

ACCURO (CARE SERVICES)

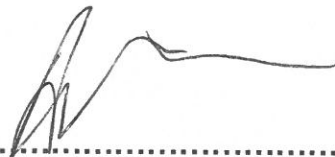
Policy and Payment Procedure for Adult's Clubs

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Date of Last Review: September 2020

Date of Next Review: September 2021

Operations Manager Signature:



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POLICY AND PAYMENT PROCEDURE FOR ADULT'S CLUBS

1. The Purpose of this Document

Accuro (Care Services) operates several projects and activities for adults with a disability. These services are only partially funded by grants and Accuro is covering any shortfall. Therefore, Accuro (Care Services) needs to charge fees to ensure adequate staffing, safety and ongoing delivery of our essential Adult projects.

2. Aim of this Document

This policy is to clarify the payment procedure for parents/carers of fees to Accuro (Care Services).

- 2.1 Service users/Parents/Carers will be invoiced for the cost the session/activity in relation to the Adult Friendship Scheme (AFS), Young AFS and STRIDE.
- 2.2 All payments must be received prior to a session or activity taking place. In the event of the payment not being received service user/parents/carers will be called to discuss the situation so that the matter can be resolved.
- 2.3 Accuro (Care Services) does not wish to prevent anyone from accessing beneficial services due to their family or themselves not being able to pay fees. However, in order to be fair to all service users/carers/parents, all cases will need to be looked at individually.
- 2.4 We would request that a service user, parent or carer rings the office in the first instance for a confidential discussion with the Operations Manager so that their case can be reviewed according to their individual financial situation or any funding from social care or PIP (Personal Independence Payment) being in place.
- 2.5 All sessions/activities invoiced will need to be paid for irrespective of whether the service user has attended unless the session/activity is cancelled by Accuro.
 - In the event of illness/recovery that lasts longer than 2 weeks, please call the office to advise the Operations Manager of the situation.
- 2.6 Accuro (Care Services), on rare occasions may have to cancel a session/activity to ensure the safety of the young adults/adults and staff. (Please see the Accuro (Care Services) Cancellation of Projects and Activities Policy.) If this should happen, the service users/carers/parents will be informed and credited for the session.

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2.7 Preferred Method of Payment

- The preferred method of payment of fees is by bank transfer.

Accuro (Care Services) bank transfer details below:

| | |
|-------------|------------|
| Bank: | Unity Bank |
| Account No: | 20131470 |
| Sort Code: | 60-83-01 |

- In the long term we would prefer all payments to be paid by bank transfer. However, we do appreciate that not all parents/carers/service users have access to online banking. Therefore, payments can also be made by cheque (made payable to Accuro (Care Services)). A receipt will be issued by the Co-ordinator or office when payment is made in this way.