



Department of
**Health, Social Services
and Public Safety**
www.dhsspsni.gov.uk

Being an **Approved Home Childcarer**



A guide for home childcarers

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1. What is a home childcarer

Choosing to work with children is one of the most important choices you will ever make. Working with children can be challenging but also rewarding and enjoyable and there are a wide range of career options in childcare to choose from. For more information on careers in childcare, refer to NI Direct or contact the Childcare Partnership within your local Health and Social Care (HSC) Trust. Further advice about qualifications and training in childcare can also be found in 'A Career in Childcare and Early Years in Northern Ireland' publication (see page 21 for contact details).

A 'Home Childcarer' is a form of approved childcare introduced by the Government to allow parents to have approved childcare in their own home and to claim tax credits against the cost.

Approved home childcare is likely to be particularly suitable for shift workers and parents who work outside the traditional Monday to Friday working hours and who may require childcare within their own home. In some cases, families who have children with disabilities may also prefer childcare in their own home.

Becoming an approved home childcarer is an important step. Home childcarers are professional childcarers, offering children safe, good quality care and providing them with play and learning opportunities that contribute to their development.

2. Who can become a home childcarer?

To become an approved home childcarer you must:

- be 18 or over;
- have a relevant childcare qualification or have attended an appropriate induction course;
- have first-aid training;
- agree to an enhanced criminal records check which will include a check of the barred lists held by any jurisdiction in the UK and a check of Social Services records.



3. Becoming a home childcarer

This guide takes you through the process of becoming an approved home childcarer.

If you are over 18, have first aid training, and have a relevant childcare qualification or have attended an appropriate induction course, the first step in becoming an approved home childcarer is to fill out the enclosed application form and return it to your local HSC Trust.

Your local HSC Trust will arrange for the necessary checks to be carried out and will then organise an interview to discuss your application.

If all the checks are clear and you meet the training requirements, the HSC Trust will issue you with an approval letter and you may begin work as a home childcarer.

Qualifications

Home childcarers must have a relevant childcare qualification **or** have completed induction training **before** applying to become an approved home childcarer. The Early Years Team in your local HSC Trust (see page 21 for contact details) will be able to give advice on which qualifications are relevant or details of appropriate induction training. Some HSC Trusts provide induction training for home childcarers. A list of relevant training is also available on the NI Direct (www.nidirect.gov.uk) and Family Support Website (www.familysupportni.gov.uk) and at your local HSC Trust.

The induction courses will provide basic training in core issues relevant to caring for children. Looking after children, however, is a skilled and demanding job and it is important that you promote your professional development through further training which will give you the skills and confidence to do it well. Knowing that you have received some training can reassure the parent(s) you work for that you have a responsible attitude to children, are committed to the work, and know about the needs and development of young children. Home childcarer approval covers basic requirements. However, some parents may decide that the home childcarer they employ needs to have a higher-level qualification, especially if their child has special needs. If you would like to find out more about obtaining qualifications and training, you could speak to the training and

3. Becoming a home childcarer

quality co-ordinator in your local childcare partnership (see page 25 for contact details).

As an approved home childcarer you must hold a current and valid first-aid certificate suitable for the care of children and babies. This means that you should have completed first-aid training, with a recognised training provider, within three years prior to application. The training must be repeated, and the certificate renewed, every three years.

The first-aid course needs to cover all the necessary aspects of dealing with emergencies including resuscitation, choking, shock and anaphylactic shock.

Approval Procedures

HSC Trusts undertake screening of people working in roles with children or vulnerable people. This includes an enhanced disclosure check which includes checks against the barred lists held by all jurisdictions across the UK. The barred lists are currently maintained by the Independent Safeguarding Authority under the Safeguarding Vulnerable Groups (NI) Order.* They are a list of people barred from working with children and a list of people barred from working with vulnerable adults. HSC Trusts will also check their own client record database to ensure that, as an individual, there is nothing in your background to suggest that you are unsuitable to work with children.

The check includes searches for any information relating to either you or the addresses you have supplied. It confirms your identity and also investigates your background, highlighting any past incidents that may have a bearing on your suitability to be employed as a childcarer.

