



As the days grow brighter and the flowers begin to bloom, we're excited to welcome spring with renewed energy and optimism. Thank you to all the families, volunteers, and staff who continue to trust and support our service. Together, we create a safe, supportive space for children and families to maintain meaningful connections.

SPRING 2026

Exciting News – New Centre Opening!

We are delighted to announce the opening of our new contact centre in Bournemouth, Dorset. This welcoming venue includes secure outdoor space, four dedicated contact rooms, a sensory soft play room for babies and young children, and engaging activities for older children. Allocated contact workers and social workers have been trained to work within this venue, ensuring high-quality, child-centred support throughout each session.

Important Update – Price Adjustment

To help us continue providing a safe, high-quality service and maintain our facilities and staffing standards, there will be a £1 per hour increase to our contact session fees, effective from February 2026.

We remain committed to keeping our services accessible while ensuring we can continue to meet safeguarding and operational requirements. If you have any questions regarding this change, please contact the office.

Supporting Young People – Split Happens

We would like to share information about Split Happens, a free digital support platform for young people aged 13–30 whose parents have separated.

Created by amicable in partnership with youth charity Your Direction, the platform offers real-life stories, expert-reviewed resources, and a safeguarded AI chatbot called Yuni.

Find out more: <https://splithappens.co.uk/>

This information is shared for awareness purposes only. Any queries should be directed to <https://splithappens.co.uk/about>

Easter Opening Hours

Closed: Good Friday – 3 April 2026

Closed: Easter Monday – 6 April 2026

Reopening: Tuesday 7 April 2026

Helpful Reminders

Respectful Communication

We ask everyone to communicate respectfully with staff and other families at all times. Our centre is a neutral and safe space for everyone.

Supervision Guidelines

Please remember that contact supervisors are present to observe and record, not to intervene unless necessary for safety or wellbeing.

Update Your Details

If your contact number, address, or court arrangements change, please inform us promptly.

Feedback Welcome

We value your feedback. If you would like to share comments or suggestions, please speak to a member of staff or email us.

Arrival Times

Please arrive on time for your contact session. Late arrivals may result in a shortened session, as we need to respect all families' allocated times.

Cancellations

If you are unable to attend, please let us know within 48 hours. This allows us to inform the other party and make appropriate arrangements.