



EARLY CHILDHOOD AND EXTENDED CHILDCARE SERVICES

Glasgow City Council **Education Services** **Early Years**

Information for parents / carers on
charges in Glasgow City Council
nurseries : Session 2016/17

1. What will I be invoiced for?

Charges apply for all hours attended at a Council nursery unless your child is entitled to a government funded place (up to approx.16 hours per week / 600 hours per year) or you are exempt from charges under Glasgow City Council's nursery admission policy.

Exemption from charges applies for all children admitted under Band 1 and some children admitted under Band 2 of the Council's nursery admission policy. If you think you should be exempt from charging, you should discuss this with the Head of the nursery.

Government funded free places are available in Glasgow City Council nurseries for ALL 3 and 4 year olds admitted and SOME 2 year olds. If your child attends nursery for more hours than the funded free place amounts to, you will be charged for those additional hours.

If your child is under 3 and you do not meet the criteria for a funded free place and are not exempt from charging, you will be charged for ALL hours your child attends the nursery.

For example :

Child A attends for 16 hours per week and is NOT entitled to a funded free place - charges will apply for 16 hours

Child B attends for 16 hours per week and is entitled to a funded free place – no charge

Child C attends for more than 16 hours per week and is entitled to a funded free place – charges will apply for all hours in excess of 600 hours

1.1 Government Funded Free Places

Funded places are available for a maximum of 16 hours per week, up to a total of 600 hours per year. If a child attends nursery for more than 600 hours over the course of the year charges will apply, unless the family is exempt from charging.

The funded 600 hours must be taken over a minimum of 38 weeks. If the child attends nursery for less than 38 weeks across the year then the funded entitlement will apply on a pro rata basis.

Each individual funded session can be no shorter than 2.5 hours and no longer than 8 hours – up to the maximum 16 hours per week. These limitations around funded hours are not set by the Council but are laid out within the Scottish Government's statutory guidance on nursery places.

In Glasgow, most children become eligible for a funded place at the start of the term during which they have their 3rd birthday and remain eligible until they reach the end of the term before they are due to start school. *(Please note that if you are choosing to defer your child's entry to school, in some circumstances you may NOT be eligible for a continued funded place. Please see section 1.3 of this guidance.)*

Some children become eligible for a funded place from age 2 where they are entitled to receive Free School Meals. Eligibility for this group of children begins at the start of the term following their 2nd birthday and AFTER the parent has successfully applied for and been awarded Free School Meals.

Should you require information about Free School Meals or an application form, please contact the Grants Team on 0141 276 1177.

Please note not all Glasgow City Council nurseries are registered to admit children aged 2. Some nurseries can only legally admit children from age 3 onwards.

Two Year Olds

Children become eligible for a funded place from the start of the term AFTER their 2nd birthday where they meet the criteria for Free School Meals.

Child's 2 nd Birthday falls on or between:	Eligible for 600 hours or part of from:
1 st September to 31st December	January
1st January to 29th February	April
1st March to 31st August	Start of term in August

Three Year Olds

Children become eligible for a funded place at the start of the term DURING which they have their third birthday.

Child's 3rd Birthday fall on or between:	Eligible for 600 hours or part of from:
August to December	August
January to February	January
March to August	April

1.3 Invoicing for Additional Hours

Any additional hours accessed over and above a child's free entitlement of 600 hours per year will be invoiced for in line with the Nursery Admissions and Charging Policy.

Please note that where children take up a place at a nursery with a start date other than a Monday, charges will apply for any additional hours from the Monday following their start date.

When your child is eligible for a funded placement a reduction will be made on the annual charge for your childcare. You will only be invoiced for any hours in excess of the 600 hours (or pro-rata amount of the 600 hours) that your child is entitled to.

There are 3 'terms' in an academic year, typically August-December; January-March; April-June. Collectively, these periods are referred to as 'term time'. However some nurseries can offer an all year round service and this is referred to as '52 weeks'.

