

activity hub handbook



ceda

community, equality, disability action

your choice • your say • your way



Registered in England and Wales as Community, Equality, Disability Action limited by guarantee no. 4693500

Registered Charity no. 1096528 | www.cedaonline.org.uk





This booklet is for people who use CEDA services or people who are thinking about coming to CEDA.

It contains some of the important information you might need to know about us.

You can also ask any member of staff for more information, or give us a ring on the phone. We also put a lot of information on Facebook which you can look at on the internet at www.facebook.com/cedaonline

CEDA was started in 1988 by a group of parents with disabled children who had left school but still wanted to learn and develop.

At first it was small and run by volunteers but it has grown and now we now provide lots of services to disabled adults and children all over Exeter and Devon.

Fun



Learning



CEDA



Support



Community



OUR MISSION

YOUR CHOICE - YOUR SAY - YOUR WAY

CEDA works for disabled adults and children in ways which make sense for them, always keeping the individual at the centre of the service. We will listen, learn and act, to enable each person to be who they want to be, as visible and valuable members of the community.

What is ceda?

community, equality, disability action

We offer different services for adults depending on what is best for you...

Activity Hub

A programme of learning, development and social opportunities delivered in groups led by a session leader. These run during the day Mon—Fri either in the CEDA Activity Hub or in the community.



Life and Work Skills

We can offer sessions, courses and qualifications in life and work skills such as cooking, household management, travelling, work preparation and IT. These can help you to take steps towards independent living. You can learn at your own pace to suit your needs.



Lifelong Learning

We run a programme of activities ranging from IT to Tai Chi, where you can choose the activities you want to do. These include sport, creative writing, a range of artistic sessions, gardening and much more. The programme changes regularly with new sessions each term.



Fun and Social

Meet old friends, make new friends and enjoy the relaxed, happy atmosphere CEDA is known for. Go to social events in the evening and weekends organised by CEDA users eg, concerts, comedy clubs, pubs, dry ski-slope skiing, the choice is yours.

If you attend the Activity Hub;

- You will be in a group setting, with other disabled people where you can chat, have fun and learn something new.
- Enablers at the activity hub can help you with support needs and personal care, or you can bring your own carer with you.
- You will pay per session (half day). The amount you pay will depend on what your support needs are.
- You will need to get to the CEDA Activity Hub, either using your own transport or by using CEDA transport (subject to availability).
- If you are staying over the lunch break you will need to bring your own lunch, or you can bring in money to buy a sandwich from a van that comes around. Lunch time is usually around 12 noon. Sometimes we will take trips out so its good to bring some money with you just in case.

If you don't like working in groups and prefer doing your own thing then.... No problem!

Community Services

CEDA also have a community services which offer one to one support. An enabler can help you do a range of things, such as accessing community or social opportunities, developing your Independence, learning new skills and much, much more. It's up to you! We can also help you to organise short breaks away with staff to support you. You tell us where you want to go and what you want to do.

If you access a community service;

- You will have one to one support, based wherever you want it to be.
- You purchase services "by the hour". This means you have complete flexibility—you can have as much or as little as you like and you can have it whenever you want it!
- You can choose who you want to be supported by.

If you want more information about the Community Services, contact the person managing your referral or the CEDA office— 01392 360645.

Other opportunities from CEDA

Once you begin accessing the Activity Hub or Community Services at CEDA there are many other opportunities available to you.

Breakfast Club

If you need to come to CEDA earlier than when the activities begin, you can access our breakfast club. Open from 8.00am until 9.30am you will need to pay extra to spend some time with a CEDA enabler and other friends.



Heart of CEDA

The Heart of CEDA committee is a group of service users who meet weekly to plan social and fundraising opportunities for all of the other CEDA users. They also have a role in ensuring you get what you want out of CEDA and report back to the charity trustees at their quarterly meetings.

Fundraising

CEDA is a registered charity and relies on donations to keep offering the exciting and fun activities we are known for. Anyone can fundraise for CEDA and we have produced a handy guide for people. If you would like one of these guides visit our website or ask a member of staff.

Short Breaks

The perfect short break away from home..... Your choice of destination, enabling support you feel comfortable and happy with, everything planned and led by you with as little or as much support as you want.

Who does what at ceda?

community, equality, disability action



Renata Colley & Diana Cole Directors

Ren and Diana share the job role of Director. They are responsible for all the staff and opportunities offered at CEDA. They also make sure the charity is run properly and that we raise enough money to make sure all the exciting and fun activities we offer can still happen.



