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Oxhey Early Years Centre

Charging and Remission Policy

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Amended October 2019

Charging and Remission Policy

Purpose:

In general, no charge can be made for admitting children to maintained schools. Oxhey Early Years Centre is a local authority maintained Nursery School offering the universal entitlement of 15 hours per week fully funded to children the term after their third birthday or 30 funded hours if eligible.

Nursery School free sessions are either:-

15 hours
8.30 am to 11.30am
or
3 days 9.00am-3.00pm

30 hours
9.00am to 3.00pm

Additional paid for “wraparound sessions” (in addition to the 15 and 30 free hours per week nursery school funded places) together with paid “holiday sessions” are also available through Oxhey Early Years Centre (please see Nursery School on next page) and Oxhey Early Years Centre Limited (OEYC Ltd) our not for profit charitable organisation. These sessions incur a charge based on an hourly rate plus any meals taken. Please ask Office for current up to date fee list. For further information see Appendix 1 for OEYC Ltd’s terms and conditions. Nursery School sessions between 9.00am and 3 and are included in your funded sessions. 3:00pm- .00pm is an additional session and is payable to Barclays Bank. Daycare sessions i.e. Breakfast and 4.00pm-6.00pm sessions are payable to Nat West. 2 invoices will be received as the daycare and school, although both part of the Centre, are separate organisations. A cover e mail will detail which bank account invoices need to be paid to.

Roles and responsibilities of Head of Centre, other staff, school governors of Oxhey Early Years Centre

The Head of Centre, staff and school governors will ensure that the following applies:

No charges will be made for:

- Education provided during nursery school free hours

Voluntary Contributions

The Head of Centre or Governing Body ask parents for a voluntary contribution towards the cost of:

- any enrichment activities e.g. Forest School
- nursery school snacks

The contribution must be genuinely voluntary and the children of parents who are unable or unwilling to contribute will not be discriminated against. Where there are not enough voluntary contributions to make an activity possible, and there is no way to make up the shortfall, then it will be cancelled.

Legislation does not prevent the school from asking parents for a voluntary contribution towards the cost of a given activity or visit. This contribution, however, must be optional, and with prior parent agreement.

Parents receive details of voluntary contributions in the form of a letter which is included in the "Welcome Pack". The letter states that voluntarily contributions go towards the cost of snacks and the activities detailed above.

Registration – Nursery School / Paid Hours

Initially parents/carers are invited in to the Centre for a guided tour prior to registration. If additional hours are requested, a non-refundable administration fee of £25 will be required in order for applications to be managed and placed on the waiting list. This is not applicable to children using their free entitlement only.

15 hours or 30 hours free entitlement only	No fee
Admin Fee for any additional hours	£25.00

FUNDING:

3 & 4 year old Funded Sessions (15 Free Hours per week or 30 hours if eligible – term time only)

All three and four year olds are currently entitled to receive 15 hour per week free place funding, up to a maximum of five sessions per week for each academic term (a session is regarded as 3 hours morning or afternoon for 30 hour funded places). You may be eligible to receive 30 hours per week funding, up to a maximum of five sessions per week (a session is regarded as 6 hours per day). It is also possible to combine a child's entitlement to free sessions between 2 or more providers from the state, private and/or voluntary sector, although you will still only receive funding for a maximum of 5 sessions per week. Funding is available from the term after your child's third birthday until they are required to attend Reception class at a primary school-

Extended Services Fees – provided by Oxhey Early Years Centre Ltd (OEYC Ltd) For further information please see OEYC Ltd Terms & Conditions (Appendix I)

As detailed above - all nursery age children are entitled to 15 or 30 hours free EYFS education and care. Any extra hours over and above the funded free hours per week will be deemed wraparound/daycare hours and will be invoiced by Oxhey Early Years Centre Ltd. These are subject to availability and must be requested in writing, on the appropriate form. Regular bookings for additional hours should be requested at time of application. Priority is given to working parents. Parents will be invoiced for any additional sessions in the usual manner.

