

# PARTICIPANT & PARENT HANDBOOK



# Link Directory

Let's help you get there, quickly:

- [Booking Request Form](#)
- [Edit / Cancel a Booking](#)
- [Session Feedback](#)
- [General Feedback](#)
- [Swimming Risk Assessment](#)
- [Gosling Spa Risk Assessment](#)
- [Meet your Area Managers](#)
- [Meet your Group Leaders](#)
- [Video on how we work and some FAQs](#)
- [Terms and Conditions](#)
- **CQC** – We are proud to be rated Outstanding by the Care Quality Commission.

## Who you gonna call?

Who to contact for what:

We are here to support you, so if you have any issues then please let us know and we will do all that we can to help.

- General Enquiries – [info@inclusionproject.co.uk](mailto:info@inclusionproject.co.uk)
- Admin/Systems Support – [admin@inclusionproject.co.uk](mailto:admin@inclusionproject.co.uk)
- Quality/Safeguarding/Incidences – [simon@inclusionproject.co.uk](mailto:simon@inclusionproject.co.uk)
- Finance – [invoicesandpayments@inclusionproject.co.uk](mailto:invoicesandpayments@inclusionproject.co.uk)
- You can find all of our Area Managers and their contact details [here](#)
- You can find pictures of our Group Leaders [here](#)
- More information on compliments & complaints can be found [here](#)



**Simon Jackson-Turner & Ethanie Jackson-Turner**

Founder and Director



Director and Marketing

## Welcome to your Participant Handbook

Welcome to The Inclusion Project. We are honoured that you have chosen us to support you whilst accessing your community.

We are a multi-award-winning, innovative initiative that promotes a healthy, social and active lifestyle. The emphasis is for Participants (that's you by the way) to be included into the local community.

Post education life can be an abyss, it can be difficult to find activities during week days that will facilitate the lifestyle that young adults desire. The Inclusion Project is set to solve this issue, and we are excited for you to join our community.

Your Group Leaders support you whilst in the community; helping you to access the activities you want to do, and helping you to make friends for life.

Your Area Manager is your first point of contact to help with anything from bookings, activity choices, any changes in support methods, change of details, session cancellations – anything you can think of, your Area Manager is the person to help you.

Any questions, or feedback? Please email:

[info@inclusionproject.co.uk](mailto:info@inclusionproject.co.uk)

**Want to watch some spoken word poetry on The Inclusion Project?**

We thought so [watch video here](#).

Simon & Ethanie Jackson-Turner

# What's inside...

5

## About Us

*Costs, Transport, Ratios*

6

## Get to know your Group Leader

7

## Mission, Vision and Values

8

## Ready for your day

10

## Meet your Area Managers

11

## Our Style of Care

13

## Documentation

*And Annual Review Meetings*

16

## Pre-Session Plans

18

## Activity Logs

20

## Money Matters

*Invoicing and details*

22

## Cancellations

24

## FAQs

*Your questions answered*

# About us...

## We're "Outstanding"



We are proud to be registered and regulated - and rated as Outstanding - by the Care Quality Commission. Please [click here](#) to read the full report. And [click here](#) for the Easy Read Report.

Over the years we have acquired many wonderful accolades, including being named 'Outstanding Adult or Children's Services – Health or Social Care' at the National Autistic Society's Autism Professionals Awards in 2020.



## Costs

Generally our Participants access our services using direct payments that have been allocated by their social workers. We charge in line with what the standard direct payment hourly rate is in the local area. You can also pay via other means.



## Transport

We are proud to offer a service that includes transport. This includes pick-ups and drop-offs from/to a Participant's home (or a requested location).



## Ratios

We offer group-based sessions, meaning that there is a ratio of up to three Participants to one Group Leader.

For sessions within a Participant's home the ratio will be one Participant to one Group Leader.

# For Who, With Who, When?

## Get to know our Group Leaders...

All of our Group Leaders come with at least 3 years' Care experience and 2 years' driving experience. They have annually updated Carers' Insurance, Business Car Insurance, and an enhanced DBS. They also undertake extensive training through us - all accredited.

If you would like some background information on any of our Group Leaders, in terms of their experience and qualifications etc., then please contact us and we will be happy to supply you with that information. It is important to us that you are comfortable with the Group Leader that will be working with you. Please send any information requests to - [info@inclusionproject.co.uk](mailto:info@inclusionproject.co.uk)



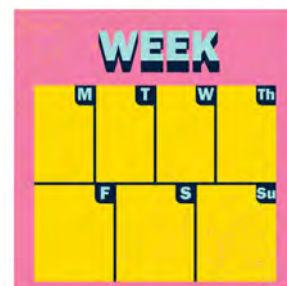
### For who?

