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**The Sensory Hive Ltd**

**Therapy Services:**

**Important Information**

**including Terms & Conditions**

**…**

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# **Assessment and Intervention Information**

Dr. A. Jean Ayres, an occupational therapist, psychologist, and neuroscientist, developed the theory and practice of sensory integration in the mid-1970s. She recognised that a child’s sensory system can greatly impact how they perceive and interact with the world around them, and developed specific sensory integration assessments and interventions based on her research findings over the course of her career.

The Sensory Hive OTs have varied and extensive experience across different clinical areas and disciplines. Some are sensory integration practitioners, whilst others are completing their post-graduate training in sensory integration. Those who are studying as SI practitioners are still able administer sensory assessments and intervention, but must have their reports checked by a qualified SI practitioner. All of our OTs are registered with the Health Care Professional Council (HCPC), and are members of the Royal College of Occupational Therapists (RCOT). They also receive regular clinical supervision with a clinician employed by Sensory Integration Education (SIE). Link: <https://www.sensoryintegrationeducation.com/>

# **What is an Ayres Sensory Integration® (ASI®) Assessment?**

We have a diverse client group who access our services in The Sensory Hive. Children, teenagers and adults who present with sensory differences can have their sensory needs assessed in various ways depending on their needs. Some may be able to complete a full Ayres Sensory Integration® assessment whilst others may need to be observed in an unstructured way, through play and interaction with the environment. This will be an Ayres Sensory Integration®-informed assessment. The type of assessment will be determined in the initial consultation with the caregiver.

The assessment usually takes place in our specialist ASI® Therapy Space which has been designed to meet the Ayres Sensory Integration® Fidelity Measure. The assessment also involves observations across different environments; therefore, some sessions will be conducted in other settings such as school, hospital, or home.

The OT will gather data and information through standardised assessment tools, clinical observations, and informal interviews with caregivers, teachers and other relevant professionals. This will help the OT capture the client’s sensory strengths and challenges. A report is then produced, along with goals for intervention, recommendations and strategies.

The whole process of assessment can take anything between 2 and 6\* weeks. (*\*Some of our OTs work one day per week in an associate role. This may inevitably affect the length of the assessment schedule).*

Ultimately, the assessment schedule is dependent on the length of time it takes for the OT to gather the assessment data they require to complete the clinical interpretation and report. Some clients may also need additional sessions depending on their presentation and level of need.

# **What is Intervention? (ASI® Therapy, ASI®-informed Therapy and OT)**

Following on from a sensory screening or assessment, clients can access one-to-one intervention sessions with an occupational therapist.

Goal-based outcomes (GAS goals) are used to appropriately target the interventions delivered in the therapy sessions. Goals are set at the start of therapy, and are reviewed during, and at the end of a block of therapy.

We offer ASI® Therapy, ASI®-informed Therapy and OT intervention sessions aim to improve a client’s functional skills. The sessions may focus on specialised sensory-based strategies, environmental modifications, use of equipment, accessing environments, and coping with the demands of these environments (e.g. the school curriculum, social events, self-care). The ultimate aim is to enable our clients to function as best they can in all aspects of their daily lives.

If a client chooses to have OT intervention after an assessment is completed, it is usually delivered in blocks of 6, 12, 18 or 24 sessions. If, however, less time is required to achieve a desired goal, the number of sessions can be adjusted.

A session is counted as one hour: 45 minutes face-to-face with the OT and the final 15 minutes for the OT to write up the clinical notes and review of goals. Occasionally, clients cannot tolerate 45 minutes, so the length will be adjusted depending on the client’s presentation, needs and tolerance levels.

# **Consent to Occupational Therapy Assessment and Treatment**

Before Occupational Therapy (OT) assessment or intervention can begin, The Sensory Hive requires written consent from either the client (if an adult with capacity) or a parent, carer, or legal representative (for children or individuals without capacity).

