

Bee-Able CIC



Reaching your potential

Handbook for Service Users





Contents

.....	1
Handbook for Service Users.....	1
Contents.....	2
Introduction	2
What We Do	3
Our Services	3
What to Expect Before You Start.....	4
Our Staff	5
Booking and Sessions.....	6
Communication.....	6
Behaviour	7
Medication and First Aid	8
Security, Privacy and Publicity	8
Ending Your Support at Bee-Able.....	9
Paying Bee-Able	10
More Photos from the Setting	11

Introduction

Since 2013, Bee-Able has supported children, young people, and adults in the Selby area who are neurodivergent, disabled, or need extra help. We're here to make sure everyone can feel welcome, learn new skills, and have fun – while carers get a break too.

Bee-Able was started by Lesley Senior, who wanted to create a kind and empowering space. Her legacy continues every day in the way we support our community.





What We Do

We offer different kinds of support, depending on your age and what you enjoy. We always work in a person-centred way – this means we'll get to know you, and plan support around what you need and like.

Our Services

The Bee-Hive Day Service (Ages 18+)

Where: Riccall Regen Centre

When: Monday to Friday, 10:00 am to 4:00 pm

What: A friendly day service for adults who want to learn life skills and meet others. Activities could include:

- Sports and movement
- Helping in the community
- Gardening
- Arts and crafts
- Baking and cooking



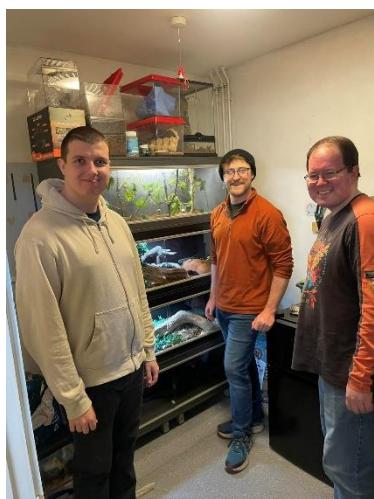
Companionship & Practical Support (Ages 18+)

Where: At home or out and about.

When: At a time that is suitable to you and your companion

What: We can support you to

- Help you live more independently
- Keep you company
- Give your carers a break





The Bee-Friends Saturday Club (Ages 8–18)

Where: Riccall Regen Centre

When: Every Saturday from 10:00 am to 2:00 pm

What: Fun weekly sessions with:

- Soft play and ball pits
- Games and crafts
- An enclosed, accessible garden



The Bee-Friends Holiday Club (Ages 8–18)

Where: Riccall Regen Centre during school holidays

When: During the school holidays from 10:00 am to 3:00 pm (times may vary for trips)

What: Packed with exciting days like:

- Trips to local places
- Sports days with York City Knights
- In-house creative fun like arts and crafts

What to Expect Before You Start

When we receive a referral, we will make an appointment to meet you and get to know you. We'll work with you and your family/carers to understand your needs and preferences.

We will fill out a registration form and agree the type of support, the days you would like the support and the dates of your first session. These will then be written into the service description as part of our terms and conditions with you. A support plan will be completed after a couple of weeks once everyone is familiar with the setting and support staff. Both documents will be reviewed if there are any changes to the service or your support needs.



If you have any allergies, medical conditions, or sensitivities we will make a note of these and ask you about how much they affect you and anything you do to help. You need to let us know if you get any new allergies, medical conditions or sensitivities or even if any of them stop so that we can make sure we are providing the best support to you.

You will be introduced to the Manager, Sharon Senior and the support staff.

By signing our booking form, everyone agrees to the rules and guidance written in this handbook and the Terms and Conditions. If there are any issues with your ability to agree please contact the Manager promptly.

Sometimes we need to update or change our Handbook and the Terms and Conditions. If this happens and where it is possible we will let you know at least a month before these changes apply to you.

Our Staff

All staff employed by Bee-Able CIC are checked using the Disclosure and Barring Service (DBS) and additional checks are made to make sure that they are suitable to work with us.

When staff are responsible for transporting you, Bee-Able CIC ensures that the driver has appropriate insurance and that the vehicle is roadworthy. Service users and their parents or carers are responsible for providing suitable car seats or harnesses where necessary.

Our staff follow strict safeguarding procedures and this means that if they suspect that you may be suffering from any harm or risk of harm, they may tell the appropriate authorities to help keep you safe. This might be done without informing your parents or carers.

Staff are also trained to look out for signs that service users may be being drawn into terrorism or radicalisation and take appropriate steps to prevent this in line with the Counter Terrorism and Security Act 2015 (section 29).



We are not CQC-registered and our staff do not provide personal care (like toileting), but we can give verbal prompts and support you to do these things independently.

Our staff take great care of everyone's belongings, but aren't responsible if anything is lost or damaged, so please do not bring anything you would be too upset to lose or have broken, just in case.

Booking and Sessions

All sessions must be booked in advance

Bee-Able is closed on bank holidays and takes a break over Christmas.



If you are feeling unwell you must tell a member of staff before attending your session. You or your parent or carer can do this by contacting one of the telephone numbers listed in this handbook.

If you have come to a session and we believe that you are too ill to attend or your illness is contagious or infectious, we might ask you to go home until you feel better. You must not attend any sessions until it has been at least 48 hours since the last time you were sick or had diarrhoea.

