

## About Children's Links

Children's Links is a charity that works with children, families and communities to change children's lives for the better.

## What are Contact Centres?

Contact Centres offer Family Time sessions, providing a safe and neutral venue for children of separated families, to see their non-resident parent or other family members. Centres are considered safe, neutral environments, as they offer impartiality and confidentiality. The most important people in the centre are the children. Centres have age appropriate toys, games and activities and are run by a team of fully trained staff and volunteers independent from the courts, social services or any statutory agency.

**We have Supported Centres in Nottingham, Peterborough, Grantham, Lincoln, Leicester, Spalding, Skegness, Gainsborough, Newark and Retford, and Supervised Centres in Lincoln, Peterborough, Nottingham, Newark and Leicester.**

## For More Information

Email

[contactcentres@childrenslinks.org.uk](mailto:contactcentres@childrenslinks.org.uk)

Website

[www.childrenslinks.org.uk](http://www.childrenslinks.org.uk)



# Contact Services

Find out more about our contact services, how they work, and what types of support are available



# Services Available

## Supported Family Time

Supported family time enables children to develop and maintain positive relationships with non-resident parents and other family members where there is no significant risk to the child or those around the child. Supported family time involves several families attending a centre at the same time; staff are present to support if needed but will not always be within sight and sound of the children. No reports are provided for supported family time. Supported family time is viewed as a temporary arrangement that will be reviewed after an agreed period of time.

## Supervised Family Time

A supervised centre should be used when it has been determined that the family arrangements are more complex and there may be concerns for the safety to the child or adults involved in the contact. Supervised family time ensures the physical and emotional safety of a child. It also assists in building the relationship between a child and their non-resident family. Supervised family time includes individual supervision of each family and a written detailed record of the family time session. Supervised family time sessions take place in a private room to ensure confidentiality.



## Handover Service

Handover services offer a safe arrangement for children to meet with their non-resident parent/family member when unsupervised family time is appropriate and the parents do not wish to meet. No written observations are provided.

## Indirect/Letterbox Contact

Indirect/Letterbox contact is a way of a parent keeping in touch with children without meeting the child. Examples of indirect contact include sending letters, emails, photos and gifts. Indirect/letterbox contact is a means of passing on items between a parent and child when both parties addresses are confidential.

## Costs

Contact type	Referral Fee*	Rate*	Time
Supported	£155	N/A	15 hours fortnightly
Supervised	£130	£95	Hourly
Handover	£55	£16	Per Session
Indirect/Letterbox	£50	£20	Per Letter

\*additional charges may be applicable / Prices correct as of June 2025

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Company Number: 3484661

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