**What You Are Consenting To:**

* The OT assessment may involve observations, interviews, questionnaires, and standardised tools, delivered in clinic, home, school, or community settings.
* Intervention, if indicated, may include goal-focused sensory integration sessions, tailored to individual needs.
* Information shared with The Sensory Hive will be securely stored and used only for purposes of providing effective, safe care.
* Confidentiality will be maintained at all times, except where disclosure is legally required (e.g., safeguarding concerns).
* Reports may be shared with other professionals only with your consent, unless otherwise legally required.

**Your Rights:**

* You may withdraw consent at any time without affecting your right to access services (unless clinically unsafe to continue).
* You have the right to access your personal data and request corrections.
* Data is retained securely in line with UK GDPR and the Data Protection Act 2018.
* The right to be forgotten does not override the legal requirement to retain clinical records for a minimum of 7 years (or longer depending on age and capacity).

**Consent Options:**

* **Adults with Capacity**: May give direct consent for assessment and/or intervention.
* **Children or Adults without Capacity**: Consent must be provided by a parent, guardian, or legal representative with the appropriate authority (e.g., parental responsibility, power of attorney).

A full consent form will be provided and must be completed and signed prior to starting services.

# **Therapy Space Guidelines & Usage**

The Sensory Hive’s Therapy Space is a specialised environment designed for sensory regulation, therapeutic play, and movement-based occupational therapy. It also meets ASI® fidelity which means it can be used to offer ASI® therapy.

To ensure the safety of clients, proper use of equipment, and compliance with insurance requirements, all clients (or their legal representatives) must follow our guidelines and sign a **Usage Agreement & Liability Waiver** before accessing the space.

By signing, the client (or person with parental responsibility or power of attorney):

* Acknowledges risks associated with equipment use.
* Accepts responsibility if asked to supervise in absence of the therapist.
* Waives liability for injuries occurring through misuse or failure to follow instructions.
* Confirms an induction has been received and safety guidelines understood.

**Important:**

If also accessing the **Sensory Gym**, a **separate waiver** must be signed for each participant.

# **Payment Terms and Conditions for Parents, Carers and Charitable Organisations**

We understand that therapy can be a significant financial commitment. To support families, we offer a reduced rate for our therapy services to parents, carers, and charitable organisations.

# **Assessments**

We offer the following payment options for assessments:

1. **One full lump sum payment at the start of the assessment process;**

**OR**

1. **Pay for the assessment in instalments (see below). Payment must be made at least two days in advance of a session or session block. If payment is not made within this time frame, the assessment will cease, and the client may be discharged. Please contact us if you are struggling to pay your instalments and we will endeavour to assist in any way we can.**

**Payment schedules are as follows:**

1. **Ask an OT (OT OBSERVATION & ADVICE) - £150**

Full payment must be made at least 2 days in advance of the appointment or the client will be discharged.

*N.B. If a written summary is required, a further £100 will be invoiced and must be paid before the written summary is released.*

1. **Sensory Screening - £400**

Either the full lump sum or a deposit of £200 must be made at least 2 days in advance of the first appointment or the client will be discharged. The final payment of £200 must be paid before the written summary is released.

*N.B. If the observation takes place in an educational setting, an additional £100 will be charged to allow for teacher discussion, travel and mileage. This will be added to the final payment.*

1. **Ayres Sensory Integration® Assessment - £850**

Either the full lump sum or instalment one (deposit of £350) must be made at least 2 days in advance of the first appointment or the client will be discharged.

This assessment can be split across three (3) instalments:

1. Instalment one: £350 Deposit paid to secure the first appointment
2. Instalment two: £250 Paid midway through the assessment
3. Instalment three: £250 Paid before report is released

*N.B. Additional costs accrued for any extra assessment sessions will be charged in Instalment 3.*

1. **Complex Needs Ayres Sensory Integration®-informed Assessment - £850**

Same T&Cs as Ayres Sensory Integration Assessment® (number 3) above.

