



THE BRIGHT
CONNECTIONS

Information for Parents and
Professionals

The Bright Connections Family Centre

Bringing children and families together to build a
stronger and healthier relationship



Information about our Family Centre



Our Aim

The Bright Connections Family Centre facilitates and supports contact between children and their separated families.

As part of our work, we help to re-establish contact when there has been a time lapse of no contact. We support families in building and sustaining a healthy relationship with their child(ren).

How we do this

- We provide a child centred approach.
- We provide experienced qualified staff with enhanced DBS status.
- We provide a warm comfortable, safe, secure environment.
- We provide an independent and impartial service.
- We promote an atmosphere of partnership and co-operation.
- We encourage siblings' relationships.

Family Time

We offer a range of tailored family time options.

Our facilities

- Fully equipped rooms with age appropriate toys ranging from birth to upwards
- Baby changing area
- Toilet facilities that are also suitable for children that are being potty trained
- Kitchen to make bottles and prepare food
- Large garden area

Referrals

Our service is flexible and simple to access. We accept referrals from Local Authorities, solicitors, CAFCASS and private clients.

OUR SERVICES

Bringing children and families together to build a stronger and healthier relationship

Supervised Family Time

- This is the supervision of a child(ren) by a safe adult.
- Used when it has been determined, that in order for a parent(s) or connected other* to see the child(ren) they must be supervised.
- Supports the physical safety of a child(ren) and promotes their emotional wellbeing whilst supervised from arrival to departure.
- All supervised family time, to include community base, include an observation family time report.

Hospital Family Time

- This is a service that we provide for parent(s) or connected other that have a child in hospital and require supervision while they are there. This is offered for babies, toddlers and older children.
- It's supervised throughout and an observation family time report is provided.
- We have a wealth of experience working with parent(s) and their new born babies. From feeding, changing, emotional warmth and stimulation.

Supported Family Time

- This is a low level of supervision for parent(s) child(ren) or connected other*.
- This form of family time is suitable for families where no significant risk has been identified.
- Staff record arrival and departure time of family time.
- Staff offer assistance, however no close supervision takes place and no observation family time report is provided.

Handover Service

- This service enables parents that do not wish to meet with the parent that the child(ren) reside with, to not meet, as staff facilitate the handover of the child(ren).
- The parent then takes the child(ren) out for the duration of their family time and returns them back to the centre or the agreed meeting point, where staff facilitate the child(ren) returning to their parent.
- Handover can take place at an agreed location in the community or at one of our centres.

Our Locations

Although we work across different locations in Essex, we primarily work in Harlow from OFSTED registered buildings.

Maunds Hatch 1-2 Maunds Road, Harlow CM18 7RG



Contact us

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