

PROJECT WEST

OTHER FAMILY TIME SERVICES

Understanding the Available Options

The right service depends on the child's needs

Project West offers several forms of Family Time. The appropriate service is determined by the child's welfare, known risks, the purpose of the arrangement, any court order or professional instruction and Project West's assessment of what can be provided safely.

1 CHOOSING THE APPROPRIATE SERVICE

The names of the services describe different levels and methods of support. They are not interchangeable. A family's preference will be considered, but the service cannot be reduced, expanded or moved into the community without the required information, authority and risk review.

- A court order or professional request does not automatically require Project West to accept a referral.
- Project West may recommend a different service level where the information provided indicates that this is necessary for safety or effective delivery.
- Any later change to supervision, venue, attendees, frequency or duration must be agreed before it takes effect.

2 SERVICES AT A GLANCE

Service	How it operates	Usual record
Supported Family Time	Centre-based; suitable where continuous close observation is not required	Attendance record may be provided
Virtual Family Time	Remote session using an agreed video platform with staff facilitation or oversight	Record agreed according to the referral
Handover	Managed transfer of the child between adults without the adults meeting	Attendance record may be provided
Indirect Family Time	Safe exchange of approved letters, cards, photographs or similar items	Administrative record of items handled
Supervised Community Family Time	Continuous supervision in an approved community setting	Full session report
Family Time Assessment	Time-limited assessment against agreed questions and criteria	Assessment report with analysis and recommendations

Reports are service-specific

A full observational report is not automatically produced for every service. The referral and contract must clearly identify whether a report, assessment or attendance record is included.

3 SUPPORTED FAMILY TIME

Supported Family Time is a lower-level service for families who can spend time together safely without a supervisor continuously observing and recording every interaction. It is provided at the Project West centre only.

- Project West staff remain available at the centre and maintain oversight of the environment.
- The family is expected to manage ordinary interaction and care without continuous staff direction.
- Supported Family Time is not appropriate where identified risks require the child and adult to be seen and heard throughout.
- A full session report is not produced. An attendance record may be provided where requested and agreed.
- If concerns arise or circumstances change, the arrangement may be reviewed and a higher level of supervision may be required.

4 VIRTUAL FAMILY TIME

Virtual Family Time allows a child and family member to communicate remotely where in-person Family Time is not possible, not yet appropriate or is intended to complement other arrangements.

- The agreed adult, child, device, platform, location, duration and staff role are confirmed in advance.
- A responsible adult must remain available with the child where this is required by age, need or the Family Time Plan.
- The same boundaries apply to inappropriate topics, promises, recording, screenshots, unauthorised participants and third-party messages.
- Project West may pause or end the call if the child becomes distressed, safety cannot be maintained or the agreed arrangements are breached.
- Any reporting or attendance requirement must be agreed before sessions commence.

5 HANDOVERS

A Handover service provides a managed exchange of the child between adults. It is intended to reduce conflict, avoid direct adult-to-adult contact and support a calm transition for the child.

- Arrival, collection and any required staggered times are agreed in advance.
- Staggered arrangements are applied where expressly required by a court order, Child Arrangements Order or non-molestation order.
- Staff facilitate the transfer but do not supervise the Family Time taking place after the child leaves the centre.
- A full Family Time report is not produced. An attendance record may be provided where requested and agreed.

6 INDIRECT FAMILY TIME

Indirect Family Time supports safe communication where direct or virtual Family Time is not taking place. It may involve letters, cards, approved photographs or other agreed items.

- All items must be suitable for the child and consistent with any court order, care plan or professional instruction.
- Project West may check, record, copy, return or decline an item in accordance with the agreed arrangements and safeguarding requirements.
- Items must not contain prohibited messages, personal contact details, unauthorised photographs, money or material likely to distress or place pressure on the child.
- Project West records the administrative handling of items but does not guarantee how or when a child will respond.

7 SUPERVISED COMMUNITY FAMILY TIME

Supervised Community Family Time offers the same continuous supervision and reporting standard as centre-based Supervised Family Time, but the agreed interaction takes place in an approved community setting.

- The session begins and ends at the Project West centre unless a different arrangement is formally agreed.
- The supervisor remains with the child and family, close enough to see and hear interaction throughout, including during travel, activities and bathroom arrangements as set out in the Family Time Plan.
- The proposed venue and activity must be suitable, accessible, practical for supervision and risk assessed in advance.
- A room at the centre is not held while the family is in the community.
- Driving is considered only where authorised and supported by verified licence, insurance, MOT, vehicle and child-seat arrangements. It is not permitted where known alcohol, drug or other safety concerns make driving unsuitable.

8 FAMILY TIME ASSESSMENTS

A Family Time Assessment is a defined piece of evaluative work. It is different from routine supervision because Project West is asked to analyse specified areas and answer agreed questions.

- The purpose, assessment questions, number and length of sessions, participants and required evidence are agreed before work begins.
- The assessor observes relevant interaction and may consider referral information, direct work and other authorised material.
- The final report distinguishes observation, information supplied by others, professional analysis and recommendations.
- Recommendations are limited to the assessment undertaken, the evidence available and the assessor's professional competence.

9 ARRANGING A SERVICE

1. Enquiry and referral

Provide the child's details, requested service, purpose, frequency, duration, legal or care-planning context, known risks and funding route.

2. Documents and risk review

Project West reviews the referral, safeguarding information and any relevant order or professional plan before confirming suitability.

3. Pre-visits and planning

Separate adult pre-visits are arranged where required. The service arrangements, boundaries and responsibilities are recorded.

4. Contracts and funding

Contracts must be signed and funding confirmed before work begins. A Local Authority purchase order is required unless the authority confirms that it does not use purchase orders.

10 MAKING AN ENQUIRY OR REFERRAL

Project West can provide initial information about the available services, but suitability and availability are confirmed only after the completed referral and relevant risk information have been reviewed. The current pricing schedule may be supplied or attached separately.

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