



Terms and Conditions

Date: Updated April 2024

Our Aim

Switch Inclusion Support was set up with the express intention of supporting children and young people who are struggling in their setting for any reason. This is at the heart of everything we do and is always our priority.

To support children and young people effectively, we believe all professionals must work together, learn from each other and provide a united approach. We are excited to support our colleagues and wish to add value and be a positive partner to your organisation.

1: Switch Inclusion Support will:

- a) Abide by these Terms and Conditions.
- b) Advise, co-ordinate and oversee each referral from initial contact to the end of the service.
- c) Meet with the referring organisation to establish the needs and desired outcomes.
- d) Allocate staff with the appropriate skills and experience.
- e) Ensure that staff are suitably experienced, trained and/or qualified for the agreed service.
- f) Ensure that every Switch Coach has an Enhanced DBS check and provide the requisite DBS Handling letter as evidence. All staff also have ID Badges with their DBS Numbers printed on them.
- g) Provide clear costings from the outset.
- h) Review the service at timely intervals or immediately upon request.
- i) Endeavour to provide a replacement Switch Coach or rearrange the session for any cancellation on our part: If we cannot replace or rearrange then no charge will be made.
- j) Accommodate 1 instance of absence (or other need to cancel) of the child or young person receiving our support in any 6-week block (see 2.k) for further info).
- k) Inform the referring organisation of any Switch Coach absence or staff change as soon as we are aware of the necessity.
- l) Provide brief written or verbal reports at no charge.
- m) Contribute to additional professionals' meetings or provide detailed reports at our hourly cost.
- n) Follow all financial processes outlined to us.
- o) Provide clear invoices in a timely fashion.
- p) Refer any safeguarding matters directly to the school (or commissioner where relevant).

2: The Referring Organisation will

- a) Agree to these Terms and Conditions.

- b) Ensure the Headteacher or member of staff responsible for the organisation is aware of these Terms and Conditions.
- c) Meet with Switch Inclusion Support before agreeing to the service.
- d) Maintain communication with Switch Inclusion Support throughout the service.
- e) Complete a referral form for each child or young person in advance of our service commencing providing us with all relevant information pertaining to the child or young person including, but not restricted to, safeguarding concerns, trauma, additional needs, pertinent history, relevant contact details and anything else that will assist us to support the child or young person in the most effective manner.
- f) Where relevant, enable Switch Inclusion Support staff to meet with relevant members of the organisation's staff to ensure cohesive support for the child or young person and encourage all staff members to engage with us positively.
- g) Inform Switch Inclusion Support of any concerns as soon as they arise and prior to contacting any other organisation.
- h) Seek and gain parental consent.
- i) Ensure Switch Inclusion Support staff have an appropriate space to provide our service in.
- j) Make our staff aware of the organisation's safeguarding procedures and make provision for the safety and wellbeing of those staff whilst visiting the organisation.
- k) **Child or Young Person's absence or other need to cancel:** Contact us as soon as possible to inform us of the child or young person's absence or other need to cancel the session.
 - I. Switch will attempt to rearrange 1 session in any 6-week block to accommodate a child's absence (or other need to cancel) provided we are given reasonable notice (ideally 24 hrs) and have not yet travelled to the organisation. If the child misses any further sessions, including the rearranged one, the charge will still be made.
 - II. If the Switch Coach has begun to travel or arrived at the organisation before an absence or cancellation is communicated, the charge will still be made. The organisation may ask the Switch Coach to use the time in another manner (discussion with staff, supporting another child or assisting with another matter), however the Switch Coach may refuse the new task if they do not feel it's appropriate.
 - III. If a pattern of absences or cancellations occurs, Switch Inclusion Support will offer the option to change the service. This may include, but is not restricted to, small group sessions, working with another child, supporting staff or ending the support early.
 - IV. If the Switch Coach is working with other children or Young People who are in attendance, they will do so and not rearrange the session.
- l) Ensure that any financial procedures necessary are outlined clearly prior to the start of the agreement.
- m) Pay invoices within 30 days.

n) Complete our School Satisfaction Survey at the end of the agreed period.

3: Both parties:

- a) Have the right to end the service agreement at any point if they have any significant concerns.
- b) Will undertake to contact the other party directly to address any concerns.
- c) Will respect the views and opinions of the professionals in their organisations and maintain a professional approach to all communication and interactions.
- d) Will treat the content of all interactions as confidential unless express permission is given to share information to other parties (apart from safeguarding protocols).
- e) Follow GDPR and Data Protection Guidelines.

4: Responsibility:

- a) The organisation receiving support continues to be wholly responsible for the education, safety and wellbeing of any pupils, children or young people engaging with Switch Inclusion Support staff.
- b) Switch Inclusion Support will make every effort to safeguard any pupil with whom they engage, reporting any concerns to safeguarding leads within the referring organisation. In the unlikely event that we are not reassured by the actions or processes being followed regarding a safeguarding disclosure, we will follow the Local Authority's procedures ourselves and inform the organisation that we are doing so.

For further information, please contact:
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