Hours of Opening & Fees

The Centre is open from 7.45am to 6pm for 50 weeks of the year. There is one week's closure at Christmas and one week's summer closure in August.

Fees are based on an hourly rate plus meals and reviewed annually (increasing yearly in September by 2-4%). Please enquire at the Office for a detailed fee list including meal costs but our hourly rate is currently £7 per hour.

Fees are payable in advance on receipt of a monthly invoice. Cheques should be made payable to 'Oxhey Early Years Centre Ltd' or 'Oxhey Early Years Centre' as indicated on the covering e mail.

For paid hours, we also require a deposit of 4 weeks payment in hand which will be offset against your final invoice. An invoice for this will be issued once we receive your acceptance form. Your first invoice will be issued in due course and must be paid before your child starts.

Registration – Daycare / Paid Hours

OEYC Ltd hold a waiting list and priority is given to parents wanting full day care 5 days a week.

Initially parents/carers are invited in to the Centre for a guided tour prior to registration. A non-refundable administration fee of £50 will be required in order for applications to be managed and placed on the waiting list. This is not applicable to children using their free entitlement only.

A minimum of 2 sessions is required in the Orange Room (Daycare) and 3 sessions per week in Nursery School.

15 hours or 30 hours free entitlement only	No fee
Admin Fee for any additional hours	£50.00

Childcare Vouchers

We are registered with most childcare voucher providers and also accept payments via the government Tax Free Childcare Scheme Please see link on our home page www.oeyc.herts.sch.uk.

Tax Credits

You can claim extra tax credits to help with childcare costs if you are eligible. Please see www.childcarechoices.gov.uk.

Change of Attendance Pattern

Additions will be accommodated, subject to availability. A reduction in hours can be accommodated but an 8 weeks notice period must be applied. We require 8 weeks notice in writing from the 1st of the month. (You can use the Centre form for this or email finance@oeyc.herts.sch.uk). Extenuating circumstances will be considered in writing, at the discretion of the Head. We do not swap sessions in any circumstances.

Notice

8 weeks' notice must be given in writing before removal of your child from our day care facility or for any permanent change to your child's session.

Late Collections & Fees

It is important that your child is collected promptly. However, if for any reason you are unable to pick your child up on time please contact Oxhey Early Years Centre on 01923 330300. A fee will be charged for any late collections for wraparound/holiday sessions.

OEYC will take all reasonable measures to vigorously collect debts and sessions will be cancelled by the 2nd month.

It is at the discretion of the Directors of OEYC Ltd or governing body to decide if any legal action is required to recover the debt.

School and Day care staff are expected to follow the following procedures to secure the collection of all debts. Recording of goods or services supplied where payment is not received in advance or 'at the point of sale'.

A record will be kept of all such supplies that details what was supplied, the value, the date(s) and the identity of the 'debtor', e.g. child, parent, hirer, etc.

Where invoices are raised these should state the date by which payment is due.

In all other cases correspondence with parents, etc. should indicate the maximum period that the daycare regards as reasonable before payment is overdue.

The Head of Centre should determine what the reasonable 'credit period' is if this is not otherwise specified.

Debt Chasing

Initial reminders

Initial reminders will be made by the Finance Officer (when a parent comes to collect/drop off the child) or by email. Normally, this will be undertaken by the Finance Officer.

First reminder letter

A formal reminder letter by the Head teacher will be issued 3 days from any informal reminder/the date of supply, e.g. two weeks. If action is taken to proceed further, it is necessary to prove that all reasonable attempts have been made to recover the debt, and that these attempts have been made in a timely manner, i.e. at the time that the debt first became overdue.

The Head teacher will make a formal meeting request with the parent/s if the debt is not settled after the reminder letter.

