



Tel: 07359 068 827
Email: info@strmsupport.co.uk
Website: www.strmsupport.co.uk
Address: Ground Floor
320D High Road, Benfleet,
Essex, SS7 5HB

Disability Benefit Support Appointment Service Agreement

Disability Benefit Support Service for families with Specific Educational Needs and Disabilities (SEND 0-25)

Client: Service user - you, the member

Contractor: SEND the Right Message (STRM) Charity Number 1193572

Background:

- The service user (client) believes that the staff member of STRM Charity has the experience and abilities to provide services to the client.
- STRM agrees to provide such services to the client on the terms and conditions set out in this agreement.

Services provided:

The service user at this moment agrees that STRM Charity can provide the service user with the following guidance and services:

1. Assistance completing disability benefit forms (DLA – Child 0-15yrs, PIP – Child/Young Adult 16-25yrs or Blue Badge)
2. Support with mandatory reconsiderations.
3. Signposting* on a variety of disability-related subjects, all of which will be included in your take away information pack.

**Signposting is an impartial service that will help you identify your options and narrow down your choices but will not tell you what to do, the decision is yours.*

This agreement may be terminated at any time by mutual agreement of either party.

Code of conduct for clients:

At STRM, we have a zero-tolerance policy towards comments that are discriminatory or offensive towards individuals or groups based on their age, gender, race, nationality, ethnic or national origin, religion or belief, marriage or civil partnerships, political opinion, pregnancy, or maternity. The use of inappropriate language or anti-social behaviour is not acceptable. We highly value our staff and volunteers and will not tolerate any behaviour that is violent, threatening, or abusive towards them. Every team member has the right to be treated with respect, dignity, and consideration. In the event of abusive or threatening behaviour towards our staff, the client will be asked to leave, and their appointment will be cancelled with their fee being non-refundable.

Payment:

Disability Benefit Appointment tickets are £5 and are non-refundable to all parent carers with a child or young person with Specific Educational Needs & Disabilities (0-25) with a postcode in the Southend, Castle Point & Rochford districts. This is to cover the costs and admin fees incurred by our charity for each appointment. Unfortunately, we have had people who did not



STRM SUPPORT

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show up or cancelled at the last minute, resulting in unfulfilled appointments. STRM Charity understands the difficulties parents of neurodivergent children may face when unexpected illnesses or emergencies arise. Should this be the case, it is down to the discretion of the STRM team to reschedule your appointment. If you repeatedly cancel under 24 hours' notice, the onus will be on you to pay for another appointment at a later date.

Location:

Appointments are available in person at STRM Head Office, Ground Floor, 320D High Road, Benfleet, Essex, SS7 5HB or online via Microsoft Teams.

Cancellations:

If you cannot attend your appointment, please email info@strmsupport.co.uk

Confidentiality:

Confidential information refers to the data or information relating to the client, whether business or personal, which would reasonably be private or proprietary to the client and that is not generally known and where the release of that confidential information could reasonably be expected to cause harm to the client.

STRM Charity agrees that they will not disclose, divulge, reveal, report or use, for any purpose, any confidential information obtained during the appointment except as authorised by the service user, as required by law, or for a fraudulent claim.

Please refer to our GDPR policy on our website www.strmsupport.co.uk/policies/

Benefit fraud:

STRM is required by law to report any service user considered to be claiming benefit fraudulently or intentionally claiming benefits you are not entitled to.

For example:

- not reporting a change in your circumstances
- providing false information (such as child's address, diagnosis, needs etc)

We will report any service user suspected of committing benefit fraud by providing false information or deceiving STRM.

[Report benefit fraud - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Benefit fraud - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Please note that we cannot schedule any additional or further appointments for you if this occurs.

Both parties agree to abide by the above-mentioned conditions by booking an appointment via the membership zone www.strmsupport.co.uk/membership-zone/