

## **General Welfare Requirement: Safeguarding and Promoting Children's Welfare**

Glebe House School Early Years Staff must take necessary steps to safeguard and promote the welfare of children.

## **Administration**

### **Charging Policy 4.3**

#### **Policy statement**

We provide sessional and full day care, where parents/carers can choose between attending Term Time (approx 12 weeks per term) or All Year (approx 50 weeks). We accept children from 6 months to school age, and up to 8 years old for wrap around care. We aim to make our charges fair and affordable for those paying fees and we are registered as part of the 2, 3 and 4 year old Early Education Entitlement offered to parents and carers in Norfolk by the Local Authority for both the universal 15 hours and the extended 30 hours. We are inspected and registered by Ofsted and Independent School Inspectorate.

#### **Policy aims**

- To safeguard all children we check original documentation stating children's date of birth such as birth certificates, taking copies and storing them safely. We retain the copies of documentation to enable the local authority to carry out audits and fraud investigations if necessary whilst checking if children are eligible for funding, these copies will be destroyed when no longer needed. Please refer to data privacy notice in welcome pack.
- To provide high quality and flexible childcare consistently for all children regardless of whether their family opt to pay for additional hours, services, meal or consumables.
- We review charges regularly
- All parents/carers will be given notice of increased charges in the term prior to the effective date of increase
- The primary objective of any monetary increase is made to sustain the nursery
- The governments free entitlement as laid out above will be maintained subject to session availability
- Aim that the childcare we offer is flexible and meets the needs of working parents
- Ensure that parents can easily identify on their invoice what charges are in relation to the additional hours from their free provision
- To signpost parents/carers to Government Services to inform them of services available to them to make childcare more feasible

- We recognise that parents have a right to know that information they share will be regarded as confidential as well as be informed about the circumstances when, and reasons why, we are obliged to share information.

## **Procedures**

### *For children who are not in receipt of funding*

- Parents/carers are given a fee sheet when they show initial interest in nursery which outlines how sessions are structured and our opening times, as well as costs.
- Prior to children starting their first session parents are asked to complete a registration form and Form for completion which outlines our terms and conditions as laid out by Glebe House School Trust Ltd, acting by the Governing Body as now or in the future constituted
- Parents/carers of non funded children are also requested to pay a non refundable registration fee, however funded children do not pay registration fees unless they are attending more than the funded hours but this is their choice.
- Parents can then request for their children to either attend Termly or All Year
- Once a child has been entered and/or admitted to the school, the fees shall be paid by monthly instalments.
- A parent may nominate their child to attend termly. In this case a term will follow the term of Glebe House School, and will be charged monthly. The term dates will be set by Nursery.
- Fees are the joint and several responsibility of each person who has signed the Acceptance Form or who has parental responsibility for the pupil or has paid any fees, or has returned the pupil to the School or give instructions in relating to the pupil. An agreement with a third party to pay the fees or any other sums due to the School does not release the parents from any liability under these terms and conditions unless an express release has been given in writing, signed by the Headmaster. All such payments received are accepted in good faith. Any sum tendered that is less than the sum due and owing may in any event be accepted by the School on account only. The rules of these terms and conditions are intended to protect those parents who pay their fees on time and to safeguard the School against consequences of the defaults of others.
- A maximum of three free visits may be made to the Nursery, prior to entry, provided a parent or nominated carer accompanies the child.
- Parents must inform the School in writing of any change of address and/or telephone number.
- Full payment must be made within two weeks of the invoice date. The School reserves the right to make a late payment charge composed of a £10 fixed penalty if payment is not received by the eighth day of each month, and all administration and legal costs in relation to any sums that are unpaid by the due date. It is agreed that the amount of all late payment charges should reflect the commercial rates that would be applied by a financial institution in a

case of unauthorised and unsecured borrowing. Such charges will be recoverable by action, if necessary. Failure to meet this requirement will result in the withdrawal of the child's place.

- Two months' written notice of withdrawal is required or full payment must be made in lieu.
- One calendar month's written notice of any intention to reduce sessions must be given. Extra sessions may be permitted provided that places are available. These will be at the absolute discretion of the Nursery Manager.
- No refund will be given for any absence from the Nursery.
- Only sessions as defined on the charge sheet may be chosen. Part hours will be charged at the full session rate.
- The reduced rate for children over the age of two years will commence in the September after their second birthday.
- Holidays  
Those paying monthly: absence from Nursery for family holidays will require one full calendar month's written notice. A maximum of three weeks pro rata of attendance in any one calendar year may be taken without charge. Thereafter the place will be charged at full rate.
- Those attending by term: There is **no** refund or reduction for holidays taken during the Nursery term time and we request one calendar month's notice.
- On entry to the Nursery children will be placed in the group most suitable to their needs and abilities, not necessarily in their chronological year group.
- Only a parent of nominated adult, whose name appears on the enrolment form, or in the home contact book, may collect a child.
- The school does not, unless negligent, accept responsibility for accidental injury or loss of property. The School undertakes to maintain insurance which is prescribed by law. All other finances are the responsibility of parents including insurance of the pupil's personal property whilst at school or on the way to or from school or on an sponsored activity away from the School. The School is not the agent of the parents for any purpose related to insurance.
- The Head is responsible for the care and good discipline of pupils while they are in the charge of the School or its staff and for the day-to-day running of the School and its curriculum. The Head is responsible also for the imposition of any sanction, including exclusion for non-payment of fees.
- Parents are responsible for the security and safe use of all personal property and are responsible