Craig Bowden Activity Hub Manager

Craig is responsible for creating and managing the varied activity programme within the hub. He is the person to go to if you have any new ideas for activities or trips out. Craig is also a specialist with technology and can help you with computers, mobile systems and communication devices.



Sarah Curtis Care Officer

Sarah is responsible for making sure that everyone has high quality care and support, and everyone has an up to date Care Plan and agreed outcomes. Go to her if you have any problems or questions about your support needs. Sarah also looks after all new service users starting in the Activity Hub or Community.



Helen Oelschlaegel Team Leader

Helen is responsible for organising the staff in the activity Hub, passing on information about the day to you and the rest of the staff and making sure things run smoothly. Go to Helen if you have any problems or questions about the enablers working with you or the way your day is structured.



Enablers

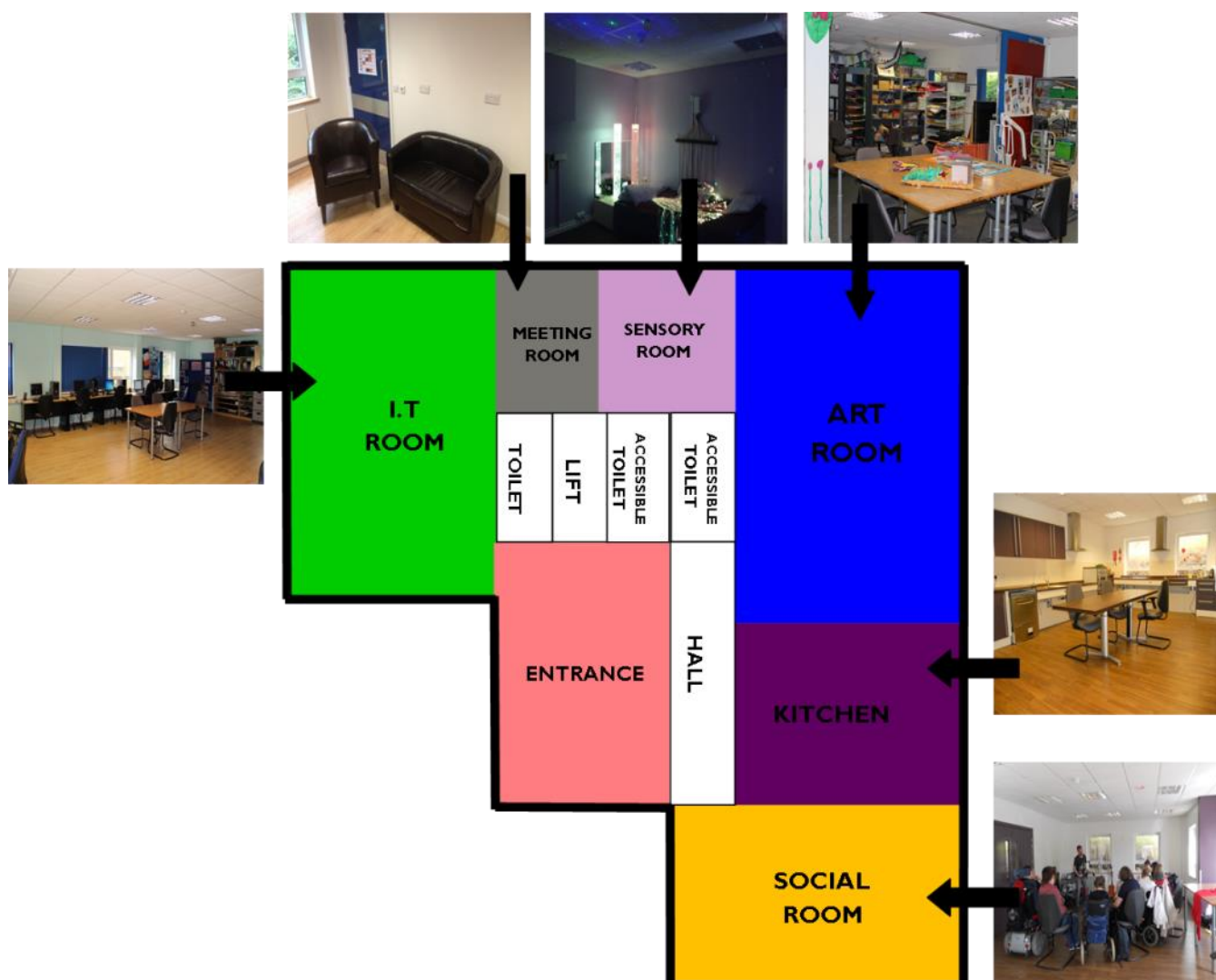
The enablers are around to help you throughout the day. They will support you in sessions, at lunchtime and with personal care. All enablers have a good knowledge of Health and Social Care and issues related to disability so go to them with any problems or if you need anything.

