

PROJECT WEST FAMILY SUPPORT

What Project West Can Offer

A flexible, child-focused service

Project West provides practical, purposeful and outcome-based support to children, parents and carers. Each piece of work is individually planned around the family's needs, the child's welfare, identified risks and the outcomes agreed with the referrer or private individual.

1 WHO THE SERVICE IS FOR

Family Support may be suitable where a family needs structured help to strengthen day-to-day functioning, parenting capacity, relationships, engagement with services or a child's wellbeing. Referrals are normally commissioned and funded by a Local Authority. Private individuals may also enquire about self-funded support where the work is appropriate and responsibilities for payment and information sharing are clear.

The service may be commissioned as an early-intervention measure to help prevent the breakdown of family relationships and, where it is safe and consistent with the child's welfare, reduce the likelihood of a child needing to enter Local Authority care.

Not a standard package

The examples in this guide show the range of work Project West may offer. They are not an automatic list of activities for every family. The actual service is agreed after the referral and risk information have been considered.

2 AREAS IN WHICH WE MAY PROVIDE SUPPORT

Parenting, routines and family functioning

- helping parents establish safe, predictable routines and age-appropriate boundaries;
- practical modelling around meals, bedtime, school preparation, play and positive attention;
- supporting parents to understand a child's developmental, emotional and communication needs;
- helping family members improve communication and reduce unhelpful patterns of conflict;
- supporting safe transitions, changes of placement, reunification or a return to family care where this forms part of the agreed plan.

Children and young people

- direct work to understand the child's wishes, feelings, strengths and worries;
- age-appropriate work on identity, relationships, emotions, confidence and life story;
- support with education, attendance, appointments, positive activities and community engagement;
- help to develop independence, practical skills, emotional regulation and safer decision-making;
- support during significant changes, family separation or uncertainty.

Practical support and access to services

- supporting families to organise appointments, understand plans and engage with education, health, housing or community services;
- help with agreed practical tasks relating to home conditions, budgeting, routines and family organisation;
- accompanying or supporting attendance at agreed appointments or activities where this is authorised and risk assessed;
- helping families identify existing strengths, informal support and sustainable community resources.

3 EXAMPLES OF WORK THAT MAY BE COMMISSIONED

Identified need	Possible Project West response	Example outcome
Inconsistent routines and boundaries	Home or centre-based modelling, planning and review with the parent and child	The child experiences safer and more predictable care
Poor engagement with school or services	Practical preparation, supported attendance and liaison within agreed authority	Appointments are attended and the family participates more consistently
Family conflict or difficult communication	Structured direct work, modelling and agreed communication strategies	Interactions become safer, calmer and more child-focused
Child needs support with identity or emotional wellbeing	Age-appropriate direct work, activities and life-story or identity support	The child can express feelings and develop a stronger sense of identity
Preparation for reunification or change	Outcome-based work on routines, expectations, practical readiness and review	The family is better prepared and professionals have clearer evidence of progress and remaining need

4 HOW FAMILY SUPPORT WORKS

1. Enquiry and referral

The Local Authority or private individual explains the support being requested. A completed referral form and relevant documents are required.

2. Information and risk review

Project West considers the child's needs, safeguarding information, legal or care-planning context, location, staff safety and whether the work is within our service.

3. Clear instruction and outcomes

The parties agree what Project West is being asked to do, what must change, how progress will be measured, the frequency and location of sessions and any matters to avoid.

4. Contract, funding and practical arrangements

A written service contract is drawn up setting out the agreed work, responsibilities, boundaries, reporting arrangements and payment terms, and must be signed before support begins. For Local Authority work, a purchase order is required unless the authority confirms that it does not use purchase orders. Private funding responsibility must also be confirmed.

5. Worker allocation and planning

A suitable worker is allocated according to the child's needs, risks, location, skills and availability. The worker is briefed and a support plan is established.

6. Direct work and review

The worker delivers the agreed support, records what occurred and reviews progress with the family and Project West. Changes in need or risk are escalated promptly.

