The Contact Process

NYAS receive a referral

Your case is allocated to a Contact Facilitator

- The role of the contact facilitator is to liaise with you and your ex-partner and significant professionals.

The contact facilitator will contact you and your ex-partner to arrange a planning meeting

- If you are involved with Cafcass this meeting will be called a Contract Agreement Meeting and your Cafcass officer will attend.
- If you are a private client your meeting will be called a Set Up Meeting.
- At the planning meeting your contact facilitator will present you with an information pack and complete a risk assessment with you around contact.

Meeting with the child

- It is important that your child has the opportunity to meet the contact facilitator and becomes familiar with the contact centre. The meeting is a brief session and fun for the child.

Contact Session

- It is best for your child that the contact is held at the same time every week. Children respond to having a clear routine and to swap and change things can have a detrimental effect on them.
- You will be given a specific time to arrive for contact please keep strictly to this time.

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Contact Record
- If Cafcass have referred you to NYAS the contact session will be observed and recorded.
  If you are a private client NYAS can record sessions at your request.
- NYAS consider that contact starts from the moment you arrive until the moment you leave
  and everything you say will be recorded.
- The contact record will be sent to the Cafcass officer to compile their report for court. If the parent
  paying for contact has requested a record it will be sent to them and their solicitor.
  - On occasion a private client will request NYAS to write a court report.

Next Steps Meeting or NYAS Review
- If you are involved with Cafcass at the end of the contact through NYAS before your next court hearing
  you will be invited to a review meeting to discuss how the contact has gone.
  - If you are a private client receiving contact through NYAS after significant period of time
    we will arrange a review meeting. This could be held anywhere between
    8 to 12 weeks dependent on your circumstances. Your contact facilitator will organise this with you.

MOVING ON

NB - At any point during this process you have the right to complain if you are not happy with anything.
The NYAS complaints procedure is on the NYAS website.
There are copies in the contact room and in your information pack.

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