

Staffbank Information and Charges

Please make your request as soon as you know that you will require cover. We will make every effort to meet your needs; however, we cannot guarantee to fill every request.

Requests for cover must be made via the Staffbank Office, who will contact available workers and will then contact you to advise if your request has been met or not. **Clients should not approach Staffbank workers directly to arrange work assignments within their centres.**

If possible please send your request for a relief worker by e-mail to: staffbank@calachildcare.co.uk – this will ensure that we have a written copy of your exact requirements e.g. times and dates required. Alternatively, you can phone the Staffbank Office on 01463 225935 to make your request. The Staffbank Office is open from 07:45 until 15:00 with an answer machine in operation out-with normal working hours.

In the event of an emergency or accident involving one of our Relief Childcare Practitioners, between the hours of 3-5pm, please telephone 01463 222569. Between 5-6pm please use the personal contact information on the reverse of our workers ID Badge.

Each worker has a weekly timesheet, which should be completed and signed by the person in charge of your setting on the relevant day. Please note we now make a standard payment in lieu of travel to our Relief Workers to cover their travel time and expenses. Invoices, based on these timesheets, will be issued on a monthly basis and are due within 7 days of receipt of the invoice.

If you are not currently a registered client of CALA Staffbank, a Client Registration Form will need to be completed for your setting. Please complete and sign this agreement, returning one copy (we would also recommend you keep another copy for your own records). In addition, clients must also sign and return a copy of the CALA Staffbank Booking & Fee Paying Policy, to the office.

Please note that whilst working at your setting, the Relief Childcare Practitioner will work within the terms of **your** Care Inspectorate Registration, Insurance, Policies and Procedures and as such should be duly informed of any relevant on-site information where appropriate such as specific child needs, allergies, relevant policy etc.

Note: It is the practice of CALA Staffbank for workers to be offered appropriate breaks during their working day.

Charges:

- Staffbank workers always work as Relief Childcare Practitioner's under your supervision charged at £17.50 + VAT per hour plus an additional £12.60 + VAT per day (in lieu of travel).
- **If you wish to cancel a booking, please be advised that you must provide a minimum of 48 hours' notice for short term bookings, or 5 working days notice of long term bookings,** to the Staffbank Office, (on 01463 225935 or staffbank@calachildcare.co.uk), otherwise the full fee will be charged to you. Where sufficient notice is provided, no charge will be raised.

Charges are reviewed regularly and are subject to change without written notice; however, in the event of an increase of the hourly charge, you will be notified at the time of your request.

If you have any queries, please don't hesitate to contact us.