1. **EHCP Summary (Optional addition to an ASI® Assessment) - £150 add on**

If you require this additional service, please inform us before the assessment begins. In exceptional circumstances, we may be able to include it in the report after the assessment has started. However, once the assessment and report are completed and signed off, no further additions can be made.

# **OT / ASI® Intervention**

**Intervention sessions are charged at £90 per session.**

Intervention can be paid **per session** (£90) or paid in **blocks of sessions** (e.g. a block of 6 sessions would be £540).

If an intervention session is held in a setting other than that of The Sensory Hive, travel time and mileage will be added to the overall cost. (See Add-ons and Extras - Payment terms below for prices).

**Payment must be made at least two days in advance of a session or session block. If payment is not made within this time frame, the client will be discharged.**

# **Add-ons and Extras**

Services requested as ‘extras’ or ‘in addition’ to those set out above, will be charged as follows:

* Meetings e.g. MDT/CIN/Annual Review (including virtual meetings): **£90 per hour**
* Off-site visits: **£90 per hour**
* Additional appointments/sessions: **£90 per hour**

Travel time and mileage will also be added (if applicable), and are charged as follows:

* Travel time: **£60 per hour - calculated in increments of 15 minutes** (e.g. 15 minutes = £15)
* Mileage: **45 pence per mile.**

**ALL SERVICES MUST BE PAID FOR IN ACCORDANCE WITH THE TERMS AND CONDITIONS OUTLINED ABOVE AND ON THE ISSUED INVOICE.**

# **Payment Terms and Conditions for Schools, Educational Settings, Local Authorities and Other Agencies**

Outlined below are the fees associated with our therapy services for school and educational settings, local authorities and other agencies.

# **Assessments**

**Assessment costs are as follows:**

1. **Sensory Screening - £500**
2. **Ayres Sensory Integration® Assessment - £950**
3. **Complex Needs Ayres Sensory Integration®-informed Assessment - £950**
4. **EHCP Summary (Optional addition to an ASI® Assessment) - £150 add on**

If you require this additional service, please inform us before the assessment begins. In exceptional circumstances, we may be able to include it in the report after the assessment has started. However, once the assessment and report are completed and signed off, no further additions can be made.

**Payment must be made at least two days in advance of the first appointment. If payment is not made within this time frame, the assessment will cease, and the client will be discharged.**

# **OT / ASI® Intervention**

**Intervention sessions are charged at £100 per session.**

Intervention must be paid in **blocks of sessions** (e.g. a block of 6 sessions would be £600).

If an intervention session is held in a setting other than that of The Sensory Hive, travel time and mileage will be added to the overall cost. (See Add-ons and Extras - Payment terms below for prices).

**Payment must be made at least two days in advance of a session block. If payment is not made within this time frame, the client will be discharged.**

# **Add-ons and Extras**

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* Additional appointments/sessions: **£100 per hour**

Travel time and mileage will also be added (if applicable), and are charged as follows:

* Travel time: **£60 per hour - calculated in increments of 15 minutes** (e.g. 15 minutes = £15)
* Mileage: **45 pence per mile.**

**ALL SERVICES MUST BE PAID FOR IN ACCORDANCE WITH THE TERMS AND CONDITIONS OUTLINED ABOVE AND ON THE ISSUED INVOICE.**

# **Therapy Appointments, Attendance and Cancellation Policy**

Our goal is to provide high-quality healthcare to all our clients in a timely manner. No-shows, late arrivals, and cancellations not only impact our Occupational Therapists and administrative staff but also limit access for clients waiting for assessments or interventions.

### Appointment Scheduling

* Appointments are offered based on clinical priorities and availability. We will always try our best to meet the client’s preferences but cannot guarantee this for every appointment.
* All appointments are confirmed in writing via email, SMS, or printed confirmation card.
* Reminder notifications (e.g., SMS or email) are sent 24–48 hours prior to appointments, where possible.
* Any access needs (e.g., wheelchair access, portable hoist, interpreter, quiet space) should be discussed at the time of booking.