We will let you and your parents or carers know if we know that there are any infectious diseases you may be at risk of catching during sessions, but we are not responsible if you catch an illness while attending.

Communication

For general queries, lateness, or absences, please use the following contacts:

Sharon Senior, Manager: 07908 718770 09:00 am to 5:00 pm



The Bee-Friends: 07706 161974

10:00 am to 2:00 pm Saturdays

10:00 am to 3:00 pm Holidays

The Bee-Hive: 07706 161977

10:00 am to 4:00 pm

Or **email:** bee-able@hotmail.com



We prefer it if you contact us by email or text so that we can keep accurate records and monitor the time and date a message was sent in case we need it to give a refund or not charge for a session.

If an urgent call is not answered, please follow up with a text or email to ensure the message is received. Responses may not be immediate if an activity has begun.

Messages sent on evenings or weekends may not be read until the next working day, unless it is received when there is a session running at that time.

Please do not contact staff on their personal phones or social media. Only staff authorised under specific one to one agreements are allowed to share their personal contact details with you or your parents or carers.

If there are any complaints these should be addressed to the Manager.

Behaviour

We expect all staff, service users, parents and carers to treat each other with respect and show reasonable standards of behaviour.

If anyone behaves in a way that is disruptive to the service we provide, we may need to change how we support that person by looking at what else we can do to support them so that their behaviour improves. We may have to stop providing support if additional help doesn't work to improve behaviour.



Medication and First Aid

If you need to take medication while you are with us, we will need you or your parent or carers to fill out a Medicine Consent Form.

Basic first aid will be administered when needed. Parents or carers will be informed if you have had an accident and asked to sign an accident form. If you need to go to hospital, we will contact your parents or carers or the people listed as your emergency contacts, but this will not stop you going to hospital as we can make the decision to get you the help you need without having to speak to a parent or carer first.



We do everything we can to make our settings as safe as possible for the people who use them, but we are not held responsible for accidents or injuries occurring on the premises or in car parks at service locations.

Bee-Able CIC have all the legally required insurance policies

Security, Privacy and Publicity



We may take photographs or video recordings of you so that we can use them online and in displays, reports, and promotional materials (like this handbook!), but only if you let us know that you're okay with that by signing a Photography Permission Form to let us know.

We also have rules in place such as,

- Only official staff devices (not personal phones) are used.
- Media, photographs and videos are securely stored and password protected.
- We check images and videos to make sure they are suitable before sharing them.
- No photography is permitted in sensitive areas like the bathrooms.
- parents and carers are not allowed to use mobile phones on the premises.



- Mobile phones can be used by the service users at the Bee-Hive (over 18's) with the agreement of the support staff, parents and carers and when included on the support plan.

All visitors must sign in and verify their identity so that we know who they are.

We adhere to the Data Protection Act 2018 and UK GDPR which means that your personal data is processed and stored securely and only used to be able to provide you with the service.



Ending Your Support at Bee-Able

You may end your support by giving four weeks' written notice by emailing bee-able@hotmail.com. You don't have to tell us a reason, but we appreciate the opportunity to understand why you would like to end your support with us.

You may end your support immediately if:

- We make unreasonable changes to the service or;
- We don't do something that we have officially agreed to do as part of your terms and conditions of using the service, and don't resolve the issue on time when you have asked us to.

We may end your support immediately if:

- Fees remain unpaid after reminders have been given;
- You or your parent or carer don't do something you have agreed to do as part of your terms and conditions of using the service, and we ask you to do it, but you do not get it done on time;
- Your behaviour or your parents or carers behaviour poses a risk to others' safety or wellbeing;



- Bee-Able is forced to close for reasons we are unable to control. We will always give as much notice as possible if that happens.

We may temporarily stop sessions or support for any of the above reasons and also:

- If you have a contagious illness or condition that poses a risk to others; or
- Circumstances beyond our control (e.g. severe weather, health outbreaks, or travel disruption) prevent us from supporting you safely.

If any of these things happen, refunds cannot be issued, and we do not have to pay for related costs such as your or your parent's/carer's lost earnings or you or your parents or carers having to make alternative arrangements for support. Where possible, we will ask for compensation through our insurance and minimise disruption.

This does not affect anyone's statutory rights in cases of negligence.

Paying Bee-Able

If your contract type means you or your parents or carers need to pay for your support directly, our fees are calculated weekly and an invoice is sent monthly, based on sessions, support, groups and activities used in the month before.

Invoices are issued at the end of each month and must be paid within 10 days of the invoice date. You may be charged interest if you do not pay on time.



You still need to pay if a session is missed without at least 24 hours' notice, except in unforeseen circumstances and with agreement from the Manager.

You may not need to pay in full where the closure is within our control, but we cannot refund fees for missed sessions or closures due to events beyond our control.

If services begin part-way through the month, fees will be charged for the sessions used.



At The Bee-Hive day service, fees are paid in full to secure places, but you may take 10 days' unpaid leave per year. This does not apply to service users who pre-book to attend during holidays only. These details will be in your support plan.

The Bee-Hive can be flexible, but arrangements must be agreed during registration or review meetings and clearly recorded in the service plan.

We do not charge a registration fee.

More Photos from the Setting

