



SIDMOUTH VOLUNTARY SERVICES CLIENT SERVICE AGREEMENT

Our services

Sidmouth Voluntary Services (SVS) provides a range of services to support older people and people living with disabilities in the Sid Valley and surrounding area. These include community transport, minibuses, outings, lunch club and meal delivery services.

We want our services to be safe, reliable, welcoming and enjoyable for everyone. This agreement explains the arrangements for using SVS services and what we ask of our clients.

By booking or using an SVS service, clients are agreeing to follow these arrangements.

1. Who can use our services

SVS services are primarily available to older people and people living with a disability who live in the Sid Valley and surrounding area. Individual services may have additional eligibility requirements.

Clients using SVS minibus services are required to be a **Friend of Twyford**. Further information about membership is available from the SVS Secretary.

2. Booking and cancelling

- Meals must be booked in advance through the SVS Warden.
- Transport must be booked in advance through the SVS Transport office.
- We ask for at least **72 hours' notice** when cancelling a meal or transport booking.
- Where less than 72 hours' notice is given, SVS may make a reasonable charge where costs have already been incurred.
- We understand that illness, hospital appointments and other unexpected circumstances can occur, and SVS may waive a cancellation charge in exceptional circumstances.
- Please let us know as soon as possible if you are unable to use a service you have booked.

3. Using SVS transport

For everyone's safety, clients using SVS transport are expected to:

- Wear a seatbelt where one is provided.
- Follow reasonable instructions from the driver or volunteer helper.
- Avoid distracting the driver while the vehicle is moving.
- Tell SVS when booking if they have mobility, health, communication or other needs that may affect their ability to travel safely.
- Tell SVS if they use a wheelchair, mobility scooter or other mobility aid so that we can check whether the vehicle is suitable.
- Ensure that mobility aids can be safely accommodated and secured.

SVS will make reasonable efforts to meet clients' needs, but we cannot guarantee that every vehicle or service will be suitable for every individual.

4. SVS is not a care provider

SVS provides community transport, meals and social support. **We are not a care provider.**

Our staff and volunteers are not trained or insured to provide personal care, lifting, medication administration or medical assistance.

Clients should be able to use our services safely and independently. If a client needs additional assistance, they may be asked to attend with a family member, carer or other appropriate person.

If a client's mobility, health or circumstances change, SVS may need to discuss whether a particular service remains suitable and what additional support may be required.

5. Meal delivery

Wherever possible, clients receiving a meal delivery should meet the volunteer driver at their front door to collect their meal.

Our volunteers are not expected to enter a client's home or provide personal care as part of the meal delivery service.

If a client is unable to safely collect their meal at the door, please discuss this with the SVS office so that we can consider whether an alternative arrangement is possible.



6. Changes or cancellation by SVS

SVS will make every reasonable effort to provide services as booked. However, occasionally a service may need to be changed or cancelled because of:

- Volunteer illness or unavailability
- Vehicle breakdown or other vehicle problems
- Severe weather or unsafe road conditions
- Emergencies or other unforeseen circumstances.

We will contact clients as soon as reasonably possible if a service has to be changed or cancelled.

If a volunteer driver is unexpectedly unable to fulfil a confirmed transport booking, SVS will make reasonable efforts to find an alternative arrangement. However, **we cannot guarantee that another driver or vehicle will be available.**

7. Weather and safety

The safety of our clients, volunteers and staff is our priority.

SVS may alter, postpone or cancel services where weather conditions, road conditions or other circumstances mean that travelling or operating a service would be unsafe.

We will provide clients with as much notice as reasonably possible.

8. Respect for staff, volunteers and other clients

We ask everyone using SVS services to treat our staff, volunteers and other clients with courtesy and respect.

We will not tolerate abusive, threatening, discriminatory or inappropriate behaviour.

Where behaviour creates a risk to others or prevents a service from operating safely, SVS may need to review or withdraw the service.

9. Safeguarding

SVS is committed to protecting the safety and wellbeing of our clients, volunteers and staff.

Any concerns about abuse, neglect, exploitation or a person's safety will be dealt with in accordance with the SVS Safeguarding Policy.

If you have concerns about the safety or wellbeing of yourself or another SVS client, please speak to a member of the SVS team.

10. Personal information

SVS needs to collect and use information about clients so that we can provide our services safely and effectively.

This may include contact details, emergency contact information and relevant information about mobility, accessibility or other needs.

We will handle personal information in accordance with our **Privacy Notice** and applicable data protection legislation.

Please let us know if your contact details or circumstances change.

11. Charges and payment

Clients will be advised of the relevant charge when booking a service.

Invoices should normally be paid within **14 days of receipt**.

If you are experiencing difficulty paying an invoice, please speak to the SVS office. We will always try to discuss the situation and find a reasonable way forward.

12. Feedback and complaints

We welcome feedback and want our clients to feel comfortable raising any concerns about our services.

If you are unhappy with any aspect of an SVS service, please speak to a member of the SVS team. Complaints will be dealt with fairly in accordance with our **Complaints Policy**.

Raising a complaint will not, in itself, affect your ability to use SVS services.

13. Keeping this agreement up to date

SVS may review and update this Client Service Agreement from time to time to reflect changes to our services, legislation or good practice.

The current version will be available on the SVS website.

If you have any questions about this agreement or any SVS service, please contact the SVS office.



This Client Service Agreement should be read alongside the relevant SVS policies, including our Safeguarding, Complaints, Privacy, Transport and Health & Safety policies.