



WELCOME PACK

OUR TRIBE SERVICES:
RESPIRE CARE, SEN NANNIES, PA SERVICE

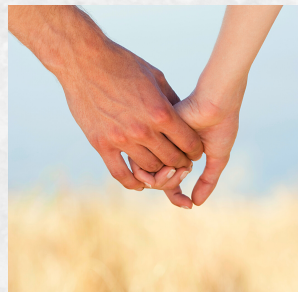


**"TOGETHER IS A WONDERFUL PLACE
TO BE ..."**

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IT TAKES A VILLAGE TO RAISE A CHILD ... JOIN OUR TRIBE!

Welcome to Our Tribe and thank you for considering us to assist with your SEN, respite or PA needs. I am passionate about inclusive and high quality care for all, and this is how Our Tribe started.

In 2017, I started providing childcare to families in Cheshire. In 2018 I expanded to employ nannies and babysitters who were all qualified professionals with DBS checks and first aid training. We recieved great feedback from parents and carers using our services and our success grew and grew.

Prior to starting this business, I had worked as a teacher and year on year had children coming into my class with speical educational needs. I made made it my mission, as their teacher, that they, like all the other children in my class, would be able to access a holistic curriculum and happy school life. I want to provide these same inclusive opportunities for children, teenagers and young people at home.

Here at Our Tribe we believe that every child and young person is a unique individual with their own story to tell. When matching your family with a nanny, PA or support worker we take this into careful consideration.

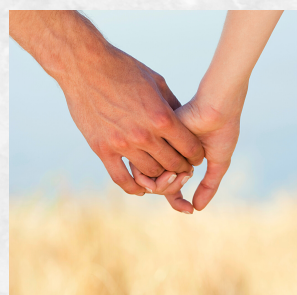
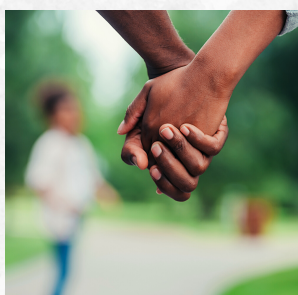
We can provide a range of services; from respite care for children and young people to give the parents and family some rest and recharge time, SEN nannies who can provide childcare whilst still having a full understanding of your child's needs or PA support for children and young people from birth to 30 years old.

We look forward to working with you and your family.

Warmest Wishes

Eleanor Brogan

Founder of Our Tribe



OUR VALUES

Respect

An environment where all adults and children are treated with mutual respect.

KINDNESS & HAPPINESS

Everyone shows kindness to one another to ensure everyone's happiness.

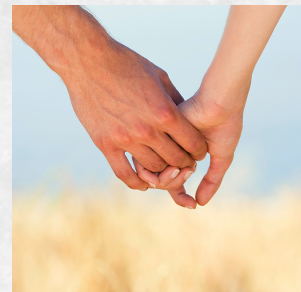
Individuality

Every child and young person is different and Our Tribe is committed to supporting that.

Each nanny and support worker is also an individual and we will endeavour to match your family to a suitable caregiver.

Communication

Communicating effectively between parents/carers and nanny/support worker. Ensuring the nanny and support worker can fully communicate with the child or young person in their care through verbal, physical or symbolic means.



OUR SERVICES

RESPIRE CARE

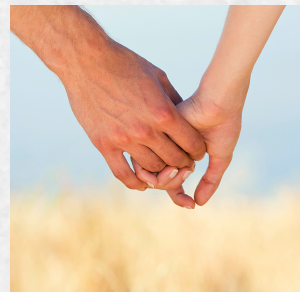
AGES 0 - 30

A service for families with children and young adults from birth to 30 years old. Caring for a young person with additional needs is so rewarding but, in order to be the best caregiver you can be, you need to take care of yourself too. Our support workers will come and look after the young person to give you the time and space you need whilst ensuring they have heaps of fun! This can be carried out in the family home, the carer will look after the young person, plan activities and take care of their needs. Or, they can go out for some fun together! We are also able to offer overnight stop overs where our carers will come and take care of a young person at home overnight,

SEN NANNIES

AGES 0 - 16

A childcare service for parents or carers who have children with special needs or complex medical needs. Our nannies are qualified, professionals with experience taking care of children. We also ensure that our SEN nannies have a special needs background meaning you can be safe in the knowledge that your little one will be taken care of by someone who has a full understanding of their individual needs. Our SEN nannies are able to provide full day care, half days, overnight, weekends & wraparound care. They will plan activities at home, take your little one to groups and trips out suitable to their age and stage and can prepare meals and take care of things at home.

