

Contact & Community Support

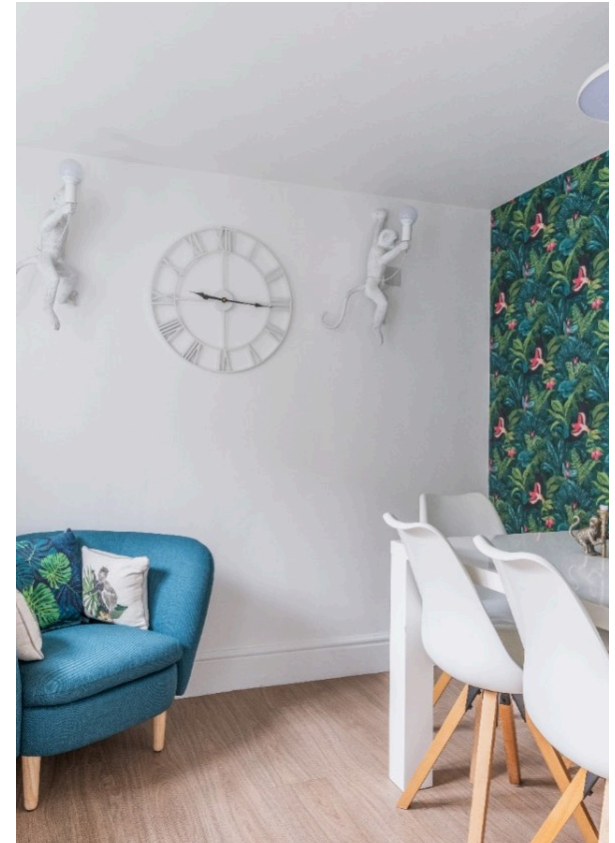
About Us!

Creating safe spaces where families can reconnect, feel supported, and build brighter futures.

Based near Rhyl town centre, we offer a warm, home-from-home setting for family contact, alongside flexible in-home support, emergency care for children when families need it most, and compassionate support for parents and young families during assessment and times of change.



Quality
Family
Time



38.6 Support
Services



What we offer:

Community Services

- In home Support and monitoring to families in crisis
- Hospital support for families/children
- Short term in home crisis care for children
- Support for new parents or young parents
- Practical parenting support
- 24/7 observation and support
- Community parenting assessments

Family Time

Designed to be a home from home environment, allowing children to enjoy contact in a nurturing but secure environment. Each family will have exclusive use of their own contact room with toys and games available to enjoy and explore. Our center allows for a more natural experience, and is suitable not only for small children but teens or family reconciliation. Family Time spaces benefit from the additional security of CCTV recording, assuring the safety of all.



Contact Us

 01745 369458

 admin@38-6solutions.co.uk



Admin Fee £45.00

All costs are hourly

Pre-contact meeting(s) £60 – It includes discussion with both parents separately to confirm details of contact & personalised Contact Plan Shared via Email.

Supervised Contact includes venue hire, in person supervisor, CCTV monitoring & sharing of footage if a safeguarding concern arises, & contact report to fee payer. Includes a child preparation session (bringing the child to the centre to look around and meet staff), if necessary.

- Standard (weekdays 9.30-4.30) £70 per hour
- Peak- (evenings and weekends) £85
- Premium (short notice/high conflict) £ 110

Supported only; includes venue hire & supervisor.

- Standard- (weekday 9.30-4.30) £60
- Peak (Evenings and Weekends) £75
- Premium (short notice/high conflict) £ 85

Family Time Costs

Minimum 4 week block bookings.
Payment must be made prior to first session in full.

Fees are non-refundable. Should 38.6 Service be unable to fulfil booking an alternative or additional date will be offered. Min 7 days notice to rearrange. Rescheduling will be at the discretion of 38.6 Services

Contact Center Additional services

Additional CCTV Footage; £40 per ten minute clip. Full session available on requests. All footage requests must be made within 24 hours of Session. Can only be requested by fee payer.

Attendance Summary (under 3 months' worth) Includes all dates, times, whether attended or cancelled and reason for cancellation (if applicable) £100

Room Only Hire; £ 45 per hour

Room hire with CCTV Supervision for meetings or mediation. Adult only. £65

Room Hire with Child Care £ 95 per hour. Suitable for mediation or legal meetings

Additional services;

- handovers,
- statements for court,
- community contact supervision
- 2:1 Supervision

Community Support Costs

Community Support fees are calculated on a case by case basis, and dependent upon the identified risks, individual support needs and time scales.

All staff commissioned have enhanced DBS certificates, registered with Social Care Wales. All support workers have a proven track record of working with families within a family assessment center, and have provided support to adults and children with a wide variety of needs.

Community Parenting Assessments are completed by a highly experienced Social Worker, with evidence based, comprehensive reports completed within agreed timescales.

