

Safeguarding and Welfare Requirement: Information and Records

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

Admissions, Fees & Non Payment of Fees

Policy statement

It is our intention to make our setting accessible to children and families from all sections of the local community. We aim to ensure that all sections of our community have access to the setting through open, fair and clearly communicated procedures.

Procedures

Prior to a child attending nursery, parents must complete and sign a contract and registration form.

These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, other agencies working with the child/family, allergies, parental consent and vaccinations etc.

Smart Kids is registered to accept government funding (detailed in the code of practice) and offer free places for two to five year olds for the sessions available. These places will be allocated on a first-come, first-served basis and can be booked in advance. When you register your child for their funded place we will discuss your needs, and as far as possible with availability and staffing arrangements we will accommodate your wishes.

- We ensure that the existence of our setting is widely advertised in places accessible to all sections of the community.
- We ensure that information about our setting is accessible and provided in written and spoken form.
- We will provide translated written materials where language needs of families suggest this is required, as well as access to an interpreter. Where necessary, we will try to provide information in Braille, or through British Sign Language.
- We arrange our waiting list in birth order. Other matters taken into account in deciding which child can be offered a place in the nursery are:
 - Availability of places, taking into account the staff/child ratios, the age of the child and the registration requirements
 - Children who have siblings who are already with us
 - When the application is received (extra weight is given to those who have been on the waiting list the longest)
 - The nursery's ability to provide the facilities for the welfare of the child, including appropriate staffing arrangements

- A child requiring a full-time place will have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability

- Extenuating circumstances affecting the child's welfare or the welfare of his/her family.

- We describe our setting and its practices in terms that make it clear that it welcomes both father's and mothers, other relations and other carers, including childminders.
- We describe how our practices treat each child and their family, having regard to their needs arising from their gender, special educational needs, disabilities, social background, religion and ethnicity or from English being a newly acquired additional language.
- We describe how our practices enable children and/or parents with disabilities to take part in the life of the setting.
- We monitor the gender and ethnic background of children joining the group to ensure that our intake is representative of social diversity.
- We make our Valuing Diversity and Promoting Equality Policy widely known.
- We consult with families about the opening times of the setting to ensure we accommodate a broad range of families' needs.
- We are flexible about attendance patterns to accommodate the needs of individual children and families, providing these do not disrupt the pattern of continuity in the setting that provides stability for all the children.
- It is the parent's responsibility to confirm the eligibility for those accessing the 30 hours free childcare before the start of the term they will be eligible. You will need to re-confirm your eligibility every 3 months by logging into your government gateway account. If you do not reconfirm your eligibility you will no longer be eligible to access the additional hours (you will continue to be able to access the universal 15 hours of free childcare until your child starts school). If for any reason you are no longer eligible for the 30 hours you should speak to the nursery manager.
- For children attending Smart Kids a deposit of £100.00 is payable for retention of a place along with a £30.00 non refundable administration charge. The deposit is applied against your first week's fees. Your deposit is non-refundable if you decide not to take up a placement. The nursery reserves the right to withdraw an offer of a place if these fees are not paid on time. A minimum attendance of two days per week is required.
- If there is a delay to the agreed child's start date with the nursery, we reserve the right to charge from the original start date notified on the agreement.
- When reducing sessions, one full calendar month notice, excluding holiday periods, is required in writing posted to the manager. Advanced/new bookings that are due to start must give one months notice if reducing sessions before start date. Failure to do this will result in the full sessions booked in the first instance being paid.
- When increasing sessions one full calendar months notice in writing to the manager is required. In situations where extra sessions are required immediately, the nursery may be able to accommodate this. One week's cancellation notice is required or extra sessions will remain payable.
- The nursery offers 2 x 1.5hr free trial sessions to all children prior to their start date.

- The nursery receives nursery education funding for two, three and four year olds via Lancashire County Council. The nursery will apply to L.C.C. on behalf of parent/carer's for the funding.
- Contact should be made as early as possible concerning individual days of absence and relevant information with regard to illness is always appreciated. Fees remain payable.
- It is essential that one month's notice be given in writing to the nursery manager, excluding holiday periods, when withdrawing your child, for any reason from our care, alternatively one month's payment in lieu will be charged.
- Fees are payable weekly in advance on the first day of the week your child attends. A weekly recurring £20 charge will be levied for any late payments. Should non payment continue your child will be excluded from the nursery.
- Fees for lunch /tea remain payable due to absence.
- Changes to nursery fees will take effect from the first Monday following your child's birthday.
- It is our policy to pursue all unpaid fees through the County Court or a debt recovery agent for the recovery of the nursery's money or by any means deemed necessary.
- We reserve the right to charge for any sessions not paid for by grant funding.
- The nursery is open for approximately 51 weeks of the year. Except for bank holidays there is no charge for days when the nursery is closed over the Christmas period. There is no reduction in fees for Bank Holidays or early closure on the afternoon of Christmas Eve.
- A late collection charge of £10.00 for the first 15 minutes or part of, then £15.00 thereafter until 6.45pm at which time we would implement our Uncollected Child Policy.
- For return of a cheque from the bank a charge of £25.00 will be applied for each occasion.
- Completion of external forms i.e .Student finance, tax credits etc. an additional charge of between £5-£10 depending on the length and requirements of the form will apply.
- There may be occasions where it will be necessary to close the nursery due to unforeseen circumstances and beyond our control. These will be due to outside influences that affect the day to day running of the nursery and do not allow us to meet strict health and safety guidelines, e.g. adverse weather conditions, power failure etc – this list is not exclusive or exhaustive. Fees will remain payable.

This policy was adopted on

23rd November 2017

Date to be reviewed

23rd November 2018

Signed on behalf of the Trustees

Name of signatory

Lynda Hayes