In the enclosed application form you will be asked to provide details of your addresses for the past five years and permission for the HSC Trust to undertake the checks already described.

* The functions of the Independent Safeguarding Authority (ISA) will transfer to the new Disclosure and Barring Service (DBS) from December 2012.



3. Becoming a home childcarer

After the necessary checks have been carried out, your HSC Trust will invite you to a verification interview with an early years social worker. You will be asked to bring proof of your identity e.g.; (birth, marriage, divorce certificates and photographic ID), any qualification certificates and your first aid certificate.

The interview will be a good opportunity for you to ask any questions you have about becoming an approved home childcarer.

Once the HSC Trust is satisfied that you hold a relevant qualification or have undertaken appropriate training, have a first aid certificate and that there is nothing in your background to suggest you are unsuitable to care for children, you will be issued with an approval letter. This letter allows you to start work as an approved home childcarer and will enable the family you work for to claim tax credits to help with the cost of care, if they are eligible for this support.

If the HSC Trust does not consider you suitable to work with children, you will be informed in writing.

Approval is valid for one year and the onus will be on you, as the approved home childcarer, to renew your approval. You must therefore contact your local HSC Trust or your approval will expire.

Non-renewal will affect your employer's eligibility for financial help through the childcare element of the Working Tax Credits or employer-supported childcare.

4. Employment rights

Your employer, normally the parent or parents of the child / children you care for, is responsible for your tax and national insurance contributions.

Your employer must provide you with a P60 tax certificate after the end of each tax year (by 31 May) showing tax paid and national insurance contributions. They must also provide you with a P45 when you leave.

Your Contract

By law, your employer must provide you with a written statement of terms, or a contract, within the first eight weeks of employment.

The contract will clearly set out all aspects of the job and forms a legally binding agreement between you and your employer. A good contract would cover:

- names of employer and home childcarer;
- names and dates of birth of children to be cared for;
- place of work – and whether or not you will be expected to work anywhere else, for example, at the family's second home;
- duties expected of you;
- start date, hours of work and dates of any trial period;
- salary details, including gross annual wage, how many payments will be made and how frequently. The contract should also give details of whether your employer will be using a payroll company to pay you;
- date of salary review and appraisal;
- holiday leave allowances;
- overtime and time off in lieu (TOIL) arrangements. This includes babysitting, caring for other children (for example, relatives or friends of the family) and any expectations of overnight duties;
- sick leave entitlements, including what arrangements should be made if you are sick and unable to work, or if your employer is sick;
- responsibilities of you and the parent if the child is ill;
- any perks, for example, use of a mobile phone or the family car;
- pension arrangements, if any;
- details of what constitutes gross misconduct;
- use of the family car for childcare duties, or mileage allowance if using your car;
- for live-in home childcarers, details of accommodation;



4. Employment rights

- house rules, including use of the telephone and other household equipment (for example, home computer, stereo, washing machine);
- visiting arrangements for childcare colleagues, partners, friends and so on;
- payment of expenses, such as petrol, outings, snacks and materials for use in your work;
- confidentiality agreements;
- behaviour management arrangements, including a clear statement of what sanctions are acceptable;
- arrangements for administering children's medication;
- permission for outings, bathing children, applying sun screen, taking photographs and so on;
- whether any extra household duties are expected of you;
- the notice period required by you and the parents if either party wants to end the contract.

Your employer and you should each sign the contract and keep a copy of it in a safe place. If any changes are then made to the contract, your employer and you should again sign both copies and keep the updated versions safe. The most recent contract is the valid one and overrides any previous arrangements.

Time Off

You have an annual leave entitlement of at least 5.6 working weeks (which may include public/bank holidays). Annual leave is granted “pro-rata” – (so if you work for five days a week the leave entitlement is 28 days’ paid leave each year; if you work three days a week, the leave entitlement should be at least 16.8 days’ leave). You are also entitled to at least one day (24 continuous hours) off each week or two days off each fortnight. Working time should not exceed 48 hours per week, averaged over 17 weeks, unless the worker has voluntarily signed an opt-out agreement.

Sick Pay

As part of establishing the terms and conditions of employment, your employer should state how much sick pay you will be entitled to per year of employment.

