

TERMS AND CONDITIONS OF SERVICE

APRIL 2026 – MARCH 2027

Who we are Connect IoW CIO is a local, community centred organisation offering high quality respite and daily support services for people with additional needs on the Isle of Wight. We aim to encourage self-confidence, develop and maintain life skills, assist with social interaction while improving opportunity. We work alongside other organisations and the Local Authority to ensure that we offer a fully integrated and inclusive service

Service Charges
April 2026 to March 2027

1:1 Buddies Service £19.75 per hour* (minimum charge time 2 hours)
1:1 Buddies Service Bank Holiday rate £25.50 per hour* (minimum charge time 2 hours)
Sleeping night shift £13.50 per hour (10pm to 6am)
Waking night shift £19.75 per hour (for any wakeful hours required between 10pm and 6am)
Connections £31 per hour
Connect & Create sessions 10am to 2pm £35 per day
** these rates apply for hours between 7am and 10pm. Hours required outside of these times are charged at our waking night rate*

Service Charges
April 2027 to March 2028

Due to how fee increases need to be actioned with IW Council our fee increases for April 2027 have already been determined, and Social Workers need to be informed of this at any Annual Review
Our costings for April 2027 will be £20.75 per hour for 1:1 Buddies Service, £25.50 for Bank Holiday Rate, £13.50 for Sleeping Night Rate and £20.75 for Waking Night Rate

Hours of Business: We offer 1:1 services 24 hours a day, 7 days a week, including bank holidays
We are closed for business on Christmas Day and New Years Day
Connections and Connect & Create sessions run Monday to Friday all year round

Invoices Invoices are produced monthly in arrears. Accounts are payable within 14 days

Additional Costs: Reasonable mileage is included in our prices and we will not charge extra for this. Mileage undertaken during a 1:1 shift that exceeds 10 miles incurs an additional cost of 45p per mile
Tickets for Public Transport or payment for car parks will need to be provided by the Service User
Entrance fees and the cost of any activity undertaken needs to be paid for by the Service User
If a Service User is directly responsible for any damage to equipment of the CIO or staff members cars then a donation may be asked for to cover the cost of any repairs/valeting

Changes to Support: If you wish to change your hours then please let us know and we will be happy to help. Changes could include increasing or decreasing the hours required, or changing the start/finish times
Cancellations made within 48 hours will still be charged for

Registration: We have worked hard to ensure that our registration process is as simple as possible. Firstly we exchange initial details and talk through the service you require from us. We undertake risk assessments and complete a comprehensive Service Plan which details every aspect of the service we will be providing. We allocate a member of staff responsible for delivering your package of support and liaising with parents/carers, ensuring that you have consistency of service and are able to develop a strong and trusting relationship with our Organisation

Information Sharing: We do ask that a full disclosure is made – if anything pertinent to the support we offer is not disclosed at the earliest opportunity and difficulties are encountered because of this at a later date then we reserve the right to withdraw from the contract with immediate effect. We believe that the more information we have about each of our Service Users, the better we are able to provide a tailored, personalised service

Quality Control: We review each Support Plan, Risk Assessment and any other Service User document at least every 6 months to ensure that the service is still meeting its intended aims. We send out feedback requests annually in order that we are able to improve our service and maintain the highest of standards at all times. The depth of record keeping is determined by the perceived level of support needed or risk posed to the client, staff member(s) or the wider public. We are here for you at any time, to talk through any aspect of your service

Staff Absence: Each Service User will have a main Support Staff Team Member(s) and a back-up support team. The Service User will be introduced beforehand to anyone who may cover a session. If your regular Support Staff Team Member is off sick or on holiday then we will contact you prior to the shift beginning to let you know the name of your replacement support worker. We are a small team, and regrettably there will be instances where we are unable to provide cover, but we will always try our best

Concerns: Please tell us what you think of our service! In order that we can maintain the highest standard of service delivery we need to hear all comments, good and bad. We believe that any complaint gives us the chance to learn from our mistakes and improve things for the future. Any comment or concern is taken seriously and acted upon. If you have any concerns or comments then these can be passed on to us in a number of ways:
-Text, email or phone Jenny at any time on 07875 949 584 or jenny@connectiow.com
-Email concerns.connectiow@gmail.com
-Speak to your Support Staff Team Members who can pass back information confidentially if you require

Record Keeping: Connect IoW CIO operates within the rules of the Data Protection Act and GDPR. We only store information that is essential
If there is anyone who you don't want your details discussed with under any circumstances then please let us know this in writing
We won't discuss your details with anyone without first obtaining your permission. However, in cases of emergency or safeguarding, we reserve the right to give the relevant services the information they need
A copy of our Data Protection Policy is available at all times on our website

Insurance: We are insured for £10 million Public Liability and Employers Liability insurance

Compliance We do not provide any form of Personal Care at home for any service user and are not registered with the CQC. All our service plans are reviewed by Social Workers, Case Managers, Parents and any other professional connected with the service user as required

Cancellation: If either party wishes to terminate this contract a notice period of 14 days is required
If less notice is given then payment for the full 14 days is required
The notice period for Connections or Connect&Create sessions is 28 days

If you require further information about our service then please visit our website at www.connectiow.com or speak to Jenny:

Phone: 07875 949 584

Email: jenny@connectiow.com