



Application Policy and Procedure

Policy:

1. Reach4Reality offers a service to young people aged between 9 and 18 years who have been diagnosed with a social and communication difficulty (primarily autism). Since 2019, it has also been offering a service to a small number of over 18s with a social communication difficulty – mainly those who are already known to us.
2. Referral may come from a professional, parent carer or other person managing a Self-Directed Support (SDS) budget.
3. The waiting list is run in the first instance on the basis of need, as identified in a Child's plan and other supporting documents (e.g. our application information form which contains a traffic light system covering a variety of need criteria).
4. The second priority would be for older young people whose age will limit future opportunities to benefit from Reach4Reality.
5. Thereafter a first-come-first-served approach will be taken with the proviso that matching individuals to the right group and activities will be essential.
6. Reach4Reality have a right to refuse a request for service if they are unable to provide a service compatible to the needs of the individual and other services users
7. The Project Coordinator, answering to the Board, manages the waiting list

Procedure:

1. If a service from Reach4Reality is identified as of potential benefit to the young person/adult through the Child's plan or SDS action plan, contact should be made with the Project Coordinator.
2. An Application Form and Background Information form should be completed and returned to the Project Coordinator.
3. Relevant, appropriate and proportionate information from the Child's Plan should be provided with the application form to enable Reach4Reality to meet the needs and ensure progress towards identified outcomes for the young person/adult.
4. The completed application form acts as the contract between Reach4Reality, the young person/adult, the family and the budget holder. Please check and agree the terms and conditions of the contract.
5. An invoice will be issued once an activity date has been agreed with all parties and full payment is due within 14 days of the invoice or prior to the activity date whichever is earlier.



6. Please consult terms and conditions about changes and cancellations after the invoice has been paid.

Terms and Conditions

Please make sure that you have read, understood and agreed with the following notes. You will be asked to sign that you have done this on the Application Form and so this becomes part of the contract entered into.

1. Contract:

- 1.1. The completed application form acts as the contract between Reach4Reality and the person/service who will make payment.

2. Application:

- 2.1. All applications should be discussed with the Project Coordinator in advance of submission.
- 2.2. A signed consent form, health form and any supporting information requested, should be submitted for each young person/adult before coming on their first activity. This includes dietary requirements.
- 2.3. Before camp, each young person/adult is assessed through a home visit. There will be a planned introduction to Reach4Reality tailored to the individual young person/adult.
- 2.4. Reach4Reality reserves the right to refuse a request for service if they are unable to provide a service compatible to the needs of the individual and other services users

3. Cost:

- 3.1. Costs for activities will be publicized on the Reach4Reality website and are reviewed annually in January, with any changes to take effect from April 1st.
- 3.2. The cost includes food, accommodation, activities, all instruction, public liability insurance and travel from Inverness to the activity site.
- 3.3. These costs reflect our commitment to providing 1:1 adult:young person/adult ratios on all our activities but the bulk of our volunteer costs will be met through fundraising.
- 3.4. You must have sufficient funds in place to pay for the place(s) you apply for before you are invoiced.
- 3.5. Deposit: for certain of our camps, e.g. a 5 day camp, it may be necessary to seek a non-refundable deposit, which will secure an individual's place on that camp. This is because we have to pay a deposit for some camps well in advance, and demand is usually higher than the number of places available.

4. Changes and Cancellations:

- 4.1. Cancellations after the issue of an invoice will normally give rise to a penalty of 80% of total due.
- 4.2. If cancellation is within 7 days of the camp, the full cost will be due.



- 4.3. If the young person/adult makes a decision whilst on camp that he or she no longer wishes to participate early return as per agreed procedures (5.1) will take place; no refund can be made.
 - 4.4. If the young person/adult deliberately damages equipment, furniture or any other item, the person/service responsible for the invoice will be responsible for the cost of repair or replacement.
 - 4.5. In the event that Reach4Reality has to cancel for any reason, payment would normally be carried forward to a future booking: if this was not possible a refund would be considered on a case by case basis.
 - 4.6. For short 1:1 activity sessions (i.e. up to 2 hours) the following applies: there will be a minimum charge of £25.00 if one of our short activity sessions is cancelled without notice or at very short notice (i.e. less than 24 hours).
 - 4.7. If a member of our staff is not advised of a cancellation and makes the journey to meet with a young person/adult who is then not available, the full cost of the staff time and travelling expenses will be charged. Our staff schedule their work so that they can meet with as many young people/adults as possible and as efficiently as possible. Cancellation at short notice does not allow staff to arrange alternative visits, hence the need for this cancellation charging policy.
 - 4.8. If a short session needs to be cancelled please notify your Reach4Reality staff member no later than 5.00pm on the day before the scheduled session.
 - 4.9. For 1:1 or small group half day or day activity sessions, there will be a 50% cancellation charge if cancelled with less than 48 hours notice.
 - 4.10. If within 24 hours of a camp or activity a young person develops symptoms of Covid-19 or has to self-isolate, then any cancellation will not be charged for.
- 5. Emergency arrangements for an early return from camp**
- 5.1. At least one week before camp, arrangements must be agreed for the early return of the young person/adult should that be required for any reason.
 - 5.2. These arrangements would be individually tailored, but will usually require the young person/adult to be collected. Where an escort is required to return a young person/adult, this would be chargeable to the budget holder.
 - 5.3. Reach4Reality staff will hold the Social Work Emergency Out of Hours contact details for all the young people/adults on an activity break.
- 6. Volunteers**
- 6.1. All volunteers are PVG checked and go through a selection and training process.
 - 6.2. Reach4Reality always aims to work on a minimum ratio of one volunteer/adult to one young person/adult.
 - 6.3. If the young person/adult requires a known person to accompany him or her to the first camp, an individual arrangement may be made with appropriate extra charges.

7. Insurance

Reach4Reality SCIO SC043934



- 7.1. Reach4Reality holds Public Liability insurance that covers all camp activities and travel arrangements.
- 7.2. No cover is available for personal items. Young people/adults may wish to take out their own insurance cover for their own personal effects and health.
- 7.3. All centres are licensed through the Adventure Activities Licensing Scheme with appropriately qualified instructors. Reach4Reality has its own Adventure Activities Licence for certain activities.

8. Travel

- 8.1. Travel will be provided to activities from Inverness. Details will be sent out before each camp.
- 8.2. Please contact Project Coordinator to discuss any individual requirements.

9. Confidentiality

- 9.1. Information provided will be held on Reach4Reality computer system and sometimes in hard copy. It is stored in accordance with the 2018 General Data Protection Regulation. Please see our data protection/Confidentiality Policy/privacy notices for further details.