### Appointment Etiquette

* Clients are expected to attend all scheduled appointments **on time**.
* If a client arrives **more than 15 minutes late**, the session may be shortened or cancelled at the therapist or supervisor’s discretion.
* Persistent lateness will be monitored and may result in review of service suitability.
* For children, a parent/carer **must accompany** them unless a specific arrangement is in place (e.g. school-based therapy with consent).

### Cancelling an Appointment or Session

|  |  |
| --- | --- |
| **Notice Given** | **Outcome** |
| **More than 48 hours' notice** | Appointment can be rescheduled without penalty. |
| **24–48 hours’ notice** | Appointment may be rescheduled, but this will be recorded for monitoring attendance patterns. |
| **Less than 24 hours or Non-Attendance (No-show/Did Not Attend - DNA)** | Appointment/Session will be marked as either:   1. **Late Cancellation** OR 2. **No-Show (Did Not Attend - DNA)**   If self-funded, **this will result in a 50% charge of the session’s cost.**  If a session is funded by a third party, it will **still count as a session and be deducted from the total allocated amount**. The Sensory Hive will notify the commissioner, who will advise on any further action. |

* When you book an appointment, you are reserving dedicated time in an Occupational Therapist’s schedule that is no longer available to others. If you need to cancel, we kindly ask that you give us at least **48 hours’ notice**.
* If you are only able to give us **24-48 hours’ notice**, the appointment may be rescheduled, but this will be recorded for monitoring attendance patterns.
* Cancellations must be made by phone, voicemail, email or through the agreed communication method.
* To cancel, please call us on **0151 832 6915** or email **hello@thesensoryhive.co.uk** as soon as you are aware you cannot attend.

### Repeated Non-Attendance (No-Show) or Short Notice Cancellations

1. A **‘late’ cancellation** occurs when an appointment is cancelled less than 24 hours in advance.
2. A ‘**no-show’** is when a client does not attend (DNA) or misses an appointment without notifying us.

* In both cases, if the appointment is self-funded, **this will result in a 50% charge of the session’s cost.**
* Due to the nature of our services, including block booking of assessments or interventions, we are unable to fill these slots at short notice. This fee helps cover our costs and lost revenue.
* If a session is funded by a third party, it will **still count as a session and be deducted from the total allocated amount**. The Sensory Hive will notify the commissioner, who will advise on any further action.
* **Two or more no-shows** or **two late cancellations** in a rolling period of assessment or intervention may trigger a service review and potential discharge from services
* Reinstatement on our waiting list is at the discretion of the Directors.
* The Sensory Hive may pause or discharge the client from therapy if there is:
  + consistent non-engagement
  + lack of therapeutic progress due to poor attendance
  + risk to service delivery for others on the waiting list
* Before any discharge, an attendance review meeting or contact will be attempted with the client, and/or person with parental responsibility, and/or third-party commissioner (if applicable).

**Third Party Commissioning of Therapy Services**

* For third-party commissioned services (i.e. NHS/LA-funded), The Sensory Hive is obliged to report cancellations, no-shows, and disengagement.
* The third-party commissioner, and The Sensory Hive Directors and Therapists, will determine the appropriate next steps.

### Emergency Situations & Compassionate Exceptions

* We understand that emergencies or unexpected issues may occur.
* In cases of illness, bereavement or significant events, the cancellation will be recorded as **authorised**, and no penalty will apply.
* We encourage honest and early communication in such circumstances.

### Cancellations made by The Sensory Hive

* Occasionally, appointments may need to be cancelled due to staff illness, emergencies, or building-related issues.
* We will give as much notice as possible and always attempt to rebook at the earliest opportunity.
* In the event of therapist absence, sessions may be reallocated to another qualified team member where appropriate.