1.4 Deferred Entry to School

Children normally start school at the start of term in August, in the year during which they have their 5th birthday. Some parents choose to defer or delay their child's date for starting school by a year. If you wish to defer your child's school start date, you should speak to the Head of the nursery in the first instance.

Children with January/February birthdates are automatically entitled to defer entry to school should their parents wish it and these children will receive a continued, funded free place of up to 16 hours per week / 600 hours per year. Charges will apply for any hours attended over and above the funded free 16 hours.

Applications to defer entry to school for children whose birthdates fall outwith January/February will also be considered, however, there is no automatic entitlement to funding. Where an application to defer is NOT agreed by the Council, or where it is simply a matter of parental/carer preference (i.e. there is no involvement from Education Psychological Services), the parent/carer will be required to fully fund the place themselves. This means that the parent/carer would be charged for ALL hours attended and no funded free 16 hour entitlement would apply.

1.5 Meals and Snacks

Additional charges will apply for any meals and snacks provided in the nursery by Cordia.

Should you require information about Free School meals or an application form, please contact the Grants Team on 0141 276 1177.

2.1 Childcare Services Contract

You will be required to provide the Head of the nursery with evidence of your home address and annual joint household income (whether with partner or lone parent) in order that the Head of the nursery can confirm the hourly rate you will be charged. Please refer to section 6 of this pack for more information on hourly rates.

You are required to sign a 'Childcare Services Contract' at the nursery which will provide you with details of your child's placement and an illustration of costs. Your total annual cost will be spread evenly over a set amount of invoices. This information will be reflected on your four weekly invoices. There are two different types of contract: Term Time or 52weeks. A new contract will have to be completed and signed if there is a change in hours and charges required.

The parent/carer who signs the Childcare Services Contract is responsible for the payment of invoices.

Where a placement terminates part way through the year, the number of invoices you receive will be adjusted accordingly.

Please Note: at least 4 weeks notice should be given to terminate a placement. If you do not give 4 weeks notice of termination, charges will still apply for this period.

Parents/carers whose child only attends nursery for the funded free hours will not be subject to nursery charges, other than for a daily snack and will not require to sign a Childcare Services Contract as agreed with GCC Internal Audit. The cost of the snacks will be charged.

2.2 Term Time Contract

This applies when your child only attends nursery during the school term. There are 38 chargeable weeks in a term time contract during which time you will receive 11 invoices as follows:

11 invoices of equal amounts based on total number of hours (after the deduction of 600 hours statutory funding if applicable), meals and snacks as agreed in your contract.

Invoices are issued 4 weekly and in advance of the provision of service. Please refer to section 7 for invoice dates.

The averaging of all charges across the number of invoices you will receive, ensures the amount payable will not change unless adjustments are made to the number of hours per week your child attends nursery.

If the invoice is for snacks only you will receive one invoice per term (October, January & April)

Where your child's placement commences part way through a year, the total number of invoices you receive will be adjusted accordingly.

Any refunds approved as a result of days when the service is unavailable (eg. nursery closed due to adverse weather) during the session will be credited in the final invoice of the session.

2.3 52 week Contract

This applies when your child attends all year round, i.e. during term time and school holiday periods. There are 44 chargeable weeks for full year provision ie 52 weeks minus 8 weeks when charges are not applied.

The 8 weeks deduction includes 4 weeks for public holidays and in-service days, 3 weeks considered as "payment holiday" weeks and one week's allowance for days when the nursery is unavailable due to unforeseen circumstances (eg. adverse weather) when you will not be charged for service provision. Both the "payment holiday" (irrespective of when holidays are actually taken) and the one week allowance for days when the service is unavailable is automatically deducted from your bill.

not eligible for 600 hours funding)

During the 44 chargeable weeks you will receive 12 invoices as follows:
12 invoices of equal amounts based on the total amount of hours, meals and snacks as agreed in your Customer Contract.

