

## HOW IT WORKS

This document explains how the service works and what you can expect. Please read it carefully.

- Adfam sets service standards regarding speed of responses to applications. These are clearly stated in our service descriptions on our website and related documents. Adfam will do its utmost to meet our specified service standards, to respond to you when we say we will and to provide you with a professional service in a timely way. Our doing so relies on you responding to our communications and offering the availability that you are able to for calls and support sessions. Adfam does not accept responsibility for failing to provide a service in circumstances where we have been unable to contact you or have not received a response to attempts to communicate.
- When we receive your application and payment, we will make contact within one week. We will make multiple attempts to contact you to arrange an initial call to assess your needs. Should we not hear anything from you within one month, we will refund the initial payment, minus a £10 administrative charge.
- Adfam endeavours to offer flexibility in service provision and has support workers able to offer support sessions at a variety of times during the week, in the evenings and occasionally at the weekend. We will endeavour to provide sessions at the time that best suits you, however we are not able to guarantee a first choice specific session slot or to be able to offer timely support within our usual service standards if your availability is very limited. In these circumstances there may be a longer wait to begin support sessions.
- Support sessions will take place only where payment has been received and a booking made. This must usually be at least 24 hours in advance of the session.
- Adfam recommends, and will typically offer, a regular support session slot at the same time each week for 6 weeks. Breaks are to be expected for planned leave by either yourself or your support worker. Your support worker will communicate any planned breaks clearly at the earliest opportunity, and usually as sessions begin.
- Your worker may occasionally cancel at short notice due to illness or emergency. We will aim to keep such cancellations to a minimum, but occasional disruption of this nature is an inevitable risk of a support service which relies on building a relationship with your support worker. Sessions cancelled by your worker will be rebooked at the earliest opportunity. We do not typically offer an alternative worker at the time of the cancelled session as continuity of support is important. Your worker will get to know you and your circumstances, and you will build a relationship with them. It is therefore preferable to continue with the same worker when possible, and this enables you to get the most from the support.
- If your worker becomes incapacitated or is unable to continue with your support sessions beyond a planned break or occasional missed session due to illness, Adfam will provide you with an alternative support worker to complete your sessions.
- If you do not attend a planned session and have not notified your worker in advance, this session will count and no refund will be offered.
- If you cancel a session with less than 24 hours notice, no refund will be offered.
- If you cancel a session with more than 24 hours notice we will endeavour to offer alternative slots to rebook the session. Should rebooking not be possible, and should you wish to discontinue sessions, you will be refunded the cost of any remaining sessions in full, and the cost of the cancelled session minus a £10 administration charge.
- Your session slot will be 40 minutes from the time agreed. Please endeavour to arrive on time for your session. If you are late, the session will still finish at the same time, at the end of the allocated 40 minute slot. Our support team are not able to extend the time of your session if you arrive late, as this has a knock-on effect on their next appointments and other commitments.