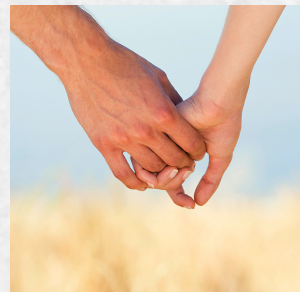


OUR SERVICES

PA SERVICE

AGES 10 - 30

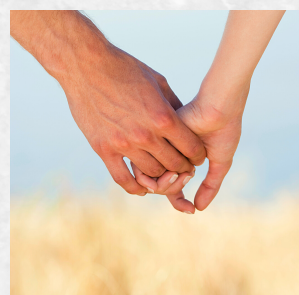
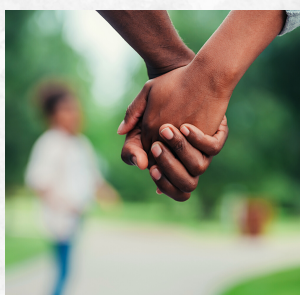
For the older members of the Our Tribe Community, our PA's are able to help. Our professional, personal assistants can help with just about anything! We are able to cater for young people who need to be taken to and from school, college or different appointments and services. You may need an adult to accompany a young person to groups or activities. We can help with young people wanting some independence away from parents, so our PA's can help with life skills at home, cooking, money management, acting as a chaperone on a trip out, assisting when going to the shop or a cafe, taking care of personal needs. Whatever they need a helping hand with, Our Tribe will be there!



STEP-BY-STEP PROCESS

From the moment you get in touch with us at here at Our Tribe, we have a simple step-by-step process to find the best match for your family.

1. Send over this Welcome Pack. We will ask you to get back in touch when you have read this to discuss your requirements and any questions.
2. Our consultation takes place over the phone or, in some cases, at your home. We will need to know about your area, the hours and days you require, your child or the young person and their needs. We will ask you or them to fill in a short form about themselves to ensure we find someone who is a perfect match.
3. We will add you to our waiting list and look for your support worker, nanny or PA. We have a bank of staff already on our books who have already been interviewed, DBS checked, reference checked and first aid trained, Hopefully one of these will be suitable. If not, we will then recruit for your role. This takes a little longer as we will need to advertise, make initial contact, schedule and hold interviews and shortlist.
4. We will send over the profile of anyone that we feel might be suitable.



STEP-BY-STEP PROCESS

5. You will have the opportunity to meet any potential support workers/nannies/PA's for a face to face chat, either at your home or at a local coffee shop.

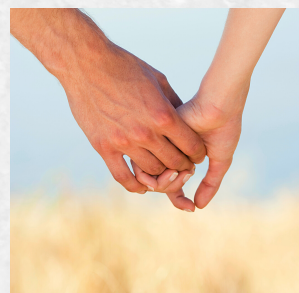
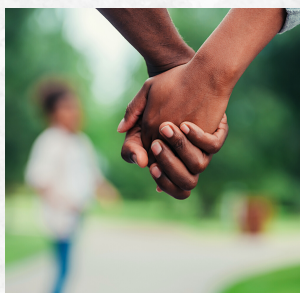
6. If you would like to proceed after the initial meeting, your support worker/nanny/PA can then come for a 2 hour trial at your home with your family.

7. If all parties are happy we would set a start date. Most families opt for a few transition sessions for the young person to gradually get used to their new nanny/carer.

8. The first 12 weeks are a probationary period. This is to ensure everyone settles into the new role. During this time only 1 weeks notice is needed from either party.