For those children 2-5 who are eligible for 600 hours statutory funding

During the 44 chargeable weeks you will receive 12 invoices as follows:
12 invoices of equal amounts based on the total number of hours (after the deduction of 600hrs funding), meals and snacks as agreed in your contract.

Invoices are issued 4 weekly and in advance of the provision of service. Please refer to section 7 for invoice dates.

The averaging of all charges across the number of invoices you will receive ensures the amount payable will not change, unless adjustments are made to number of hour's provision you access.

If the invoice is for snacks only you will receive one invoice per term (October, January & April)

Where your child's placement commences part way through a year, the total number of invoices you receive will be adjusted accordingly.

IMPORTANT :

It is important that young children attending 52 week nurseries have a break at some point during the year and you are strongly encouraged NOT to send your child to nursery during payment holiday weeks.

You should note that if you choose to send your child to the nursery during payment holiday weeks you will still be charged for any meals or snacks. Charges for these meals and snacks will be an additional invoice issued with your 12th and final invoice of the year.

3. How do I pay?

There are a number of ways to pay your Early Years Charges. Full details of how to pay are detailed on the back of your invoice or are available from www.glasgow.gov.uk Please ensure evidence of payment is retained as this may be required if payment disputes arise. Please pay invoices in full where possible in order to avoid confusion with part payments.

3.1 Direct Debit – The Easiest and Most Convenient Way to Pay!

Direct Debit is one of the easiest and most convenient ways to pay your early years charges. Parents/carers are encouraged to choose this preferred method of payment. It means:

- No queues, No paperwork, No cheques, No postage , No need for internet access

When you receive your invoice you will be advised of the date payment will come out of your bank account. This means less worry for parent/carers in forgetting to pay. Even if your charges change, the amended amount will automatically be deducted, so there is no need for you to contact your bank.

Every Direct Debit is protected by three main safeguards: an immediate money back guarantee from the bank or building society if an error is made, advance notice from the organisation if the date or the amount of the Direct Debit changes and ultimately, the right to cancel.

You can access a direct debit mandate from your early years establishment, or telephone the Customer and Business Services on 0141 287 3080 to request this.

You should return completed Direct Debit Mandate in Freepost envelope to:

Freepost
Glasgow City Council
Customer and Business Services DD

A Direct Debit Mandate must be received by Customer and Business Services two weeks before the Direct Debit uplift date to ensure the Direct Debit is collected from your bank account on uplift date.

Any invoices raised prior to Direct Debit being authorised: must be paid by an alternative method or arrangements can be agreed with Customer and Business Services to uplift payments.

No acknowledgement is sent to you by Customer and Business Services on receipt of completed Direct Debit Mandate. You will receive notification confirming your Direct Debit is set up in the form of a Statement, not an invoice. The base section of statement shows details of when Direct Debit will be deducted and amount.

Direct Debits are set up at 4 weekly intervals (not monthly or weekly).

When a Direct Debit is set up, this method of payment will continue to be used to pay invoices raised against your account until invoices cease to be issued e.g. Direct Debit set up for last session invoices: If your child returns to Nursery for a new session, Direct Debits will continue to be deducted from your bank account for invoices raised. No revised Direct Debit Mandates will be required by CBS. If child does not return to nursery for the new August term, Direct Debits will cease on payment of final invoice for the last term.

Please note: Customers should ensure they instruct the bank to cancel Direct Debit when child has left nursery.

A Standing Order arrangement is an alternative to Direct Debit however it is similar in the way it works to a Direct Debit.

Standing Orders provide customers with the flexibility to choose payment dates and frequency of payment that suit them, whilst ensuring that their invoices are being paid timely. Again, this means less worry for parent/carers in forgetting to pay.

In order to set up a standing order, you would need to contact your bank or building society and provide them with the following bank account details:

Bank: Royal Bank of Scotland
Account Name: GCC SAP Accounts Receivable
Sort Code: 834400
Bank Account No: 00217691

Please note: Parent/Carers should quote their Customer Number and if possible Child's name as a reference in order to avoid any delay in allocation of payments.

