

## **F.A.Q. | Service Centre for Parents | General** **Frequently asked questions about the day care reservation system** **in Mannheim (MeKi)**

### **1. Where can I get professional information about childcare?**

Please contact us in person or by phone or send an e-mail to our employees at the **Service Centre for Parents of the City of Mannheim** in

Q 5, 22

68161 Mannheim

Tel.: 0621 293-3888

Fax: 0621 293-473859

E-mail: [56.servicestelle.eltern@mannheim.de](mailto:56.servicestelle.eltern@mannheim.de)

### **Opening hours of the Service Centre for Parents (MeKi):**

Mon, Wed, Fri: 8:00 a.m. to 12:00 noon

Tue: 8:00 a.m. to 12:00 noon AND 1:00 p.m. to 4:00 p.m.

Thu: 1:00 p.m. to 6:00 p.m.

### **2. What is the day care reservation system (MeKi)?**

The City of Mannheim uses the day care reservation system (MeKi) to centrally bring together the childcare needs of all parents in Mannheim for placing their children in nurseries, kindergartens, day care centres, after-school and primary school care. The MeKi pre-registration forms provide important information for the city to be able to realistically assess and further develop the range of services on offer. This is why it is important that all parents register their childcare needs via the reservation system (MeKi). The reservation can be made online or by using the printed form. If the printed form is used, it is advisable to hand it in directly to the Service Centre for Parents.

Reservations are made by the parents or a legal guardian in accordance with Sect. 3 (2)a KITAG (Day Care Act).

### **3. Do I always have to make a reservation via the day care reservation system?**

Yes, every reservation, whether for a municipal institution, an independent private facility or other institution or for a day care facility must first be registered via the reservation system (MeKi).

### **4. How do I register?**

Please fill out the "Form for Inclusion in the Day Care Reservation System (MeKi) of the City of Mannheim". You can do this online at [www.mannheim.de](http://www.mannheim.de) or fill out the printed pre-registration form. You can download the form at [www.mannheim.de](http://www.mannheim.de) and print it out or you can pick it up in nurseries, kindergartens, in the office of the city's Day Care Services, in the day care facilities for school children, in the Service Centre for Parents (MeKi) and in the Citizens' Service Centres. You can also hand in the form in any of these.

### **5. For which facilities can I register my child?**

You can reserve a place for your child in a nursery, kindergarten, day care centre and after-school care facility with different hours of care.

### **6. What information do I have to provide?**

In addition to the desired facility/ care services offered and the period of care we need information on the scope of your professional activity and whether you are a single parent. Please also indicate whether a sibling is already being looked after in a childcare facility or whether you are seeking a place for a sibling at the same time. Please also tell us if your child is already visiting the nursery area of a childcare facility and when this child is to move to the kindergarten area of this facility. Furthermore, please indicate if your child does not yet attend kindergarten and will be required to attend school in the following year. This information is relevant for the allocation of places.

## **7. For how many facilities can I reserve a place for my child?**

You can specify three facilities of your choice. You can find the facilities in the "Kitafinder" of the City of Mannheim:

<https://www.mannheim.de/de/bildung-staerken/vormerkungen-fuer-die-betreuung-von-kindern>.

## **8. At what time should I reserve a place for my child?**

Parents who are looking for a place for the coming childcare year\* should submit their reservation requests together with all necessary documentation to the Service Centre for Parents (Meki) **by 15 February**.  
(\*A childcare year begins in September of each year.)

Otherwise reservation requests can also be submitted during the year.

As a rule, the time at which a place is allocated is coordinated by the responsible institution. As a precaution, however, you should clarify with independent private facilities or other responsible institution by what time the reservation requests should be submitted.

## **9. How do I know that my reservation has been received by the Service Centre for Parents (MeKi)?**

The Service Centre for Parents (Meki) will confirm receipt of your reservation in writing, if necessary by e-mail.

## **10. Do the day care centres receive the information that a place for my child has been reserved? Or do I have to introduce myself at the day care facilities in person?**

Your reservations are automatically forwarded from the reservation system (MeKi) to the facilities or the City's Day Care Services. However, to choose a facility it is certainly helpful to get to know the day care facility in person and to introduce yourself.

In day care for children, a day care professional who is suitable for the parents and children can only be found if you personally visit the City's Day Care Services.

Independent private or other facilities may require information beyond that contained in the pre-registration form in order to admit the child to

one of their facilities. Please make enquiries with the respective facilities in good time.

**11. My child is currently being looked after in a day nursery, but needs a kindergarten place from the age of 3. Do I need to register again?**

Yes, a new reservation is required when changing from nursery to a kindergarten place.

This also applies to a change from the day nursery to Kindergarten within the same institution (childcare facility).