4. Employment rights

If you pay national insurance contributions, your employer is obliged to pay Statutory Sick Pay (SSP) for absences from work because of ill-health for at least four consecutive days. This SSP will usually be paid in place of, or as part of, your usual pay. Your employer may be able to claim the SSP portion of this pay back from HM Revenue and Customs (formerly Inland Revenue).

You and your employer should agree a procedure for times when you are ill and unable to work, including back-up childcare arrangements.

Maternity Entitlements

If you become pregnant while employed, you are entitled to certain statutory benefits, including 26 weeks' maternity leave and reasonable time off for antenatal appointments. If you have been in the job for at least six months at the 15th week before your expected due date, you are entitled to maternity pay of 90 per cent of your full-time pay for the first six weeks of maternity leave and 20 weeks of Statutory Maternity Pay after this. You may not return to work until at least two weeks after the birth of your child.

Your employer can **claim back in full statutory maternity pay**.

It is illegal for an employer to dismiss a woman because she is pregnant and she is entitled to return to work on the same or similar terms as before the birth of her child. You should discuss with your employer possible arrangements in this situation.

Disability Discrimination Act 1995

Home childcarers are covered by this Act when looking for and accepting employment. It is the employer's responsibility to make sure he/she does not discriminate against an employee because of an impairment or medical condition. For more information, call the Disability Action on 028 90297880.



4. Employment rights

Pension Arrangements

It is unusual for a home childcarer to be offered a pension as part of the employment package. Currently employers with fewer than five employees are not required to make stakeholder pensions available to their employees.

Redundancy

To qualify for redundancy payments, a home childcarer must have been working for the same employer, with no breaks in employment, for at least two years. If your employer decides to change the nature of his/her childcare – for example, moving from using a full-time home childcarer to a part-time one – he/she is expected to offer you the position first. If you decide not to accept the offer of the new terms, you are entitled to redundancy pay, providing you have been continuously employed for 2 years or more. If, however, your employer offers you a suitable alternative job and you unreasonably refuse it, you may lose your right to statutory redundancy pay.

Depending on the clauses in your contract, you may also be entitled to redundancy pay if your employer and his/her family move to another part of the country and you are unable to go with them. You can find out more about redundancy on <http://www.nidirect.gov.uk/index/information-and-services/employment/redundancy-and-leaving-your-job/redundancy.htm>

Termination of Employment

Usually employers and employees each agree to give notice of one month before terminating a contract of employment. If you have agreed that you will work a trial period, the notice required may be reduced to one week on either side during this period. The information above is subject to statutory minimum notice periods. You can find out more about notice periods on <http://www.nidirect.gov.uk/redundancy-and-leaving-your-job>

In the contract, there should be a clear description of the dismissal procedure. For guidance on good practice and the minimum statutory requirements for disciplinary and dismissal procedures, including the appeal process, please refer to the LRA Code of Practice on Disciplinary

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and Grievance Procedures. Please visit www.nidirect.gov.uk for further information.

In the case of gross misconduct – examples of which should be clearly described in the contract – your employer may be able to ask you to leave immediately. (The LRA Code of Practice on Disciplinary and Grievance Procedures provides detailed guidance on the statutory requirements). Typical examples of gross misconduct would include harming or endangering a child, stealing from the family, or being under the influence of drugs or alcohol while working.

Unfair Dismissal

If you have been in post for 12 months or more, you are protected against unfair dismissal. If you feel your employment has been terminated unfairly, you are entitled to take your case to a third party such as an industrial tribunal. For more information on unfair dismissal refer to www.nidirect.gov.uk/unfair-dismissal

Out-of-hours Care

Your employer may need childcare outside your usual working hours, especially if you are an approved live-in home childcarer. When agreeing the contract, your employer and you should decide whether occasional extra care is paid for over and above the net wage and, if so, whether it is to be paid separately or in the usual wage packet. Either way, the payment should appear on the payslip.

Insurance

It is essential that you and your employer have adequate insurance cover for the work you will be doing.

