

Charging Policy

Statement of Intent

At Bishy Barnabees Day Nursery, we believe the fees we charge reflect the safe and stimulating services we provide for the children and ensure the continued high standards and sustainability of the Nursery. In doing so, we ask all parents/carers to respect our policy. This policy and the admissions policy are issued to all families as part of the registration process and are also available via email if any charges have been made and/or annually. Bishy Barnabees has made a Flourish Pledge, which means we are working together with the local authority to make Flourish the shared ambition of everyone working to improve the lives of children and young people in Norfolk.

Aim

We will work in partnership with parents, carers, childcare providers, the local authority and other organisations to improve provision and outcomes for children at Bishy Barnabees. Where required we will seek parent/carer consent to collect, share and use your information in accordance with the Data Protection Act and General Data Protection Regulations. The funded entitlement will be delivered consistently so that all children accessing any of them will receive the same quality and access to provision regardless of whether families opt to pay for additional hours, meals or Bishy Barnabees Services. We aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes. This will be in partnership with families and consent will be sought prior to submitting a claim/application.

Methods

The Schedule of changes

1. The fees are reviewed at the Owner's discretion
2. The Nursery will notify the parents in writing 4 weeks in advance of any price increase.
3. The current hourly rates are 0 – 2yrs: £9.00, 2 – 3yrs £9.00
3 – 5 yrs £9.00.
4. Fees are reviewed annually in April. Families will be given at least 4 weeks notice in writing to inform them of any change and given the opportunity to discuss their options with Julie or Louise.
5. The Nursery offers discounts for siblings.
6. Any bank charges the Nursery incurs through the non payment of a cheque will be passed onto the parent/carer.
7. Where a child is not yet in receipt of Early Years Education Funding, a fee of the hourly rate for the session applies.

8. If a parent/carer has any issues with their bills, they should contact the Office or the Manger in the first instance.
9. Meals are **not** included in the funding entitlement, however, parents are able to provide their child with a packed lunch/tea. Any consumables, additional hours or any additional services are also not included throughout the funding period.
10. Conditions are not imposed on parent/carers wishing to access the funded entitlement.
11. Charges can be made for additional childcare services over and above the funded entitlement – these are payable at the normal rates.
12. If child/children do not attend nursery, Bishy Barnabees will charge for any non funded hours unless holiday entitlement has been agreed.
13. If children are collected after their collection time, a 5 minute grace period is allowed however thereafter a late collection charge will be added to the invoice to the sum of £20 if collection is between 5-10 minutes late. If the child remains on site for 20 minutes a £30 charge will be collected.
14. Invoices will be itemised to provide clear and transparent information concerning the charges as agreed in the childcare agreement. It will allow parents/carers to see that the entitlement is received completely free of charge and understand additional fees that have been applied.
15. As part of the registration process, parents/carers will be required to provide documentation to evidence their childs date of birth. This is to confirm they have reached the eligible age for the funded entitlement. A copy will not be retained but may be required again later by the local authority for audit or fraud investigation purposes.

The current hourly rates are :-

- 0 – 2yrs: £9.00,
- 2 – 3yrs £9.00
- 3 – 5 yrs £9.00.

Additional services – Charges for additional services such as trips will be agreed in advance with families.

Costs of meals will be charged at breakfast £1

Lunch	£3
Tea	£2

Consumable charge – consumable charge will be charged at £10 per week.

The consumable charge contributes towards the following :-

- Snacks
- Family App
- Parties/graduations/leavers/Christmas parties.
- special occasions craft and presents,
- gifts
- ipads and downloads
- bathroom supplies

This is part of the sufficiency fee but is not limited to these items.

If you are unable to pay these charges, please speak to Julie or Louise to discuss the alternative options available :-

The alternative options include :-

- Waiving or reducing costs
- Families to supply a packed lunch and snacks.
- Families to supply toiletries and personal care products
- Where criteria is met, attending fully funded sessions between 8am and 6pm.