We are a service for people with Learning Disabilities over the age of 18 years old, based on an initial assessment to ensure that we are the right service for you.



### With who?

We are incredibly proud of our excellent team of Group Leaders, all of which complete the Care Certificate within their first 8 weeks of starting with The Inclusion Project. All Group Leaders are experienced within Learning Disabilities, care and support from a variety of backgrounds.



### When?

Depending on location, we run 7 days a week covering different activities on different days and evenings. Participants can select which days they attend, and can take part in 1 or all 7 days.

# Mission, Vision, Values

## Never without Purpose...

At The Inclusion Project we know that Participants are valued members of the community, it is our goal to enable them to contribute and grow within it, whilst making friends and having fun whilst doing so.

We promote a healthy, social and active lifestyles for adults; with a focus on community inclusion and friendships. Treating Participants, their Carers and Staff with respect in every way possible.



### Mission

Our Mission: social and community inclusion for all, particularly people with Learning Disabilities and/or Autism.



### Vision

We envision a world in which all people with Learning Disabilities and/or Autism have opportunities to enhance their quality of life, realise their personal life aspirations and know that they are valued members of welcoming communities.

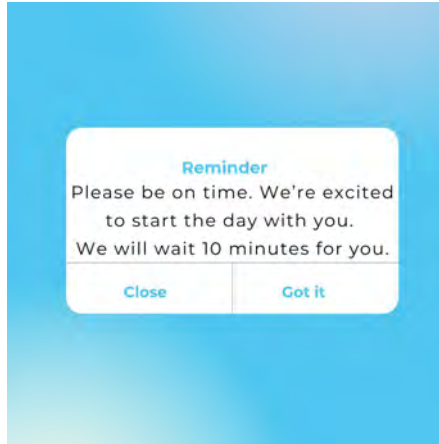


### Values

- Inclusiveness
- Respect and humility
- Efficiency and effectiveness
- Fun



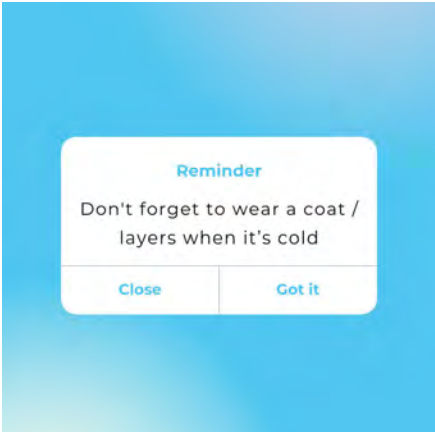
# Ready for your day?



## Pick-up



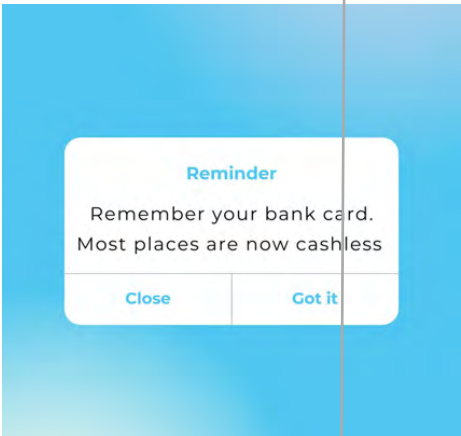
Are you ready to start your day?



## Activity 1



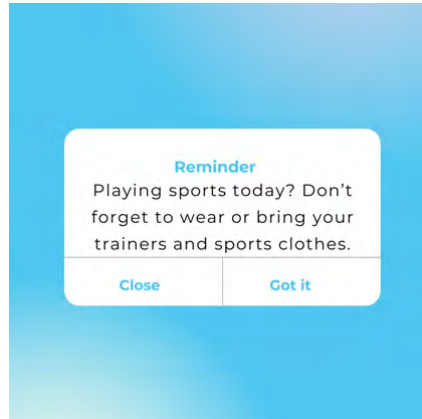
Have you got your bank card to pay for your activity?