You should have:

- Public liability insurance – to protect you against legal costs for any accident or injury that a child might suffer while in your care, and to cover the costs of any damage that a child in your care might cause to another person's property;



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- Motor insurance, with “business use” cover, if you will be using your own car for work purposes.

Your employer should have:

- Employer’s liability insurance – to protect your employer against legal costs for any accident or injury that you might suffer while working in your employer’s home. This is a legal requirement;
- Home contents insurance (with an “endorsement” to cover home childcarers working in the home) – so that if you accidentally break or damage any of your employer’s possessions, he/she can claim the cost of repairs or replacement. Ideally, your employer’s household contents insurance policy should also cover your personal belongings against damage and theft while in your home;
- Motor insurance, with you as a named “business use” driver, if you will be driving your employer’s car as part of your duties.

What your employer will need to pay for

Approved home childcarers are entitled to receive at least the minimum wage if they live in or out or are provided with separate accommodation. Workers aged 21 or over can expect at least £6.08 an hour (£6.19 from 1 October 2012); the rate for workers aged between 18 and 20 is £4.98 an hour. Your employer should always agree a gross (pre-tax) wage with you and will need to bear in mind any changes to the minimum wage, which the Government announces through budget proposals.

When deciding how much to pay, your employer will probably bear in mind your experience and training, the number of children to be looked after, the hours you will work and other duties, for example, housework.

Some live-in home childcarers receive “benefits-in-kind”, as part of their wages – for example, private accommodation or the use of a car.

4. Employment rights

Expenses

Your contract should set out the processes by which you can claim expenses incurred during work. You should keep all receipts and make a detailed claim at the end of an agreed period – usually weekly or monthly.

Tax and National Insurance Contributions

Your employer has a duty to pay your wages regularly and on time and to provide a payslip showing how much you have been paid and detailing any deductions made. All employers are responsible for paying tax and national insurance contributions for their employees.



5. Things to think about

Working Together

The parent(s) you work for should provide or make you aware of:

- your hours and duties;
- your job description;
- a written contract of employment;
- information about local parks, playgrounds, playgroups;
- contact numbers of the parents and a relation or other responsible adult who knows the family well;
- details, including telephone number, of the family doctor, or out of duty doctor's service;
- contact numbers for the child's school, nursery, playgroup;
- a regular time to talk with your employer;
- public liability insurance (you could contact NICMA for advice);
- a safe, clean home with plenty of equipment for fun activities;
- clear guidance on the child's health (including allergies and intolerances, medicines, diet and sleep preferences), behaviour management, special routines, favourite toys and games, etc;
- written permission to administer medication to their child and to seek medical advice when necessary;
- written permission for photographing children, routine outings, transporting in a vehicle, bathing, water-based activities, sun screen application, observations;
- clear guidance on what decisions you can make regarding the children's school or doctors;
- a tour of the house, including how to use household equipment such as the oven, door locks, and alarm system;
- guidelines on what to do in an emergency, for example: fire drill, where torches are in case of a power cut, and how to turn off the gas, water etc.

Managing Children's Behaviour

It is important to discuss with the parents what they think are acceptable and appropriate ways for you to manage the behaviour of the child. HSC Trusts advocate a no-smacking policy.

5. Things to think about

You should manage behaviour in a consistent way, which takes account of the children's age and development.

It is important to agree with parents how children's behaviour will be managed. Having a written policy about managing behaviour reduces the chances of misunderstandings.

It is a good idea to tell parents of any significant behaviour problems, to keep a record of any incidents which are judged to be significant, and to share that record with the parents.

The Children

The parents should share detailed information about the children's routines – sleeping and eating habits, school, any extra-curricular activities, bath time and bedtime.

Ask your employer about:

- the children's likes and dislikes;
- favourite toys, songs, games and activities;
- what they like and do not like to eat;
- any people that are important to them such as friends or grandparents;
- special words they use;
- any comforters;
- tips on how to respond when a child has a tantrum, or is tired or upset;
- whether a child has any additional needs or medical conditions and how these should be managed.

Day-to-day Communication

It is good practice, to keep a daily diary which could contain information about any activities the children have done during the day and details of how well they have eaten or slept. The diary could stay in one place with you and the parents both filling in any information you need to pass on. The diary can offer an important record of communication, reducing the risk of misunderstandings, and also providing a keepsake for the parents about how their children have developed.



5. Things to think about

Make sure you keep a record of any medication given and any accidents or incidents that have happened during the day. The parent should date and sign any such records.

Confidentiality

You should treat information about the family as confidential and respect the privacy of the family, unless doing so would be prejudicial to the safety and well being of the children. It is important to ensure a professional approach in all dealings relating to the family.

Child Protection

You should recognise that the protection of the child is your first priority. From your training, you will know how to recognise potential signs and symptoms of abuse and how to respond to allegations of abuse. If you suspect child abuse then you **must** inform your local police, as well as notifying your local HSC Trust (see the contacts on page 23).

If an allegation is made against you, you may be suspended and your employer will inform the local police as well as notifying their local HSC Trust. If the police or Social Services believe there are grounds for investigation, then the HSC Trust's Early Years Team will withdraw your approval as a home childcarer and **notify HM Revenue and Customs**. Should the investigation clear your name, you will be re-instated accordingly. If an allegation is made against you, it is your responsibility to inform your local Early Years Team of the names of those parents for whom you are working in order that their records are kept.

If approval is permanently withdrawn as a result of an incident which harmed a child, or placed a child at risk of harm, your employer and the police or HSC Trust will make a referral to the Independent Safeguarding Authority. This may result in you being included in the children's and/or adults' barred list.

Safety

You should undertake an initial written risk assessment, in consultation with the parents, and agree with the parents what can be done to

5. Things to think about

minimise any risks, including security of the premises. You could use the form on the following pages to complete the risk assessment.

Examples of risks include:

- banisters or railings that wobble, or with spaces where children could trap their heads or hands;
- blocked fire exits;
- cracked, broken or dirty toys and equipment;
- dangerous items (e.g.: alcohol, matches, medication, cigarettes, plastic bags) accessible to children;
- electrical sockets not covered;
- low level glass (in windows, doors and coffee tables) that is not safety glass;
- no stair gates (if caring for babies or toddlers);
- open fires and portable heaters with no fireguards;
- slippery rugs and loose carpets;
- radiators hot enough to burn a child;
- safety catches not fitted on windows;
- smoke alarms not fitted or not working;
- signs of infestation by vermin;
- toys and other items which do not meet current safety standards;
- trailing tablecloths, blind pulls, curtain cords that could cause someone to trip;
- dangerous items (e.g.: cleaning fluids, razor blades, matches, sharp knives, toiletries) accessible to children, electrical switches (should be pull-cords);
- slippery baths, shower trays and floors;
- unhygienic flannels, sponges, towels or nappy-changing arrangements;
- flexes trailing from kettles and irons;
- harnesses on highchairs broken or missing;
- nappies being disposed of in a kitchen bin;
- no fire blanket or fire extinguisher;
- pets allowed on tables and/or work surfaces;
- pets' food and/or litter trays accessible to children;
- unhygienic dish cloths, mops and tea towels;
- unhygienic food preparation or storage arrangements;
- animal mess;



5. Things to think about

- broken gates, walls and fences;
- climbing frames, slides or swings broken, not securely fixed to ground, or positioned on a hard surface;
- dangerous equipment (e.g.: tools, garden machinery, chemicals, fishing tackle) accessible to children;
- garden toys and furniture dirty or broken;
- loose paving stones, steps or manhole covers;
- points where children could escape from the garden;
- poisonous plants accessible to children;
- ponds, fountains, streams, pools, wells or water butts accessible to children;
- sheds, outbuildings, greenhouses, garages and cellars accessible to children;
- children's car seats broken, wrong size or not provided at all;
- inappropriate or invalid motor insurance;
- no child locks on rear doors;
- no MOT;
- firearms not properly locked away.

Sample Risk Assessment

Risk	Action	Actioned By	When	Completed



Sample Risk Assessment

Risk	Action	Actioned By	When	Completed

Signature of home childcarer Date

Signatures of parent(s) Date

Date

6. Useful contacts

Health & Social Care Trusts

Health and Social Care Trusts are the local government bodies responsible for the registration, inspection, monitoring and support of childminders and daycare providers. Most Trusts have specialist teams of social workers to cover this area of work, usually called **Early Years Teams**.

By law, Trusts must operate a registration and inspection system for the following types of childcare services:

- day nurseries;
- playgroups;
- out-of-school care;
- childminders;
- summer and holiday schemes; and
- crèches.

Your local Trust is also the body responsible for approving Home Childcarers.

Early Years Teams

Northern HSC Trust

Ellis Street
Carrickfergus
BT38 8AZ
Tel: 028 9331 5112

Sperrin House
43 Queen's Avenue Magherafelt
BT45 6BX
Tel: 028 7930 1700

Suite 7
Riverside House
Castle Lane
Waterside
Coleraine
BT52 3DR
Tel: 028 7035 8158

Raphael House
11B Finachy Road
Galgorm
Ballymena
Tel: 028 2563 5110

South Eastern HSC Trust

91 Hillsborough Road
Lisburn
BT28 1JN
Tel: 028 9250 1266



6. Useful contacts

Ward 25
Downshire Hospital
Ardglass Road
Downpatrick
BT30 6RA
Tel: 028 4461 3311 (ext 3184)

Dunlop Units 57-58
4 Balloo Drive
Bangor
BT19 7QY
Tel: 028 9127 0672

Belfast HSC Trust

124 Stewartstown Road
Belfast
BT11 9JQ
Tel: 028 9060 4208

Glen Villa
Knockbracken Healthcare Park
Saintfield Road
Belfast
BT8 8BH
Tel: 028 9056 4977

Southern HSC Trust

Gosford Place
The Mall
Armagh
BT61 9AR
Tel: 028 3752 2262

Dromalane House
Dromalane Road
Newry
BT35 8AP
Tel: 028 3082 5000

Child & Family Care Office
2 Old Lurgan Road
Portadown
BT63 5SQ
Tel: 028 3833 3747

Western HSC Trust

Tyrone & Fermanagh Hospital
Community Services Department
Omagh
BT79 0NS
Tel: 028 8283 5020

Community Services
2 Coleshill Road
Enniskillen
BT74 7HG
Tel: 028 6638 4000

Clooney Hall Centre
36 Clooney Terrace
Londonderry
BT47 6AR
Tel: 028 7132 0950

6. Useful contacts

Child Protection Contacts

If you have any concerns about children being abused, or harmed in any way, you should report these immediately to the relevant HSS Trust for further investigation.

Alternatively you can contact the NSPCC's free and confidential 24 hour helpline services at 0808 800 5000 or at www.nspcc.org.uk. You can also contact the PSNI on 028 9065 0222.

Trust Contacts:

South Eastern HSC Trust Telephone (for referral) 030 0100 0300

Family Resource Centre
James Street
Newtownards
BT23 4EP
Tel: 028 9181 8518

Stewartstown Road Health Centre
212 Stewartstown Road
Dunmurry
Belfast
BT17 0FG
Tel: 028 9060 2705

Children's Services
81 Market Street
Downpatrick
BT30 6LZ
Tel: 028 4461 3511

Belfast HSC Trust Telephone (for referral) 028 9050 7000

414 Ormeau Road
Belfast
BT7 3HY
Tel: 028 9020 4550

Southern HSC Trust Telephone (for referral) 028 3741 5285 or Freephone 080 0783 7745

The Duty Team
Lisanally House
87 Lisanally Lane
Armagh
BT61 7HW

Brownlow HSS Centre
1 Legahorry Centre
Brownlow
Craigavon
BT65 5BE

Dromalane House
Dromalane Road
Newry
BT35 8AP

E Floor
South Tyrone Hospital Carland
Road
Dungannon
BT71 4AU



6. Useful contacts

Northern HSC Trust
Telephone (for referral)
030 0123 4333

Coleraine Child Care Office
7A Castlerock Road
Coleraine
BT51 3HP
Tel: 028 7032 5462

Unit 5A
Toome Business Park
Hillhead Road
Toomebridge
BT41 3SF
Tel: 028 7965 1020

The Beeches
76 Avondale Drive
Ballyclare
BT39 9DB
Tel: 028 9334 0165

Western HSC Trust
Telephone (for referral)
Tel: 028 7131 4090

Tyrone & Fermanagh Hospital
1 Donaghane Road
Omagh
BT79 0NS

Whitehill
106 Irish Street
Derry
BT47 2ND

2 Coleshill Road
Enniskillen
BT74 7HG

Out of Hours Services

Belfast HSC Trust
Tel: 028 9056 5444

South Eastern HSC Trust
Tel: 028 9056 5444

Southern HSC Trust
Tel: 028 3833 4444

Northern HSC Trust
Tel: 028 9446 8833

Western HSC Trust
Tel: 028 7134 5171

6. Useful contacts

Childcare Partnerships

The four Childcare Partnerships in Northern Ireland are made up of representatives from the main statutory and voluntary organisations working in Early Years' services. The role of Childcare Partnerships is to ensure there is high quality, affordable childcare for children up to the age of 14. Training and Quality Co-ordinators within childcare partnerships can provide useful information on careers and qualifications in childcare.

Northern Childcare Partnership Health and Social Care Board

County Hall
182 Galgorm Road
Ballymena
BT42 1QB
Tel: 028 2531 1225
gerry.conway@hscni.net

Eastern Childcare Partnership Health and Social Care Board

Champion House
12-22 Linenhall Street
Belfast
BT2 8BS
Tel: 028 9055 3965
evelyn.curran@hscni.net

Southern Childcare Partnership Health and Social Care Board

Tower Hill
Armagh
BT61 9DR
Tel: 028 3741 4521
jenny.mcdaid@hscni.net

Western Childcare Partnership Health and Social Care Board

Gransha Park House
15 Gransha Park
Clooney Road
Londonderry
BT48 6FN
Tel: 028 7186 0086
maura.mason@hscni.net



6. Useful contacts

Education and Library Boards

Belfast Education and Library Board

Contact: Transfer Department
40 Academy Street
Belfast
BT1 2NQ
Tel: 028 9056 4000
www.belb.org.uk

North-Eastern Education and Library Board

Contact: Schools Branch
County Hall
182 Galgorm Road
Ballymena
Co Antrim
BT42 1HN
Tel: 028 2565 3333
www.neelb.org.uk

South-Eastern Education and Library Board

Contact: Pre-School Education
Helpline
Grahamsbridge Road
Dundonald
Belfast
BT16 2HS
Tel: 028 9056 6200
www.seelb.org.uk

Western Education and Library Board

Contact: Pre-School Education
Helpline
1 Hospital Road
Omagh
Co Tyrone
BT79 0AW
Tel: 028 8241 1411
www.welbni.org

Southern Education and Library Board

Contact: Pre-School Education
3 Charlemont Place
The Mall
Armagh
BT61 9AX
Tel: 028 3751 2200
www.selb.org

6. Useful contacts

Other Useful Contacts

Barnardo's aim to help vulnerable children and young people transform their lives and fulfill their potential. It campaigns for better care for children and champions children's rights.

Tel: 020 8550 8822

www.barnardos.org.uk

British Red Cross Society is a leading member of the largest independent humanitarian network in the world – the International Red Cross and Red Crescent Movement – working with people from all countries, regardless of their background or beliefs.

Tel: 028 9073 5350

www.redcross.org.uk

Child Accident Prevention Trust is a national charity in the United Kingdom committed to reducing the number of children and young people killed, disabled and seriously injured as a result of accidents.

Tel: 020 7608 3828

www.capt.org.uk

ChildLine is the free 24-hour helpline for children and young people in the UK. Children and young people can call the helpline about any problem, at any time – day or night.

Tel: Freephone: 0800 1111

www.childline.org.uk

Children are Unbeatable! Is an alliance of more than 350 organisations and projects which campaigns for children to have the same legal protection against being hit as adults and promotes positive parenting.

Tel: 028 9040 1290

www.ci-ni.org.uk

The Children's Law Centre works to promote children's rights and develop an advice service on children's rights and the law.

Tel: 028 9024 5704

www.childrenslawcentre.org



6. Useful contacts

The **Citizens Advice Bureau** helps people resolve their legal, money and other problems by providing free information and advice from over 3200 locations, and by influencing policymakers.

