

Welcome to F&A Care Contact Service.

We are a contact centre located in Fratton, Portsmouth providing children with a safe and supportive environment to spend time with family members a child does not live with.

We offer a variety of family time depending on your requirements: From Handovers to Supervised contacts. Parents do not have to meet.

Our Open times:

Mon- Fri: 8.30am-6pm

Saturday: 9am-3pm

Our Services

Handovers

Contact staff will facilitate the actual handover at the beginning and end of each contact, the children can be handed over in a safe and neutral environment.

Supported Contact

This family time helps to keep children in touch with parents if trust has broken down or communication is difficult. Several families use the facilities at the same time making this a low vigilant Family Time with no written or verbal reports.

Supervised Contact

This family time is provided when it has been established that there is greater complexity within a family's circumstances. These sessions will be supervised by staff who are experienced in this role. This contact will provide both parties factual notes

Escorted Contact

This type of contact is facilitated in the same way as Supervised contact and can be with or without factual notes. The child/ren are allowed to leave the centre with their visiting family member but are escorted by two experienced and trained contact workers, who will supervise, support, and intervene if required.

Indirect Family Time

This type of contact is where a non-resident family member is permitted to communicate with a child by telephone, letters, cards, video etc and the Contact

Centre Staff can provide the venue and manage the arrangements for this to take place. This service can be helpful where one parent cannot know the home address of the child

Service Costs

A non-refundable Administration Fee of £120 is required to process each family's application form.

Payment for our Handovers or contact services is required 5 days before the scheduled contact.

Referral Fee	£120 (A one off fee)
Handovers	£6 each way
Supported Contact	£55/hr
Escorted or Supervised Contact with Notes	£72/hr
Escorted or Supervised Contact	£65/hr
Indirect Contact	£50

Next Steps:

1. Complete, sign and return our online application form
2. The Centre will notify the other party and request an application form to be completed, unless a joint application form is initially submitted.
3. Upon receipt of both application forms and administration fee an acknowledgement email will be sent to both parties.
4. We will process your application form. At least 10 working days is required to process application forms.
5. Letters will be sent to both parties inviting them to attend a pre-visit. Please note these will be on different days and times. Please confirm you are able to attend.
6. Once confirmation has been received the child/ren using F&A care and Support Services will be sent an introductory letter.
7. Attend your pre-visit as per letter.
8. Contact starts.

To help us process your information faster please let the Contact Service know if any of your contact information changes.

Yours Sincerely

Sada Nibigira

Contact Service Manager
F&A care and Support Services