Using reminder letters

Should a debt need to be taken beyond two reminder letters, formal written evidence may have to be produced. It is therefore important that at least one, but preferably two, written reminders are sent. Details of all reminders, whether verbal or in writing, should be maintained. Where a letter is issued, a copy must be retained on file. The debtor may be advised that additional hours will no longer be available to them. This decision and its basis will be recorded.

Failure to respond to reminders / settle a debt

If no response is received from the reminders issued, a letter will be sent to the debtor advising them any paid sessions will be cancelled 15 days after the initial invoice

If after 31 days payment has not been made then the matter may be referred to the Small Claims Court and a County Court Judgement will be issued against them.

Negotiation of repayment terms

Debtors are expected to settle the amount owed by a single payment as soon as possible after receiving the first 'overdue reminder'.

Costs of debt recovery

Where additional costs in recovering a debt occur then the Head of Centre will decide whether to seek to recover such costs from the debtor. This decision and its basis will be recorded.

Reporting of outstanding debt levels

The Finance Officer reports to the Head of Centre on a monthly basis regarding any outstanding debts. The Head of Centre will ensure that the level of outstanding debt is known to the Directors of OEYC Ltd. The Directors will review the level of outstanding debts every term to determine whether this level is acceptable and whether action to recover debts is effective.

The Centre will not write off debts in any circumstances and will follow procedure to recover all outstanding amounts.

If you are in financial difficulty or unable to repay a debt please contact the Head of Centre, Fiona Ajose, immediately at head@oeyc.herts.sch.uk. and arrange an appointment time.



Oxhey Early Years Centre

OXHEY EARLY YEARS CENTRE: TERMS AND CONDITIONS - DAYCARE October 19

Name of Child

Thank you for your interest in a place at OEYC.
 Places are allocated in accordance with the Admissions Policy and are dependent on the nature of the place you require and number of hours. Applications for more hours take higher priority on the waiting list.
 We will contact you when a place becomes available. Please note that we are unable to guarantee a place upon application and year on year we are unable to predict the nature or time of allocation.

Registration Fees:

1. If your child is receiving **only Funded Hours**, you will not have to pay an administration fee.
2. You will need to pay a £50 non-refundable fee for day care sessions. This is not a guarantee but an 'administration' fee to process your application and maintain your place on the waiting list.

Fees:

1. We require a deposit payment of 4 weeks in hand, 50% of which is payable within 28 days and the balance before your child starts. This will be offset against your final invoice and will be issued once you accept your place.
2. Monthly invoices are payable in advance and are calculated per calendar month. Your first invoice will be issued prior to your child's start date and will require immediate payment. Your child will be unable to start until both deposit and monthly payments are received in full.
3. Thereafter fees are due monthly in advance. Invoices go out in the last week of the month and payment terms are 10 days. Bank transfer is preferable, with your child's name as reference. We also take voucher and taxfree childcare payments. Debit card payments can be made in the office.
4. Fees are charged at a monthly rate for the 50 weeks of the year that the Centre is open. NB: *You are charged by the calendar month so monthly fees will vary.*
5. Your invoice will inform you of the invoice period.
6. All year round, full-time children (ie. 5 days of 8-6) are entitled to 10% discount on fees in Daycare.
7. No fees are payable when the Centre is closed i.e. 1 week at Christmas, 1 week in August and Bank Holidays.
8. In Service Training Days (INSET) will be chargeable. There are 5 per year plus an 'Occasional Day'. *(This is a Government requirement for all schools and ensures quality and training of all practitioners who work with your children. As an integrated Centre we uphold the same quality standards for all our staff).*
9. In unforeseen circumstances caused by extreme weather conditions or other acts of nature or disaster, fees are still chargeable .
10. Full fees are payable during the **2 month notice period** if you decide to terminate your child's place here. *Please give us a full 2 months' notice of your child's intended leaving date.*
11. Full fees are payable if a child is absent due to illness, occasional days off or for family holidays. You will not be able to have another session to compensate for any hours missed.

