

# SUPPORTED CONTACT



**Supported Contact is managed through CANW's ProContact service for families where children can spend positive family time with parents or other family members they do not live with. It is a child-focused, positive session which takes place in group setting. Supported contact sessions take place at our Bolton centre on Saturday mornings on a fortnightly schedule.**

## Who is the service suitable for?

Supported contact is suitable for families where co-parents do not normally meet but who already have an effective method of communication such as telephone communication or a co-parenting app.

Supported contact can be a helpful, short-term support for families where contact between children and parents has recently been established or reestablished, or as an interim step between supervised and unsupervised contact. Families do not need a court order to access the service.

## Is Supported Contact supervised?

Supported contact is not 'supervised contact,' although families are not permitted to leave the building during the session. Several families attend the same session with Family Practitioners present in the room to support the comfort of families.

## Are written reports provided?

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

## Are toys and refreshments available?

Activities and toys are available for all ages at ProContact. Children and parents are also welcome to bring activities to the session. Refreshments are not available, and parents are requested to provide suitable refreshments for children during the session.

## How many sessions can be booked?

As this is a short-term service, a maximum of six sessions can be booked at any one time, depending on availability of sessions.

## 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 admin fee are received, parents are contacted separately to arrange a virtual contact agreement meeting.

## What happens at a Contact Agreement meeting?

A contact agreement meeting is a short meeting which takes place separately with each parent when the referral can be discussed, expectations agreed, and a start date arranged. A pre-visit for children can also be arranged.

## 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.

## What is the cost of the service?

An admin fee of £165 is required before any session dates can be arranged. Supported contact sessions are charged at £40 per session until 1 April 2026, when the charge will be £45 per session, which is required to be received a week in advance of each session.

## Do co-parents arrive at different times?

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

We will have two slots for supported contact for families to attend.

Please see arrival and departure times below:

### Session 1

Arrival and departure times are staggered. Non resident parents (the parent who the child does not live with) arrive at 8:40am, fifteen minutes before children arrive for the start of the session.

Children attend 8:55am - 10:25am for the session, and then non-resident parents leave at 10:40am, fifteen minutes after the end of the session.

Handovers before and after the session take place at the door of ProContact between resident parents (the parent with whom the child lives) and Family Practitioners.

### Session 2

Arrival and departure times are staggered.

Non-resident parents (the parent who the child does not live with) arrive at 10:45am, fifteen minutes before children arrive for the start of the session.

Children attend 11:00am - 12:30pm for the session, and then non-resident parents leave at 12:45pm, fifteen minutes after the end of the session.

Handovers before and after the session take place at the door of Pro Contact between resident parents (the parent with whom the child lives) and Family Practitioners.

Which dates do Saturday contact take place?



All sessions take place at CANW, ProContact, 4b, Springfield Court, Summerfield Road, Bolton, BL3 2NT

**For more information:**

**01204 369130**

**07540115135**

**ContactServices@canw.org.uk**

**www.canw.org.uk**

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