



Little Deers Day Nursery Policies and Procedures

Charging Policy and Procedure

STATEMENT OF INTENT

Little Deers Day Nursery believes that, all children deserve access to the provision, no matter what their creed, colour, or ability. It is our intention to make our nursery accessible to children and families from all sections of the local community.

All staff at Little Deers Day Nursery are aware that there is an unequivocal legal obligation to provide equal service to children, parents, and carers that the service comes into contact with.

AIMS

Little Deers Day Nursery is open to every family and community, all children and their parents have the right to expect and receive equal and individual treatment.

Little Deers Day Nursery operates a fee structure in line with this policy which is provided in our registration pack to all prospective parents upon their first visit to the nursery, it is also available on our website. A series of charges also apply for time used outside of booked sessions, funded sessions and late payment / collection fees.

METHODS

Nursery fees are payable monthly in advance on or before 1st of each month. Invoices are run on or around the 20th – 21st of each month in advance of the payment date and e-mailed to parents.

At the nursery's discretion fees maybe paid weekly, in some circumstances to allow access to our nursery for all families and members of the community. Payments made on this basis must be received at the latest by 12pm on the Friday 2 weeks in advance. Failure to comply will result in immediate suspension of the child's nursery place until such time as fees are paid.

Nursery Fees will be reviewed annually each September. We reserve the right to review fees annually each April in line with the governments Early Years Education Free Entitlement Funding.

It is not possible to 'swap' sessions at any time, although extra 'ad hoc' sessions may be booked in addition to your regular sessions, subject to availability. Request forms are available from the nursery.

SESSIONAL FLEXIBILITY

We can accommodate late arrivals or early pick-ups, however we are unable to offer a reduction in fees, as we must be staffed from 8.00 am until 6.00 pm and places are reserved for the child's full session.



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Children present in the nursery prior to the start time of their booked session or are collected later than the end time of their booked session will be charged accordingly.

MINIMUM SESSIONS

Due to the way in which children settle, we require children to attend a minimum of two sessions per week (2 half days or 1 and a half days).

DEPOSITS

We require £100 deposit prior to each child starting nursery sessions including those who qualify for Early Years Education Funding, to secure their nursery place. This is offset as payment towards the final month's invoice as per your booking, or subsequent invoices for payment of snacks and meals. Deposits will be offset as payment towards the final month's invoice as long as:

- the child has been in attendance at the nursery for a minimum of 6 months,
- 4 weeks written notice has been given,
- all fees and charges are paid up to date.

START DATES

Parents wishing to change their child's start date prior to starting, must give at least 4 weeks written notice. We are not able to change a child's start date more than twice. An administration charge of £10 will be charged for each change of start date.

CHILDCARE VOUCHERS

We accept all childcare vouchers.

Childcare Vouchers are Non-Taxable and exempt from National Insurance Contributions (N.I.C.) for employees and offer National Insurance reductions to employers. Childcare Vouchers are a recognised payment method for childcare. Applications to childcare voucher schemes are now closed, however those who are already enrolled can continue to benefit.

TAX FREE CHILDCARE

Tax-Free Childcare is a government scheme for working families, including the self-employed, in the UK with children under 12 (or under 17 if disabled)

For every £8 parents pay in, the government will add an extra £2, up to £2,000 per child - up to £500 every three months



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When a parent registers for Tax-Free childcare, each child will be given a Tax-Free Childcare reference number which the parent must provide to the nursery in order for us to allocate payments from their HMRC account to their 'Parenta' account (our booking and invoicing system). Any over payments on account received from a parents Tax-Free Childcare account must be refunded to this account and not the parent's personal bank account.

LATE COLLECTION FEE

Whilst flexible within our opening hours, charges are made for time used outside of a booked session. Children arriving early for their session or collected late will be charged for an additional hour at the hourly rate plus £5 per 5 minutes for the first 15 minutes and £10 per 5 minutes for the next 15 minutes. If a child is collected after 6pm or is still present on the premises, even with a parent or guardian after 6pm, the Late Collection Fee will be charged as above. Prompt collection of every child at the end of the day is appreciated. The main entrance will remain locked until 8am.

NOTICE PERIOD – NON EARLY YEARS FUNDED SESSIONS

A minimum of 4 weeks written notice to remove a child from Little Deers Day Nursery or to reduce sessions is required, although we do appreciate as much notice as possible. Failure to provide at least 4 weeks written notice will result in one month's fees in lieu and non-refund of deposit.

NOTICE PERIOD – EARLY YEARS FUNDED SESSIONS

A notice period of half a term is required to make any changes to sessions for children in receipt of the Government's Early Years Education Free Entitlement Funding for 2, 3 or 4 year olds.

HOLIDAY ABSENCE

Little Deers Day Nursery is closed for 2 weeks over the Christmas period and Bank Holidays, there is no charge for these sessions.

