

ACCURO (CARE SERVICES)

Policy and Payment Procedure for Adult's Clubs

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Date of Last Review: April 2024
Date of Next Review: April 2025

Senior 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) fees need to be in place 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 Service users/parents/carers of fees to Accuro (Care Services).

2.1 **Adult Friendship Scheme** – the fee should be paid on the night with a cheque, through a BACS payment or on the night with cash.

2.2 **Young Adult Friendship Scheme (YAFS)** - Service Users/Parents/Carers will be invoiced fees every half term for sessions attended and they should be paid for by cheque or BACS. Alternatively, fees can be paid in cash on a weekly basis should paying by cheque or BACS not be available to you.

In the event of the payment not being received service user/parents/carers will be called to discuss the situation so that the situation can be resolved.

2.3 Additional costs e.g. cinema tickets/bowling should be paid in cash on the night. There may be occasions where costs will be required to be paid in advance e.g. Pantomime tickets and the Co-ordinator will inform you of this.

2.4 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.

2.5 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.

2.6 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

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Policy.) If this should happen, the service users/carers/parents will be informed and credited payments made for sessions.

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

- We would prefer 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)) and cash and a receipt will be issued by the Co-ordinator or office when payment is made in this way.