*For children who are in receipt of funding*

- We offer free sessions in accordance with the Department for Education Statutory Guidance and also in accordance with Norfolk County Council Guidance and a commitment that parents/carers are not required to pay any fees for the free entitlement.
- Funding can only be shared between a maximum of two sites in one day
- All 2, 3 and 4 Year Funded Children are entitled to claim a maximum of 15 hours a week over a minimum of 2 days, 570 hours a year over no fewer than 38 weeks. No sessions can be longer than 10 hours or shorter than our minimum session length as detailed below
- All 30 hours funded Children can claim a maximum of 30 hours per week, using a maximum of 10 hours per day, 1140 hours a year.
- All parent/carers will be required to complete termly Parent/Carer Claim forms for Norfolk County Council to be able to claim the funding; these will be processed and held confidentially as evidence by nursery.
- All Parent/Carers of 2 Year funded children must provide nursery with a copy of their FIS eligibility number for nursery to be able to process their claim, this will be stored safely.
- All Parent/Carers of 30 hours funded children will need to gain the eligibility check and code the term prior to being able to claim the funding entitlement at Glebe, this is the Parent/Carers responsibility and can be gained from following the links given below. We also advise that this code is regularly reviewed and checked as it expires every 90 days, so funding could be lost if checks are not made by parents/carers. Parents will be required to give nursery an original copy of their child's 11 digit eligibility number, which will be stored safely in nursery as evidence if required for Norfolk County Council.
- Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare. It is not intended to cover the cost of meals, consumables, additional hours or additional services; however additional hours, meals and activities can be booked and paid for in addition to the funding through discussing this with the nursery office.
- **Parents of 2 Year Old funded children can choose from 3 hour sessions or 5 hour sessions. These are provided at the times below**
- **3 Hours Sessions-** 9am-12 o'clock or 1-4pm  
If you choose the 3 hours blocks you can use up to 5 per week which totals your maximum entitlement of 15 hours.
- **5 Hours Sessions-** 8.00am-1pm and 1pm-6pm  
If you choose the 5 hour blocks you can use up to 3 per week which totals your maximum entitlement of 15 hours.
- We will always try our best to enable you to access your full entitlement of 15 hours per week but please do be aware there may sometimes be limitations due to our available sessions.

- **Parents of 0-2 non funded children and all 3 and 4 Year Olds on 15 hours, can choose from only 3 and 5 hour sessions. These are provided at the times below**
- **3 Hour sessions** - 1-4pm only  
If you choose the 3 hours blocks you can use up to 5 afternoons per week as your maximum entitlement of 15 hours.
- **5 Hours Sessions-** 8.00am-1pm and 1pm-6pm  
If you choose the 5 hour blocks you can use up to 3 per week which totals your maximum entitlement of 15 hours.
- We will always try our best to enable you to access your full entitlement of 15 hours per week but please do be aware there may sometimes be limitations due to our available sessions.
- **Parents of funded 3 and 4 Year Olds on 30 hours, can choose from only 3 and 5 hour sessions. These are provided at the times below**
- **3 Hour sessions** - 1-4pm only  
If you choose the 3 hours blocks you can use up to 5 afternoons per week as your maximum entitlement of 15 hours, but you can combine below sessions to get as close as possible to your 30 hours entitlement.
- **5 Hours Sessions-** 8.00am-1pm and 1pm-6pm  
If you choose the 5 hour blocks you can use up to 6 per week which totals your maximum entitlement of 30 hours. e.g. Mon – Fri 8.00am-1pm, plus an additional afternoon from 1-6pm, giving the full 30 hours
- We will always try our best to enable you to access your full entitlement of 30 hours per week but please do be aware there may sometimes be limitations due to our available sessions.
- **For All Year Children**  
With all funded sessions if you would prefer to spread the funding through the year we will work with you using the Norfolk County Council Calculator, to give you between 10 and 22 hours per week to spread the funding depending on if you are claiming 15 or 30 hours per week, but additional hours above this would need to be paid at full rate.
- **Additional Hours**  
For children attending more than their free funded hours, our basic rates will be charged for example if your child is attending 3 full days 8am – 6pm, for 15 free hours - they will receive 8-1 free each day, then be charged the additional hours at full rate from 1-6pm for all 3 days.
- **Lunch and Tea**  
All non funded children are provided with two course meals at the cost of £2.25 per meal. However if you are in receipt of EYFS funding we offer you the opportunity to either opt for the two course meal as above at £2.25 or you may provide a named packed lunch for your child. However we do ask that the meals are healthy, in date and kept in cool containers to keep them safe prior to them being eaten.  
If your child is in attendance and you have not provided lunch, the food is not in date or kept cool for the safety of your child, you will be charged for lunch if we can't get hold of you and if you have booked your child in for more than the funded hours, again lunch will be charged for and the extended period of care.
- **Packed Lunch guide:** Meals must be balanced and contain limited sugar intake and no crisps, nuts/traces of nuts in food, also no flavoured drinks as water will be provided. The Nutrition Trust advises that children do not need sugary foods such as sweets, biscuits, chocolate, soft drinks or sugar for energy. Sugary foods can damage teeth and provide calories but few nutrients. Starchy foods – such as potatoes, bread, rice, pasta and yam – are better sources of