## Lunch



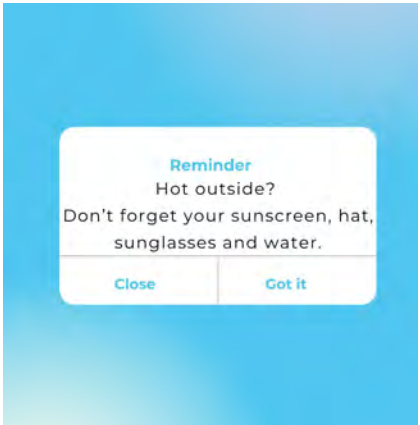
It's up to you if you bring lunch or money for lunch



## Activity 2



Playing sports? Did you bring your trainers?



## Drop-off



And just like that, the day is done. We hope you enjoyed your session with us.



# Meet your Area Managers...

Collectively Area Managers bring over 100 years' experience (yes, 100 years!) working with and supporting people with Learning Disabilities including, but not limited to: ADHD; Asperger & Autism Spectrum Disorder; Cerebral Palsy; Down Syndrome and more. Find out more [here](#).



## **Hertfordshire**

Simon and Ethanie Jackson-Turner

[simon@inclusionproject.co.uk](mailto:simon@inclusionproject.co.uk) and [ethanie@inclusionproject.co.uk](mailto:ethanie@inclusionproject.co.uk)



## **North London**

Peter Seymour

[Peter@inclusionproject.co.uk](mailto:Peter@inclusionproject.co.uk)



## **North West London**

Leanne and Cameron Walters

[leanne@inclusionproject.co.uk](mailto:leanne@inclusionproject.co.uk) and  
[cameronwalters@inclusionproject.co.uk](mailto:cameronwalters@inclusionproject.co.uk)



## **North West Bedfordshire and Cambridge**

James Graham

[jamesgraham@inclusionproject.co.uk](mailto:jamesgraham@inclusionproject.co.uk)



## **South Bedfordshire**

Bea Chase

[bea@inclusionproject.co.uk](mailto:bea@inclusionproject.co.uk)



## **West Hertfordshire**

Cameron Greer

[camerongreer@inclusionproject.co.uk](mailto:camerongreer@inclusionproject.co.uk)

# Our Style of Care...

We have a certain style of care that we are proud of at The Inclusion Project. Our Group Leaders get involved, we do not sit back and watch from the sidelines, we are in the mix, connecting the dots for you to be social with one another and to make our activities fun, interactive and engaging.

Of course that doesn't mean that Group Leaders do everything for you and take away your independence. We mean, they make things eventful and fun.

## **Boundaries**

As a service we aim to provide you with peace-of-mind and trust in knowing that when out with us, you are kept safe.

It is important that we do not create barriers between ourselves and the general public, but we must be cautious to protect the people that we support. We therefore **do not meet or partner up with** :

- Outside care agencies/services (unless confirmed i.e. sports /music /charity)
- People outside of The Inclusion Project, including friends and family
- We are unable to manage external parties' DBS, and we must uphold that level of trust and respect we rightfully offer you.
- Group Leaders cannot carry out support in the home until a Risk Assessment has been approved and signed off by an area Manager.
- Where possible, please keep contact with Group Leaders within working hours.
- Please be polite and respectful to all staff.

## **Private Working**

Please be mindful that it is a breach of our Group Leaders' contract to enter into any form of paid work with any of The Inclusion Project Participants whilst they are working with us, and for a time period post working with us. If you wish to discuss any further sessions with us, please contact your Area Manager.





# *It's all in the detail...*

## **Documentation**

*To be able to give you the best support, we have to make sure that we have all of the right documentation in place*

*We need documentation to not only ensure everyone's safety and wellbeing, but to also know what is important to you, our Participant.*

*Here's a list of the documentation we have already completed:*

- **The Initial Assessment** – this was the assessment that the Area Manager would have done to ensure that The Inclusion Project is the right service for you.
- **The Tailor Made Participant Plan (TMPP)** – this is our Care Plan - or sometimes referred to as the Participant Plan - it documents how you like to be supported, what your social targets are, what you are wanting to get out of accessing The Inclusion Project as well as all of the formal parts: emergency contact details, medication, allergies etc. This TMPP is reviewed and updated annually - or when a change has occurred - to ensure that we keep everything up to date.
- **Risk Assessments** – when supporting you, we want to ensure that we take into account all of the risks, and work out methods and plans on how to lessen the impact of these risks if they happen.

## **Annual Review Meetings**

*A chance to update and refine the way we support you in the community.*

It is important that we remain up to date with everything that we need to know to offer our best possible service to you.