Children attending nursery sessions for 50 weeks per year are eligible to 2 weeks of his/her normal attendance at 50% of usual fees. Children joining or leaving during the nursery's holiday year, which runs from 1st September – 31st August will receive a pro rata holiday allowance. Unused holiday allowance cannot be rolled over.

Holiday request forms must be submitted at least one month in advance as we are unable to discount sessions after the invoices for the month of the holiday are issued, which is the 20th – 21st of the previous month. Forms are available from the nursery.

Term time places are not eligible for holiday discount.



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ILLNESS OR ADDITIONAL HOLIDAY ABSENCE

We regret that no reduction in fees can be offered due to absences through illness, additional holidays or parents' choice for the child not to attend their sessions.

ADVERSE WEATHER CONDITIONS/EMERGENCY PROCEDURES

In the event of adverse weather conditions such as snow, ice or extreme heat wave, we always endeavour to remain open throughout. If conditions are such that we need to take the decision to close, taking into account the safety of the children, their parents and the staff team, no charge will be made for the duration of our closure. Whilst the business remains open, fees will apply as usual.

Further details of our adverse weather policy are available in the nursery's Health and Safety policy.

CHANGE OF SESSIONS

Parents can request to amend their regular booking pattern if they need to change their child's nursery sessions on a long-term basis. 'Change of Sessions' request forms are available for parents from the nursery. Short term changes of sessions are not possible. Change of session request forms must be submitted at least one month in advance as we are unable to amend sessions after the invoices for the month of the planned change are issued, which is the 20th – 21st of the previous month. Early Years Education funded sessions for 2, 3 and 4 year olds require a minimum of half a terms notice to make any changes to regular booking patterns. A notice period of 4 weeks is required if parents wish to decrease their child's sessions. We are unable to make any changes to sessions whilst accounts have an outstanding balance. A £10 administration fee will apply.

TAX CREDIT / HOUSING ASSOCIATION / BENEFIT LETTER ETC. REQUESTS

An administration charge of £10 is payable for each request for copies of invoices, invoice breakdowns, receipts, statements of account and letters of confirmation of payment etc.

PROCESSED INVOICES

An administration charge of £10 is payable for any requests which require an invoice to be re-run after it has been processed.

NAPPIES/WIPES AND SUNCREAM

Parents are required to provide nappies and wipes for their child. A small number of spare nappies are kept at the nursery for emergencies, as children will not be left in a soiled nappy at any time. If a child is not supplied with sufficient nappies or wipes, on a regular basis, spare nappies or a packet of wipes will be used at a charge of £1 per nappy/per packet of wipes.



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In accordance with our Sun Protection Policy, parents are required to apply sun cream to their child prior to attending nursery each day between March and October. Parents should also provide a sun cream if their child is attending all day, to allow nursery staff to reapply after lunch (unless they sign the disclaimer not to apply sun cream). Parents who do not apply / provide or both will be charged for a bottle of Soltan Once Kids 3hr Protect and Swim Spray SPF30 200ml at £10.00. This bottle will then have the child's name put on it and be left at nursery in the child's tray for the remainder of the summer months for the child's own use. The £10.00 charge will be added to the child's invoice.

LUNCHES

Hot lunches are purchased from Hampshire County Council (HCC) via Burley Primary School. The cost of each meal is determined by Hampshire County Council. As a third party outside of HCC we are charged an additional percentage of each meal plus VAT, the full cost of each meal is then included in monthly invoices. Sessions are booked with or without meals accordingly and invoiced as such. Any changes to lunch requirements are seen as a change of session and the 'Change of Sessions' element of this policy applies. Occasional 'Ad-hoc' lunches maybe ordered prior to 9.30 am on the morning of the day the lunch is required, this will then be added to the following months invoice. Failure to give notice of a child's absence before 9.30am on the day of the absence will result in the meal charge still being applied.

Hot lunches are not available during school half terms or holidays, these are credited from invoices accordingly. Parents must provide packed lunches during these times.

OTHER MEALS AND SNACKS

Breakfast, Snack and High Tea are included in the cost of each session accordingly, for children not in receipt of Early Years Education Funding.

Children in receipt of 3 and 4 year old Early Years Education (EYE) Funding will be charged for the cost of all meals at the following rates:

Breakfast: £1 – Selection of cereals, toast, croissant or toasted bagel, choice of milk or water. (This meal is included for ALL children booked in between 8am and 9am)

Snack: £1 – Selection of fruit, vegetable sticks, crackers, breadsticks etc. (This is included for ALL children booked in between 9am and 12pm)

High Tea: £1.50 – As per our High Tea Menu. (This is included for ALL children booked in between 3pm and 6pm)

We treat all children with equality and fairness, and it would be unfair on individual children to exclude them from meal and snack times. Where parents are unable or unwilling to pay for meals and snacks, they have the option to provide their own healthy snacks and meals. However, if parents do not provide suitable snacks or meals but their child asks for them, the nursery will provide and charge accordingly. Children and families in



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receipt of additional funding can have this offset where necessary against meals and snacks on agreement with the nursery setting.