Our Activity Hub - The Clare Milne Centre

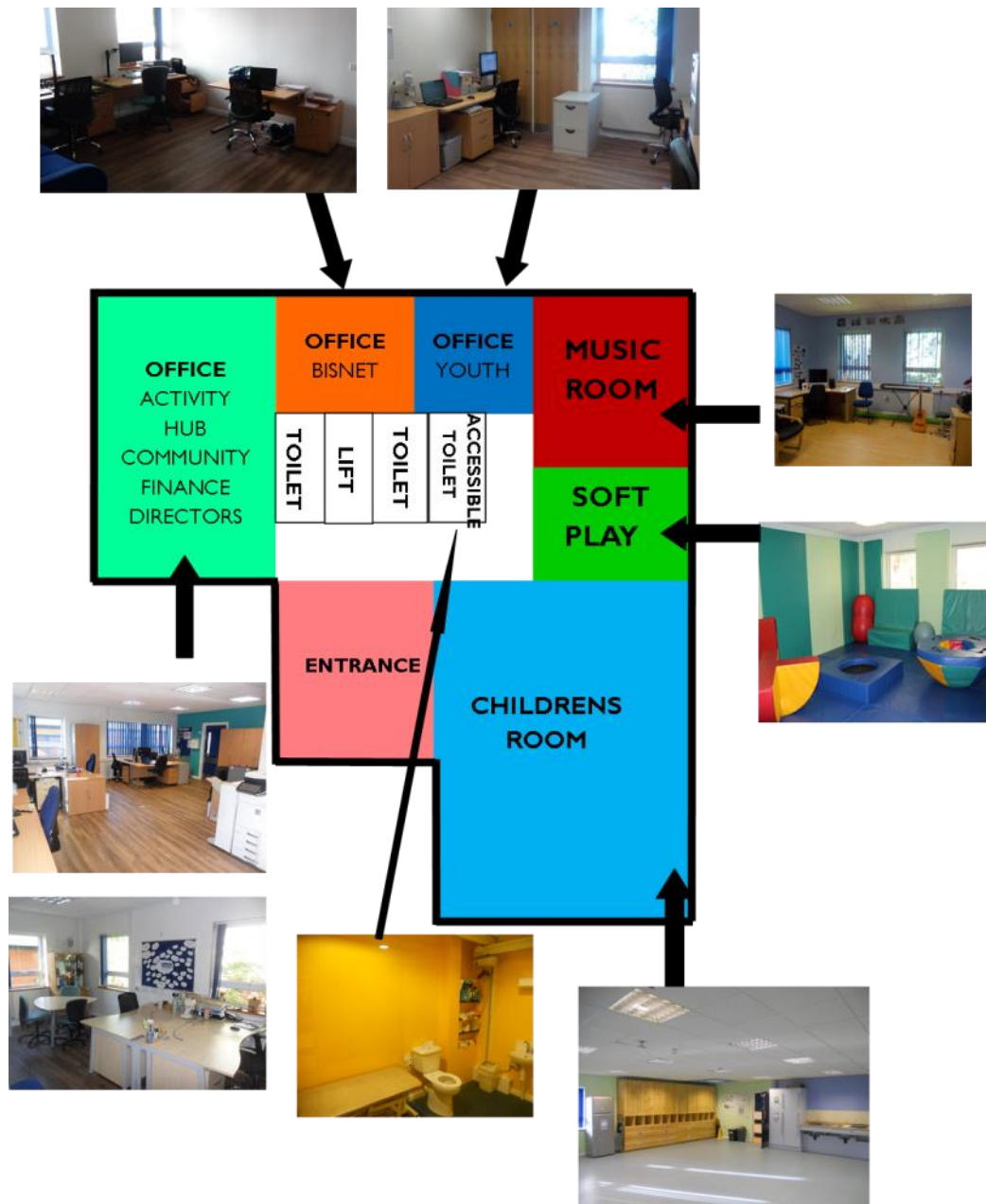


Our hub is on Exeter Business Park. It was specially adapted for us in 2004 and is fully accessible. All year round it is used as a base for lots of the activities in the Adult Services and Youth Services.