All fees will be charged unless specific arrangements have been agreed and whilst a childcare contract remains in place. Families wishing to terminate their childcare contract must provide 4 weeks notice in writing to

bishybarnabeesmanager@gmail.com

Any funding entitlement claimed beyond the notice period is transferrable to your new childcare provider via the local authority where the funding criteria is met. |Where a child leaves the setting before the end of the agreed notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the end of your notice period, together with any additional fees which formed part of your childcare agreement.

Our fees are reviewed annually in April. Families will be given at least 6 weeks notice in writing to inform them of any change and given the opportunity to discuss their options with Julie or Louise.

All families will be issued an invoice monthly in advance unless the balance equals zero. The payment term is within 30 days.

The Government funding Free Entitlement

The Nursery is registered to receive Early Education Government Funding Entitlement for 2, 3 and 4 year olds, where eligible for 15 or 30 hours a week flexible childcare only. This funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, nursery sufficiency, additional hours or additional services provided by Bishy Barnabees.

The current hourly rates are £9 per hour, these apply when families claim a funded entitlement as part of childcare arrangement and not funded by the local authority.

The funding entitlements will be delivered consistently so that all children accessing any of them will receive the same quality and access to provision, regardless of whether families opt to pay for optional hours, services, meals or consumables and the entitlement place is offered free. Parents will not be charged a “top-up” fee to recoup the difference between the amount received from the local authority and the current hourly rate. We will work with parents to ensure that as far as possible the hours/sessions that can be taken as funded provision are convenient for parents’ working hours.

1. Children receive funding in the funding period following their second or third birthday.

Funding periods run from:

1st September to 31st December

1st January to 31st March

1st April to 31st August

2. Families accepting a 2 year old funded place will be able to claim the entitlement until their child(ren) is/are eligible for either the 3 and 4 year old funding universal entitlement or working parent entitlement.

3. Parents are free to use their funding at any registered setting. Parents are also able to split their funding between two different settings.

4. The Nursery operates for 51 weeks of the year and is listed with Norfolk County Council as an approved provider to offer the Early Education Funding entitlement for 9 month plus, 2, 3 and 4 year olds and have agreed to meet the conditions of the current Early Education and Childcare Statutory Guidance for local Authorities. Children in receipt of the Early Education Funding are entitled, at present, to 15 hours of funded childcare per week; however, Bishy Barnabees offers 30 hours a week free however, HMRC will determine if parents/carers are eligible for this facility. Depending on eligibility any hours above the 15 or 30 hour free entitlement will be chargeable, and parents are made aware of this at onset. Parents are made aware that funded sessions are to be no shorter than 2.5 hours and no longer than 10 hours. Government funding is intended to cover the cost to deliver 15 or 30 hours a week free, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours or additional services. The entitlement is offered FREE. Parents/carers will not be charged a "top-up" fee to recoup the difference between the amount received from the Local Authority and the current hourly rate. Funding can be claimed during our lunch period. These places are limited and will be offered to families who are unable to pay the sustainability charge and are receiving some form of government help.

5. Parents/carers are able to access links through <https://childcare-support.tax.service.gov.uk/par/app/apply> and <https://childcarechoices.gov.uk/providers> to ascertain if their child will be eligible for the 30 or 15 hours free funding and a authority eligibility code will be given for 30 hour funded children to bring to Bishy Barnabees. The eligibility lasts for 90 days and parents/carers are required to update this information to ensure they are still eligible. Claim forms will then be completed and information forwarded onto NCC. The original form is kept at the Nursery locked away for 2 years after the child has left Bishy Barnabees.

6. Additional hours and services will be charged at the current hourly rate, where hours are not funded as Early Education by the Local Authority.

Charges for additional services such as trips will be agreed in advance with families. The following charges apply when taking a free entitlement place – cost of meals and snacks and consumables. These charges are voluntary and you are able to provide your child with their own.