7. Reporting and ending

Reports are supplied at the agreed frequency. The work is reviewed, extended, changed or brought to a planned end according to progress, safety, funding and instruction.

5 WHERE AND WHEN SUPPORT MAY TAKE PLACE

- at the Project West centre;
- in the family home, subject to risk assessment and safe access arrangements;
- in an education, health or community setting where this is agreed and authorised;
- during an approved appointment, activity or journey where the purpose and safety arrangements are clear;
- virtually, where remote work is suitable for the child, family and intended outcome.

Frequency may range from a short, focused intervention to regular work over an agreed period. Sessions may be arranged on weekdays, evenings or weekends depending on the commission, staff availability and service needs.

6 REPORTING AND REVIEW

Reporting is agreed at the start so that the family, referrer and Project West understand what will be recorded and when it will be provided.

- Progress reports may be required daily, weekly, fortnightly or monthly.
- A fuller final report may be commissioned to summarise the work, progress, outcomes, analysis and recommendations.
- Recommendations are provided only where requested, supported by the work undertaken and within the worker's competence.
- Reports distinguish direct observation, information provided by others, professional analysis and recommendation.

- Reports are normally sent to the referrer. Information-sharing arrangements for private work are confirmed before the service begins.

7 SAFEGUARDING, PROFESSIONAL BOUNDARIES AND LIMITS

Children's safety comes first

Project West workers follow safeguarding procedures, risk assessments and agreed safety plans. Concerns, disclosures, incidents and changes in risk are recorded and escalated. Family Support cannot continue in a way that is unsafe for a child, family member or worker.

- Project West does not replace the child's social worker, Local Authority decision-maker or other statutory professional.
- Workers cannot change a court order, care plan, statutory decision or commissioned outcome without appropriate written authority.
- Family Support is not legal advice, therapy, clinical treatment or expert evidence unless a separately qualified professional is specifically instructed.
- Workers do not enter private arrangements, exchange personal contact details or connect with service users through personal social media.
- Project West staff do not use personal devices to photograph, film or record children, families or documents.
- Driving or transporting a child or family member is considered only where authorised, risk assessed and supported by verified licence, insurance, MOT, vehicle and car-seat arrangements. It will not be permitted where known alcohol, drug or other safety concerns make driving unsuitable.
- Where a child or adult cannot communicate sufficiently in English, an independent interpreter must be arranged and funded as agreed.

8 WHAT PROJECT WEST NEEDS FROM THE REFERRER

- a completed Family Support Referral Form with clear instructions and measurable outcomes;
- the child's and family's details, views, communication needs and relevant practical arrangements;
- complete and current safeguarding, risk, legal, health and professional information relevant to the work;
- the current Family Help, Child in Need, Child Protection, care or other relevant plan where applicable;
- clear reporting frequency, review dates, recipients and questions any final report must address;
- named professional and emergency contacts and prompt notice of any change in risk or circumstances;
- confirmed funding, billing details and purchase order arrangements before work commences.

9 WHAT FAMILIES CAN EXPECT

- a respectful, child-focused and non-judgmental approach;
- clear explanations about the purpose, boundaries and expected outcomes of the work;
- practical support that builds on strengths while addressing concerns honestly;
- consistent professional boundaries, confidentiality and proportionate information sharing;
- opportunities to contribute views and discuss progress;
- prompt action where safeguarding or safety concerns arise.

10 MAKING AN ENQUIRY OR REFERRAL

To discuss whether Family Support may be suitable, contact Project West with a brief outline of the needs, intended outcomes, location, proposed frequency and funding route. Project West may provide initial information, but suitability and availability can be confirmed only after the completed referral and relevant risk information have been reviewed.

Telephone	020 8422 8184
Email	info@projectwest.co.uk
Address	27 Sandringham Road, Northolt Village, UB5 5HN
Opening	Monday to Sunday, 9:00 am to 6:30 pm, except Tuesdays, which are reserved for internal administration

Fees and commencement

The current Project West pricing schedule may be supplied or attached separately. Fees and payment terms are confirmed when the work is discussed. Support cannot begin until all required referral, safeguarding, contractual, funding and practical arrangements are complete.