Map of Ground Floor



Map of First Floor



We have good transport links to the The Clare Milne Centre and it is easy to get to by car or bus;

- The Park and Ride bus (PR2) runs every 12 mins from Exeter City Centre. Get on it at Paris Street (outside Next) and ask for Exeter Business Park. The (56) also stops on Emperor Way.
- If you are coming by car, we are just off M5 Junction 29.
- If you have SatNav or GoogleMaps on your phone, just put in our postcode - EX1 3QS.

Starting at ceda

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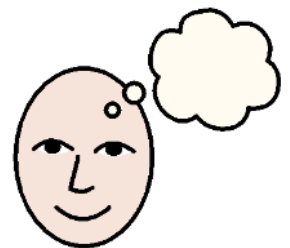
You can come and look around and meet us. We will let you know about our services. You can tell us what you are looking for and what you are interested in.



If you think you might want to start at CEDA, you can arrange to come for a morning or afternoon to try a session. During this session, we will do an assessment to see what support you need from us. We will ask you for information about you and your life.



It is up to you to decide whether CEDA is right for you. You can think about it, talk to your parents or carers. Let us know what you decide when you are ready. We will keep your referral open for three months.



If you decide you want to start at CEDA, you will be asked to sign an agreement (ISC). This agreement is between you and CEDA about what we will provide for you and how much it will cost. If you agree with what is written on it then you need to sign it before you start.



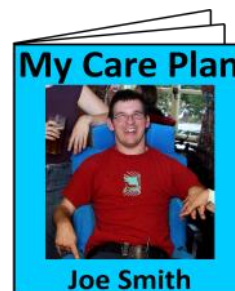
We will agree a date when you can start. On your first day, you will be introduced to everyone and we will make you feel as welcome as we can. There will be a member of staff who will spend lots of time with you and be around in case you have any questions or problems.



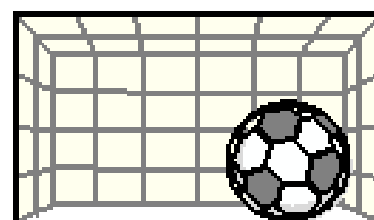
Within your first month at CEDA we will allocate you a linkworker. This is somebody who you can go to if you have any problems. They will talk to you about how you are settling in and help you with anything you are worried about.



Your linkworker will also ask you questions about your life, your interests and your likes and dislikes. This information will be used to create a Care Plan and One Page Profile. This plan will help us to be clear about how you want us to support you when you are here.



Your linkworker will also help you to make a plan of goals and outcomes you would like to achieve at CEDA. You will work towards these during your time with us. You might even get an award if you are trying new things.



When you know who they are, make a note of your linkworkers name here.

Individual Service Contract (ISC)


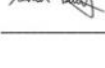
An Individual Service Contract (ISC), is an agreement between you, CEDA and if appropriate, the person or agency that will be paying for the service.

It is a brief summary of what we (CEDA) will provide, who will pay for it and how much they need to pay for it. It also has details of any special arrangements we have made with you about providing or paying for the service. On the next page there is more information about what is written on it.

If you are going to start a service at CEDA, we will make an ISC for you before you start so that everyone has a written agreement of what is going to happen.

INDIVIDUAL SERVICE CONTRACT		
Service Provider: CEDA The Clare Milne Centre Emperor Way Exeter Business Park Exeter EX1 3QS TEL: 01392 360645	Service Purchaser: Mr and Mrs Smith 123 Apple Rd Exeter EX1 1AA TEL: 01392 123456	Service User: Joe Smith Lemon House Orange Rd Exeter EX2 2BB TEL: 01392 654321
The ISC will commence on: 3rd June 2011 and shall continue until: 24th June 2011		
Either party may terminate this agreement by giving four weeks written notice to the other party. The period of four weeks will commence on receipt of the written notice.		
Income collection details: To be invoiced monthly		
Please refer to terms and conditions ("What We Ask of You")		
Special terms and conditions for this ISC: As somebody is being employed specifically to work with Joe, CEDA will require at least 1 month's notice of any planned absences so that we can reallocate the staff member.		