Charges –

£150 deposit for new children to secure their place at Bisby Barnabees Day Nursery. If this space is not used it is non-refundable. This fee comprises of £50 administration fee which is non refundable. The remainder will be held on account until the contract is terminated and any outstanding fees have been paid in full including the sufficiency charges. Where a child is using only government funding the £100 reservation fee will be refunded within 6 weeks from first monthly invoice. The deposit will not be returned where a place is no longer required.

Retainer fee – if children are on a term time contract a retainer of 30% of their normal hours apply (unless they are accessing free childcare funding).

Where a time lapse has occurred between the point of registration and the child's start date, families should check that the information shared about funding and fees remains current so that any applicable charges can be checked and finalised before the childcare agreement between the family and Bisby Barnabees is formalised.

- Late payments – if you are accessing additional hours above the funding and these are not paid by the 15th Of each month a late payment fee may be applied of 5% interest charge for each week, or part of. Fees still outstanding at the end of the each month will result in the nursery place being suspended until full payment has been received.
- The following fees apply when families claim a funded entitlement as part of the childcare agreement :-
- Additional hours – including those not funded by the Local Authority will be charged at the current hourly rate.
- Additional services – changes for additional services such as parties/trips will be agreed in advance with families.
- Cost of meals :- Breakfast £1.00, lunch £3.00, Tea £2.00 this fee is not included in any funding agreement.
- Sustainability charge – will be added to your invoice in the amount of £10 per week for all children. The sustainability charge contributes towards : snacks, special occasions craft and presents, gifts, ipads and downloads, bathroom supplies, parties, graduations, this is part of the sufficiency fee but is not limited to these items.
- If families are not prepared to pay for meals then they must supply a packed lunch for their child attending during lunch.
- If you are unable to pay these charges, please speak to Julie to discuss the alternative options available.

- The alternative options include – waiving or reducing costs, families to supply a packed lunch and snacks, families to supply toiletries and personal care products,

Transitions

To ensure a smooth transition for the child, we will work closely with families to discuss and agree how a child's overall care will work in practice where an entitlement is split across different providers, and where possible when families transfer their funding claim to a new setting.

SEND

We are required to have arrangements in place to support children with special educational needs and/or disabilities (SEND). These arrangements and/or disabilities should include a clear approach to identifying and responding to SEND.

This means we will :-

- Follow the requirements of the Early Years Foundation Stage Statutory Framework to provide an inclusive environment for all children and their families, together with the requirements to comply with the Equalities Act and the Special Educational Needs and Disability Code of Practice.
- Monitor and review children's progress and development in partnership with families. Where a child appears to be behind expected levels of development or where a child's progress gives cause for concern a graduated approach will be adopted with 4 stages of action : Assess, Plan, Do & Review.
- Provide information to families on how their child's development is being supported and in agreement, consent will be sought to apply for additional funding and request support from outside agencies where necessary.
- Utilise the SEN inclusion fund and Disability Access Fund to deliver effective support.
- Publish our contribution to the SEN Local Offer in Norfolk. This is available on the Norfolk Community Directory to ensure information is available to parents so they can make choices about the right childcare provision for their child with SEN.

Late Collection charges

The nursery has a duty of care to you and your child/ren and with this in mind we appreciate that sometimes there may be circumstances beyond your control affecting the prompt collection of your child. If you know you are going to be late collecting your child in our care please call at your earliest opportunity and discuss with Louise/Julie arrangements for the collection. Please note that a late stay fee will still be chargeable.

All parents/carers will be given a 5 minute grace period on late collection of your child. If your child remains uncollected 5 minutes over the set time – no late fee will be charged but managers will be aware of the late collection and if it continues to be a regular occurrence a charge will be made and you will be informed.

If your child has not been collected 5 minutes after their session has ended (i.e. 12.35pm collection when end of session is 12.30pm) then a £20 charge will be levied.

