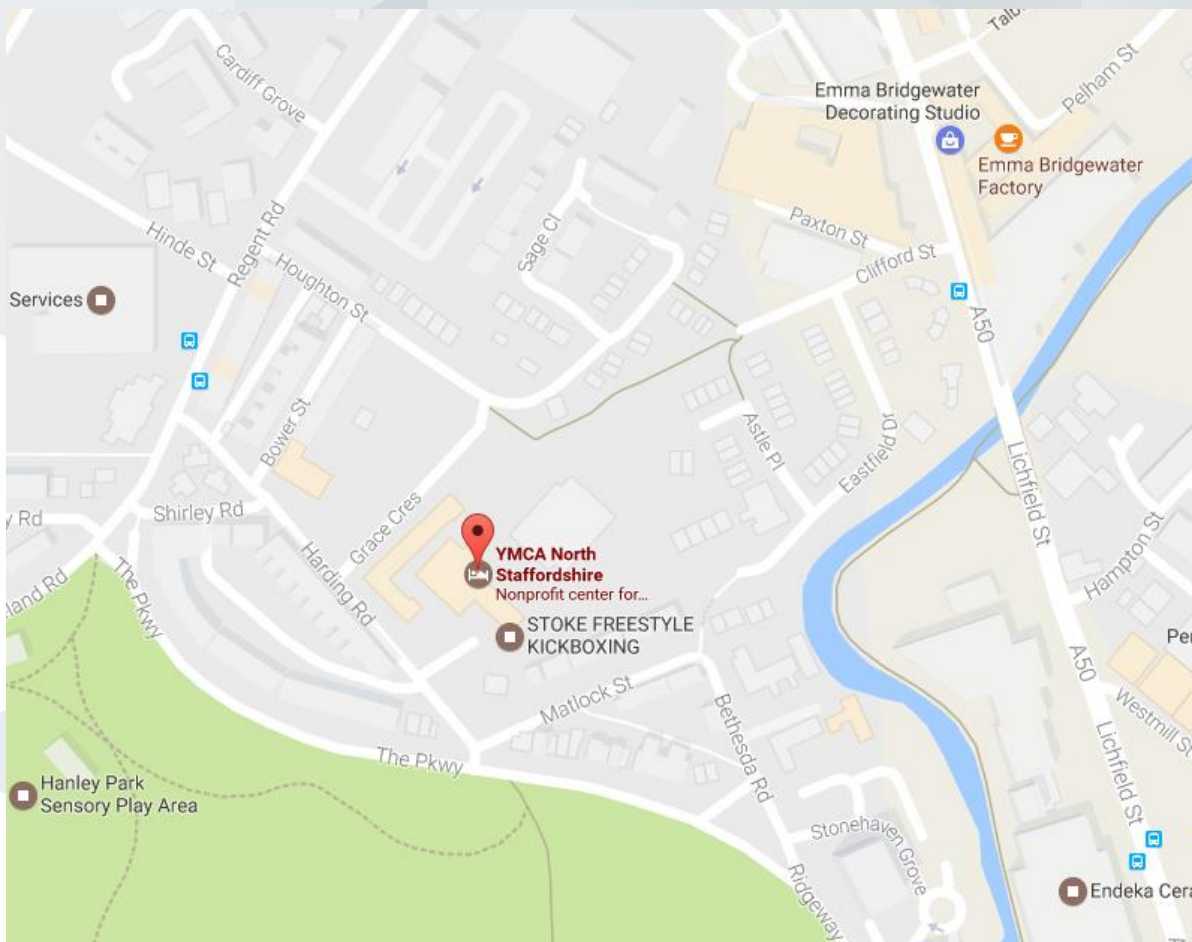
ST1 3AE

Tel: 01782 222 389

Located near Stoke Railway Station and Hanley Bus Station

Plus venues in **Warrington, and Tamworth**

Email us: mike.carter@ymcans.org.uk



Complaints Policy and Procedure

The information below is taken from the YMCA North Staffordshire Complaints Procedure (review date July 2014) We have a complaints procedure:

- To provide dissatisfied individuals (clients) with a mechanism for obtaining answers
- To check our own performance and to help us monitor and improve the quality of our services.
- To make sure we do whatever is organisationally possible to make sure you receive a positive experience of the YMCA.

The purpose of this information is to provide:

- A clear explanation of how you can complain to YMCA North Staffordshire about the treatment you have received.

Stage 1: Do you have a general concern?

If you have general concern, please call 01782 222 389. If necessary your query will be directed at the most appropriate member of YMCA staff.

Stage 2: Formal complaint

If you feel that the complaint has not been dealt with to your satisfaction or the complaint, in your opinion, warrants a formal written complaint, please call 01782 222 389, or refer to our website www.ymcans.org.uk. A written complaint will receive a response in 5 working days.

Stage 3: Serious complaint

If you still feel that the complaint has not been dealt with to your satisfaction or the complaint, in your opinion, is of a serious nature you may complain to:

YMCA North Staffordshire, Chief Executive Officer

You may at any time ask to engage a representative of your choosing or to engage an independent service such as CAB.

Should you feel that having exhausted the above procedure and your complaint still has not been dealt with to your satisfaction, you may contact:

Cafcass, Sanctuary Buildings, Great Smith Street, London, SW1P 3BT or, National Association of Child Contact Centres (NACCC), 1 Heritage Mews, High Pavement, NG1 1HN

What You Need To Do

Enclosed with this leaflet will be your appointment letter.

If this appointment is not convenient, please give us a call and we will offer you a more suitable time.

Please could you contact us to confirm your appointment date and time are suitable and that you will be attending.

Office: 01782 222389

Mobile: 07870952408

Email: mike.carter@ymcans.org.uk

YMCA Family Work

Edinburgh House

Harding Road

Stoke-on-Trent

ST1 3AE

A car park is located in Grace Crescent next to the main YMCA. Please report at our main reception on arrival. Car parking charges apply.



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION