

General Welfare Requirement: Organisation

Providers must plan and organise their systems to ensure that every child receives an enjoyable and challenging learning and development experience that is tailored to meet their individual needs.

Finance

Fees policy – Termtime

Policy statement

Redwood Pre-School is a 'not for profit' registered charity no: 1100327. We provide high quality affordable childcare and education. As well as providing flexible Free Early Education Entitlement (FEEE) places of 15 hours per week during term time and up to 30 hours FEEE for eligible working families, we give parents and carers the opportunity to pay for non-funded sessions and to buy additional hours as set out below. We aim to be clear and transparent in all our calculations of fees.

Procedures

Family Membership Fee

This is a single, one-off payment of £15 per family. It is payable when a family first start any of the services at Redwood Pre-School including: visiting, 'Stay & Play' sessions; crèche service; term time pre-school places; holiday playscheme; Chatterbags.

This fee will not be charged to parents who only access the free entitlement (FEEE).

The family membership fee covers all members of one family, for example, additional brothers and sisters. It does not cover other family members such as cousins, nephews, nieces.

The money we raise from family membership fees goes toward the costs of marketing and advertising our services, mail outs, stationery and postage.

We maintain a register of all our family members to satisfy our legal requirements under the Companies Act.

Session times:

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| 8:00 – 9:00am | Breakfast club (<i>extended care session</i>) |
| 9:00 – 12:00am | Morning session |
| 12:00 – 1:00pm | Lunch club (<i>extended care session</i>) |
| 1:00 – 4:00pm | Afternoon session |
| 4:00 – 6:00pm | Teatime club (<i>extended care session</i>) |

Fees: *with effect from September 2017*

| Fee rates per session | 2 year olds | 3 to 5 year olds |
|------------------------------|--------------------|-------------------------|
| Breakfast Club | £6.00 | £5.25 |
| Morning Session | £18.00 | £15.75 |
| Lunch Club – packed lunch | £6.00 | £5.25 |
| Lunch Club – cooked meal | £7.00 | £6.25 |
| Afternoon Session | £18.00 | £15.75 |
| Teatime Club | £12.00 | £10.50 |

(current fees are subject to review)

Non- Funded Places

At Redwood Pre-School, children can attend from the age of two years in a fee paying place. Children who receive their FEEE in another setting can also attend in a fee paying place. Children on the pre-school roll must attend for a minimum of three 3-hour sessions per week.

Free Early Education Entitlement (FEEE)

The Free Early Education Entitlement is a government grant which enables all 3 and 4 year olds to receive free nursery education, with approved providers, from the term after their 3rd birthday until they reach compulsory school age. FEEE is also available for some 2 year olds whose family meet a specified financial criteria; or where there is an identified special educational need or disability; or the child receives Disability Living Allowance; or the child is looked after by the Council or there is an adoption order.

Currently, a child is entitled to a maximum of 570 hours of Free Early Education per year which must be taken over a minimum of 38 weeks. At Redwood Pre-School, this is equivalent to 15 hours per week for 38 weeks of the year during term time. Eligible working families can also apply for up to 30 hours per week of Free Early Education, a maximum of 1,140 hours per year. Children must attend for a minimum of 2 days per week to receive their 15 hours or 30 hours entitlement.

The FEEE can be used flexibly to enable parents to access employment or training. Parents can choose to have 5 free 3-hour sessions per week (mornings or afternoons), a combination of 5 morning and afternoon sessions or longer days, with extended care sessions, if available.

If parents require more than their 15 or 30 hours free entitlement per week, additional sessions can be bought at the rates shown above. Session times are fixed and fees will not be reduced if parents collect their child before the end of a session.

When a child is eligible to receive FEEE, parents will be required to sign a 'Parent Declaration Form' stating the number of FEEE hours their child receives at Redwood Pre-School. This form must be completed and signed in order for a child to receive their free hours. Parents will be reminded to return their completed form however, failure or refusal to sign and return the form by the specified deadline will result in loss of FEEE funding and parents will be liable for the full cost of their child's place at the rates shown above and will include the two weeks notice period (if applicable). Non payment of fees will be subject to the 'Overdue fees' procedure.

Minimum weekly sessions:

To enable our keyworkers to maintain up to date records of each child's development, children on the pre-school roll must attend for a minimum of three 3-hour sessions per week.

Snacks

At Redwood, we provide healthy snacks and drinks during each session. All parents are expected to contribute 50p per week towards the cost of snacks. A 'snack payment form' is used to record payments received from parents. This is monitored on a half termly basis and reminders are sent to parents who have not contributed.

