



SERVICE USERS' GUIDE

Please read this guide before attending your first Family Time session

This is a controlled document. It is reviewed and updated whenever changes are required.

Welcome to Project West

We are committed to providing a safe, calm and child-focused environment where children can enjoy positive Family Time with their parents or carers.

This guide explains what to expect when attending Project West and sets out the practical arrangements and standards that help us keep children safe and ensure fairness for everyone.

About Project West

Project West Assessment & Contact Services provides a range of centre-based and community-based Family Time services. Children's safety, welfare and wellbeing are at the centre of our practice.

We have supported children and families for over 20 years. We aim to make families feel welcomed and supported while maintaining clear and consistent boundaries.



Before You Attend

Before services commence, each adult must complete a pre-visit meeting and read and sign the relevant Service User Contract. The contract sets out the formal terms and conditions of using the service, including arrival arrangements, waiting periods, mobile phone use, behaviour and supervision arrangements.

This guide supports the contract but does not replace it. If you are unsure about any part of your arrangements, please contact a Coordinator before the session.

Arrival, Waiting and Leaving

- Arrive at the agreed time and follow any staggered arrival or departure arrangements.
- Where a court order, non-molestation order or safeguarding arrangement requires separation between parties, the agreed arrangements must be followed. This will usually include a 15-minute buffer.
- If a child or adult has not arrived within 20 minutes of the agreed session time and Project West has not agreed otherwise, the session may be treated as cancelled.
- Late arrival will normally reduce the length of the session because the finishing time cannot usually be extended.
- Sign in on arrival and sign out when leaving the Centre.
- If you are delayed or unable to attend, tell the Centre as soon as possible.

The 20-minute arrival window is different from the usual 15-minute safeguarding buffer between parties.

Access to the Centre

Step-free access is available. Please tell us in advance about any disability, communication need or other reasonable adjustment that may help you or your child use the service.



Family Time Rooms and the Building

Family Time sessions take place in designated rooms. Families must:

- remain in the room or area allocated to them unless staff agree otherwise
- follow staff instructions at all times
- treat toys, furniture and equipment with care
- bring suitable books, games or familiar toys when these may help the child engage positively

Tidying Up

Please allow enough time at the end of the session to tidy away toys and activities, return items to where they were found and leave the room in the same condition as at the start.

Toilets, Hygiene and Nappies

- Used nappies must not be placed in bins inside the building.
- Used nappies and general rubbish must be placed in the grey bin outside on the driveway.
- Recycling must be placed in the blue bin outside on the driveway.
- Do not leave rubbish in Family Time rooms or bathrooms.

Food, Drinks and Children's Items

For the first Family Time session, the resident parent or carer will normally provide the child's food, drinks and essential items. From the second session onwards, the person having Family Time must provide everything the child will need, unless another arrangement has been agreed in advance.

- Provide healthy food and drink options that are appropriate for the child.
- Sweets and chocolate are not permitted during Family Time sessions.
- Tell Project West about allergies, medical needs or dietary requirements.
- Supervise children while they are eating or drinking and clean up fully afterwards.

Staff may restrict or refuse food or drink where there are safety, allergy, cleanliness or behavioural concerns.



Mobile Phones, Photographs and Recording

Service users' mobile phones are not permitted during Family Time sessions. Phones must be switched off and handed to the office for secure storage before the session begins. They can be collected at the end of the session.

- Service users must not take photographs or make video or audio recordings.
- Video calls and other recording devices are not permitted during sessions.
- Where photographs have been agreed, they may only be taken by a Project West staff member using a Project West device.

The video-call arrangement used to maintain supervision during an authorised staff comfort break in the community is a specific exception to the mobile phone rule.

Behaviour, Boundaries and Communication

All adults must behave respectfully, follow staff instructions and prioritise the child's wellbeing.

- Court proceedings and adult disputes must not be discussed with children.
- Messages must not be passed to or through a child.
- Supervisors must remain independent and cannot take sides.
- Questions about bookings, reports or arrangements must be directed to a Coordinator, not discussed with the Supervisor during the session.

Aggressive, disrespectful, threatening or unsafe behaviour will not be tolerated. A session may be ended or the arrangements reviewed where necessary.

Supervised Community Family Time

Community Family Time remains supervised to the same standard as centre-based Family Time. It normally begins and ends at Project West unless another arrangement has been agreed in writing.

- The venue and activities must be agreed and risk assessed in advance.
- Families are responsible for their own costs unless another arrangement has been formally agreed.
- The Supervisor's instructions must be followed at all times.
- The child and the person having Family Time must remain with the Supervisor.

Comfort Breaks During Community Sessions

If the Supervisor requires a comfort break:

- the Supervisor will contact the Project West office
- the child and service user will remain on a video call with the office using the service user's phone
- office supervision will continue until the Supervisor returns

This procedure maintains supervision at all times. The phone must not be used for any other purpose during the session.

Supervision and Safety

- Children must never be left alone, even for a minute.
- All supervision arrangements must be followed as directed by staff.
- The Supervisor must remain close enough to see, hear and respond throughout the session.
- Any safeguarding concern may result in immediate intervention, the session being ended or the arrangements being reviewed.



Bathroom Supervision

At the Centre, if a parent or carer takes a child into the bathroom, the door must be left sufficiently open for the Supervisor to maintain appropriate oversight while respecting the child's age, dignity and individual needs.

During community sessions, the Supervisor will use the agreed supervision arrangement appropriate to the venue, the child and the assessed level of risk.

Questions, Concerns and Complaints

If you have a question about your arrangements, please contact a Project West Coordinator. Supervisors cannot change bookings, court-ordered arrangements or service conditions during a session.

We will normally try to resolve concerns through discussion first. If you wish to make a formal complaint, please refer to the Complaints Procedure on our website or ask the office for a copy.

Privacy and Information

Project West handles personal information confidentially and only for legitimate service, safeguarding and legal purposes. Further information is provided in our Privacy Notice and Records Retention Policy, available on our website or from the office.

Working Together

By following this guide and your Service User Contract, you help us to:

- keep children safe
- ensure fairness and consistency
- allow sessions to run calmly and smoothly
- support meaningful and positive Family Time for children

If you are unsure about anything, please speak to a member of staff. We are here to support safe and positive Family Time.

Thank you for your cooperation and for working with us.