### Appeals & Reinstatement

* If a client is discharged due to non-attendance, they may request a review in writing (email or letter) within 14 days.
* The Senior OT or Service Lead will review the case and advise if a return to therapy is appropriate.
* Reinstatement may depend on space availability and adherence to this policy going forward.

### Communication & Support

* The Centre is committed **to inclusive and accessible communication.**
* Clients can be provided with support to understanding their schedule (e.g. easy-read versions, visuals, social-stories, carer liaison, SMS-only alerts).
* We encourage families and individuals to share barriers they face in attending so we can offer appropriate support or flexibility where possible.

# **Cancellation of Services**

Your service agreement with The Sensory Hive Ltd begins on the date you confirm and agree to your first Occupational Therapy (OT) appointment.

# **Client-Initiated Cancellation**

* You have the right to cancel your service agreement at any time, provided you give **14 days’ written notice**.
* You will be responsible for all costs incurred for services provided up to the date of cancellation.

# **14-Day Cooling-Off Period**

* You are entitled to cancel your agreement and receive a full refund of any deposit within a **14-day cooling-off period**, which starts from the day you confirm and agree to your first OT appointment.
* If you begin receiving services during this 14-day period, The Sensory Hive Ltd reserves the right to **retain a portion of the deposit** to cover reasonable costs incurred up to the cancellation date. This may include administrative fees and time allocated by your Occupational Therapist.
* After the cooling-off period ends, any cancellation will be subject to the standard 14-day notice period, and you will be liable for any services delivered up to the effective cancellation date.

# **Provider-Initiated Cancellation**

* The Sensory Hive Ltd reserves the right to cancel a service agreement at any time.
* If this occurs, you will be notified **in writing**, and any applicable refunds or final charges will be communicated clearly.

# **Other Policies and Procedures**

* We publish all of our relevant policies on our website: [www.thesensoryhive.co.uk](http://www.thesensoryhive.co.uk)
* However if you need access to a policy which is not available on our website, please contact us: [Hello@thesensoryhive.co.uk](mailto:Hello@thesensoryhive.co.uk) and we will be happy to share this with you.

# **Data Collection and Processing Notice for Therapy Services**

At The Sensory Hive Ltd, we are committed to protecting and respecting your privacy. This document explains how and why we process your personal data as part of our contractual service with you, in compliance with the General Data Protection Regulation (GDPR).

**1. Data Controller**

The Sensory Hive Ltd

Operating from The Sensory Hive, Weyman Avenue, L35 2YW, UK.

Registered at 287 Knowsley Lane, L36 8EL, UK.

**2. Data Protection Officer**

DPO is Paulette Roberts – paulette@thesensoryhive.co.uk

Protection Lead is Hayley Peden - hayley@thesensoryhive.co.uk

**3. Types of Personal Data Collected**

* Name
* Date of Birth
* Contact Information of client or parent/carers and other relevant professionals (phone number, email address)
* Address
* Who holds Parental Responsibility (PR) (if applicable)
* Relevant ID numbers (NHS, Broadcare, Virtual School No.)
* Medical Information (allergies, conditions, background)
* Educational Information (school, grade, level)
* Social Care status and Information (if applicable)
* Emergency Contact Information
* Other relevant personal data or reports as necessary (EHCP, medical reports, etc.)

**4. Purpose of Data Processing**

We collect and process personal data for the following purposes:

* Providing Services - To deliver OT sensory assessments and therapy services and support to our clients.
* Communication - To maintain effective communication with clients and parents/carers.
* Emergency Response - To ensure we can respond appropriately in case of emergencies.
* Measure Impact - To set goals and track and measure progress.
* Billing and Administration - To manage billing, invoicing, and other administrative tasks.
* Legal Compliance - To comply with legal obligations and regulations.