LATE OR NON-PAYMENT OF FEES

Fees are payable on or before the 1st of each calendar month. A late payment charge of 5% of the outstanding amount will automatically be added to accounts settled after the 15th of the month in which they are due. Failure to settle an account within one calendar month will result in suspension of the child's place at the nursery, until such time as all payments and fees are settled.

Failure to settle an account within 1 month of the date of suspension will result in the loss of the child's nursery place and legal proceedings will commence to retrieve the outstanding sum.

Cheques referred to drawer will be returned to the account holder and a cash payment will be requested; the charge levied by the bank will also be passed on to the parent.

CREDITS, REFUNDS, AMENDMENTS AND ADJUSTMENTS

Once invoices are processed and sent, any credits, refunds for meals, snacks or extra charges etc, amendments or adjustments are made to the following months invoice. Parents are required to pay the full invoice amount to keep their account in credit.

EARLY YEARS EDUCATION (EYE) FUNDING FOR TWO, THREE & FOUR YEAR OLDS – UNIVERSAL

We are registered to receive nursery education funding under Hampshire County Council Children's Services for eligible 2-year olds and all 3 and 4 year olds the term following the child's 3rd birthday.

All children are entitled to receive three terms of free 'universal entitlement' for nursery education as three-year olds, starting the term following the child's third birthday.

All children are entitled to receive three terms of free 'universal entitlement' for nursery education as four-year olds prior to reaching compulsory school age. School is compulsory for children the term following their fifth birthday.

The term dates for this purpose are set by the Secretary of State and are as follows:

Autumn Term: 1 September to 31 December

Spring Term: 1 January to 31 March

Summer Term: 1 April to 31 August (These term dates do not depend upon moveable holidays such as Easter)

The nursery will claim, the Early Years Education (EYE) funding towards each child's fees from the Local Authority on the parent's behalf.



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The maximum funding entitlement is for 38 weeks of the financial year. The year is split into three terms to match, as closely as possible, the school terms.

Funding is paid for a maximum of five sessions a week, each planned session lasting at least 2.5 hours, and a maximum of 10 hours per day between 8.00am and 6pm. **There is a maximum of 570 hours per eligible year for universal entitlement.** Places exceeding 570 hours per term will be charged accordingly on a sessional basis.

The number of sessions per week, for which funding can be claimed, may be fewer than five to meet the individual requirements of the family. The funding paid for fewer than five sessions will be adjusted accordingly. Children may claim funding at more than one setting if the nursery is not able to offer the full 5 sessions. Children attending more than one setting can claim no more than 15 hours in total.

Early Years Education (EYE) Funding is automatically deducted from invoices accordingly.

Children attending term time only sessions will have the full amount of funding deducted from each month's invoice accordingly. Children attending 'all year round' sessions will have funding deducted from invoices during term time (38 weeks per academic year) if the full 15 hours entitlement is claimed.

STRETCHED EARLY YEARS EDUCATION FUNDING

It is possible for parents to 'stretch' their early year's education provision for eligible 2, 3 and 4 year olds by accessing fewer hours across more weeks of the year. The 38-week early years education delivery will remain as the minimum number of weeks for the offer with the maximum being provided up to the 50 weeks of the year that Little Deers is open, which is known as a "stretched offer".

This will enable those parents whose children attend the nursery to do so across a full operational year, enabling parents to budget and balance work or other commitments consistently. Alternatively, full fees will apply for 14 weeks per year during school holidays.

Further assistance and advice can be sought from the nursery office, by visiting <http://www3.hants.gov.uk/childrens-services/childcare/parents/cis/eye.htm> or contact the Childcare and Family Information Team (Cfit) on 0845 603 5620

EXTENDED EARLY YEARS EDUCATION FUNDING – 30 HOURS

Little Deers Day Nursery is registered with Hampshire County Council Children's Services to offer the extended 15 hours entitlement (30 hours) and will be accredited for access to the extended 15-hour childcare (30 hours) eligibility checking system and be allowed to submit claims for the extended entitlement.



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Before the child is able to take up the extended hours in accordance with arrangements made available by Hampshire County Council, the nursery must verify the extended hour's eligibility code provided by the parents to ensure eligibility/entitlement. A child will be entitled to the extended free hours from the funding period after BOTH of the following conditions are satisfied:

- the child has attained the age of three.
- the child's parent has a current positive eligibility from the HMRC.

