



Appendices (Annexes A–H) to Self-Funded and Grant Funded Service Agreements

The following appendices are intended to be read alongside the main Agreement and form an essential part of the contract. They provide detailed explanations, definitions, and clarifications to support full understanding of the terms and responsibilities outlined in the agreement. By signing the Agreement, the Client confirms they have read and accepted the contents of these appendices as contractually binding.

Annex A – Scope of Services Provided

Whether self-funded or grant-funded, the following services may be offered:

- Supporting communication between the client and external professionals through email or telephone
- Reading, summarising, or explaining letters, assessments, and reports
- Helping clients express their wishes and understand decision-making processes
- Supporting access to complaint procedures or formal challenges (non-legal)
- Preparing for and attending virtual or in-person meetings including:
 - EHCP planning and review meetings
 - Child protection conferences
 - School or healthcare planning
- Debriefing after meetings to clarify outcomes and next steps
- Taking/sharing notes at meetings (if requested)
- Producing reports or summaries that accurately reflect the client's views

All time spent engaging with or preparing for your case (calls, emails, reading documents, attending meetings, writing notes) is counted within your allocated or purchased hours.

Annex B – Client Expectations and Responsibilities

Clients agree to:

- **Communicate clearly** with the Advocate or Support Worker and focus on the original referral issue
- **Notify the Alliance of any communication needs or disabilities** that may require reasonable adjustments
- **Provide timely notice** of appointments or meetings, along with relevant documentation
- **Submit a form of authority** allowing the service to liaise with professionals and engage with the child or family

- **Ensure safety** during in-person visits:
 - No tobacco, e-cigarettes, alcohol, or illegal substances
 - Remove or restrain pets
 - Remove trip hazards
- **Always provide an appropriate adult** during any engagement with children or young people
- **Give feedback** at the end of your support period
- **Accept that time used for reading, writing, calling, or emailing** will be counted toward funded or paid hours

Failure to follow agreed advice or acting independently in a way that disrupts case management may result in the Alliance pausing or ending support.

Annex C – Safeguarding and Behaviour Standards

The Alliance is committed to child and adult safeguarding as per:

- Children Act 1989 & 2004
- Care Act 2014
- Working Together to Safeguard Children (2023)

We may disclose relevant information without consent where there is a legitimate safeguarding concern, under UK GDPR Articles 6(1)(c) and 6(1)(d).

Unacceptable behaviours include:

- Verbal or physical abuse
- Discriminatory language or threats
- Persistent or unreasonable demands
- Harassment (written, verbal, online)

These may result in immediate termination of support and referral to external authorities.

Annex D – Communication Protocol

- All communication will occur through official **@parentandcareralliance.org.uk** email addresses
- These may be monitored for safeguarding and quality control
- This email system must not be used for personal, unauthorised, or off-contract purposes
- Clients are asked to limit documentation to essentials as time is chargeable

Annex E – Fees and Payment (Self Funded Only)

- **Hourly Rate:** £49.50 (incl. VAT where applicable)
- **Minimum booking:** 5 hours
- **Admin Fee:** £25 per block
- **Travel:** Charged at 45p/mile where appropriate
- **Extra reports or outputs:** Costed individually with prior agreement

- **Invoices:** Must be paid in full in advance
- **Payment details:**
 - Sort Code: 30-90-09
 - Account No: 65328868
 - Ref: Invoice No + Client Surname

No work will be carried out until payment is received. Once prepaid hours are used, additional time must be agreed and funded in advance.

Annex F – Fees and Contribution (Grant Funded Only)

- Clients may receive **up to 5 hours** of support valued at £270 (or £343 in some cases), depending on complexity and availability
- No client contribution is required to access this, unless agreed
- A voluntary **donation of £50** is welcomed where the family is able to contribute
- Once funded hours are used, clients may choose to self-fund under the terms above
- Travel for in-person meetings may incur mileage charges at **45p/mile**
- Clients will be notified as funded hours approach completion

Annex G – Cancellations and Termination

Cancellation:

- **Notice required:** At least 48 hours
- Less than 48 hours' notice will result in the **full fee being charged** (Self Funded)
- Where missed appointments occur, preparation and travel may still be deducted (Grant Funded)

Termination:

This agreement may be ended if:

- Services have been completed
- Either party gives reasonable written notice
- Behaviour breaches the agreement
- Advocate cannot deliver services due to illness or external constraints

Annex H – Data Protection and Confidentiality

- The Alliance follows **UK GDPR** and the **Data Protection Act 2018**
- Only essential personal data is retained (e.g. referral form, hours used, feedback, case summary)
- All other documentation is deleted in a scheduled purge unless the Client requests continued retention
- You may withdraw consent for data sharing at any time

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

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