

SUPERVISED CONTACT



Supervised 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 a contact centre with each family having their own room and a Family Practitioner supervising each session who are in sight and sound of the child at all times. We offer child-focused, positive sessions which take place at our NACCC accredited contact centres and last 90 minutes. Each family having their own room and a Family Practitioner supervises the session and is in sight and sound of the child.

Who is the service suitable for?

Supervised contact is suitable for families when professional supervised contact is required to ensure a child can spend time with their parent. This may be when there are risks, there is a court order, there has been a long gap in family time, a child is reluctant or when parents cannot find a solution themselves. Families do not need a court order to access the service.

How many sessions can be booked?

There is not a minimum or maximum number of sessions that can be booked but usually 6-8 sessions are booked initially. However, we can book more sessions and continue to support family's long term as needed. Sessions can range in frequency from four times a week, weekly, fortnightly, monthly, etc. 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 arranged. Supervised contact is £125 per session until 1 April 2026, when the charge will be £130 per session. £225 to include a written report. Payments are to be made via bank transfer; our bank details can be found at the bottom of our referral form and are required to be received a week in advance of each session.

Where & when do sessions take place?

Supervised contact sessions can be booked at our Bolton centre (BL3 2NT) on a Wednesday, Thursday and Saturday. Sundays and other days can be booked if staff are available. Supervised contact sessions can be booked at our Blackburn centre (BB2 4DT) every other Saturday.

How is the service accessed?

Both parents need to complete a referral form which can be accessed by visiting the CANW website. Once the referral forms and referral fee are received, parents are contacted separately to arrange a Contact Agreement meeting.

What time are sessions?

During the week we offer sessions from 09.30 - 18.00 at Bolton. At weekends we have four time slots at Bolton and Lancashire:

Slot 1 08.50 - 10.20

Slot 2 10.50 - 12.20

Slot 3 13.15 - 14.45

Slot 4 15.15 - 16.45

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.

Are written reports provided?

Written reports can be provided, and the price of the session raises to £225 to include a written report. Written reports can be provided for each session, or as and when required. Written reports are not an overall assessment summary and must be requested and paid for in advance. We can provide a separate summary of attendance dates and timekeeping which is free.

Do co-parents meet?

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.

Do co-parents arrive at different times?

Co-parents do not meet and there is staggered arrival and departure times to ensure that children do not witness conflict. Handovers of children, before and after the sessions, take place at the door between resident parents/guardian/carer and the Family Practitioner. The parent visiting their child arrives 15 minutes before the session and stays for 10 minutes afterwards.

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

We schedule sessions but do not act as a third party with communication between co-parents. Co-parents are encouraged to have an effective method of communication such as telephone communication, a parenting app, or a nominated third party.

Are toys and refreshments available?

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

**For more information:
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