In order for Little Deers Day Nursery to verify a child's eligibility for the extended entitlement, parents must present their eligibility reference number and National Insurance No. to us in order for us to undertake the eligibility check for the extended hours (which is determined by HMRC through the online application). By providing this number to Little Deers Day Nursery, the parent gives permission for the nursery to use their personal information to check their eligibility for the extended entitlement. Little Deers Day Nursery will use the parent declaration form made available by Hampshire County Council Children's Services to secure this permission.

Children become eligible for the extended entitlement from the beginning of the funding period following their third birthday, up to the term after their fifth birthday and the child is of statutory school age and the parent has confirmed eligibility from the HMRC as follows:

A child born between	AND Parent has received a positive eligibility from HMRC	A child will be eligible the extended entitlement from
1 January and 31 March	Prior to 1 April	1 April following the child's second or third birthday
1 April and 31 August	Prior to 1 September	1 September following the child's second or third birthday
1 September and 31 December	Prior to 1 January	1 January following the child's second or third birthday

Grace Period: Parents are required to confirm their eligibility every 3 months. The Funder will continue to fund a place for a child whose parents cease to meet the eligibility criteria as set out in the table below:



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Date Parent receives an ineligible decision on reconfirmation:	LA audit date	Grace period end date
1 January – 10 February	11 February	31 March
11 February – 31 March	1 April	31 August
1 April – 26 May	27 May	31 August
27 May – 31 August	1 September	31 December
1 September – 21 October	22 October	31 December
22 October to 31 December	1 January	31 March

Parents must inform the nursery if they cease to meet the eligibility criteria and will no longer be able to claim the extended hours in line with the Grace period table above. 4 weeks written notice must be given to reduce the child's hours in line with the 'Notice Period' section of this policy. Alternatively, the parents may wish to maintain the hours and pay the nursery fees in line with our fee structure and this charging policy.

INSET / STAFF TRAINING DAYS

Each academic year, the nursery must allocate 5 inset days to allow for staff training. Children in receipt of 2, 3 or 4 year old Early Years Education Funding will not be able to attend the nursery on these days. Inset days will be allocated and notified to parents by the end of each September.

EXTRA CHARGES FOR FUNDED PLACES

Children who are eligible for Early Years Education Funding are entitled to 15 hours universal or up to 30 hours extended free education per week, for 38 weeks of the year, or the equivalent number of hours stretched throughout the whole year.

This funding is significantly less than our hourly rate and does not cover the cost of meals, snacks, drinks, higher staffing ratio's or specialised sessions e.g. Forest School, which should all be charged as extras. However, as we do not offer the option as to whether these extras are taken or not (as we are a Forest School / outdoor learning nursery and we feel that preparing snacks and meals and eating together is an important part of our day and our 1:6 staffing ratio which exceeds the 1:8 statutory ratio is essential for the safety of all children whilst learning outdoors) and regulations state that parents have to be given the chance to take up their child's 15 or 30 hours of education without any extra charges.

We would therefore like you to consider whether or not you would like to pay anything towards these additional costs of running the sessions that your child attends in order to support us in remaining sustainable. Please indicate on your Session Request Form whether you are prepared to pay between 50p and £1 per hour donation towards the cost of your child's sessions. Please put £0 if you would rather not make a contribution.



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We appreciate that not all families are in a position to support the nursery financially in this way. We therefore offer the opportunity to support the nursery in other ways, by families volunteering their time or skills. Parents with a range of skills such as gardening, carpentry, building maintenance etc. can save the nursery on the financial costs of contracting companies, by volunteering their skills and time.

The nursery also needs to fundraise in order to remain sustainable. Parents can also volunteer their time at fundraising events such as the annual Village Show or by joining our committee to offer fundraising ideas or running fundraising events or projects.

POLICY STATEMENT

Little Deer's Day Nursery undertakes to ensure that all aspects of the nursery policies and procedures are reviewed annually, and they operate in a non-discriminatory manner.

All nursery policies and procedures are written in accordance with the Statutory Framework for the Early Years Foundation Stage (EYFS 2012). Whilst individual policies link directly to the EYFS all policies and procedures interlink with all areas of the EYFS. The Learning and Development theme runs throughout all of our practices due to our Learning through Play ethos.

The management committee will ensure that any changes to this policy will be communicated to all employees.

The management committee will ensure that all staff, parents, carers, voluntary workers and others are fully aware of how to lodge complaints, concerns and appeals on all matters.

We also will endeavour to ensure that all staff practices remain in line with the current best practice.

Original copy written:	July 2017
Date of review:	August 2020 Changes made Y/N
Written / Reviewed and updated by:	<i>K. Griffiths</i>
Chair person to sign and print of behalf of Management Committee:	<i>C Gilbert-Norton</i>
Date disseminated to staff:	September 2020
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