



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

**Parent and Carer Alliance C.I.C.  
Self-Funded Advice Service Agreement**

**1. Introduction**

This agreement outlines the terms under which **Parent and Carer Alliance C.I.C.** ("the Alliance") will provide self-funded advocacy and advice services to the Client named below. The Alliance supports families of children with additional needs through information-sharing, meeting support, and non-legal guidance.

All services are delivered by Advocates or Family Support Workers using the Alliance's systems and communication methods. No advice provided by the Alliance should be treated as legal advice.

**2. Client and Child Details**

**Client Full Name:** \_\_\_\_\_

**Client Address:** \_\_\_\_\_  
\_\_\_\_\_

**Postcode:** \_\_\_\_\_

**Child's Full Name:** \_\_\_\_\_

**Child's Date of Birth:** \_\_\_\_\_

**3. Engagement Terms**

The Client agrees to engage the Advocate/Family Support Worker through the Alliance's advice service, making all payments via Alliance financial systems. The worker agrees to deliver support via these systems from the

**Service Start Date** \_\_\_\_\_

until the

**Service End Date** \_\_\_\_\_, unless terminated earlier under Section 12.

Both parties acknowledge that they have been introduced via the Alliance and accept the Alliance's terms and conditions of service. Services will be provided with due care, skill, and attention.

#### 4. Scope of Support

Support may include:

- Communication with professionals (calls/emails)
- Interpreting and discussing reports or assessments
- Supporting complaints and advocacy requests (non-legal)
- Attending meetings (virtual or in-person)
- Providing debriefing, note-sharing, or summaries
- Written input or reports, as agreed

Support is limited to hours purchased by the Client and will not continue beyond this unless new hours are arranged in advance.

#### 5. Responsibilities of the Client

The Client agrees to:

- Provide advance notice of meeting dates
- Submit essential documents in a timely manner
- Inform the Alliance of communication difficulties or disabilities requiring reasonable adjustment
- Notify the Alliance of any risks associated with home visits (e.g. pets, illness, accessibility)
- Complete a consent form authorising service engagement
- Ensure an appropriate adult remains present during child-facing work
- Clearly agree with the Advocate what communication is essential before sending large quantities of documentation
- Acknowledge that **reading, writing, emails, phone calls, and preparation** all count toward the time purchased
- Provide honest and timely feedback via the form at:  
<https://www.parentandcareralliance.org.uk/feedback-form>

#### 6. Safety in the Home

To maintain staff safety during in-person visits, Clients must:

- Not use tobacco, alcohol, e-cigarettes, or illegal substances during the visit
- Ensure the room is free from trip hazards or obstructions
- Restrain and/or remove pets prior to or during the visit
- Inform the Alliance if pets are present in the household and confirm that visiting staff are comfortable with them or that agreed risk control measures are in place

## 7. Communication Standards

The Advocate will use their assigned **@parentandcareralliance.org.uk** email address for all official contact. This must not be used for non-Alliance activity.

To uphold safeguarding and professionalism, the Alliance reserves the right to monitor any communications through its email systems.

## 8. Confidentiality and Data Protection

The Advocate may have access to confidential information relating to the Client and their family. They will not disclose this to third parties without explicit consent unless legally obligated to do so, or where non-disclosure would result in harm.

Information will be handled in accordance with the UK GDPR and Data Protection Act 2018. The Alliance retains:

- Initial referral
- Hours used and case logs
- Service summary
- Feedback

Other data will be deleted in scheduled reviews unless otherwise requested.

### Privacy Policy:

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

### Safeguarding and Information Sharing:

We follow the Children Act 1989/2004, Care Act 2014, and Working Together to Safeguard Children (2023). Safeguarding concerns may require information to be shared under UK GDPR Articles 6(1)(c) (legal obligation) or 6(1)(d) (vital interests) without consent if there's a risk of harm. Read our full safeguarding policy at:

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

## 9. Fees and Refunds

- **Hourly Rate:** £49.50
- **Minimum Purchase:** 5-hour blocks
- **Admin Fee:** £25 per block
- **Travel Time:** Charged as part of purchased hours and may incur mileage
- **Invoices:** Must be paid **in full before any services are provided**
- **Reference:** All payments should include Invoice Number + Surname

Clients will be informed once all prepaid hours have been used. No additional work will be undertaken unless **new hours are agreed, invoiced, and paid for in advance**. This ensures transparent expectations and allows the service to be delivered efficiently and fairly for all clients.

Refunds for unused hours (if applicable) will be processed upon termination of services or the agreed end date, minus any time already used. Refund requests should be made in writing.

## 10. Cancellations and Emergencies

- **Notice Period:** 48 hours
- Cancellations made with less than 48 hours' notice will result in the **full fee being charged**
- In emergencies, please inform your worker or email the Alliance as soon as possible. Each case will be assessed on a case-by-case basis

If the Advocate is unable to provide the service due to illness, injury, or emergency, they will notify the Client at the earliest opportunity. If service cannot resume in a reasonable time, a refund will be issued for any unused hours.

## 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. Termination

This agreement may end under the following circumstances:

- a. The Services End Date is reached (unless extended by mutual agreement)
- b. Both the Client and Parent and Carer Alliance C.I.C. mutually agree to end the service
- c. Either party provides **reasonable written notice** to terminate the agreement
- d. **Immediate termination** may occur if either the Client, the Advocate/Family Support Worker, or Parent and Carer Alliance C.I.C. believes that the other party is in **breach of their obligations** under this agreement
- e. The Advocate/Family Support Worker may also immediately terminate the agreement if they are **unable to provide the service due to circumstances beyond their reasonable control**

## 13. Governing Law

This agreement and any dispute arising from it is governed by the laws of **England and Wales**, and both parties submit to its courts.

#### **14. 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:** \_\_\_\_\_