12. All Year Round children are entitled to one week holiday (i.e. 5 consecutive days) during the year, chargeable at 33% of weekly fees, provided we are notified in writing, at least one month in advance, from 1st of month.
13. Term-time only children who pay fees will be charged 33% of weekly paid hours as a retainer fee during holidays.
14. Term-time only children funded are expected to take holidays out of term-time. For any holiday during term-time your request must be in writing in advance.
15. The Centre will only accept children who are registered for sessions across a minimum of two days per week.
16. A full fee is charged (if applicable) whether or not your child attends the full session.
17. Funded hours: **A maximum of 6 funded hours per day is allowed.** Any additional hours will be charged at the hourly rate.

Lunches:

1. **There are limited lunch time spaces available for hot lunches. Full day children with working parents take priority.**
2. **We do not refund lunch food charges due to illness but do refund for holidays notified in writing at least one month in advance (not single days) and when the Centre does not provide hot lunches.**
3. **Lunch food payments are made in advance. If you wish to change from hot lunch to packed lunch part-way through a month, we do not offer refunds.**

Late Payment:

1. A charge of 10% of your weekly fee for the sessions your child attends will be made for payments not received in accordance with the invoice terms, ie 10 days, with a £5 minimum charge.
2. If your fees are in arrears by more than 2 weeks, we may not be able to guarantee a place for your child until your account has been brought up to date.

Notifications:

The Centre must be notified:-

- a) Of planned absences e.g. family holidays (in writing, one month in advance from 1st of month).
- b) Of any absence on any day. Please telephone the centre to give reasons for absence. We need to know of absences through illness especially contagious or infectious diseases.
- c) If anyone other than those named on the registration form is to collect the child.
- d) If you choose to remove your child from the Centre, 8 weeks' notice in writing is required (payment is required in full for the whole notice period).
- e) If you face any difficulty in making payments.

Changes & Additions to Sessions: Forms must be completed and given to the Office.

These can be found in Reception.

Additions will be accommodated, subject to availability. A reduction in hours can be accommodated but an 8 weeks notice period must be applied. We require 8 weeks notice in writing from the 1st of the month. (You can use the Centre form for this or email finance@oeyc.herts.sch.uk).

Extenuating circumstances will be considered in writing, at the discretion of the Head. We do not swap sessions in any circumstances.

Collection of Children / Late Pick-up Charges:

Parents/Carers are expected to collect their child on time. If you are going to be late you must let us know as soon as possible. Late collection will be charged at our hourly rate 5 minutes after collection time. For persistent lateness of more than 5 minutes you will be charged our hourly rate for every 10 minutes of lateness.

Sickness:

In fairness to other children and staff the Centre is unable to take responsibility for sick children. Parents or other emergency contacts will be phoned and are expected to collect their sick child as soon as possible. This is to minimise the spread of infection to other vulnerable young children and their families. If a child has an accident or becomes seriously ill at the Centre, staff may decide in your absence that it is in the interests of the child to seek medical attention. In signing the terms and conditions you are agreeing to this policy. The Centre will inform parents/carers with a notice displayed in the Centre of any known infections with which their child may have come into contact. Please note our Medicines and Sickness Policies. After sickness or diarrhoea 48 hours is required before a child returns to minimise the spread of infection.

Closure:

The Centre will be closed annually for up to 1 week between Christmas and the New Year, for 1 week in August and on all the Bank holidays and Centre INSET Days.

The Centre reserves the right to amend Terms and Conditions subject to prior notification in writing.

Information Packs:

These can be viewed on our website - oeyc.herts.sch.uk. Please read carefully as they include rules and policies which you are required to abide by.

Parking:

Parking on site is very restricted. You may only park in allocated bays. Alternative parking is off site. Please respect these rules to keep everyone safe.

I agree with all the Terms & Conditions as stated.

I have read & signed the 'Working Together Learning Together' Partnership Agreement and agree to abide by the rules and policies of the Centre.

Signed.....

Date.....

(Parent / Carer)