



Terms and Conditions of Service April 2026 – March 2027

Who we are:

The HOLT Isle of Wight CIC is a not-for-profit organisation which provides training and social opportunities for young people and adults with learning disabilities and/or additional needs. Our staff are all fully trained in supporting our clients, and we have a strong continuous professional development programme that strengthens our knowledge and skills every year. All staff have Enhanced DBS checks with disclosure and sign an annual declaration of no changes. We have a Safer Recruitment Policy and adhere to strict Safeguarding protocols.

Our aim is to help our clients increase independence, develop skills and knowledge and develop social skills and confidence. We work with all stakeholders, external organisations and the Local Authority to ensure an inclusive and joined-up service.

Service Charges:

One to one support is £20.00 per hour. No minimum charge time.

EOTAS/EOTIC tutoring and support is costed according to the needs of the young person. Please get in touch for details.

Social care 6 hour day is £50 per full day session or £25 for a half day session.

Additional Costs

Reasonable travel within Newport is free of charge. Mileage undertaken outside Newport will be charged at the new Government rate of 55p per mile.

Tickets for public transport and payment for car parking will be at the service user's expense.

Any entrance fees, external activity costs will be at the service user's expense.

Food and drink will be at the service user's expense.

Any damages incurred directly by the service user to staff cars or to the centre or equipment and materials in the centre will need to be paid for by the service user.

Opening Times

The Centre is open from 8.30am – 4.30pm Monday to Friday.

We operate all year around excluding Bank Holidays but have the Christmas week set as holiday to enable our wonderful staff to have a well-deserved break with their families.

We can organise support in the community or at home on a one-to-one basis. Please contact us to discuss your requirements.

Cancellation:

Should you need to cancel for any reason, we do ask that you let us know 48 hours in advance. If a cancellation occurs with less than 48 hours' notice we will still have to charge for the session.

Registrations:

We are not CQC registered so do not offer personal care in the home.

We are OFSTED registered and can supply our number on request.

Our registration process is simple, although we do ask that the client visits the Centre prior to booking sessions as we believe that it is necessary for the young person to be totally comfortable attending for them to progress their learning and participate in activities.

During your visit we will discuss your requirements and talk through what we can offer. If required, we will undertake relevant risk assessments and complete an individual training plan as appropriate. For one-to-one support, we will always try to maintain consistency of support workers for the young person, however, we recognise that with sickness and absence this is not always possible, so will always attempt to ensure that the young person has at least two members of staff with whom they are comfortable.

We review our risk assessments at least annually and ask that full disclosure of needs is made prior to the young person receiving support from The HOLT in order that we can ensure appropriate support is given. Should full disclosure of needs not be made, and difficulties are encountered later because of this, we reserve the right to withdraw from the contract with immediate effect.

Reviews of Service

We review our provision termly to ensure that the Individual Training Plans are meeting the needs of the individuals concerned. Levels of record keeping reflects the needs of the individual clients.

We send out annual feedback forms to parents, carers and the young people to improve the service we provide, and to celebrate what we are doing well.

Staff Absence:

We reserve the right to cancel an individual's provision or to close the Centre if levels of staff absence are such that we cannot safely provide support.

Complaints Procedure:

Copies of our Complaints Procedure can be found on our website <https://theholtiow.co.uk> or requested directly from the Office at office@theholtiow.co.uk

We take all concerns seriously, and all investigations into complaints are carried out thoroughly with feedback given to the concerned party as soon as possible.

GDPR

We operate under the rules of the Data Protection Act and GDPR and only store essential information. We adhere to guidelines set by the Awarding Bodies in terms of keeping accreditation evidence.

We will respect the individual's wishes in terms of information sharing but reserve the right to inform the relevant services in case of emergency or safeguarding issues.

Our Data Protection Policy can be found on our website.

Insurance

We are insured for £10 million Public Liability and £10 million Employer's Liability insurance, and £5 million Public Indemnity insurance.

Medication:

We have staff fully trained in the administration of medication, and this can be organised directly with the Centre. We do require a consent form to be completed prior to staff administering medication to an individual. Should the health support needs of the young person be very complex then we reserve the right to delay the start of support until such time as staff have received appropriate training.

We have 3 fully trained First Aiders on site. All staff have received basic first aid training.

Cancellation of Support:

If an individual wishes to cancel the Social Care support they receive, we require a notice period of 21 days.

Should less notice than 21 days be given then payment for the full period of 21 days will be required.

For our EOTAS and EOTIC clients our notice period for cancellation of service is 28 days.

*Any further information can be found either on our website or by phoning 01983 241849 or 01983 241850 or by emailing office@theholtio.co.uk



THE HOLT