**5. Legal Basis for Processing**

Our legal basis for processing personal data includes:

* Contractual Obligation - Processing is necessary for the performance of our contractual service with you.
* Legal Obligations - Processing is necessary for compliance with legal obligations.
* Legitimate Interests - Processing is necessary for the purposes of our legitimate interests, such as ensuring the safety and well-being of our clients.

**6. Data Storage and Retention**

Personal data will be securely stored and retained for as long as necessary to fulfil the purposes outlined above, or as required by law. Our Data Retention and Destruction Policy can be found on our website: [www.thesensoryhive.co.uk](http://www.thesensoryhive.co.uk)

**7. Data Sharing**

We may share personal data with third parties in the following circumstances:

* With medical professionals in case of an emergency.
* With those who have parental responsibility, including social workers and local authorities.
* With those who have commissioned the assessment and/or intervention package.
* With educational institutions for the purposes of carrying out specific recommendations and programmes of support.
* With service providers who assist us in delivering our services (e.g., Write-Upp clinical software).
* With legal authorities if required by law.

**8. Data Subject Rights**

You have the following rights regarding your personal data:

* Right of Access - You can request access to your personal data.
* Right of Rectification - You can request correction of inaccurate or incomplete data.
* Right to Erasure - You can request deletion of your personal data (right to be forgotten).
* Right to Restriction - You can request restriction of processing your personal data.
* Right to Data Portability - You can request transfer of your personal data to another service provider.
* Right to Object - You can object to the processing of your personal data.

To exercise these rights, please contact either:

Data Protection Officer - Paulette Roberts [paulette@thesensoryhive.co.uk](mailto:paulette@thesensoryhive.co.uk)

Data Protection Lead - Hayley Peden [hayley@thesensoryhive.co.uk](mailto:hayley@thesensoryhive.co.uk)

**9. Contact Information**

If you have any questions or concerns about how we process your personal data, please contact:

The Sensory Hive Ltd

Weyman Avenue

Liverpool

L35 2YW

[hello@thesensoryhive.co.uk](mailto:hello@thesensoryhive.co.uk)

Or

Hayley Peden (Director) - [Hayley@thesensoryhive.co.uk](mailto:Hayley@thesensoryhive.co.uk)

**10. Changes to This Document**

We may update this document from time to time to reflect changes in our practices or legal requirements. The latest version will always be available on our website.

**By using our services, you acknowledge that you have read and understood this document and agree to the processing of personal data by The Sensory Hive Ltd as described.**

# **Children’s Privacy Notice - Protecting Your Data**

**What is a privacy notice?**

A privacy notice helps you understand how we use information about you, like your name, address, date of birth and all the notes we have recorded whenever you come to see us. It also tells you how we make sure your information is kept safe

**Why do we need one?**

The United Kingdom General Data Protection Regulation (UK-GDPR) and the Data Protection Act 2018 are active laws that make sure that your information is looked after. Everybody must follow these laws including The Sensory Hive. We must make sure that your information is kept safe.

**What is UK-GDPR?**

UK-GDPR is a document that helps The Sensory Hive keep information about you secure. This law makes sure that all staff at the centre follow the rules and keep your information safe.

**What we do?**

We are here to provide a service to you. In order to do this, the centre keeps information about you such as your name, address, your birthday, telephone numbers, the reason you are coming to see us, the name of the person who will generally bring you to your appointments/sessions and the reason that you are coming to see us, any information you or your family gives us and any other information to enable us to care for you.

**Why do we collect information?**

Our main purpose at **The Sensory Hive i**s to deliver quality care to adults and children. We collect the information we need to care for you in the best way.  We ask for your address so that we know where we can contact you, we ask for your date of birth as your age may be important to your care and each time you come to see us we will write down things that you tell us, things that we tell you and advice/information we give you so that way we can look back at what we have done for you to make sure we are treating you in the best way.

**What do we do with it and how do we keep it safe?**

We keep the information we collect electronically and on paper. All of this information together is in your file and anyone involved in caring for you at the Centre can see what has been collected. This way we can all make the right decisions about your care with all of the information you have given us.

