



# Support | Agreement 2019

Between **aebal Leisure**  
and  
**Client**

for the provision of community-based activities and support.

**DATE OF AGREEMENT:** 6 week review date

**SUPPORT START DATE:** First session

**LAST AMENDED:**

**EXPIRY/RENEWAL DATE OF AGREEMENT:** 1 year from date of agreement

**AGREEMENT #:** 1

On behalf of aebal Leisure:

**Name:** .....Jason Bradley.....

**Position:** .....Service Director.....

**Date:** .....22/22/22.....

On behalf of **Client**

**Name:** .....Parent.....

**Relationship:** .....Mother.....

**Date:** .....22/22/22.....

Receipt of this agreement is acknowledgement you accept the terms below, you are happy with the support defined at the 6-week review and have also read the aebal Leisure Pricing Policy.

## SERVICE | DESCRIPTION

aebal Leisure functions as a community outreach support service. We specialise in small groups and one to one support in the community and we run our sessions in the day time, evening and at weekends. Our aim as a service is to work closely with people to help build confidence, to become more physically



active, to develop social skills and to lead more independent lives.

We achieve this by supporting people from home to get out into the community to take up new interests and opportunities. We encourage people to access and travel to mainstream venues, help form new friendships and provide the energy and positivity for everyone to become active members of society.

#### SERVICE | OBJECTIVES

- To provide an outlet for individuals to become more active and independent out in the community.
- To enable individuals to experience more mainstream opportunities and activities.
- To connect individuals by creating new friendships or provide the support to maintain existing ones.
- To work closely with individuals to source activities that stimulate, engage and inspire.
- To be a trusted source of knowledge, encourage choice and assist in the selection and participation of leisure activities.
- To refresh tired routines, promote healthy lifestyles and boost social confidence.
- To improve overall well-being via sports, leisure, work and social activities.
- To deliver this support with positivity, creativity and understanding.

#### SERVICE DESCRIPTION | RESPONSIBILITIES

Refer to Individual Support Programme for **Client** (available on request)

#### REFERRAL PROCESS | ELIGIBILITY

For all the services listed above, individuals can be referred by local authority social work teams, healthcare and education professionals, parents/carers or by self-referral if appropriate. Subject to availability of places, aebal Leisure will endeavour to accept individuals whose assessed needs can be suitably met in accordance with the service specification and, when they feel unable to do so will, upon request of the parents/carers or third party professionals put those reasons in writing. Details of the relevant referral and admission criteria along with assessment procedures shall be available for inspection if required.

#### REVIEWS | REPORTING REQUIREMENTS

aebal Leisure shall ensure that information, records and documentation necessary to monitor this Support Agreement are maintained and are available at all times upon request. aebal Leisure shall at all times co-operate with the reasonable processes for the monitoring, evaluation and reporting of individual Support Programmes.

There is an initial 6-week review to establish the discussed support criteria is being met, and whether amendments need to be made to the Support Programme.

Thereafter, aebal Leisure will provide relevant information at annual or 6 monthly review meetings. (Please refer to our Registration and Reviews Policy)



Any information acquired by aebal Leisure as a result of any such professional process shall be confidential and its access will be regulated under the Data Protection Act.

## PERFORMANCE

An annual review meeting will be held and attended by the appropriate individuals and Aebal Leisure to consider the performance, the anticipated outcome of the agreement and future service developments and changes. Alternatively, dependent on support needs, 6 monthly reviews will be scheduled to discuss in year progress. Further meetings may be arranged at any time to consider significant variation in the terms or conduct of the agreement and where corrective action on either part is indicated.

## HEALTH | SAFETY

aebal Leisure complies with the Health and Safety at Work Act 1974. Aebal Leisure shall adequately train, instruct and supervise staff to ensure as is reasonably practicable, the health and safety of all persons who may be affected by the services provided under the agreement.

## EQUAL | OPPORTUNITIES

aebal Leisure will comply with the below legislation and shall use its best endeavours to ensure that in their employment policies and in the delivery of the services required under this agreement there shall be no unjustifiable inequality of treatment of staff or patients in terms of race, gender, sexuality, disability, age or religion.

