



Who is Child Care Connect

Child Care Connect is a 'not for -profit' new peer-to-peer community childcare and virtual education service that has been launched as a reaction to the exceptional circumstances caused by the Coronavirus outbreak.

Child Care Connect service wants to recruit 'lead organisers' in local communities, who will set up Facebook and WhatsApp groups of people willing to donate childcare services, either in their own homes or by traveling to key workers' homes. Eventually Child Care Connect hopes to have recruited a lead organiser in every postcode in Great Britain.

Parents, Leaders and childcare providers and virtual tutors can create a free profile advertising their requirements or services, and Child Care Connect will help support the connection.

Unlike a traditional childcare agency we are a non-profit organisation and do not charge commission fees or booking fees. Our Leaders and child carers deal directly with the parents, and carry out their own checks and references on each other with our support and negotiate their own rates. Child Care Connect is about connecting peer to peer for childcare and virtual tuition.

Is there any cost in registering to Childcare Connect?

Child Care Connect is a 'Not for -Profit' organisation and therefore no cost to joining. All our support and services are Free of charge to our members.

What is a Leader?

A Childcare Connect 'leader' is responsible for connecting and co-ordinating local childcare providers in their community, via WhatsApp or Facebook, or any channels that you have to connect with the local community, and supporting the child carers deliver the service to the parents.

A leader will need DBS or DBS Advance certification which will be verified by the parents on appointment of their Childcare needs

Do you make checks on members?



We are an online platform that connects Leaders, Childcareres, Tutors and Parents together in their local community, we don't personally make any checks however provide lots of information, advice and tools to allow all parties to undertake their own checks.

Leaders and Parents should do as much research as possible in sourcing and providing childcare. We suggest to always speak to them on the phone, have a one to one meeting in a public place, before you use their services. Ask them for proof of their qualifications, registration certificates, insurance and DBS checks, and supporting reviews along with a verification of that review by contacting the individual. We have a free online guide on [Checking Childcare Providers](#) which parents should read before you use any childcare provider.

How do I search for Child carers or Tutors

On the homepage of Childcare Connect, just input your requirements and press search and your relevant profiles will show for you.

How do I contact a service provider or Parent?

Once you have registered on Childcare Connect you can securely message the member by clicking on the message box within their profile.

Why can't I send a message to the service provider?

In order to send a message you must be a member of Childcare Connect and registered and be logged into the system. Once you are logged in, just click on the message button and you can send a message.

Is my personal information safe?

yes - We will never sell the personal data that you give us when you join or create a profile. The information we ask for is solely used for providing the service we offer.

Please ensure you read our [Taking Responsibility](#) for advice on how to stay safe when using our service.

We provide members with a range of tools and settings to protect their privacy. These are managed via the [Privacy Settings](#) page of your account.

I haven't received my account activation email?

When you become a member we send you an account activation email to the email address you provided us with. You must click the link in the email to activate your account. This is so we can confirm that the email address you have given us is correct. If you do not receive the account activation email, please check your junk or spam folder as some internet service providers are overzealous and may confusingly associate our emails as unwanted.

If you do not click the link in the account activation email then we may not be able to send you email alerts and notifications from our website such as when you receive a new message. It is therefore very important that you click the link to activate your account.

Why isn't my photo showing?

We only accept photos of either the parent/family or child care provider who is registered to use our website. Photos of childcare providers containing more than one person or children are not allowed. If you are a company we accept company logos that do not contain any alpha-numeric characters in place of a photo. If you add or change your photo the new photo won't appear until it has been reviewed and approved by our moderation team.

Can I add my email address or telephone number to my profile?

Yes, it is possible to optionally add your email address, phone /mobile number to your Profile section of your profile.

For security, safety and confidentiality reasons we do not allow direct contact information such as email addresses and phone numbers within the public view of your profile.

Parents and childcare providers are free to disclose their contact details in private messages

How do I hide my profile?

If you have found childcarer and would like to keep your account active but would like to remove your profile from our site then please e-mail admin@childcareconnect.co.uk and we will hide your profile

How do I close my account?

If you would like to close your account for any reason, at any time, e-mail us at www.admin@childcareconnect.co.uk and you will be able to close your account.



Will Childcare Connect provide reference that as a Childcarer or Tutor I've supported the initiative during these unprecedented times?

Childcare Connect is an online platform, whereby the public can clearly see who has supported the initiative at these unprecedented times. In terms of personal references from Parents to Child carers / tutors, or Child Carers to Child Carers / Tutors this would be the individuals responsibility.

My question has not been answered?

If your question has not been answered please [contact us](mailto:admin@Childcareconnect.co.uk) on admin@Childcareconnect.co.uk and will get back to you with a response as soon as possible. We aim to answer all customer support requests within 24 hours.