**12. My child has not yet reached the age of 3. Can I nevertheless pre-register my child for a day care place for children aged 3 and older?**

Yes you can. Please note that a reservation is possible at the earliest 2 years before the desired admission date.

**13. My child is not yet born but will be born soon. Can I still pre-register it?**

Basically, yes. Please indicate the expected date of birth according to your maternity log. However, it is imperative that you notify us of the actual date of birth afterwards. Please note that a reservation is possible at the earliest 2 years before the desired admission date.

**14. Can I also change the day care facility when making a reservation?**

Yes. Please enter the previous facility, the new facility and the time you wish to change on your pre-registration form.

**15. I have several children. Is one pre-registration form sufficient to register all of them?**

No, a separate form is required for each child. A pre-registration form only allows one child to be registered for the type of care appropriate to its age.

## **16. How do I get a place?**

The day care reservation system (MeKi) records all pre-registrations electronically and automatically makes them available to the facilities named by the parents, the city's Education Services or Day Care Services. The pre-registrations are then further processed in the respective facilities or in the Day Care Services. Please note that the places are directly allocated by the responsible institutions or the respective facilities. The Service Centre for Parents does not allocate any places.

## **17. Who allocates the day care spaces?**

The day care places are allocated by the facilities of the respective institutions or by the Education Services; this can be the municipal institution or a private, church or corporate institution. The Service Centre for Parents does not allocate any places.

## **18. How do I know if I have obtained a day care place?**

You will receive a letter of confirmation by e-mail or post directly from the facility or the Education Services. The letters are not sent by the Service Centre for Parents (MeKi), but as a rule by the facility management. The city's Day Care Services day will arrange the personal contact with you.

## **19. Is there a waiting list?**

The database of the reservation system (MeKi) is dynamic. Each pre-registration is scored and ranked according to the award criteria defined by City Council. This ranking changes with each new pre-registration. Waiting times do not play a role in the allocation of municipal day care places. Therefore, there is no waiting list for these. However, please note the submission deadline for pre-registration that is applicable each new year.

## **20. What are the criteria for being awarded a place?**

Places in the *municipal day-care centres* and the school childcare facilities are allocated in accordance with the uniform criteria adopted by the Youth Welfare Committee and City Council.

Priority is given to children whose welfare is being endangered or in need of support according to Social Services. This is a legal mandate. In addition, children who have not yet attended a facility and will be required to attend school in the following year are given priority for acceptance in kindergarten.

Furthermore, children who are already attending a day nursery at the same institution at the time of transition to kindergarten are given priority for acceptance.

The other criteria take into account the professional activities and the extent of employment of one or both legal guardians. Persons seeking work or undergoing training are considered to be employed. Single parents receive bonus points.

The system also takes into account whether a sibling is already being looked after or whether a place is being sought for a sibling at the same time.

If the number of points is the same, the place is allocated to the child whose sibling is already being looked after in the same facility. Last but not least, an older child is given priority in the day nursery and kindergarten, and a younger child in the school child care facilities.

The wording of the award criteria can be found at:

<https://www.mannheim.de/de/bildung-staerken/vormerkungen-fuer-die-betreuung-von-kindern>.

## **21. The law gives me a legal right to a day care place. Why is it that my child still has no place in the facility and/or type of facility I want?**

- Since 01.08.2013 *children aged between one and three years* are entitled to be nurtured in a day care facility or in day care according to Sect. 24 (2) SGB VIII (German Social Code Book VIII). The scope of the daily care depends on the individual needs. This legal right does not apply to a specific institution. There is also no entitlement to the creation of further childcare places in a specific institution. Such a right also does not arise from the parents' right

to choose a facility. This right is limited by the existing facilities on offer. [see decision of OVG (Higher Administrative Court) Münster of 14.08.2013 -12 B 793/13).

- *From the age of 3*, children have a legal right to care in a day care facility (=KiGa) according to Sect. 24 (3 ) SGB VIII. Again, there is no right to care in a specific facility or to a full-day place.
- For *school-age children*, Sect. 24 (4) SGB VIII merely contains an objective legal obligation of the public youth welfare institutions to provide places in day care facilities as required, but does not establish a legal right for children.

## **22. What happens if I don't get a place in any of the facilities I specified?**

In this case, please contact the Service Centre for Parents (MeKi). They will try to find an alternative together with you.

## **23. Can I get a day care place for my child even if I don't live in Mannheim?**

Basically, no. The childcare places in Mannheim are primarily available to families living in Mannheim.

## **24. How long will my personal data be stored?**

The pre-registration data will be deleted by the central office as soon as the child has been finally registered and accepted by a facility. However, you can contact the Service Centre for Parents (MeKi) at any time to have your data deleted immediately.