Summary of Services to be Provided	Cost		
	Total Units	Unit Cost	Total Cost
4 hours of enabling every Friday	4	£14	£56
2 hours of enabling every Saturday	2	£14	£28
			Grand Total: £84 Per: Week

This ISC, dated: 1st May 2011 is signed and agreed by the following:	
 	The Service Purchaser
 	The Service Provider

You or the person/agency that will be paying only need to sign this if you agree with what is written on it and you are sure you want the service. By signing it you are agreeing to the Terms and Conditions of our service.

There will be two copies of the ISC for everyone to sign. You keep one copy and give us one back.

Your Contract Explained

This is the person or organisation that will be paying for the service.

This is when your ISC will start and end. If the service is to be ongoing then it will say "until further notice".

We almost always invoice monthly but if we have arranged something different with you, then it will be here.

If we have agreed any special Terms and Conditions with you, they will be detailed here.

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Community, Equality, Disability Action
T: 01392 360645 E: info@cedaonline.org.uk W: www.cedaonline.org.uk

ceda
The Clare Milne Centre
Emperor Way
Exeter Business Park
Exeter EX1 5SS

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Patrons: Roger Jellicoe CBE & County Councillor Susan Jellicoe CBE
Registered Charity No 1042020
Registered Office: 1042020
Devon County Council
LOTTERY FUNDED

This is the person who will receive the service

The Terms and Conditions ("What We Ask of You") are later on in this booklet.

This is a short explanation of what services CEDA intends to provide.

"Units" can be hours, days or sessions.

Summary of Services to be Provided	Cost	
	Total Units	Unit Cost
4 hours of enabling every Friday	4	£14
2 hours of enabling every Saturday	2	£14
Grand Total: £84		Per: Week

If your service is happening more than once, your weekly or monthly total will be here.

This ISC, dated: **1st May 2011** is signed and agreed by the following:

The Service Purchaser

The Service Provider

The person who will be paying for the service needs to sign here.

What we ask of you

Terms and Conditions

Keeping us informed

If there is anything you need to tell us, you can ring us or email us or you can tell any member of the enabling team. It helps if you give us as much notice as possible. Things you need to tell us about include;

- If you are going on holiday
- If you are unwell
- If there have been any changes of address or contact details
- If you start taking or change your medication
- If there have been any changes to your care plan or emergency details



Paying for services

You will be sent an invoice each month by us, which will tell you how much you need to pay for the services we have provided for you. You need to pay the amount shown within 4 weeks of receiving the invoice.

You can pay by cheque, cash or by transferring money from your account to ours using BACS.

If you think your invoice is wrong or you think you might have trouble paying, contact us as soon as possible.

If you do not pay we may stop providing the service and in some cases we might decide to take legal action.

You can always find out what you owe either verbally or in writing if you ask.

CEDA will review how much it charges for services each year and may increase them each year.

If your support needs change we may also review how much support you need from CEDA staff to attend and we may have to change how much we charge you for these services. If we feel that we need to do this we will talk to you first and agree the changes before they happen.



Cancelling or changing services

If you have an Individual Service Contract with us, then you need to give us a month's notice to cancel it completely. You must let us know as soon as possible if you cannot attend the Activity Hub, or if you need to cancel enabling or a short break.

Activity Hub – If you give us less than 3 week's notice that you will not be here, we will still charge you the full amount.

All Services – If we have to cancel a service for any reason, we will tell you as soon as possible and we will not charge you.



If you are unwell

You should not use any services if you have any type of infections illnesses including colds, flu and stomach upsets. You also need to stay away until you are feeling better and you have been clear of infection for **48 hours**. We need to be strict about this because so many other people at CEDA are very vulnerable.

If you become unwell during a CEDA service, then we will contact somebody to come and get you.

If you require emergency treatment, we will ensure you receive it and accompany you if you need to go to hospital.

We might still have to charge you if we do not have any notice that you will be off (See the section titled "Cancelling Services").



If there is extreme weather.

If the weather is very extreme, we might decide to close the centre and cancel services for safety reasons. If this happens, we will let you know as soon as possible and we will not charge you. However, if the service has not been cancelled but you are unable to attend due to the weather, our normal cancellation policy will apply.



Your clothes and possessions.

Make sure you wear suitable clothes for all CEDA services. Although staff will try and prevent you spilling things on your clothes or them getting damaged, this may still happen so do not wear new or expensive clothes.

