NYAS FAQs

Q. How much does the service cost?

A. There is an initial £50.00 admin fee and after this, contacts are £40.00 per hour. If you need a record of the session, this is an additional £15.00. So, for example, a one-hour session with a record would be £55.00.

Q. Who pays for the sessions?

A. Usually the non-resident parent or other non-resident relative, as they are the ones who require the service.

Q. When do I have to pay for the sessions?

A. We require payment 2 working days prior to the session taking place, if we do not receive payment then the session will not take place.

Q. I am the resident parent. I don’t pay for the sessions, but I would still like a copy of the report. Is this possible?

A. Yes. NYAS believe that both parents should have access to the reports if they would like them. We will however need a £15.00 payment before we release the record to either parent.

Q. How do I pay for the sessions/records?

A. There are several ways for you to pay. You can pay over the phone using a debit/credit card, you can pay via BACs transfer (request details by writing to contact.centre@nyas.net) or you can write a cheque out to ‘NYAS’. We unfortunately do not accept cash payments.

Q. Can gifts be exchanged in the contact session?

A. Yes, but only if mutually agreed by all involved.

Q. Can photos be taken during the session?

A. Yes, but only if mutually agreed by all involved and on the condition that no photos taken in the centre are uploaded to any form of social media.
Q. I am the resident parent. I am concerned that the non-resident parent/family member will say bad things about me in front of my child.

A. NYAS sessions are supervised at all times and all conversations need to be audible. If NYAS staff members believe that a visitor has made any form of inappropriate comment, they will intervene and contact may be cancelled as a result.

Q. I am worried about the non-resident parent/family member being drunk/under the influence of drugs in the presence of my child.

A. If NYAS staff members have any cause to suspect that an adult is under the influence of alcohol or drugs whilst visiting the centre, the contact session will be terminated immediately. Adults who attend the centre in this manner run the risk of having their sessions terminated indefinitely.

Q. I am worried about seeing my ex/ex’s family before and after contact. How can NYAS prevent this?

A. For all sessions, we have a ‘handover’ period. This will involve one parent arriving at the centre 15 minutes before or after the other, so the two sides will never need to meet. If you are particularly concerned about bumping into someone, you can ask a member of staff to go outside and check that the coast is clear before you leave.

Q. Where are your centres located?

A. We have one centre at our Head Office in Birkenhead (Tower Road, Birkenhead, CH41 1FF) and another one in Liverpool (Helix House, Liverpool, L3 9NY).

Q. How do you decide which centre I can go to?

A. We tend to allocate a family to a centre based on whichever is closest for the child/ren.

Q. What days are you open?

A. NYAS can accommodate contact sessions Monday to Sunday between the hours of 9am-5pm. We can potentially stay later than 5pm, depending on the family’s circumstances.
Q. Is there any limit to how long/short/frequent/infrequent contacts can be?

A. Contact sessions usually last no longer than two hours. Sessions can be arranged on a weekly, biweekly, monthly or bimonthly basis – we will always endeavour to accommodate the needs of each family on a case-by-case basis.

Q. How long will I need to wait to start contact?

A. We currently have a waiting list, this can vary. Please contact head office for more information.