With this in mind we will organise an annual review meeting with you, and any guardians/relevant people to ensure that we have all of the details we need, this is a great chance to help us make our service even better for you.



# And the finer detail...



## Bookings

We offer two types of sessions:

**Reoccurring** - these are weekly sessions that form a pattern i.e. every Monday and every Thursday. These give you and Group Leader a chance to build up a great relationship, as well as other Participants in your group.

**One-off Sessions** - these are more adhoc and are more often seen with sessions that take place in the evenings and/or weekends.

If you would like to book a new regular session (weekly) or one off session, you can do this by emailing your local Area Manager or by filling in a booking request form, by clicking [here](#).

We call it a booking request as we cannot guarantee that we will have spaces available, so it's best to put in a booking request as far in advance as possible.



## Feedback

We love to receive feedback and see it as an opportunity to continually improve our service for all of our Participants. You can feedback directly to our Area Managers or online by [clicking here](#).



## Expenses

*Money for sessions*

You will need to bring your own money to pay for activities and any other expenses. If you have any queries regarding expenses, please contact your Area Manager. If you would like to keep receipts, please request this with your Group Leader so that they can supply these at the end of the session.



## Social Targets

We encourage each Participant to have 3 social targets that they would like to work on whilst being supported with us at The Inclusion Project.

We want to help you to progress whilst you are with us. These social targets will be monitored and included within a session i.e. understanding money or road safety or growing in confidence.

The social targets can be adjusted by you at any time, please just let your Area Manager know.



# Sounds like a good plan...

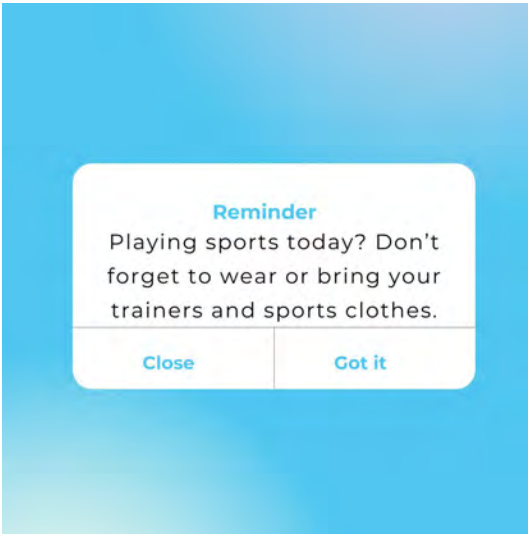
## Pre-Session Plan

Once you have made a booking, your Area Manager will allocate you a Group Leader, that Group Leader will plan a session for you. This session will be based on your likes and interests that are in your Tailor Made Participant Plan.

This Pre-Session Plan will be emailed to you and any other email addresses that you wish. On the plan will be a picture of the Group Leader and their details, the proposed session times and the proposed activities for the session.

If there is any information on the Pre-Session Plan that you are not happy with and you would like to request an amendment, that's no problem. There will be a link in the email for you to follow to fill in an amendment form that will go to the Area Manager and Group Leader, they will then create a new Pre-Session Plan/a solution.

You will receive the Pre-Session Plan at least 72 hours before the session is due to take place, if you require the information sooner than that, then please let the Area Manager know and they will assist you.



Hi Bob,  
We're happy to be sharing the details of your upcoming session.



Your Group Leader will be Simon Jackson-Turner. Should you need to contact them before your session, here's their phone number: [01234 567890](tel:01234 567890).

Simon will see you on Thursday 16th May, and will pick you up at 8:45 AM and drop you back at 3:45 PM. To let us know about any changes to the pickup or dropoff location, [click here](#).

Here are the details for your day, including activities, costs and anything else you might need:

	Activity	Chosen By	Location	Cost (£)	Notes
First Activity	Bowling	Area Manager	Finchley Leisure Park or Watford	£7.30	For bowling
Meal	Lunch / Dinner	-	-	up to £5	Simmons bakery
Second Activity	Trent Park driving range	Area Manager	Enfield	Approx. £3.50	For golf

We hope you enjoy your day with us.