Everyone working in our Centre understands that they need to keep your information safe; this is called keeping your information confidential or protecting your privacy. Staff are only allowed to look at your information if they are involved in your care or to help us run our Centre and they understand that they must keep any information safe, especially the information that identifies you. This might be your name or address and anything you come to see us about. We are not allowed to give any of this type of information to anyone who shouldn’t see it. This includes talking to them about it.

**Who do we share it with?**

We may share the information we record about you with others involved in your care.  We may share information with school (eg. SENDCo), your social worker (if you have one), or the people who have asked us to assess you. We might need to share this information with medical teams, such as your GP or hospital.

Your parents/carers should get a copy of any letters we send about your care. Some of you may decide that you do not want information being shared with your parents/carers, we would advise you to speak to a member of our team if you have any questions about this.

If you have a social worker, we will share it with them too. That way they are kept up to date on what we are doing for you.

We may have to share information with the police, the courts and other organisations and people who may have a legal right to see your information.

If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people outside of the centre - even if you don’t want us to. This is part of our job to keep you and others safe.

Sometimes we might be asked to take part in research that might help you in the future. We will always ask you or your parent(s) or adult with parental responsibility if we can share your information if this happens.

**Don’t want to share?**

All our clients, no matter what their age, can say that they do not want to share their information. If you have any concerns about this please speak to a member of the team

**How long do we keep your information for?**

We will keep a copy of your information for as long as you are registered with us. We will ensure that a copy of any information we hold about you is passed on so you can continue with your care. We have to follow the Records Management Code of practice 2021 which is a document that tells them how long they have to keep records for. Once the records have been kept for the time needed, they will be safely deleted/destroyed.

**What are your rights over your personal data?**

You have the following rights over your data we hold:

* You or your parent/carer (if they have parental responsibility or you have agreed) can ask for a copy of any data the centre holds about you. We will need to know what you/they want to see - it may just be part of your record, or a report. We will check they are who they say they are to make sure we are not sharing your information with anyone who shouldn’t see it.
* You or your parent/carer (if they have parental responsibility or you have agreed)  can ask us to fix your record if they notice something is incorrect, out of date or if information is missing.
* If we have asked for your permission to share your information for example for medical research and you or your parent/carer said yes, if you then decide you don’t want to share anymore you can withdraw your consent.
* If you think there are any errors in the information, we hold about you then you can ask us to correct it but the law says we can’t remove any of the information we hold about you even if you ask us to. This is because we need this information to take care of you.
* If you would like to talk to us about not sharing your information, even if this means you don’t want us to share your information with your parent(s) or adults with parental responsibility, please let us know. We will be happy to help.

To ask for a copy of the information we have about you or to let us know if your information isn’t right, please speak with a member of our staff.

**What if I have a question?**

A member of our staff/receptionist will be happy to talk to you about any questions you may have and we will do our best to help you.

The Sensory Hive has a person called a Data Protection Officer (DPO) who deals with all queries about patient information. One of our team may put you in touch with this person who will listen to your concerns and give you the advice you need.

Our DPO is Paulette Roberts and can be contacted at [paulette@thesensoryhive.co.uk](mailto:paulette@thesensoryhive.co.uk)

Or you can contact our Data Protection Lead , Hayley Peden at [hayley@thesensoryhive.co.uk](mailto:hayley@thesensoryhive.co.uk)

**What if I have a complaint about how you look after my information?**

We will always do our best to look after your information and to answer questions you might have. You can call the centre or discuss on a visit (0151 832 6915).

