

Childcare Policy and procedure

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Created by:	Service Development Manager
Ratified by and date:	The CEO and the Management Team May 2019
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To be reviewed by:	The CEO and the Management Team

Founder: Helen Bamber OBE, DU (Essex)

Human Rights Advisory Group

Sir Geoffrey Bindman QC (hon) (Chair), Sir Nicolas Bratza,
Louise Christian, Ben Emmerson QC, Frances Webber

Managing Executives

Kerry Smith (Chief Executive Officer), Professor Cornelius Katona MD
FRCPsych (Medical Director), Gareth Holmes (Director of Fundraising and
Communications)

President: Emma Thompson

Board of Trustees

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Registered Charity No. 1149652 **Company No.** 08186281

Our clients have experienced extreme human cruelty and they experience multiple barriers to safe and healthy lives when they reach the United Kingdom. These can include: isolation, lack of language skills, lack of financial support and complex and cumbersome immigration process. In particular clients with children in the UK find it hard to access mainstream childcare provision and they may not have any family or community support to rely on. Cultural barriers may also prevent clients from leaving their children with people/carers they may not know well.

However, the Foundation's reception is a busy environment with limited space and facilities. Therefore, we are unable to provide any of the necessary crèche facilities for clients attending the Foundation for therapeutic appointments or Medico - Legal Report appointments. It is neither possible nor appropriate to deliver these services with a child present.

The Foundation also has no internal capacity to supervise any children whilst a client attends their appointment as we do not have the necessary resources.

Therefore please make sure that prior childcare arrangements are made before setting out to any appointments at the Foundation.

If you are unclear as to whether childcare provision is necessary please contact the Foundation in advance of the appointment.

The following procedure will be in place to ensure that both the referrer/instructing party and the client visiting the Foundation have arranged the required childcare arrangements:

- The Foundation will assess the client's childcare situation in the referral meeting and communicate the information to the Appointments Administrator, who is in charge of booking the Initial Assessments and Medical Care Assessments for the referred client.
- Prior to booking the above appointments, the Appointment Administrator will explore in more detail the client's childcare situation with the referrer/instructing party in order to establish and highlight the need for necessary childcare arrangements to be in place before the appointment is due.
- A letter confirming the date/time for the Initial Assessments and Medical Care Assessments, which is sent to both the referrer/instructing party and the client, will include a reference to the required childcare arrangements.
- For any assessment/appointment where childcare is necessary, we will call the client to reiterate that they must have child care arrangements in place before coming for an appointment.
- Any special childcare arrangements need to be agreed in writing by the instructing party and the Foundation and this will need to be communicated to the client by the referrer/instructing party once agreed with the Appointments Administrator.

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- In case of MLR only appointments, the need for childcare arrangements to be in place prior to an appointment is specified in the terms and conditions of the agreement.
- **If a client arrives for an appointment without adhering to the above agreed requirements, we will not be able to carry out the appointment and their travel will not be reimbursed.**

Following the above procedure should a client's childcare arrangements become an issue prior to any follow up therapy assessment/medical appointment taking place and if the client highlights this problem prior to the appointment booking, it will be the responsibility of the Foundation's staff member arranging the appointment with a client to communicate this concern to the Complex Cases Meeting (CCM) as soon as possible prior to appointment.

- CCM will consider each case on its own merit and determine whether any special childcare provision could be taken into account in line with the client's personal circumstances and any lack of suitable childcare support. This may include offering to pay the travel for a friend to accompany the client as long as adequate supervision is provided by the friend during the time of the appointment.
- CCM will endeavour to explore different ways of support to enable a client to attend the required appointment. For example, where a child is already under the remit of the social services we may advise the referrer to contact the child's Social Worker.
- CCM's decision will need to be signed off by the Foundation's CEO.
- The Foundation's Receptionist will be given notice about the decision (agreed arrangement) in order to respond accordingly on the phone/at appropriate time.
- The decision will be communicated to the client by the Foundation staff member arranging the appointment.
- **If a client does not follow this decision, and they visit the Foundation accompanied by their child without any suitable childcare support previously arranged and agreed with them, we will not be able to go ahead with their appointment and their travel expenses will not be reimbursed.**

This policy and procedure will be followed by all relevant staff at the Foundation.

The above information has also been communicated to all relevant parties on the Foundation's website.

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