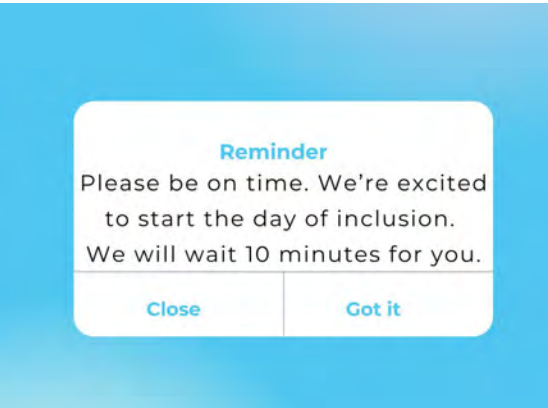
For your reference, here is a shapshot of your other upcoming sessions that are booked in with us:

Date	Session Type	Group Leader
Monday 20th May	Day Session	Simon Jackson-Turner
Wednesday 22nd May	Day Session	Simon Jackson-Turner

If you would like to cancel this session, request a change to the activities being offered in this session or make activity requests for future sessions, then you can do so by [clicking here](#).

Thank you for using The Inclusion Project, we hope that we will have a positive impact. If you would like to give us any feedback, then please do by [clicking here](#).

You can find our Terms and Conditions by [clicking here](#).





# *It was a good plan...*

## *Participant Activity Log*

After a session has taken place you will be emailed a Participant Activity Log. The Participant Activity Log is completed by the Group Leader, detailing how the session went and any specific points to feedback.

Hi Dan,  
We hope you enjoyed your session with us. Here's a recap and some highlights of what happened.



Your Group Leader was Simon Jackson-Turner. Your session was on Wednesday 15th May, and Simon picked you up at 8:15 AM and dropped you back by 3:15 PM.

Here are the details of the activities you took part in, as well as any further information:

	Activity	Cost (£)	Notes
First Activity	Social club	none	Doing arts and crafts
Meal	Lunch / Dinner	£6	-

Additional Information: Dan enjoyed the club and participated really well.

Here are some pictures from your session:



If you have any specific feedback about this session or the Group Leader, please let us know by [clicking here](#) (will take less than two minutes).

This log is for your own records. If you have any:

- questions or concerns,
- would like to update social targets / goals,
- would like to update general information, e.g. a change of address,
- would like to book more sessions,

Or would like to speak to your Area Manager (Cameron Walters) for this session, you can find their contact details by [clicking here](#).

If you would like to contact The Inclusion Project Head Office, you can by emailing [info@inclusionproject.co.uk](mailto:info@inclusionproject.co.uk).

Thank you.

The Inclusion Project



# Money Matters

## Invoices

JT Management Limited - on behalf of The Inclusion Project - prepare invoices for payment. Invoices are sent via email on the first day of each month, with a due date of the 14th, although a prompt payment is always appreciated.

Please be sure to include the Participants' name and invoice reference number in all monetary transactions so that the payment can be reconciled to the correct invoice.

### Methods of payment:

1. Bank Transfer to: 'The Inclusion Project Limited' Sort Code: 40-46-08 Account Number: 22082713
2. Cheque Payable to: The Inclusion Project Limited Sent to: The Inclusion Project Ltd, 2 Falcon Gate, Shire Park, Welwyn Garden City AL7 1TW
3. Pre-Paid Direct Payment Card 'The Inclusion Project Limited' (bank details as above).

### To activate a new Pre-Paid Direct Payment Card:

1. Call the automated phone number on the card, this will generate your pin code.

2. Visit:

[www.prepaidfinancialservices.com](http://www.prepaidfinancialservices.com)

Any queries or questions about payments, please contact:

Ashley Turner:

[invoicesandpayments@inclusionproject.co.uk](mailto:invoicesandpayments@inclusionproject.co.uk)





# Cancellations

***Sessions at The Inclusion Project can get cancelled by Participants/Parents/Carers or Group Leaders/Area Managers, and we have different rules for each scenario. We endeavor to make everything as fair and as clear as possible for everyone.***

## **What if a Group Leader cancels their session, before the session has begun?**

If a Group Leader is unable to work a scheduled session, they are to inform the relevant Area Manager as soon as possible. The Area Manager will work to substitute the Group Leader with somebody else and if that is not possible, the Area Manager will cancel the session with the you directly. The Group Leader should not cancel the session with you directly and should always liaise with the Area Manager for them to manage, this gives you the opportunity to have a replacement Group Leader and still access the service. We will not charge for a session that we've had to cancel.

## ***What if I, the Participant/Parent/Carer cancels the session?***

If you cancel your session then there are differing variables that determine what is charged as a Cancellation Fee. We have two types of sessions at The Inclusion Project – reoccurring bookings (sessions that happen in a pattern; every week on a certain day etc.) or we have one-off bookings (sessions that are booked as single sessions not in a booking pattern).

