



Service User Agreement

How can I join?

S2C service users can contact the service via email, phone, letter, website form or social media. You could also drop by in person during a session, after ringing first and arranging a chat. We will arrange a visit, and we ask that you sit in on a session, to get the feel of the place and get to know our staff, volunteers and service users. You might favour certain days, or times, or choose a creative activity you prefer. These sessions give you a chance to get a feel for the sessions you might enjoy, at a time that suits you.

How do I start?

During the introductory part, you can have a place at the table and take part in the creative session which is taking place. The work is not judged, marked or compared to other work. It is yours if you want to keep it, you may want to include it in one of the occasional art shows that space2create organise. If the work is sold, the money is yours, minus a small fee for an administration charge.

You might want to help more with sessions, preparing drinks, or making snacks, or cleaning the shared areas. We encourage our service users to take part in these tasks if they want, this helps people feel a part of the team and creates a positive working environment.

What do I need?

After this first session, if you want to come to the sessions, you will be asked to fill in an induction form to become an S2C service user. This will provide us with the necessary details we need to have you on the team. We may need to ask for some basic information, like references or disclosure regarding previous criminal convictions, in some instances we may ask for a DBS check, if we feel there has not been full disclosure. S2C will ensure your information will always be held securely, in compliance with data protection law.

Do I need experience?

Prior artistic experience is not necessary at S2C.

What can I do?

S2C Service users will not be required to do anything other than take part in the creative activities offered. We do ask for service users to help to tidy up their space at the end of the session though. Sometimes, service users will ask to play a more active role in the day to day activities, such as making drinks and snacks during breaks, tidying up the studio or helping to put materials away.

How many sessions can I attend?

You can attend as many sessions as you like, as long as there are places available.

What help can I get here?

We at S2C will try to make sure your needs are supported during your session with us. As we do not have many volunteers, we can sometimes find it hard to help every person there, when a service user requires 1.1 or 2.1 support, we are often unable to offer that level of support, although generally, service users who need 1.1 support should ideally bring their own dedicated support with them.

We will gauge support needs from completion of certain tasks independently, such as successful completion of the induction form. When service users are referred to us, we will need to know any details regarding capacity to take part in the activities we provide. This will ensure everyone gets to take part in the activities offered.

Referrers should also disclose other issues with the service regarding the participant's background, if it involves criminal acts such as violence, bullying or if the service user is on the sex offenders' register.

What if I want to do a different activity to the session?

Service users are generally expected to join the session and follow the activity which has been planned. If a service user wishes to bring in another project, this can sometimes be accommodated, as long as it does not disrupt the session or create any conflicts. The service user cannot expect to be supported by the volunteers though, as they will be acting independently of the rest of the group.

How do I conduct myself?

The same as everywhere else. We expect everyone at S2C to treat each other with respect at all times. In extreme cases behaviours which impacts negatively to the group, volunteers or staff, can result in individuals being asked to leave, and in some instances, excluded.

Our general level of conversation in the sessions is light and chatty, we tend to try to keep from deeply personal topics or those that may spark debate such as politics or religious beliefs.

Thought should be given to topics that may trigger other users.