



HAPPY DAYS POLICIES AND PROCEDURES

Charging Policy

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Policy statement

It is the policy of Happy Days to accept government funding for children from the term after a child turns 3 years of age, for up to a maximum of 15 hours for the universal offer and an additional 15 hours under the extended offer. Children attending pre-school who are not yet entitled to funding, or who claim for more than their funded hours will be required to pay fees. It is Happy Days' aim to operate a financial system which is both fair and reasonable and in line with market value, covering the costs of operating the preschool.

Funded Children

Government 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, additional hours or additional services. All children aged 3 and above are currently entitled to a maximum of 15 universal hours and if eligible could claim an extra 15 hours under the extended offer of funded childcare per week. This funding is claimed from Norfolk County Council based on the hours that Happy Days can offer. There is no guarantee that your child will be able to have the full funded entitlement at the pre-school as the hours which your child is offered is dependent on the level of children already attending at that time. Funding is claimed for a total of 38 weeks (570 hours per year) which covers the academic year and takes into account bank holidays and normal school holidays, and includes time for staff taking staff development days during which funding cannot be claimed. The entitlement 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.

Funding is available for your child at three points in the year (Term 1 - September, Term 2 – January and Term 3 – After Easter) and is only available to claim in the term following your child's third birthday. It is the parent's responsibility to complete a funding form and return it

to the staff. Funding can only be claimed at each of these three points per year for the extended offer. Norfolk County Council will accept amendments to Early Education Universal and Extended claims at any time throughout a claim period. All funding entitlement follows Monday to Friday and does not roll over to the following week. The transfer of funding will be facilitated by Norfolk County Council to ensure parents/carers are able to maximize their entitlement. Additional hours and services will be charged at the current hourly rate where hours are not funded as Early Education by the Local Authority. In the event of closures due to exceptional circumstances some parents who claim their full funded entitlement with Happy Days are occasionally unable to have full use of their hours during those weeks. In these circumstances parents are offered the opportunity to take their missed hours at an additional point within the same academic year. Happy Days requests that all funding forms are returned to the preschool before the second week of the term so that we can invoice families correctly. If we do not receive your funding form in time we will assume that you are not claiming funding and will therefore invoice you for payment of that term. If you are claiming the extended funding we also require you to have obtained your funding code from HMRC and informed us of the code before the end of the term prior to the term you wish to claim for. We are also registered to accept Local Authority funding for children following a child's second birthday but please refer to the Norfolk County Council website to confirm the exact funding eligibility for each child.

Fee Paying Children

For children who are not entitled to funding (due to their age) or have exceeded their funding allocation will be charged for the hours which have been agreed with the setting that their child can attend. All families will be issued an invoice half-termly unless the balance equals zero. The invoice will be itemised to provide clear and transparent information concerning the charges as agreed in the parent contract. It will allow parents/carers to see that the entitlement is received completely free of charge and understand any additional fees that have been applied.

For the children, families are billed within the first 2 weeks of each half term and fees need to be paid by week 4 of the half term, unless otherwise stated. If payment is not received, Happy Days will automatically apply a late payment penalty of 10% to the following term's bill. All debts will be recorded and non-payment will be followed up by issuing reminders as outlined below. 3 weeks from date of invoice - 1st reminder 6 weeks from date of invoice - 2nd reminder 9 weeks from date of invoice - final reminder Non-payment of fees may result in a withdrawal of the child's place or being excluded from additional hours until all current

debts are cleared or until the governing body is convinced that there are extenuating circumstances.

Additional hours and services will be charged at the current hourly rate where hours are not funded as Early Education by the Local Authority. Detailed receipts will be issued for all cash and cheque payments.

Fees may rise as necessary and parents will be given notice of at least half a term. This notice will be displayed on the setting wall and will be mentioned either in the newsletter or in a separate letter.

Parents will be billed for their child's agreed hours irrespective of attendance and refunds will not be available for short-term sickness or holidays. In exceptional circumstances the Manager in conjunction with the governing body reserves the right to review this on a case by case basis.

Parents will be billed for their child's agreed hours irrespective of attendance whether this be due to, for example, sickness or holiday. Refunds or rearrangement of sessions will not be available for short-term sickness.

The setting's holiday period:

Happy Days is closed, inline with Norfolk County Council's model calendar for schools.

The setting's total holiday duration:

Happy Days is closed during the school holidays, approximately 14 weeks of the year.

Charges during the setting's holidays:

When the setting is closed, no fees will be charged.

Children's holidays:

You will be required to provide 1 weeks notice when your child/ren will be away from the setting for holiday's or short periods of time. Whilst your child is away from the setting, half fees will be charged.

Bank holidays:

The setting will be closed for all national bank holidays. No fees will be charged.

Fees

Happy Days charge a £50 deposit to secure a place at the setting. It will be returned in full within 6 weeks following the first day of attendance for early education. Where families have agreed a contract for more hours than the early education entitlement, the deposit will be returned when the contract is terminated and any outstanding fees have been paid in full.

The deposit will not be returned where a place is no longer required. The cost of childcare is worked out on an hourly basis as detailed below:

- 2yr olds £5.20 per hour

- 3-4yr olds £4.50 per hour.