- Race Relations Act 1976 - Amendment Act 2000
- Sex Discrimination Act 1975 - Amendment Regulations 2003
- Disability Discrimination Act 1995

## DATA PROTECTION, CONFIDENTIALITY | RECORD KEEPING

All Service Users have a right to privacy and therefore all information and knowledge relating to them and their circumstances must be treated as confidential. aebal Leisure will advise all staff on the importance of maintaining confidentiality and implement procedures which ensure that Service User's affairs are only discussed with relevant people and agencies. Refer to the aebal Leisure Privacy Policy for further information.

aebal Leisure will comply with all legislation, including guidance issued by the Charity Commission and required by the Companies Act where the retention and destruction of records is concerned.



## STAFFING

aebal Leisure will ensure that, at all times, it has sufficient suitably trained staff to ensure that services comply with all the statutory requirements and meet service user needs. A record of qualifications and training programmes shall be maintained by aebal Leisure. aebal Leisure will have in place a training programme demonstrating the commitment to training and staff development and the maintenance of professional knowledge and competence

## FINANCE | ARRANGEMENTS

The **weekly** service level agreement hours as stated in the Support Programme are:

**A minimum of 8hrs to a maximum of 12hrs**

(Session times defined in attached timetable)

**At an hourly rate of £14.89/hr = Min £119.12 to Max £178.68**

This value coincides with the aebal Leisure Pricing Policy and the hours agreed in the Support Programme (refer to Session Timetable for clarification). This amount relates to the hourly support rate alone.

All activity and travel costs will be self-funded by the service user and these costs will be agreed on in the Support Programme. Session times may also be inclusive of travel time if it has been agreed that a service user needs to be supported by aebal Leisure when travelling to an activity.

Full payment of the stated minimum hours is required by the service user in the event of non-attendance to an agreed session. (refer to session timetable for individual session times)

To permit for holidays and pre-arranged trips, aebal Leisure will allow for 2 weeks of non-attendance per 6-month agreement. These missed sessions will be non-payable providing that a 4-week notice period is given.

Please refer to our Pricing Policy for full details.

## INVOICING

Payment will be invoiced on the 1st day of each month and must be made by the 15th of every month or the nearest working day. This amount will be the previous monthly total of hours delivered by aebal Leisure and will vary depending on the activities and where the days of the month fall.

## VARIATION

This Support Agreement may not be varied unless a variation is agreed in writing and signed by all parties.



## COMPLAINTS | DISPUTES

aebal Leisure and the representatives of **Client** shall use their best endeavours to resolve, by agreement, any dispute between them. In order to resolve any complaints or disputes, either party must refer to the aebal Leisure's Complaints Procedure.

Use of the complaints procedure will not delay or take precedence over the use of the default procedure and shall not in any way prejudice the service provided to the Service User.

## AGREEMENT PERIOD | NOTICE

This agreement shall commence on **6-week review date**. At the end of the current period of support (date on p1), this agreement will be subject to a formal review and continuation is subject to the agreement of both parties. The period may be extended with the agreement and signature of both parties.

The 6-week review will provide an opportunity to cease continuation of support if either party decide it should be terminated.

If amendments are made to the Support Programme that affects the Support Agreement value, a new copy will be produced and new signatures will be required.

Either party may terminate this agreement by giving not less than 4 weeks' notice in writing to the other, with the exception of the 6-week trial period. All sessions within the final 4-week notice period should be attended as full payment is always required.

## LEGAL | STATUS

This Support Agreement is not a contract enforceable by law. However, it is expected that all parties will adhere to best practice for negotiation and monitoring of the agreement. In the case of disputes emanating from this agreement parties will, in the first instance, be expected to attempt to reach a local resolution to the problem.

## AUTHORISED | REPRESENTATIVES

The Authorised Representative(s) of aebal Leisure for the purposes of the agreement is/are;

\_\_Jason Bradley\_\_\_\_\_

The Authorised Representative(s) of Client for the purpose of the agreement is:

\_\_Parent / Client\_\_\_\_\_

Any changes to the above should be notified to the appropriate party in writing.



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