9. After the probationary period, management will call or meet with the family to review the initial 12 weeks of employment. We will then carry out an appraisal with your support worker/nanny/PA.

10. At this point you will move on to a permanent contract. 4 weeks notice is required from either side and our holiday policy is introduced.



ALL ABOUT EMPLOYMENT

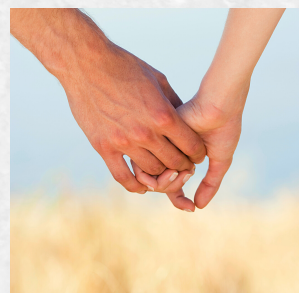
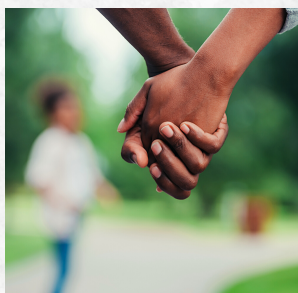
Here at Our Tribe, we are a direct employment agency. This means that we remain the employer, rather than yourselves as a family. As a result, we sort the payroll, payslips, tax & NI deductions, pension schemes, sick pay, holiday entitlement and maternity pay - should this occur.

Holidays

What happens when you or the nanny/carers wish to take holiday? Our staff have holiday entitlement; this is 29 days pro rata inc. bank holidays - the exact number of days will be calculated based on how many hours your nanny/carers is required to work. They are required to take 60% of their holiday at the same time as the family. For the other 40% we charge the holiday retainer fee. This is a smaller, non-profit fee that covers their wage. If the family take more holiday outside of the nanny/carers entitlement, meaning they can not work, we will endeavour to find your nanny/carers alternative work that week. If this is not possible we will charge the retainer fee for those days, or those days the carer was not required to work can be made up with yourselves elsewhere.

Fees & Bills

Fees are outlined later in this brochure. We send an invoice on a monthly basis, and hours are charged in advance. We invoice on the 1st of the month for any hours coming up that month with a 7 day payment policy. Your initial registration fee will not be charged until you have been through the whole recruitment process for your nanny/carers and are totally happy. This will be included in your first month's bill.



REGISTRATION

Your registration fee includes:

Recruitment of your nanny/carers
First aid training
DBS check
Initial interview and shortlisting
Face to face meeting with the family
2 hour trial with the family
Phone & email contact with management whenever needed

PERMANENT REGISTRATION: £200

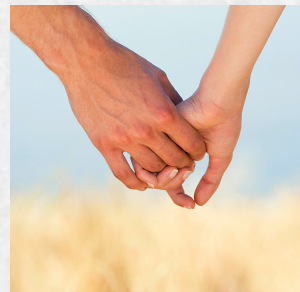
You require a support worker/nanny/PA on a permanent/long term basis .

AD-HOC REGISTRATION: £120

You only require care on a temporary/ad-hoc basis or as a very short term arrangement (less than 10 weeks).

SCHOOL HOLIDAY REGISTRATION: £85

You only wish to access our services throughout the holidays .



FEES

Our fees are charged at either an hourly rate for daytime care, or a night rate for overnight care. All nights are charged from 11pm - 7am, with the hourly rate in place for any hours either side of this.

Each month you will be invoiced for the number of hours and/or nights that month plus a monthly admin fee of **£15 per month**.

This is applicable for all services.

**SEN NANNY SERVICES:
£15 PER HOUR.**

**PA SUPPORT:
£17.50 PER HOUR.**

**RESPITE CARE
WEEKDAYS: £15 PER HOUR.
WEEKENDS: £18 PER HOUR.**

**'SLEEP IN' OVERNIGHT CARE 11PM - 7AM:
£85 PER NIGHT.**

The carer is required to stay overnight but the young person is not expected to need attention through the night, unless in an emergency. I.e - the parents are away so the carer is the primary care giver but the carer has their own room and is likely to be able sleep through the night.

**WAKING NIGHT CARE 11PM - 7AM:
£130 PER NIGHT.**

The carer is expected to work though the night. Either sleeping intermittently and waking to provide care or staying awake through the night.