Payment of fees is on a half termly basis but we can make exceptions to this by agreement with Mrs Hales – the Barnham Broom Primary School Business Manager. A late pick up fee of £5 per 5 minutes will be charged if you are more than 5 minutes late collecting your child unless we have a valid reason or are previously warned about a late collection.

Ad hoc bookings

Should you wish to add any additional hours to your allocated times, payment will be required as soon as the pre-school availability has been checked. At least one weeks notice must be given for this.

Extra Hours

Happy Days offers extra hours between 8:30am and 9am and 3pm and 4pm on Tuesdays, Wednesdays and Thursdays. Additional hours and services will be charged at the current hourly rate where hours are not funded as Early Education by the Local Authority. You will be required to pre-book these hours the term before claiming them, and we will require a half-term notice of any change to these hours. You will be charged for the full half hour if your child is dropped off between 8:30am and 9am. A late pick up fee of £5 per 5 minutes will be charged if you are more than 5 minutes late collecting your child unless we have a valid reason or are previously warned about a late collection.

Extra Charges

There is no extra charge for snacks that are provided daily however, if your child is attending the setting over the lunch period, hot meals can be ordered from Barnham Broom Primary School at an extra cost of £2.30. Please speak to the setting manager for more details.

Consumables such as nappies, wet wipes and sun cream are available in the setting for emergencies, however, it is encouraged for parents to supply their own.

The pre-school may organise trips off the premises that involve coaches, entrance fees etc. Such trips are not held often and we may ask parents for voluntary donations towards the costs. Charges for additional services such as trips will be agreed in advance with families. Fund-raising activities are occasionally held to provide some much-needed funds for equipment. It is optional as to whether you take part in these, but we would encourage as many as possible to assist us in providing the best for your child.

The free entitlements will be delivered consistently so that all children accessing any of the free entitlements will receive the same quality and access to provision, regardless of whether they opt to pay for optional hours, services, meals or consumables.

Tax Credits

Tax credits may be given to eligible families as a contribution towards childcare costs. The HMRC helpline number is 0345 300 3900 or the website is www.taxcredits.hmrc.gov.uk

Employer Vouchers

These allow you to save an element of tax and NI by your employer paying nursery 'voucher' providers directly before any tax and NI has been deducted from your salary which is passed to a Nursery Voucher Supplier, who in turn releases the monies to the Nursery as payment towards your fees, therefore a saving for you. We can accept any form of employer voucher, please speak to your Human Resources department for details of their scheme (if they have one), and we can supply any information you require to set up a payment from them to us.

Tax-Free Childcare

Tax-Free Childcare is a Government scheme to help eligible working families save on their childcare costs. Eligible working parents and carers can open online childcare accounts - just like an online bank account - to pay registered childcare providers directly. For every £8 paid into an account, the Government will add £2 (£4 for a disabled child), and the total amount in the account can only be spent on childcare. The maximum that can be paid into an account each year is £8,000 and the maximum that will be received from the Government is £2,000 (£4,000 for disabled children.)

For more information please visit the following website:

www.childcarechoices.gov.uk/providers

Extended offer- 30 Hours

From September 2017, eligible parents of 3 and 4 year old children will be able to claim an additional 15 hours per week for their child towards their childcare. In order to check your eligibility for this funding please visit the HMRC website:

<https://childcare-support.tax.service.gov.uk/par/app/applynow>

Should you be eligible for this funding, you will be given an 11 digit code which you will need to provide to the setting. It is therefore very important you keep a record of this code. Without it the setting will be unable to claim for funding on your behalf.

More information on the additional hours can be found at:

www.childcarechoices.gov.uk/providers

Alternatively you can contact the Norfolk Family Information Service on fis@norfolk.gov.uk or phone 0344 800 8020

Closures in Exceptional Circumstances

In exceptional circumstances the pre-school may have to close. Wherever possible notice will be given to parents. In the event of this occurring the pre-school will offer parents the option of arranging another session or a refund for those closed days for any fees already charged.

Notice Period

Should a parent wish to remove their child from the Setting, a notice period of no less than half a terms notice must be given.

In the event that insufficient notice is given, fee paying children will still be liable for their bill until the end of the notice period.

For funded children - Please note the Local Authority will, at its discretion, agree to pay the funding entitlement for a maximum of 4 weeks where no notice period has been given. In its decision to fund, the Local Authority will consider –

- the last day of attendance within a claim period
- if a parent/carer claim form has been signed
- the circumstances which resulted in the non-compliance of the notice period
- the ability for the parent/carer to maximise their access to funding

Guidance (please note: we are expecting further updated guidance shortly from DfE) – the current guidance is:

- Early Education and Childcare Statutory Guidance for Local Authorities – June 2018
- Early years Entitlements: Operational Guidance For Local Authorities and Providers – June 2018

This policy was adopted by *Happy Days*, in

It was updated *June 2021, version 4*

Signed on behalf of the provider: CHarrowing



Name of signatory: Chloe Harrowing

Role of signatory: Manager of Happy Days

Signed on behalf of the Governing Body of the School:

Name of signatory: Penny Folkard



Role of signatory: Chair of Governors