

Thrive Service Agreement 2025-26

Thrive at The Mix Stowmarket is our alternative education provision which enables young people from local secondary schools to receive the support they need in a different learning environment. Our team of qualified educators, youth workers and volunteers support young people through employability progression, vocational, practical and academic learning so they develop positive thinking and character, build resilience and perseverance, and pursue excellence.

By booking places at Thrive at The Mix Stowmarket ('we', 'us', 'our'), you ('The School') are agreeing to the following:

Placement terms:

- Thrive places are open to students from Year 7 – 11 and are offered Monday – Friday.
- The Mix Stowmarket and The School will agree the number of places required in advance of the new academic year as to ensure we have enough staff/resource to accommodate requests.
- All places The School books are **for the full academic year** (September – July) based on Local Authority term dates.
- The School accepts that it is their responsibility to fill places they have booked.
- The School accepts it is their responsibility to arrange termly Quality Assurance visits at The Mix Stowmarket. We will accommodate these visits as best we can to suit the availability of staff and the nature of the sessions being held.
- We recognise that sometimes, for various reasons, a student can no longer attend Thrive. If this happens, The School will retain the booked place and is encouraged to send another student to fill the place (pending the completion of a satisfactory referral process).

Payment terms:

- Thrive places are costed at a daily rate which differs depending on the day. Please speak to a member of staff for more information and exact costings for your place/s. Costs may be subject to increases but any changes will be communicated with The School well in advance.
- The Mix Stowmarket cannot refund (or not charge for) sessions that students do not attend. This means, **full payment for places is still required from The School whether you fill a place or not.**
- The Mix Stowmarket will invoice The School once a term, and The School agrees to make timely payments in alignment with the payment terms provided on the invoice.
- If for some reason The Mix Stowmarket needs to cancel Thrive sessions or days, The School will be informed as soon as possible and will not be charged for said sessions/days (or will be refunded – whichever is applicable).
- The School is not charged for the PD days that they adhere to. Please ensure The Mix Stowmarket is aware of your PD days in advance.

Safeguarding:

- The Mix Stowmarket is committed to upholding robust safeguarding practices and ensuring students are safe. Should a safeguarding concern arise at The Mix Stowmarket, this will be promptly passed onto the DSL/main contact at The School, and an internal record will be held on The Mix's internal system.
- The School agrees to lead and manage all safeguarding concerns proactively and promptly. The Mix Stowmarket will assist and support where possible/appropriate.

- The School agrees that should a student pose any concern, or undermines the wellbeing or safety of any other student, staff member, volunteer, or visitor to our building, we reserve the right to refuse them onto the premises and provision.

Communication and information sharing:

- The School agrees to seek parental/carers consent before starting the referral process of sending a student to Thrive at The Mix Stowmarket.
- The School agrees to promptly complete the referral process in collaboration with the students and their parents/carers.
- The School agrees to proactively update The Mix Stowmarket of any changes in relation to staff, students or parents/carers (e.g., change in contact details, medication, safeguarding or risk assessment updates etc.)
- The School agrees to **promptly respond to, and action** requests, emails, phone calls or other communication from The Mix Stowmarket.
- The Mix Stowmarket will communicate with The School regularly. This includes:
 - o Once in the morning (by 9.45am where possible) to confirm attendance or absence of the student/s. The School agrees to follow their normal attendance procedures.
 - o Once at the end of the day (by 4.30pm) to provide an end of day report/summary of the student's progress
 - o Any ad-hoc request, incident etc.
 - o Sending The School and the parents/carers end of term progress reports at the end of Autumn, Spring and Summer terms.
- The Mix Stowmarket keeps basic data for administrative purposes which is stored securely in accordance with GDPR.

Signed on behalf of The Mix Stowmarket:	
Name:	Caroline james
Signed:	<i>Chames</i>
Date:	19.05.25
Job title:	Youth Work Manager

Signed on behalf of The School:	
Name:	
Signed:	
Date:	
Job title:	
School name:	