Alternatively, you can contact us using the following information:-

Email us at: hello@thesensoryhive.co.uk

Write to us at: The Sensory Hive, Weyman Avenue, Whiston, Liverpool, L35 2YW

If you are still not happy with something we have done with your information you can speak to our DPO. If our DPO has not been able to help you or if you prefer not to speak to our DPO then you have a right to pass your complaint to an organisation called the Information Commissioner’s Office (ICO) who will look into what has gone wrong. You can contact them by calling 0303 123 1133 or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

# **The Sensory Hive Therapies – Frequently Asked Questions (FAQ)**

**1. What services do you offer?**

We provide a range of Occupational Therapy (OT) and Sensory Integration (SI) services, including:

**Assessments**

* **Ask an OT** – One-off observation & advice session
* **Sensory Screening** – Informal assessment and recommendations
* **Ayres Sensory Integration® (ASI®) Assessment** – Full standardised SI assessment
* **Complex Needs ASI®-informed Assessment** – Adapted assessments for additional needs
* **EHCP Summary** – Optional add-on

**Therapy / Intervention**

* **ASI® Therapy** – Delivered only in our specialist therapy space (meets ASI® Fidelity Measure)
* **ASI®-informed Therapy** – Sensory-based support in school, home, or community
* **Occupational Therapy (OT)** – Functional skills, coping strategies, and goal-based support

**2. What do your services cost?**

Fees vary depending on service type and who is commissioning it:

**Parents/Carers:**

* Ask an OT: £150
* Sensory Screening: £400
* ASI® Assessment: £850 (instalments available)
* OT / ASI® Intervention: £90 per session

**Schools / Agencies:**

* Sensory Screening: £500
* ASI® Assessment: £950
* EHCP Summary: £150 (add-on to an assessment)
* OT / ASI® Intervention: £100 per session

**Additional costs**: EHCP summaries, travel time (£60/hr) & mileage (45p/mile), meetings (£90–£100/hr).

**3. Can I pay in instalments?**

Yes, we offer instalment plans for assessments. All sessions must be **paid at least two days in advance**, or they may be cancelled and the client discharged.

**4. How long does an assessment take?**

Assessments typically take **2–6 weeks**, depending on complexity and therapist availability.  
They may involve clinic-based sessions, off-site observations, and interviews with caregivers, teachers, or other professionals.

**5. What if I need to cancel or miss a session?**

* **48+ hours’ notice** – No penalty
* **24–48 hours’ notice** – Can reschedule (recorded for attendance monitoring)
* **Less than 24 hours or no-show** – 50% charge (self-funded) or session deducted (third-party funded)

Repeat short-notice cancellations or no-shows may result in a service review.

**6. What happens if The Sensory Hive cancels a session?**

We’ll give as much notice as possible and rebook promptly. With your consent, another qualified OT may deliver your session.

**7. Do I need to give consent for an assessment and/or therapy?**

Yes – written consent is required before starting.

* **Adults with capacity** can consent directly.
* **Children/adults without capacity** require consent from a parent, guardian, or legal representative.

You can withdraw consent at any time, and your personal data will be processed in line with UK GDPR.

**8. What happens to my personal data?**

We:

* **Store it securely**
* **Use it only for your care**
* **Share it only with consent**, unless legally required (e.g., safeguarding)

You have the right to access, correct, or restrict your data. We keep clinical records for at least 7 years (or longer for children).

**9. Can therapy be provided at school or in the community?**

Yes – depending on therapy type:

* **ASI® Therapy** – Only in our specialist therapy space (meets ASI® Fidelity)
* **ASI®-informed Therapy / OT** – Can be delivered in school, home, or community

Travel and mileage charges may apply.

**10. What are the therapy space rules?**

Our therapy space is a specialist sensory environment. Before using it, you must sign our **Usage Agreement & Liability Waiver**. Key rules:

* Children must be supervised at all times
* Follow equipment safety instructions (e.g., crash mats under swings)
* No access to restricted areas
* Misuse of equipment may result in charges

**11. How do I contact you?**

📧 **Email:** hello@thesensoryhive.co.uk  
📞 **Phone:** 0151 832 6915  
🌍 **Website:** [www.thesensoryhive.co.uk](http://www.thesensoryhive.co.uk)