energy, as they contain other important nutrients too. It recommends using fruit to sweeten yoghurts and desserts. *More information regarding healthy packed lunch can be gained from Nursery.*

- **Additional Activities**

We are lucky enough to be able to offer additional activities to children attending Nursery such as Ballet. All additional activities we offer which are subject to a charge are offered on an entirely optional basis and run subject to demand.

- **Registration Fees**

When a child registers at the age that they are entitled to Early Years funding, parents will only be asked to pay a registration fee where the child accesses sessions above the 15/30 hours per week funded by Norfolk County Council dependent on what they are eligible for.

N.B. Non payment of Registration fee, will result in only being able to attend for free entitlement hours of either 15 or 30 hours dependent on eligibility.

- All children and parents are treated equally regardless of whether they are eligible for funding or not.

- **Deposits**

Deposits are not currently being taken.

- **Notice**

We operate a notice period for all children which is currently set at 2 months, however for funded children the notice will be 6 weeks as recommended by the local authority.

- **Accepted payment methods**

We accept childcare vouchers, standing orders, cheques, bank credits or cash.

- **Payment terms**

Bills are produced at the end of each calendar month, and then fees are due two weeks after invoice date.

- **Process followed if Payment terms are not met**

The customer is contacted by the school business manager to chase any late payments; the steps will be as follows:

1. Reminder on invoice
2. Letter/email from school business manager detailing outstanding balance and referring to our terms and conditions of payment which may include additional charges and interest being added to the account.
3. Referral to Governing Body
4. Court Action for recovery.

- **Fee Review**

Fees are reviewed by the governing body yearly

- **Retainer fees**

Parent/carers are able to pay retainer fees at full rate to ensure their childcare arrangements are secure during a long absence when we would normally be open for business.

- **Long term absence**

It is not usually possible to claim funding during long periods of absence; however nursery will consult with the Early Years Finance team to discuss individual matters on parents/carers behalf.

- **General**  
Fees are not charged in the event of any unplanned Nursery Closure i.e. extreme weather conditions. In the event of an unplanned closure funded sessions cannot be transferred to other days as we are unable to guarantee availability.
- Please note where the free entitlement slots differ from our usual session times i.e.: 9am-12 o'clock they are only available for 2 year funded children who have funded hours. For example if all funded hours are used during term time but a child wished to attend for a morning in the holiday period our standard session time of 8-1 would need to be booked.
- For children who attend on an All Year basis fees are not charged during our two week shut down period at Christmas.
- For children who attend on a term time only basis fees are not charged during the school holidays unless the parents choose for the child to attend additional sessions.
- Parents are charged if holiday is not booked in line with our Terms and Conditions.
- Our policy is to charge if children cannot attend due to illness.
- Funding claims can sometimes be negotiated during notified periods of holiday.
- Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted by following the procedures from our Complaints Policy which parents and carers are made aware of through our newsletters and Welcome Packs, giving them links to our website which holds all policies and telling them that they may request hard copies in the Nursery Office.

- **For additional information regarding Tax-Free Childcare and Funding**

- Please speak to the Nursery Office or try the following sites:
- [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)
- [www.childcare-provider-checker.tax.service.gov.uk](http://www.childcare-provider-checker.tax.service.gov.uk)
- [www.gov.uk/childcare-calculator](http://www.gov.uk/childcare-calculator)
- Or call HMRC 0300 1234097

**Legal framework**

- Early Education and childcare – March 2017
- Early Years Education and Childcare Operational Guidance – April 2017, updated to Early Years Entitlement; Operational Guidance July 2017
- Model Agreement – March 2017

- Early Education and Childcare Local Authority Funding Agreement – March 17
- The Statutory Framework for the Early Years Foundation Stage – April 2017
- Working Together to Safeguard Children – 2015 Guidance 1.
- Equality Act 2010

This policy was adopted at a meeting of	Glebe House School Nursery	name of setting
Held on	<u>October 2019</u>	(date)
Date to be reviewed	<u>October 2020</u>	(date)
Signed on behalf of the management committee		
Name of signatory	<u>Susie Pull</u>	
Role of signatory (e.g. chair/owner)	<u>Setting Manager</u>	