

All8 Sensory Support Terms of Business



Terms of Business

Definitions:

All8 Sensory Support – business name of provision

"The referrer" - the individual referring a "learner" All8 Sensory Support

"The learner" - the individual undertaking All8 Sensory Support sessions.

Sessions are with a 1-1 facilitator and all resources are included.

1. The Service:

1.1. A "session" consists of creating and engaging in primarily outdoor sensory activities relevant to the aims and objectives set by the referrer or learner.

1.2. A session can be of any length requested from 1 hour to 3 hours. We can offer a maximum of 6 hours a week, split over a minimum of 2 sessions.

1.3. All8 Sensory Support will work with learners from year 3 and above up to and including year 11. Any level of ability can be accommodated. Younger learners may be accommodated at the discretion of the proprietor.

1.4. Learners may have the opportunity to interact with animals such as dogs, sheep, rabbits, guinea pigs etc. during a session, at the learner's request.

2. Payment of fees:

2.1. All8 Sensory Support will require learners to attend an initial 2 x 6 week (term) block of sessions. After which we will take bookings for each 6 week term block and will invoice for these at the beginning of each term in advance. Invoices should be paid within 28 days. All8 Sensory Support will strictly charge a late fee of 10% of the total invoice on unpaid fees after 28 days.

2.2. In the event of an invoice remaining unpaid at the end of term All8 Sensory Support reserves the right to stop further sessions until the invoice has been paid.

2.3. Once sessions for a term have been booked, and an invoice has been issued, we will not give refunds in the event of cancellation or if a learner is unable to attend a session for any reason. If the cancellation is for a large block of sessions, we will endeavour to fill the cancelled remaining sessions with another learner and in this case, we will then refund the cost of those sessions.

2.4. Following the initial 12 sessions should it be decided by the commissioner to cease attendance a period of 1 term (6 weeks) will need to be given. Should a commissioner not give sufficient notice they will be charged for the following term unless the place can be filled.

2.5 Sessions are strictly not transferable to another learner if the booked learner is unable to attend for any reason. We do not offer "one off" sessions to fill a vacant slot.

2.6. In the event of a cancellation of a session by All8 Sensory Support, a full refund or credit for another session will be given.

2.7. In the event that a learner does not attend any sessions for a period of 2 terms (12 weeks) then All8 Sensory Support reserve the right to cancel all future sessions for that learner, prior to billing for those future sessions. The commissioner will be reminded of this after 6 weeks continuous absence.

2.8. In the event of an act of God (natural disaster, pandemic, inclement weather - heavy snow/hurricane/flooding etc), and where Police have issued travel advisories for people not to travel, we reserve the right to cancel sessions and no refund will be given.

3. Confidentiality:

3.1. All8 Sensory Support requires that a disclaimer form is signed prior to sessions beginning. All records of sessions are stored confidentially, and a permission form must be signed if photos or video or portfolios are shared or used for media purposes. Our Privacy Statement can be accessed on the website.

3.2. Confidentiality will be maintained for all of our learners according to our policy and code of conduct.

3.3. All8 Sensory Support will write a confidential report to the referrer at the end of terms 2, 4 & 6 updating on the progress of the learner. Any additional requests for reports writing during the term will be charged at our current hourly rate pro rata depending on the time taken to write the report.

4. What you can expect from All8 Sensory Support

4.1. All activities will be risk assessed and facilitators hold liability insurance, DBS checks and first aid certificates.

4.2. All8 Sensory Support is committed to safeguarding all of our learners and therefore our facilitators and volunteers will attend safeguarding training and will be aware of procedure in the event of any concerns.

4.3. All8 Sensory Support policies and procedures are available to be viewed at all times by any referrer or learner (via the website or by request from info@all8sensorysupport.co.uk).

4.4. All8 Sensory Support will assess the needs of each learner and deliver an individualised course of sessions to meet those needs, working towards clear aims and objectives.

4.5. All8 Sensory Support will ensure learners can share their sessions, if wished, with the referrer, their family and friends by supplying photos and workbooks which can be taken home or to school, and returned at the following session.

4.6. All 8 Sensory Support will write a report to the referrer outlining progress during the sessions which will be sent out at the end of terms 2, 4 and 6 or on completion of sessions. If additional reports are required, we charge a fee of £50 per hour (pro rata dependent on facilitator time taken to complete the report).

4.7. All8 Sensory Support will outline any issues identified during sessions and the strategies used to help with these issues. This will help action plans to be carried forward in order to continue to achieve goals once sessions have been completed, or to ensure consistency in approach and multi-agency working. Please note we do not complete reports to assist with obtaining government benefits.

4.8. All8 Sensory Support would be happy to attend any multi-agency meeting where appropriate to feedback on progress and to share any learning.

4.9. All8 Sensory Support will work with and support staff or family who are involved with learners and involve them in sessions if needed and where appropriate.

4.10. All8 Sensory Support has a zero-tolerance policy for bullying of learners or staff. All8 Sensory Support reserve the right to cancel sessions should this occur and where no resolution can be found. No refund will be given.

5. Responsibilities of the referrer:

5.1. The referrer will complete and sign a referral form for All8 Sensory Support, outlining sources of funding and appropriate background information. Initial aims and objectives should be identified prior to sessions commencing. The referrer will provide All8 Sensory Support with EHCP documentation where appropriate.

5.2. The referrer will offer some follow up after sessions with the learner. This is to enable the learner to be able to share their sessions and reflect on any learning.

5.3. The referrer will liaise with All8 Sensory Support if any problems or concerns arise affecting the learner which may impact on sessions. For example, child protection or safeguarding issues.

5.4. The referrer may involve All8 Sensory Support in case reviews or multi-agency meetings when it is deemed appropriate, or the input of the facilitator may be helpful.

5.5. The referrer will liaise with All8 Sensory Support as necessary throughout the course and at the completion of the course to discuss any learning and action plans for the future, to ensure continuity and consistency.

5.6. The referrer will endeavour to give adequate notice to All8 Sensory Support if sessions for the learner are to end or be withdrawn. This will enable us to ensure we work towards a positive ending for the learner. If sessions are suddenly stopped the referrer will enable the learner to attend for a completion visit to help to facilitate an appropriate ending.

6. Complaints procedure:

6.1. In the event of the referrer being unhappy with any aspect of the service provided by All8 Sensory Support, the facilitator should be contacted for an informal discussion and review to try and resolve the issues.

6.2. If this does not resolve the issues, the complaint will be investigated and dealt with in line with the complaints policy which is available on request.

6.3. Any complaints will be reviewed by All8 Sensory Support as required. Action will be taken to ensure issues are resolved and any measures to improve the service will be implemented and monitored.

Addendum: Coronavirus: Coronavirus Policy: All learners will be required to adhere to coronavirus guidance and the coronavirus policy in place to reduce the risk of infection transmission. Session cancellations due to coronavirus: In the event of a session cancellation due to Coronavirus symptoms or need for self-isolation by either the learner or facilitator at All8 Sensory Support a refund will not be given. Please note in the case of any other cancellations by All8 Sensory Support that are not due to coronavirus a refund will be given. In the event of a block of sessions being cancelled due to coronavirus an online programme will be put into place.

Reviewed: 05.09.2024

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