If your child remains uncollected 5-10 minutes over the set time – a late stay fee will be added to your invoice of £20.

If your child remains uncollected 10-20 minutes over the set time – the manager will contact the emergency contacts on your child's registration form and a late stay fee of £30 will be collected.

Most children are collected before or on their set time but some unfortunately are collected continually late and these late collections cause additional overhead costs for the nursery with additional staff needing to stay later and potentially unnecessary distress to a child.

Should you wish to discuss this further – please do not hesitate to contact Julie – 01362 850947 or email bishybarnabeesmanager@gmail.com

Payment Due Dates

1. Invoices are issued as close to the 15th of the month as possible, with the invoices relating to the following month. Invoices are only issued once the previous invoice has been paid.
2. Fees are due on or before the 15th of the relevant month, therefore paying half the month in arrears and half the month up front.
3. Payment can be made via Childcare Vouchers, standing order, cheque or cash. Alternatively, payments can be made via online banking to the Nursery's bank account.
4. Fee payments will be checked by the Office Manager and entered into a fee register. The Nursery will issue a receipt for cash payments only.

5. It is the parents or carers responsibility to contact a member of the management team if there is a problem with paying the bill and to discuss the possibility of paying by instalments.

6. In the event of non-payment of fees by the due date, the following procedure will be followed:

If invoices remain outstanding after the 15th of the month, a slip is given to parents detailing the outstanding amount and also the 5% interest charged due to late payment. The slip also explains that if invoices are not paid by the end of the month, their child's place may be suspended until the invoice has been cleared in full.

If families are struggling to pay their invoices, we are happy to discuss a payment plan which suits both parties.

All fees will be charged unless specific arrangements have been agreed and whilst a childcare contract remains in place. Families wishing to terminate their childcare contract must provide 4 weeks notice in writing to bishybarnabeesmanager@gmail.com

Any funding entitlement claimed beyond the notice period is transferrable to your new childcare provider via the local authority where the funding criteria is met. Where a child leaves the setting before the end of the agreed notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the end of the notice period, together with any additional fees which formed part of your childcare agreement.

Holidays, Sickness and Cancellation

1. However payment is made, fees are payable regardless of whether your child is able to attend or not, i.e. holiday or illness.

2. The Nursery requires at least 4 weeks notice in writing before withdrawing your child from their sessions. Any funding entitlement claimed beyond the notice period is transferrable to your new childcare provider via the local authority where the funding criteria is met. Where a child leaves the setting before the end of the agreed notice period, we will seek authorisation from the local authority to claim any funding applicable to your entitlement up to the end of the notice period, together with any additional fees which formed part of your childcare agreement.

3. In the event that the Management decides to close the Nursery and that there is a disruption to services, i.e. adverse weather conditions, parents will not be charged for the session.

4. Hourly rates are reviewed every 6 months and notice will be given in advance of any increase.

Financial Support to Parents

1. Anyone in particular need may also pay fees weekly with the agreement of the office. The fees must be paid at the child's first session of each week and need to be handed to the office.

2. The nursery accepts Childcare Vouchers direct through employers if there is no financial or administrative implications to nursery. Any parent wishing to use Childcare Vouchers should contact the office first.

3. For parents who have to pay for any part of their childcare, help may be available via the child tax credit system. For further information, parents can contact:

HRMC – www.hmrc.gov.uk

Guidance – Early Education and Childcare guidance for Local Authorities – March 2017.

Early years entitlements : Operational Guidance for local authorities and providers – April 2017.

ChildcareAct2006(<https://www.legislation.gov.uk/ukxi/2007/3490/contents/made>)

ChildcareAct2016(<https://www.legislation.gov.uk/ukpga/2016/5/enacted>)

This policy was adopted in July 2015 and adapted in April 2024 and read in conjunction with the Admissions policy & procedure, data storage and retention policy, Emergency closure policy, non payment of fees policy, Non-collection of Children policy and Equality, Inclusion & diversity policy, privacy notice.