## ***What if a Group Leader has an emergency and has to cancel their session whilst already working the session?***

The Group Leader will immediately liaise with the Area Manager, who will try to cover the session or make arrangements with you and your Parent/Carer/Guardian on the best next steps – this very rarely happens, but can happen.

## **Reason for cancellation charges?**

As a service we want to create as much stability for all involved; Group Leaders and Participants/Families. The cancellation fees help add a layer of security our service as a whole. It also means that your regular session is held for you as well, so when you return you're back with your original group.

## **Reoccurring Session Cancellation Fees:**

If the session is cancelled with more than 48 hours' notice, then the cancelled session is charged at a half charge (half of the charge of what the full session would have been).

If the session is cancelled with less than 48 hours' notice, then the cancelled session will be charged at a full charge.

## **One-Off Session Cancellation Fees:**

If the session is cancelled with more than 72 hours' notice, then the cancelled session will not be charged for.

If the session is cancelled with more than 48 hours' notice, then the cancelled session will be charged at a half charge (half of the charge of what the full session would have been).

If the session is cancelled with less than 48 hours' notice, then the cancelled session will be charged at a full charge.

## **Some additional clarification points for differing scenarios:**

If you'd still like to pay for a full charge cancellation instead of a half charge, then this is fine, but please email the Area Manager to ensure that they are aware for processing and records.

For our full Terms and Conditions, [please read here](#).





# Got questions?

## We've got answers...

There's a lot of information to share, so we've created this FAQs page to help answer anything else.

Please note, that whilst we have tried to think of every question, we may have missed something you're desperate to know. If that's the case, please [email admin@inclusionproject.co.uk](mailto:admin@inclusionproject.co.uk)

- **How do I go about securing funding from the Local Council?** You can apply for Direct Payments from your local Council, visit: [www.gov.uk/apply-direct-payments](http://www.gov.uk/apply-direct-payments) for more details.
- **Can you give us advice about funding?** For advice about funding you need to speak to Social Services.
- **Can I book online?** Yes, just click [here](#)
- **Can I pay privately for the services of The Inclusion Project?** Yes.
- **Are activities included in the price?** Participants will need to bring spending money for activities and lunch for the day. Activity costs will be provided on the pre-session plan
- **Will I need to have transport to get to The Inclusion Project?** No, our Group Leaders all have their own cars with Business Use Insurance to collect Participants, and to bring them back home at the end of the day.
- **How many Participants are supported by each Group Leader?** There are up to three Participants within a Group led by our Group Leaders.
- **How far in advance can I book?** You can book a whole year at a time if you want to.
- **How long is a session?** Typically, a day session is for 7 hours and an evening session is for 4 hours.
- **How old do you have to be to be a Participant at The Inclusion Project?** We support adults from 18 years old and up. There is no upper age limit.



- **Where are you based?** We are based in the community, we do not own a venue or have a set place where we meet, we love being free and immersing ourselves into the community. We do however have a head office in Hertfordshire.
- **Is there a general meeting place for the day groups when you are not out and about?** Everything is based in the community, so there is no 'base'. But we have staple activities that we attend that stay the same each week like Swimming, Football, Basketball and Boxercise and then the other activities are fluid and flexible.
- **What is the general age range of the participants?** 20 to 30 on average, with a few a bit younger or a bit older.
- **Will I have a regular Group Leader?** If you're booking reoccurring session, yes, you will be with the same Group Leader each week. If you're booking adhoc sessions you will likely be allocated a different Group Leader for that/those session(s).
- **Will staff always have their ID on them?** Yes, all staff have a lanyard and Inclusion Project ID badge.
- **Do Group Leaders give their phone number?** Yes, and before each session you will be emailed a pre-session plan with all the details on, including phone numbers, and then after each session you will receive an activity log email with a report of how the session went.
- **Do we need a packed lunch/drinks or is this supplied?** Participants will need to bring a packed lunch or money to buy lunch.
- **Do we get advice in advance on what to pack for the day?** Yes, with the pre-session plan.
- **Is there a term-time or is this a 52-week service?** It is 52 weeks per year, year round.
- **What sort of activities can you do?** If it's in the community and safe to do, we will give it a try. We offer over 60 different activities and are adding more and more each week, if you have any new ideas then please let us know.



THE INCLUSION PROJECT  
STRICTLY CONFIDENTIAL





maybe  
onna be  
t saves m