Try not to bring valuables or large amounts of money to CEDA, or out with you in the community if you are having enabling or respite. If you do, they are your responsibility and you must look after them.



If there are additional terms and conditions

Sometimes we might agree different terms and conditions with you that are just for your package. This can happen if you have additional requirements (such as if you need support with your invoices), or if you have a very bespoke package that is built especially for you.

These different terms and conditions will be agreed in advance by CEDA and you, and will be included in your Individual Service Contract.



Expenses

Sometimes there might be extra costs for things like trips out, activities or food and drink.

Activity Programme – Sometimes the cost of activities will be included in the price you already pay to attend the service, although sometimes we will ask you to make a contribution towards the cost of the activity or transport to get there.

We will let you know well in advance if you need to make a contribution towards any activity costs. You are responsible for providing or buying your own food and drink.

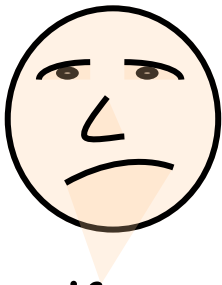


Respecting Others

Everyone has the right to feel welcome, secure and happy. At CEDA we expect everyone to treat others with respect and to be kind to people. Shouting, teasing, name calling, ignoring or being aggressive or violent is not tolerated. We have an anti-bullying policy in place.

If you feel you are being bullied or not treated fairly by anyone at CEDA, please talk to your link-worker or another member of staff.

Complaints



if you are unhappy with anything at CEDA

talk to....



your
link-worker



care officer

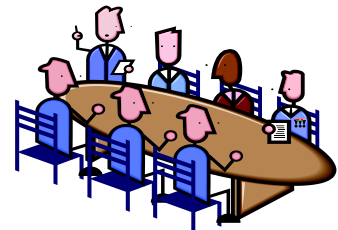


activity hub
manager

if you are still unhappy, you can go to.....



the directors



the trustees

if you are still not happy, you can go to...



Local Government
OMBUDSMAN



0300 061 0614

advice@lgo.org.uk

our charter for ceda



SERVICE USERS WANT CEDA ACTIVITIES TO BE:

- Fun and interesting with something new each term
- Creative, active and social, with some excitement and challenges!

SERVICE USERS WANT CEDA STAFF TO:

- Treat us as equals, respect us and never patronise us or make fun of us
- Listen to us, check that we have been understood, and never pretend that we haven't been heard
- Be fun, friendly, kind, helpful and considerate
- Be flexible, gentle and understanding with our individual needs
- Be tolerant and open-minded
- Be relaxed and easy-going, and never strict
- Be patient and encouraging with us, and not hurry us with our personal care, feeding, or other activities we may need time for
- Be confident with us, so we can feel trustful of them and feel safe
- Be on time and always available, sometimes for our emotional needs
- Check what our needs are by getting to know us, and never make assumptions
- Make sure we are included, and never feel ignored
- Allow us to be ourselves, and not who others think we should be



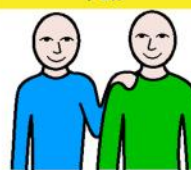
Respect



Listen



Fun



Friendly



Flexible



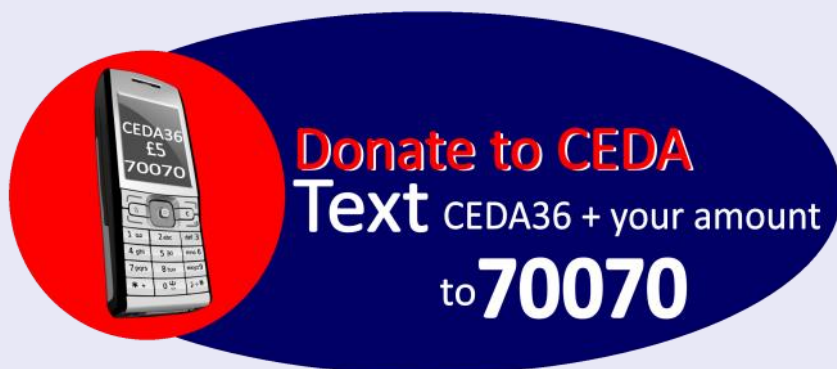
Understanding



Encourage



Safe



creating opportunities with disabled people

Registered Office

The Clare Milne Centre
Emperor Way
Exeter Business Park
Exeter
EX1 3QS

Phone:

01392 360645

Email:

info@cedaonline.org.uk

Web:

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