

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 Under 2, 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 working parent 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.
- To offer Early Education within the national parameters being:
 1. No sessions to be longer than 10 hours
 2. No minimum session length (subject to the requirements of registration on the Ofsted Early Years Registers)
 3. Not before 6.00am or after 8.00pm
 4. A Maximum of two sites in a single day

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 pack 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 to cover the cost of administration, 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 nursery, the fees shall be paid by monthly instalments. Nursery fees will be charged monthly in advance. Invoices will be two weeks prior to the month to which the charges relate. Full payment is due in advance and must be paid before attending any sessions/hours during the month to which the charges relate. Full payment must be received no later than the Payment Due date shown on the Invoice - the latest date for payment will be the last working day of the month prior to the month to which the charges relate. For children attending additional sessions/hours during the month, these will be invoiced and must be paid in advance before attending.issued
- A parent may nominate their child to attend termly. In this case a term will follow the term of Glebe House Trust and will be charged monthly. The term dates will be set by Nursery.
- Fees are the joint and several responsibilities 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 nursery 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 nursery 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 Head. 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 nursery 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 nursery 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 nursery in writing of any change of address and/or telephone number.
- Full payment is due in advance and must be paid before attending any sessions/hours during the month to which the charges relate. The nursery reserves the right to make a late payment charge composed of a £10 fixed penalty if payment is not received in full by date shown on the Invoice, the Payment Due each month until paid in full, 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 attending all year: absence from Nursery for family holidays will require one full calendar month's written notice. A maximum of two weeks pro rata of attendance in any one calendar year may be taken without charge. Thereafter the place will be charged at full rate. No sessions will be made for sessions when the nursery is closed on Bank Holidays
- Those attending by term: Non funded and funded children, there is **no** refund or reduction for holidays taken during the Nursery term time and we request one calendar month's notice. Funded hours can only be used during holidays at the discretion of the management and Local Authority but only provided parents and carers have given the applicable notice required. No charge will be made for sessions when the nursery is closed on Bank Holidays.
- 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 nursery does not, unless negligent, accept responsibility for accidental injury or loss of property. The nursery 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 nursery or on a sponsored activity away from the nursery. The nursery 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 nursery or its staff and for the day-to-day running of the nursery 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

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 either their NEO code which is a 6-digit code or for the working parent/carer funding they must provide the HMRC 11 digit code and National Insurance number, this will be all 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 from whenever they start funding, 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, 3-4 Year Old funded entitlement children can choose from the below sessions. These are provided at the times below

- **3 Hours Sessions-** 8.30am-11.30pm and 12.30pm-3.30pm
If you choose the 3 hours blocks you can use up to 5 per week which totals your maximum entitlement of 15 hours.
- **4 Hours Sessions-** 8.30am-12.30pm and 11.30am-3.30pm
If you choose the 4 hour blocks you can use up to 3 per week which totals 12 hours of your maximum entitlement of 15 hours.
- **7 Hours Sessions-** 8.30am-3.30pm
If you choose the 7 hour blocks you can use up to 2 per week which totals 14hours of 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 non funded children**
- **3 Hours Sessions-** 8.30am-11.30pm and 12.30pm-3.30pm
- **4 Hours Sessions-** 8.30am-12.30pm and 11.30am-3.30pm
- **7 Hours Sessions-** 8.30am-3.30pm
- **9 Hours Sessions-** 800am – 500pm

Parents of funded children on 30 hours, can choose from only 3, 4 and 7 & 9 hour sessions. These are provided at the times below

- **3 Hours Sessions-** 8.30am-11.30pm and 12.30pm-3.30pm
If you choose the 3 hours blocks you can use up to 5 per week which totals 15 hours (this could then be spread through the year if attending all year.)
- **4 Hours Sessions-** 8.30am-12.30pm and 11.30am-3.30pm
If you choose the 4 hour blocks you can use up to 5 per week which totals 20 hours of your entitlement.
- **7 Hours Sessions-** 8.30am-3.30pm
If you choose the 7 hour blocks you can use up to 4 per week which totals 28 hours of your entitlement.
- **9 Hour Sessions** – 8am-5pm
If you choose the 9 hour blocks you can use up to 3 per week which totals 27 hours of your entitlement.
- 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..

- **Lunch**

- **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.*

- **Consumable Charges**

Charges may be made for items such as nappies, baby wipes, nappy cream or suncream if they are not provided by parents and carers following discussion with managers – please see fee sheet for current charges on this.

- **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. Any funding entitlement claimed beyond this notice period may be transferred to your new childcare provider via the local authority.

- **Accepted payment methods**

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

- **Payment terms**

Nursery fees will be charged monthly in advance. Invoices will be issued two weeks prior to the month to which the charges relate. Full payment is due in advance and must be paid before attending any sessions/hours during the month to which the charges relate. Full payment must be received no later than the Payment Due date shown on the Invoice - the latest date for payment will be the last working day of the month prior to the month to which the charges relate. For children attending additional sessions/hours during the month, these will be invoiced and must be paid in advance before attending.

If you are having problems paying your bill, please contact the Bursar's office at your earliest convenience to discuss the matter further.

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

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

1. Reminder to pay.
2. Letter/email from the Bursar detailing outstanding balance and referring to our terms and conditions of payment which will include a late payment charge composed of a £10 fixed penalty being added to the account.
3. Referral to Governing Body.
4. The debt will be passed to our Legal Department and Court Action will be taken for recovery of the debt. This may affect your Credit Rating.
5. We reserve the right to suspend a child's non funded place until payment is received in full, with fees still being charged. Persistent or continuous non-payment of non-funded fees will result in the loss of a child's non funded sessions.

- **Fee Review**

- Fees are reviewed by the governing body yearly and more often in exceptional circumstances, so parents and carers are responsible for checking emails and mail notifications regarding fee increases.

- **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 will be 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 830-1130 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.
- Parents and carers of children who attend all year may be charged for staff training days as applicable, but will be given two months' notice of these dates if they occur.
- 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
- www.childcare-provider-checker.tax.service.gov.uk
- www.gov.uk/childcare-calculator
- Or call HMRC 0300 1234097

Legal framework

- Early Education and childcare
- Early Years Education and Childcare Operational Guidance
- Model Agreement
- Early Education and Childcare Local Authority Funding Agreement
- [Local Authority funding agreement - Norfolk Schools and Learning Providers - Norfolk County Council](#)
- The Statutory Framework for the Early Years Foundation Stage
- Working Together to Safeguard Children – 2018.
- Equality Act 2010

This policy initiated: SB, SE

Policy Written by: SB, SE

Policy to be updated on an annual basis.

Policy reviewed: September 2025