Tel: 028 9023 6522

www.citizensadvice.co.uk

Daycare Trust is the national childcare charity. They promote high quality affordable childcare for all and provide information for parents on childcare issues.

Tel: 0845 872 6260

www.daycaretrust.org.uk

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Tel: 028 9029 7880

www.disabilityaction.org

Employers For Childcare provide an Approved Home Childcare service to families across Northern Ireland. They seek to match the needs of Approved Home Childcarers with a compatible family. Approved Home Childcarers who join the Employers For Childcare service can access on-going training and support to ensure that they are able to provide a quality childcare service to families.

Freephone 0800 206 1488

www.approvedhomechildcare.co.uk/looking-for-childcare.aspx

The **Equality Commission for Northern Ireland** is an independent public body established under the Northern Ireland Act 1998. The Commission's general duties include working towards the elimination of discrimination and promoting good relations between people of different racial groups.

Tel: 028 9050 0600

www.equalityni.org

6. Useful contacts

EYO the Early Years Organisation, promotes and supports the provision of high quality early childhood care, education and play facilities for children and their families. They offer support, training and information to people concerned with early years care and education, including parents, early years providers and students.

Tel: 028 9066 2825

www.early-years.org

The **Independent Safeguarding Authority** (ISA)'s role is to help prevent unsuitable people from working with children and vulnerable adults. (The functions of the Independent Safeguarding Authority (ISA) will transfer to the new Disclosure and Barring Service (DBS) from December 2012).

Tel: 01325 953 795

www.isa.homeoffice.gov.uk

The **Labour Relations Agency** is an independent public body with responsibility for promoting the improvement of employment relations in Northern Ireland. The agency provides an impartial and confidential employment relations service and can give advice on employment rights.

Tel: 028 9032 1442

www.lra.org.uk

National Childbirth Trust aims to help all parents enjoy the experience of pregnancy, birth and early parenthood through a range of antenatal classes, helplines and social and educational events.

Tel: 0300 330 0700

www.nct.org.uk

Netmums.com provides local information networks throughout the UK, including Belfast and Lisburn, for mums and provided by mums.

www.netmums.com/belfast



6. Useful contacts

NICMA, the Northern Ireland Childminding Association, is a charity and membership organisation which works to support childminders, home child carers, parents and children by the provision of quality childcare and education in registered home based settings. NICMA run a free information and vacancy service for parents looking to find a childminder or employ a home childcarer.

Tel: 0871 200 2063

www.nicma.org

The **Northern Ireland Commissioner for Children & Young People** promotes and safeguards the rights and best interests of children and young people.

Tel: 028 9031 1616

www.nickey.org

NSPCC, National Society for the Prevention of Cruelty to Children, is a charity specialising in child protection and the prevention of cruelty to children.

Tel: 0808 800 5000

www.nspcc.org.uk

Order of Malta is a charitable organisation that maintains an ambulance corps and provides first aid training.

www.orderofmalta.ie

Parenting NI has a regional remit to promote positive parenting by providing support, training and information on family issues and influencing policy, provision and practice at all levels.

Tel: 0808 8010 722

www.parentingni.org

PlayBoard is the lead agency for children's play and the development of school age childcare in Northern Ireland. The ethos and remit of the agency is grounded in a commitment to meet the play needs of all children.

Tel: 028 9080 3380

www.playboard.org

6. Useful contacts

Royal Society for the Prevention of Accidents (RoSPA) is actively involved in the promotion of safety in all areas of life – at work, in the home, and on the roads, in schools, at leisure and on (or near) water.

Tel: 0121 248 2000

www.rospa.com

St John Ambulance Association provides first-aid training and services, and operates care services and ambulance fleets in the UK.

Tel: 028 9079 9393

www.ni.sja.org.uk

Tax Credit Help

For information on Working Tax Credit and Child Tax Credit and for a claim pack.

Helpline: 0345 300 3900

www.hmrc.gov.uk/taxcredits

Voice is the union for education professionals. Voice looks after the interests of members and works to promote the best possible practice in childcare.

Tel: 01332 372337

www.voicetheunion.org.uk

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