

Statement

We agree to provide a safe and supportive environment in which a client will be able to engage in purposeful and meaningful activities.

We will acknowledge every client as our customer and will tailor the activity to suit each individual.

General information

Our team consists of skilled practitioners who have a wide variety of experience. Our staff are enthusiastic, involved and caring.

In addition to the various skills and qualifications held by our staff, we provide a comprehensive professional training programme to ensure that our staff continuously upgrade their skills:

- All staff hold enhanced DBS checks.
- The Burton Street Foundation holds Public Liability Insurance – this means that every activity is covered.
- We risk assess each activity.
- All equipment used in our activities are tested and maintained to safety standards.
- All staff are trained and comply with our Health and Safety Policy.
- Our services run for 51 weeks of the year. We only close for one week at Christmas and on Bank Holidays.

Service times

Promoting Independence and Building Independence morning sessions begin at 10am (although clients are welcome to arrive from 9.30am) and end at 12pm. Most afternoon sessions begin at 1pm and end at 3pm. If the session finishes later than 3pm you will be informed separately.

Focussed Support and Individual Support morning sessions begin at 10am (although clients are welcome to arrive from 9.45am) and end at 12pm. Afternoon sessions begin at 1pm and end at 3pm.

Breakfast Club runs between 8.30am and 10am before sessions start.

Community Support sessions are by arrangement with the client.

Children and Young People's Services run between 10am and 3pm.

Transport needs to be arranged for clients to be collected promptly at 3pm. If clients are not collected on time, The Burton Street Foundation reserves the right to charge for one-to-one support for any staff time required. The minimum charge is for 1 hour.

Other facilities

The Burton Street Foundation has two cafés providing fresh and healthy food on a weekday basis, along with a range of beverages and snacks. We also have a fully accessible gym on site, plus a sports hall and a recording studio which are all available for hire.

The Burton Street Foundation rents out spaces to a range of businesses and community groups, and also offers rooms for conferences and training, and for special occasions such as birthday parties and wedding receptions.

In addition to our Sheffield based services, we run supported holidays at our farm house in Anglesey. When not used for supported holidays, the farm house is available on a holiday let basis to client families, friends and staff of The Burton Street Foundation.

Things beyond our control

Occasionally, due to unforeseen circumstances such as staff sickness or bad weather, we reserve the right to change the advertised activity to suit the circumstances. This is a last resort; all efforts will be made to keep to normal activities. Changes may include swapping clients in session, merging sessions, or changing rooms or buildings.

In periods of very bad weather we will endeavour to remain open unless we decide that it is unsafe for clients or staff to attend, in which case we will inform our clients of this decision straight away and they will not be charged.

- If a client chooses not to attend even though we remain open and operating our services, please inform us straight away using our main contact telephone number.
- In such cases, we would still charge for the service.

Complaints

If a client, their family or their carer have any complaints about the Burton Street Foundation or any of our services, please follow the Burton Street Complaints Procedure. A copy of the procedure can be obtained from reception, or downloaded from our website.

Notice period

A notice period of 4 weeks is required when a client cancels our services and will be charged even if the client does not attend.

Charges

Due to increasing costs we may occasionally have to increase our charges. We would normally do this at the beginning of a financial year, i.e. in April.

We will always give at least four weeks' notice of any increase in charges.

Transport costs

Transport costs are not included in our service charges. Travel costs incurred by our staff in the course of supporting a client may be added to the final invoice. This will be discussed with you and agreed at the beginning of the service.

Medication

We are trained to administer medications (that do not constitute a nursing duty). Please ask us if you are unsure about this.

Medication must be sent in its original packaging with name, dosage, administration and storage instructions, all legible on the packaging. We may not be able to administer medications if any of these details are missing or incorrect.

Agreement terms & conditions

1. We understand that people occasionally get ill, and we want to be able to accommodate this. However we do need to be able to continue to provide our services to others, which is why we need to charge as follows:

- If a client is sick, please contact us as soon as possible. This should be done through the main telephone number for The Burton Street Foundation; the message will always be passed on to the right person.
- A client's service will be charged at full for absences up to 2 consecutive calendar weeks.
- After 2 weeks a charge of 50% of service cost will be payable for up to a further 4 consecutive calendar weeks. Thereafter, The Burton Street Foundation's senior managers will review the charge and take into account any special circumstances.

2. We recognise that clients need to go on holiday as part of a normal family/home life. We make allowances for 2 weeks per calendar year which will not be charged when clients are on holiday.

- We require 2 weeks notice of holiday dates, otherwise the absence will be charged for.
- The 2 week allowance follows the calendar year and is worked out on a pro rata system. For example, if a client attends the service for 2 days a week, the 2 days equate to one week of service.
- Any additional break in attendance outside the two week holiday allowance will be charged for at full cost. Two weeks' notice is required.
- None chargeable holiday leave must be taken in full weeks.

3. We recognise that life throws up circumstances beyond anyone's control, and that it is not always possible for a client to attend The Burton Street Foundation.

- Please let us know if this happens.
- In these circumstances we still need to charge in the same way as we would for a short illness.

4. We recognise that care packages or funding levels may sometimes increase or decrease.

- Please let us know immediately if this happens, so that the service can be adjusted accordingly.

5. Client reviews.

- You will be required to inform The Burton Street Foundation when care package reviews are scheduled, so that we can contribute relevant information prior to decisions being made.

6. We strive to provide a safe environment for every individual attending The Burton Street Foundation. As such, it is very important that we are informed of any changes to any personal information or circumstances. This can include:

- Changes to contact details (home address, emergency contacts, GP details etc). This is very important as it allows us to quickly contact the relevant parties in case of an emergency.
- Changes to medical information. This can include anything from an individual's prescribed medication to a newly diagnosed allergy.
- Changes that may affect an individual's behaviour (family bereavement, period of respite etc).

7. Cancellation of service

- The Burton Street Foundation reserves the right to terminate a service. A maximum of 4 weeks notice will be given where appropriate and practicable.

Service Agreement

For attendance at the
Burton Street Foundation

Please sign to confirm you have read, understood and agree to the terms of the agreement.

Signature

Print Name

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

If you are signing on behalf of the client as their carer or guardian, please state the client's name, and your relationship to them:

Client name

Relationship to client

Burton Street Foundation Manager's Signature Internal use only

Signature

Print Name

Date

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---