

## Service Summary

Updated: Dec 2024

### Services aims

aebal's aim as a service is to help make the mainstream community a more open minded and inclusive place for our clients. Whilst we ensure everyone remains safe in the community, our approach is one of positive risk and empowerment and for our clients to feel we are there *with* them, not *for* them.

Our focus is on building confidence through person-centred activities and socialisation so that everyone involved with the service feels like they belong in their local community. We specialise in helping people whose disability or mental health condition has caused their well-being to deteriorate to the point where they have lost the self-belief and motivation to access any new opportunities or meet new people. We are also accessed by people who don't feel like they belong in more traditional day centre settings, due to finding them either too overwhelming or feeling they are too independent for them.

From the outset, our approach is to form meaningful working relationships with all our clients so we truly understand how they think and feel about themselves. We then provide safe, supportive and fun environments where their unique personalities can flourish and their confidence can soar. We prioritise social dynamics to ensure that the group sizes are small and manageable, clients feel like they are with people with similar needs and interests and that 121 support is available when someone requires a little extra help.

We are committed to providing our clients with community opportunities, activities and friendships that provide real meaning and purpose to their day, whilst preventing depression, anxiety and social isolation.

Please refer to our support outcomes document for a breakdown of the various community independence skills we help our clients achieve.

### Who we support

Our support is accessed by adults of all ages (currently we have an age range of 18 years old to 67 years old) who need support with their mental health, to remain safe in the community and to improve their confidence and independence whilst accessing the community. We support adults at risk with autism, mental health conditions and mild to moderate learning disabilities.

### Support rates

aebal is a Commissioned Service with Nottingham City Council under the CSE (Care, Support and Enablement) Framework and a Direct Payment Service with Nottinghamshire County Council. We are also accessed by people who self-fund for their support.

The type of support we deliver does not fall into any CQC regulated activities therefore we are not regulated by the Care Quality Commission. **HMRC states: Where the provision of welfare services is**



**provided by a company that is not a charity or CQC-registered, they are subject to VAT.** Therefore, aebal became VAT registered in 2022 and our support rate is subject to 20% VAT.

**As of June 2024, our hourly support rate is £20.03/hr plus VAT. This works out as £24.04/hr inclusive of VAT.** Please download our support rates documents on our website for more information on support rates.

## Our activities

We are extremely proactive with our community activities and always introducing new ideas based on our client's interests and suggestions. We provide lots of sports and leisure-based activities to boost confidence and also benefit physical health such as badminton, swimming, snooker, mini golf and gym sessions.

We love the outdoors and nature and do regular nature walks and bird spotting sessions in addition to animal-based sessions such as horse therapy, farm parks and wildlife parks.

We provide evening social activities such as meals out, cinema, bowling and Karaoke.

We are also open on Saturdays where each weekend we organise a 'Saturday Road trip' to various destinations outside of Nottingham. These destinations include zoos, national parks, castles, steam train venues, boat trips, video game museums and much more!

Please download our 4wk activity rota on our website for a full list of activities.

## Areas we cover

aebal support can be accessed by both Nottingham City and Nottinghamshire County citizens. Our support will also soon be available to some Derbyshire districts which border Nottinghamshire. All our staff are drivers and transport is included within our support rate.

## Our sessions

Our clients are typically allocated between 4hrs and 10hrs per week of support with aebal, however we can offer a minimum of 2hrs per week and a maximum of 15hrs per week.

Some clients have just one session a week with us whilst others may attend three or four times.

Support time is always utilised flexibly with each activity defining how long a session lasts and with the opportunity to bank any unused hours.

Sessions are typically 3hrs in duration including transport to and from the activity.

Clients have regular weekly sessions which are defined in their individual timetables but are also welcome to join alternative additional sessions by using previously banked hours.

Our sessions are delivered every weekday and also in the evenings on specific days. We also organise weekly Saturday road trips where we venture outside of the Nottinghamshire boundaries.

aebal does not operate on Sundays.

## Transport

All our staff are drivers so, when necessary, we are able to provide car transportation to access a wide range of venues across Nottinghamshire and further afield. This is all included in our hourly rates and we do not charge extra for mileage.

Being able to collect people from home who are feeling depressed and isolated and providing face to face encouragement is a vitally important attribute of our support.

