



# MUMEASE

IN-HOME FAMILY SUPPORT  
SERVICES

OUR STORY & CO.

A warm, practical “extra  
pair of hands” for family life  
— from the newborn days  
and beyond.



PRACTICAL SUPPORT • EMOTIONAL SUPPORT • REAL-LIFE RELIEF

# HOW CAN WE HELP?

Mumease is flexible, in-home support that meets you where you are – on the messy days, the tender days, and everything in between.

## WE CAN SUPPORT WITH:

- ★ Postnatal / postpartum support
- ★ Preparing for baby (practical home set-up + planning)
- ★ Baby care support (so you can rest / shower / reset)
- ★ Sibling support
- ★ Childcare support (within your home)
- ★ Home organisation & “reset” support
- ★ Light household help (tidy, laundry, meals, little jobs)
- ★ Dinner prep / batch cooking support
- ★ School runs / routine support (where agreed)
- ★ Appointments (attend with you for support / practical help)

## WE GO WITH THE FLOW.

Some days you'll want hands-on help, other days you'll want someone steady beside you while you find your feet again. We'll build support around your family.

# SAY HELLO!

Meet the person behind Our Story & Co. CIC,  
and the team who deliver Mumease  
support.

Hayley Brazil — Founder & Lead Practitioner

Hayley is an experienced Nursery Nurse and qualified Family Support Worker with extensive knowledge in child development. She has worked in family support for over 20 years, supporting local families through everyday challenges and big life transitions.

Over the years Hayley has built a toolkit of qualifications, training and experience including:

- Child development & parenting support
- Mental health awareness
- Counselling skills
- Infant massage
- Sleep support
- Working with families
- Safeguarding and family wellbeing support
- Birth Coaching



Hayley is also a mum herself — so she understands that family life can be beautiful, chaotic, overwhelming and wonderful... often all at once.

Our Story & Co. CIC exists to create a village around families  
— practical support, emotional reassurance and  
community connection.

# SAY HELLO!

Now meet just some of our incredible team who help deliver Mumease support.

We're really proud of our team at Our Story & Co. CIC. Every team member brings their own strengths — and every person shares the same values: kindness, calm, reliability and a genuine love of supporting families.

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# RELEVANT QUALIFICATIONS & CERTIFICATIONS:



At Our Story & Co. CIC, experience and safety are at the heart of everything we do. Every member of our team brings years of relevant experience, with a caring, professional approach.

All team members have:

- Enhanced DBS checks
- Safeguarding training
- First aid training
- Years of relevant childcare/family support experience

Many also bring additional skills and training such as:

- Early years development
- Mental health awareness
- Counselling skills
- Understanding autism / additional needs awareness (where relevant)
- Primary / early years experience
- Family support / community support experience
- And more

We aim to match the right worker to the right family – and wherever possible, we build consistency so you feel safe, comfortable and supported.

# PRICING STRUCTURE

**HOURLY RATE (FLAT RATE): £25 PER HOUR**

(for one team member)

**SUPPORTED PLACES: FROM £20 PER HOUR  
(LIMITED AVAILABILITY)**

As a CIC, we keep a small number of supported slots where we can.  
Ask us about current availability.  
*(Supported places still include the monthly coordination fee – see below.)*

## MONTHLY COORDINATION FEE: PER ACTIVE FAMILY

- £10 per month if you book/reserve under 12 hours of support that calendar month
- £20 per month if you book/reserve 12 hours or more of support that calendar month.

This supports rota coordination, scheduling changes, safeguarding/admin systems, cover planning and invoicing.

Please note: If additional support time is agreed during a month, any extra time (and any change to the coordination fee tier) will be added to the following month's invoice.

**MINIMUM BOOKING: 2 HOURS**

## TRAVEL -

Rates include support carried out within 10 miles of our base in [RG31].  
Beyond this, an additional 45p per mile will be charged.

If two team members are required (by agreement):

Hours are charged per team member.

# PAYMENT SCHEDULE



We offer both ad hoc support and regular booked hours, depending on your needs and our availability.

## **Ad hoc bookings:**



Full payment is required at the time of booking to secure support hours.

## **Regular booked hours:**

Full payment for the month is required upfront to secure your hours.

## **Monthly coordination fee:**

A coordination fee applies in any month you are an active family (support booked, reserved, or delivered within that calendar month). The fee tier is based on booked/reserved hours for that month.



## **Booking schedules can be:**

Weekly • Fortnightly • Monthly • Or a flexible mix

## **Cancelling regular hours:**

After a one-month settling-in period, we require one full calendar month's notice to cancel regular booked hours.



# FREQUENTLY ASKED QUESTIONS

## HOW MANY FAMILIES DO YOU SUPPORT AT ANY TIME?

This depends on the level of support needed, but we always make sure we have the capacity to deliver support to the highest standard.

## WHO WILL BE SUPPORTING ME AND MY FAMILY?

Support is delivered by our team of Family Support Workers. We'll always communicate in advance so you know who is coming and when. Where possible, we aim to have 1–2 consistent workers per family to build trust and reduce disruption.

## HOW FAR IN ADVANCE CAN I RESERVE MY SUPPORT?

You can book as far ahead (or as close to your start date) as you'd like. We'll always do our best to accommodate, depending on availability.

## DO YOU OFFER OVERNIGHT SUPPORT?

Not currently — Mumease is focused on daytime and evening support.

## WHAT IS THE MONTHLY COORDINATION FEE FOR?

What is the monthly coordination fee for? It helps cover the behind-the-scenes work that makes Mumease reliable and safe: rota coordination, scheduling changes, safeguarding/admin systems, cover planning and invoicing.

## HOW IS THE COORDINATION FEE CALCULATED?

It's tiered based on the booked/reserved hours in that calendar month (under 12 hours = £10, 12+ hours = £20). If additional time is agreed during the month, any adjustment is added to the following month's invoice.

## CAN I BUILD A PACKAGE THAT CHANGES WEEK TO WEEK?

Yes — we can build a flexible support plan where possible. Many families have different needs across the month, and we'll work with you to create something realistic and sustainable.



PLEASE DON'T HESITATE TO ASK ANY QUESTIONS THAT YOU MIGHT HAVE. NO QUESTION IS SILLY IT IS SO IMPORTANT TO US THAT YOU ARE COMFORTABLE.

## NEXT STEPS:

1. SEND US A MESSAGE / ENQUIRY
2. WE'LL ARRANGE A TIME TO CHAT (PHONE OR VISIT)
3. WE'LL TALK THROUGH YOUR NEEDS AND AVAILABILITY
4. IF WE'RE THE RIGHT FIT, WE'LL CONFIRM YOUR BOOKING SCHEDULE AND MATCH YOU WITH A TEAM MEMBER

## HOW TO CONTACT US:

EMAIL: [OFFICE@OURSTORYCO.CO.UK](mailto:OFFICE@OURSTORYCO.CO.UK)

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