



Support.  
Belonging.  
Empowerment.

## APS Membership Agreement – Family Membership

To help us maintain a positive, safe and inclusive environment during our activities we ask members to please read and adhere to this guidance.

### 1. Membership Information

- We kindly request **new members to complete all required information about themselves and their family members** upon request once you have joined APS.
- This information helps to ensure bookings are appropriate and errors in allocations to activity spaces are avoided. It also ensures we can provide all members of your family with the support needed.

### Collection and Use of Personal Information

The information we request is essential for us to provide safe and appropriate support. This may include health, behavioural, communication, and support needs information.

This information is collected on the basis that it is:

- Necessary to deliver our services safely and effectively
- Used only for the purpose of supporting your child's care and wellbeing

Because of this, families cannot opt out of providing essential information where it is required for safeguarding, care planning, or service delivery.

## 2. Parent Responsibilities at Family Group Activities

- Parents/carers are responsible for supervising and caring for their children during all family activities.
- APS role at these sessions is to book in attendees, facilitate the session and speak to members.

## 3. Kids and Youth Club Requirements

To ensure we understand each child's needs:

- Parents are kindly asked to complete the Clubs Additional Information Form at least 72 hours before your child attends their 1<sup>st</sup> session.
- This includes details of your child's:
  - Needs and preferences
  - Triggers
  - Strategies that help
  - Any safety considerations

## 4. At the First Session:

- An adult must stay in the building to help the child settle and to ensure smooth transition.
- On occasions, APS team may ask for additional details to ensure we fully understand how to support your child.

## 5. Children Who Require Close Supervision (1:1 Support)

We want all children wanting to engage in our activities to attend in a safe and inclusive way. Where a child or young person requires additional support to engage safely and meaningfully it is for the family to arrange one of the following:

1. A parent/carer stays with the child in the session and provides support; or
2. A Personal Assistant (PA) is provided by the family to support the child during the activity.

**APS staffing levels and funding levels result in us not being able to provide 1:1 support to individual children in these sessions**

## Step 6. If You Have Concerns

If you experience an issue during a session, please speak to the staff member present.

If the concern is not resolved, please contact:

**Chloe Carter – Operational Manager**

✉ [chloe.carter@autismpracticalsupport.org.uk](mailto:chloe.carter@autismpracticalsupport.org.uk)

☎ [0344 850 8607](tel:03448508607)

## Impact of Not Attending Booked Sessions

APS activities are often fully booked and require staff time, preparation, venue costs, and materials. When families do not attend, without letting us know:

The impact includes:

- Wasted staff time and resources that could have supported another family.
- Financial cost to the charity through unused venue hire, materials, or staffing.
- Another child, young person, or parent may miss out on a place they needed, especially in sessions with waiting lists.
- It becomes harder for us to plan safe staffing ratios and appropriate support.

**We understand that life happens**, and we recognise that unexpected situations arise, illness, overwhelm, emergencies, transport issues and these are part of life for many families we support. All we ask is that you **let us know as soon as possible** if you cannot attend, so we can offer the space to another family and adjust our planning.

### **If non attendance becomes consistent we will:**

1. Contact you to check if there are any barriers we can support with.
2. Offer guidance on alternative sessions or adjustments that may help.
3. Review future bookings if repeated no shows continue, to ensure fairness for all members.
4. Reserves right to charge if communication is consistently missing

Our aim is always to support you. We will work with you to understand what is happening and find solutions wherever possible.

## 7. How We Store and Use Your Information

- Information is stored securely and only accessed by authorised staff
- It is used strictly to plan and deliver appropriate support
- It is not shared with third parties without a lawful basis (e.g. safeguarding, Local Authority requirements, or consent where applicable)

Families have the right to:

- Request access to their data
- Request corrections to inaccurate data
- Request deletion where appropriate (subject to legal obligations)

## Communications and Marketing – Your Choice (Opt-Out)

We may also use contact details to send:

- Service updates
- Newsletters and general information
- Events and opportunities

You can opt out of these non-essential communications at any time by:

- Contacting the office directly
- Using unsubscribe options in emails (where applicable)

**Opting out of communications will not affect your access to services.**