

# SUPPORTED HANDOVER



**WEDNESDAY, THURSDAY  
SCHOOL HOLIDAYS**

Supported Handover is managed through CANW's ProContact service for families where Family Practitioners conduct the handovers of children in situations where co-parents are not able to meet. Supported Handover sessions take place at set times at our Bolton centre on a fortnightly schedule.

## Who is the service suitable for?

Supported Handover is suitable for families where co-parents do not meet but who already have an effective method of communication such as telephone communication or a co-parenting app. The service is suitable for families where unsupervised contact has been agreed but co-parents are unable or unwilling to do handovers. Families do not need a court order to access the service.

## Is Supported Handover supervised contact?

Supported Handovers is not a supervised contact service. Once the handover has taken place, non-resident parents (parent who the child does not live with) leave the building with their child/ren and return at the allocated time for the return supported handover. The contact time between children and parents takes place outside ProContact, is unsupervised, and is not monitored by ProContact. Co-parents must contact each other or a nominated third party if any issues arise during this time.

## Are written reports provided?

Written reports are not provided. Records are provided for parents which only includes attendance and timekeeping. No further details are recorded or shared.

## Do co-parents meet?

Co-parents do not meet unless this is specifically agreed. If co-parents wish to meet to conduct direct handovers, this must be agreed and planned in advance with ProContact.

## Does ProContact act as a third party in communication between co-parents?

Co-parents must have an effective method of communication such as telephone communication, a co-parenting app such as App Close or Our Family Wizard, or a nominated third party. This cannot be a solicitor due to when the service takes place. ProContact does not act as a third party in communication between co-parents and if any issues arise during the handover time, co-parents must have a method to communicate with each other.

## How many sessions can be booked?

Sessions can be booked on a short or long-term basis depending on availability.

## What is the cost of the service?

An initial referral/admin fee of £165 is required before any session dates can be booked. Supported Handovers are then charged at £30 which allows two handovers to take place in the same week (one complete handover). Payment is required one week in advance.

## How is the service accessed?

Both parents need to complete a referral form which can be accessed [HERE](#) or by emailing [contactservices@canw.org.uk](mailto:contactservices@canw.org.uk). Once the referral forms and referral/admin fee are received, parents are contacted to arrange a separate Contact Agreement meeting.

**For more information:  
01204 369130**

## What happens at a Contact Agreement meeting?

A Contact Agreement meeting is a short meeting which takes place separately with each parent. The referral is discussed, rules and expectations agreed, and a start date arranged. This takes place as a video call.

## What happens if we need to change the handover times?

Time changes can be accommodated if agreed prior between co-parents and ProContact. Co-parents may agree to extend time over a gradual progress. However, on the day of the service, timekeeping is essential, failure to stick to your schedule could lead to having your service withdrawn.

## Can we only use one handover?

Co-parents can choose to only use one handover time with ProContact and utilise a family member, school, nursery etc for the other handover. The charge is still the same for one or two handovers in the same week.

## Can we use the service for overnight stays?

ProContact offers handover services on fortnightly Saturdays, Wednesdays and Thursdays and in school holidays on a fortnightly basis. This service could be used to allow overnight stays or co-parents could utilise a family member, school, nursery etc to allow overnight stays. A complete handover is one pick up and drop off if you request to do this again in the week then it will be charged as another supported handover.

## How many sessions can be booked?

Sessions can be booked on a short or long-term basis depending on availability. Some co-parents only choose to use the service during school holidays.

## Which dates do Wednesday and Thursday handovers take place?



### Wed & Thurs handovers timing:

<b>09:45</b>	Non-resident parents arrives
<b>10:00</b>	Child(ren) arrive - Resident parent leaves
<b>10:15</b>	Child(ren) and Non-Resident parent leave

<b>11:45</b>	<b>16:00</b>	Child(ren) and Non-Resident parent return
<b>12:00</b>	<b>16:15</b>	Child(ren) leave with Resident parent
<b>12:15</b>	<b>16:30</b>	Non-resident parents leaves

**ContactServices@canw.org.uk**  
**www.canw.org.uk**

Registered Charity No: 222533

