**Introducing Jigsaw Family Support**

**Child Contact Centre**

Dear Sir/Madam

I am writing to inform you about your local Child Contact Centre at Jigsaw Family Support. Formally known as Island Separated Families, we have now moved to bigger and better premises in Rink Road, Ryde and would like to make your organisation aware of the services that we offer. I have enclosed some current leaflets with this letter providing further details about our Centre and the services we offer parents and their families when going through separation and divorce.

When parents are going through separation and divorce, many face emotional and practical issues which can take time to resolve. Parents may also find it hard to discuss and arrange child contact arrangements because of conflict and the loss of ability to communicate effectively anymore.

Children can be affected by their parent’s separation and any on-going conflict and their behaviour can quite often change because of this. Child Contact Centres are places where contact can take place safely and where parents do not have to meet.

Recent changes in the availability of funding through the Legal Aid system has affected parents to the point of not being able to afford a legal representative in the Family Courts. This has meant that we are seeing many more families making self-referrals to Jigsaw Family Support to arrange contacts at the centre to enable the non-resident parent to see the children on a regular basis, in a safe and appropriate environment.

We are now offering even more services for families when going through separation and divorce with the main objective of continuing to bring better outcomes for the children involved in family separation.

We have an enhanced accreditation with NACCC (National Association of Children’s Contact Centres) and are the only registered Contact Centre on the Island. Our main aim is to be involved with the whole family. The range of support services include: one-to-one, couples or children’s counselling and play therapy; Psychotherapy and Mediation. We also offer support groups and courses on managing family separation which is designed to help adults build cooperative parenting relationships.

We are also able to assist parents with court papers for child contact arrangements if mediation has broken down or not appropriate, and can support parents at court as we have a good working relationships with the judges and magistrates at the Isle of Wight and Portsmouth Family courts.

If you are aware of any parents, extended families or anyone that would benefit from our services and support, then please do not hesitate to contact us. In this pack we have included one of our leaflets, a supervised contact referral form and the terms and conditions that must be adhered to and signed by both parties, and an example of a risk assessment which is carried out before any contact place at the Jigsaw Contact Centre. Please contact the office on 01983 639793 or email [info@jigsawfamilysupport.org.uk](mailto:info@jigsawfamilysupport.org.uk) if you require further information.

Kind regards,

Tina Maretic (Centre Co-ordinator)