Drop-in crèche:

Children attending for drop-in crèche sessions will be charged at the same rates above. Costs are per session. Reductions are not available for shorter periods of time. Fees are to be paid in advance and in full for the sessions/days/weeks required to guarantee your child's place. Places will not be booked or reserved without payment. Fees will not be refunded due to sickness or cancellation. Once booked, days cannot be swapped.

Children can attend the pre-school creche during term time up to the age of 5 years (end of Foundation Stage / Reception Class / Year 1).

Visitors – ‘Stay & Play’ sessions:

Parents and carers are welcome to bring their child along to pre-school as a visitor during the morning and afternoon sessions during term time. This enables the child to become familiar with the group before a place is allocated. Visitors fees are £2 per child per session, payable on the day you attend. Parents must stay with their child and be responsible for them during their visit.

When and how to pay:

All fees must be paid at least weekly in advance on the first day of the week that your child attends. Fees can also be paid in advance per month, half term or full term if parents wish to do so.

Payments can be made by cash or cheque made payable to ‘Redwood Pre-School’. Cheques returned unpaid will incur a £10 administration fee.

Parents can also pay electronically via bank transfer directly to the pre-school bank account using their child’s name as a reference for each transaction.

We accept childcare nursery vouchers and are registered with a large number of providers. We are willing to register with other providers if necessary.

We accept tax-free childcare payments. Parents must provide their tax-free reference number for each child so we can identify their payments.

We do not accept payments made by debit or credit cards.

Parents must arrange their preferred payment method with the Office Manager.

Parents must go to the main office (dinosaur entrance) to pay their fees. Payments must only be given to the Office Manager, Payroll & Admin Officer, the Coordinator or a Deputy Coordinator. Fees paid by cash or cheque are recorded on a weekly ‘Fee Payment Form’ and parents/carers are required to sign this form every time they make a payment.

Receipts are available upon request.

Termly fee statements are generated for each child who incurs fees. The statement details the child’s contracted hours, number of FREE hours, number of fee-paying hours, term time lunch option and shows the weekly charges, payments received and the term balance. Playscheme fees are also included, when required.

Fees secure the child’s place at the pre-school and are to be paid whether the child attends the session or not. Costs are per session. Reductions are not available for shorter periods of time. Refunds will not be given if the child is absent or ill.

If a child misses a session, parents are not permitted to swap it to a different day. *Only in very exceptional circumstances, the senior management team may be able to arrange for a missed session to be made up during the same week if a place is available.*

Notice Period

Parents are required to give a minimum of two weeks notice in writing to the pre-school if they wish to cancel any sessions or withdraw their child from the pre-school. Fees will be charged up until the last day of the two week notice period.

Overdue fees

Redwood Pre-School is a registered charity which provides high quality early education and care. We rely upon regular income from fees to maintain our high standards and services.

Parents and carers are asked out of courtesy to maintain contact with the pre-school and to make any necessary arrangements to pay overdue fees.

- If your fees become more than 1 week overdue, a letter will be sent home or via email stating the amount due for payment. (standard letter 1)

- If you fail to respond to this letter after 1 week, we will send a reminder stating the amount due for immediate payment. (standard letter 2)
- If after 2 letters have been issued and no arrangements to pay have been made, the pre-school will refer the case to 'Daniels Silverman' a debt collection agency, to recover the debt. Once a case has reached this stage, the pre-school will not enter into repayment plans with parents.
- Once fees become 2 weeks overdue, we reserve the right to withdraw the fee-paying place and reduce the child's hours to the 15 hours FEEE, if applicable. These 15 hours will be offered as 5 morning sessions or 5 afternoon sessions. No extended sessions will be permitted. We reserve the right to offer the fee-paying place to another child from our waiting list and offer no guarantee that a fee-paying place will be available again when the overdue fees have been settled.
- If a parent uses inappropriate language or becomes aggressive towards a member of staff, we reserve the right to terminate their child's place with immediate effect.

Non-payment of fees could result in a child's place being permanently withdrawn.

The pre-school will enforce this policy as prompt payment of fees is vital to maintain our services.

Legal framework

LBWF FEEE Contract

Further guidance

www.walthamforest.gov.uk

www.myearlylearning.co.uk

www.childcarechoices.gov.uk

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| This policy was adopted at a meeting of | _____ | name of setting |
| Held on | _____ | (date) |
| Date to be reviewed | _____ | (date) |
| Signed on behalf of the management committee | _____ | |
| Name of signatory | _____ | |
| Role of signatory (e.g. chair/owner) | _____ | |