

ALL ROUNDER PROJECT

TERMS & CONDITIONS

Document Title: Terms & Conditions

Organisation: All Rounder Project

Version: 1.0

Last Updated: June 2026

1. INTRODUCTION

These Terms & Conditions govern the delivery of mentoring and intervention services provided by **All Rounder Project**.

By submitting a referral, commissioning services, or engaging with our provision, you agree to these terms.

2. SERVICE OVERVIEW

All Rounder Project delivers **trauma-informed mentoring and targeted intervention support** for young people aged 11–18.

Services include:

- One-to-one mentoring
- Group mentoring
- Behaviour and engagement support
- Early intervention programmes
- High-risk intervention support
- School and community-based mentoring

Services are delivered in education, care, residential, and community settings.

3. REFERRALS AND ACCEPTANCE

- All referrals must include accurate and relevant information.
 - Acceptance of referrals is subject to suitability, capacity, and risk assessment.
 - We reserve the right to decline or withdraw from any case.
 - No support begins until confirmation is provided in writing.
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4. SAFEGUARDING

Safeguarding is our highest priority.

We ensure:

- Enhanced DBS-checked staff
- Regular safeguarding training
- Compliance with statutory guidance
- Multi-agency collaboration
- Clear reporting procedures

Where there is a risk of harm, we may share information with relevant safeguarding authorities without consent, in line with legal obligations.

5. CONFIDENTIALITY & INFORMATION SHARING

We maintain strict confidentiality at all times.

Information may be shared only where necessary with:

- Schools and referring professionals
- Local authorities and safeguarding partners
- Statutory services where risk is identified

All information sharing is lawful, necessary, and proportionate.

6. ROLE AND RESPONSIBILITIES

All Rounder Project:

- Deliver consistent mentoring support
- Maintain safeguarding standards
- Provide progress updates where appropriate

Referring Agencies / Partners:

- Provide accurate referral information
 - Share relevant risk updates
 - Support engagement where appropriate
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7. LIMITATIONS OF SERVICE

All Rounder Project provides **non-clinical mentoring support only**.

We do not:

- Provide medical or psychological diagnosis
- Replace statutory services
- Act as an emergency response service

In emergencies, appropriate statutory services must be contacted immediately.

8. SESSION DELIVERY

- Sessions are delivered in agreed locations (schools, homes, community).
 - Consistent attendance is required for effective outcomes.
 - Missed sessions may be rearranged subject to availability.
 - Repeated non-engagement may result in review or closure.
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9. SAFETY AND CONDUCT

We reserve the right to suspend or terminate support if:

- Staff safety is at risk
- The environment is unsafe
- Behaviour presents significant risk

All incidents will be recorded and escalated where appropriate.

10. DATA PROTECTION

We comply with:

- UK GDPR
- Data Protection Act 2018

Data is:

- Stored securely
 - Accessed only by authorised staff
 - Used solely for service delivery and safeguarding purposes
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11. FEES AND COMMISSIONING

Where applicable:

- Fees are agreed in advance via service agreement
 - Payment terms are confirmed in writing
 - Non-payment may result in suspension of services
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12. CANCELLATION & WITHDRAWAL

We may pause or withdraw services if:

- Safeguarding concerns arise
- Terms are breached
- Service delivery becomes unsafe

Where possible, a safe transition plan will be supported.

13. LIABILITY

While we aim to achieve positive outcomes, we cannot guarantee specific results.

We are not liable for:

- External decisions by third parties
 - Indirect or consequential losses
 - Outcomes outside our control
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14. COMPLAINTS

Complaints should be submitted to:
info@allrounderproject.co.uk

All complaints will be acknowledged and investigated fairly and promptly.

15. CONTACT

All Rounder Project
Email: info@allrounderproject.co.uk

Phone: 07379449152

Website: www.allrounderproject.co.uk
