



**Parent & Carer
Alliance C.I.C.**

Parent and Carer Alliance C.I.C.

Gloucestershire Clients Grant Funded Advice Service Agreement

1. Introduction

This agreement outlines the terms under which **Parent and Carer Alliance C.I.C.** (“the Alliance”) will provide short-term, grant-funded advocacy and support services to the Client named below. These services assist families of children with additional needs in Gloucestershire and are made possible through external grant funding and charitable donations.

The Alliance is not authorised to provide legal advice, and no guidance given should be interpreted as such.

2. Client and Child Details

Client Full Name: _____

Client Address: _____

Postcode: _____

Child’s Full Name: _____

Child’s Date of Birth: _____

3. Purpose and Scope of Support

Support will focus on the issue outlined in your referral form and may include:

- Communication with professionals via phone or email
- Interpreting letters, reports, and assessments
- Supporting complaints or challenging decisions (non-legal)
- Preparing for and attending meetings (virtual or in person)
- Debriefing and summarising outcomes
- Preparing reports or professional summaries (where necessary)

Support is offered on a time-limited basis and prioritised according to complexity, need, and available resources.

4. Funded Hours Allocation

Each client is allocated up to **5 hours of grant-funded support** (valued at £272.50). These hours may be reduced or extended based on case complexity and available funding. They cover:

- Communication
- Documentation review and preparation
- Travel (if applicable)
- Meeting attendance
- Note writing or reporting

You will be notified when your funded hours are nearing completion. Further support can be provided on a self-funded basis if desired.

5. Cancellation and Ceasing Support

5.1 Notice Requirements

You must provide at least **24 hours' notice** for cancelling any meeting (phone, online, or in person), including where the Alliance attends a third-party meeting with or for you.

Cancellations should be made by contacting your Advocate or via

admin@parentandcareralliance.org.uk.

5.2 Grant Funded Clients

Where proper notice is not provided:

- The time scheduled, including travel and preparation, may be **deducted from your funded hours**
- Repeated short-notice cancellations may lead to service withdrawal

5.3 Self Funded Clients

When continuing with self-funded support:

- Cancellations with less than 24 hours' notice will incur a **£25 fee**
- Missed sessions with no notice will be **charged in full**

5.4 Ending Support

You can request support to end at any time. All completed work will:

- Be logged against your funded allocation, or
- Be invoiced if self-funded

Unused self-funded hours may be refunded (minus a **£15 processing fee**) or donated to support others.

5.5 Emergencies

In the event of an unforeseen emergency, please notify us as soon as possible. We will assess such cases with compassion and flexibility.

6. Client Responsibilities

The Client agrees to:

- Inform the Alliance of any communication needs, disabilities, or risks
- Provide documents and meeting times in good time
- Ensure home visit environments are safe (e.g. pets restrained, hazard-free, smoke-free)
- Notify the Alliance if any household member displays infectious illness symptoms
- Ensure an appropriate adult is present when children/young people are involved
- Communicate clearly and stay focused on the identified issue
- Treat staff with respect and professionalism at all times

Following Agreed Advice and Process

If the Client chooses not to follow the advice provided or takes substantial independent action that diverges from the agreed approach (e.g. contacting agencies or escalating concerns without prior discussion), the ability of the Advocate to manage the case may be affected. The Alliance reserves the right to withdraw support if the working relationship becomes unproductive or unsustainable.

Commitment to Equality and Non-Discrimination

Parent and Carer Alliance C.I.C. is committed to the *Equality Act 2010*. Discrimination, harassment, or victimisation on the basis of any protected characteristic will not be tolerated. Any such behaviour may lead to immediate withdrawal of services.

7. Feedback Requirement

Clients agree to complete feedback once funded hours conclude. This ensures continued service quality and access to future support.

www.parentandcareralliance.org.uk/feedback-form

8. Data Protection, Confidentiality, Safeguarding and Information Sharing

Parent and Carer Alliance C.I.C. complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Personal data is:

- Collected only for specified, lawful purposes
- Processed transparently and securely
- Retained only as long as necessary

After your support ends, we retain your referral, feedback, hours used, and a brief case summary. Other materials are removed unless you request continued retention.

Privacy Policy:

<https://www.parentandcareralliance.org.uk/data-protection-and-privacy-policy>

Consent to Share Personal Information

In accordance with UK GDPR Article 6(1)(a), you agree that the Alliance may share relevant personal information with external organisations (e.g. schools, health and social care professionals) where necessary to deliver support. This will be discussed with you beforehand, and you may withdraw consent at any time.

Safeguarding and Legal Responsibilities

The Alliance follows the Children Act 1989 and 2004, Care Act 2014, and Working Together to Safeguard Children (2023). We have a statutory duty to report safeguarding concerns. If there is risk of harm, data may be shared under UK GDPR Articles 6(1)(c) and 6(1)(d) (legal obligation and vital interests) without your consent. All disclosures will be handled with professionalism and care.

Safeguarding Policy:

<https://www.parentandcareralliance.org.uk/safe-guarding-policy>

9. Self-Funded Support (Optional)

Clients who wish to continue support after funded hours agree to the following:

- Hourly rate: **£49.50**
- Prepaid in **5-hour blocks**
- **£25 administration fee** per block
- Travel time is deducted from paid hours
- Payment by bank transfer to:
 - **Sort Code:** 30-90-09
 - **Account Number:** 65328868
 - **Reference:** Invoice number + your surname

Any additional costs (e.g. written reports) must be agreed upon in advance.

10. Termination of Agreement

This agreement may be terminated if:

- Funded hours are fully used
- The Alliance's funding ends
- Either party gives reasonable notice
- The Client is in serious breach of the agreement
- The Advocate cannot continue due to illness or external circumstances

11. Exclusivity and Non-Compete Agreement

11.1 Sole Source of Support

You agree to work with the Alliance as your **exclusive advocacy provider** on this issue during the term of this agreement. If you plan to involve other organisations or advocates, please inform us so that we can coordinate appropriately.

11.2 Non-Compete Clause

You agree not to directly or indirectly engage, hire, or contract with any member of Alliance staff or associated contractors for any professional or personal service (paid or unpaid) outside of this agreement, either during support or within **12 months after support ends**.

This includes services such as private tutoring, informal advocacy, or paid advice. Breach of this clause may result in service withdrawal and legal action if appropriate.

12. Governing Law

This agreement is governed by the laws of **England and Wales**. Any disputes will be resolved under the exclusive jurisdiction of its courts.

13. Interpretation of Appendices

The Appendices (Annexes A–H) referenced in this agreement form an **integral part of the contract** and are intended to provide further clarification on key provisions outlined above. They offer additional details regarding:

- Scope of support
- Client expectations
- Behaviour and safety standards
- Fees and invoicing arrangements
- Safeguarding and data handling
- Communication and cancellation policies

By signing this agreement, the Client confirms that they have read and understood the appendices and that the terms contained within them shall be treated with the same legal effect as the main body of the agreement.

14. Declaration

By signing below, I confirm that I have read, understood, and agree to the terms and conditions outlined in this agreement, including the provisions set out in the associated Appendices (Annexes A–H). I acknowledge that this agreement is binding and that services will be delivered in accordance with these terms.

Agreement Signatures

Client Name(s): _____

Signature: _____

Date: _____

On behalf of Parent and Carer Alliance C.I.C.

Name: _____

Role: _____

Signature: _____

Date: _____