3.3 Internet Payments

Payments can be made online using credit or debit card by visiting Glasgow City Council web site online services section. Select Online payment, choose Pay a Bill. Follow the instructions for invoice payments to pay your early years invoice.

3.4 Telephone Payments

Telephone 0141 287 0300, where staff can accept payments from 09:00hrs to 16:45hrs (Monday to Thursday) and 09:00hrs to 16:00hrs (Friday). After the above hours an automated service is available to accept payments.

3.5 Bank Giro Credit

Each invoice issued to you will contain a Bank Giro Credit tear off slip. You can take this with your payment in cash or cheque to any bank or Post Office. Please note that a charge may be levied for this service.

3.6 Payment in Person

Payments by cash, cheque, Postal Order, debit and credit card are accepted at 45 John Street, Glasgow, G1 1JE. Opening hours are from 09.00 to 16.00 (Monday to Thursday) and 09.00 to 15.30 (Friday).

3.7 BACS/CHAPS Payments (exclusive of Voucher payments)

Payments can be made using the following details:

Bank: Royal Bank of Scotland
Account Name: GCC SAP Accounts Receivable
Sort Code: 834400
Bank Account No: 00217691

Please note: parents/carers should quote their unique customer reference number, name and invoice number (this can be found at the top right hand corner of your invoice). Allocation of your payment will be delayed without this information.

3.8 Childcare vouchers

Glasgow City Council is currently registered with 14 childcare voucher providers. Parent/Carers should contact their Childcare Voucher Provider to register for voucher payments. Your invoice can be settled using such vouchers in the following way:

- **By Post:** These should be submitted to the Early Years Voucher Payments, Glasgow City Council, Education Services, 220 High Street, Glasgow G4 0QW.
- **Electronically:** Via your childcare provider.
- When submitting vouchers by either method, you must always provide your unique customer number (found on the top right corner of your invoice) along with your child's name and establishment. Allocation of your payments will be delayed without this information.

It is worthwhile noting that using electronic vouchers is a more secure and timelier process than using papers vouchers. When using childcare vouchers, it can take 3/5 working days for your payment to reach Glasgow City Council bank account and from the date your vouchers are received; it can take up to 7 working days to process the payment to your account.

If the value of your vouchers is less than the amount on your invoice, you must settle the balance of the invoice immediately. If you do not do so, this will result in arrears, causing your placement to be withdrawn, or in the case of eligible three and four year olds, reduced to the statutory entitlement.

**Please note: Always keep a reference number/evidence of all payments made.
Any overpayments/refunds due to parents/carers paying by vouchers' will be refunded to the voucher provider.
Eden Red voucher provider does not accept voucher refunds.**

3.9 College/University Placements

If colleges/university are funding the parent/carers early years charges, the hourly rate of £2.51 applies.

Student should advise the establishment of the following: Name, address and telephone number of contact at College/University, course of study and attendance pattern (part time/full time course)

A copy of the Customer Illustration form should be submitted to the college/university.

Students should receive written confirmation of charges to be paid by college/university and should ensure college/university forward written confirmation to Early Years Team, 231 George Street, Glasgow, G1 to ensure accuracy of invoicing sent to student.

If a student receives a SAAS Award then the hourly rate charged will be determined by the annual household income inclusive of the SAAS Award.

Students will receive all Early Years invoices and are responsible for ensuring invoices are passed to college/university to ensure payment is received timely.

4. Who Do I Contact if I have any Queries about my Invoice?

In the first instance all queries should be made to the head of the early years' establishment your child attends. Where the head of establishment is unable to fully answer your enquiry they will consult with Glasgow City Council Early Years Team and Customer Business Services to ensure you receive a response.

5. What happens if I don't pay my Early Years Charges?

- Invoices are due for immediate payment
- You will receive a Final Demand after 21 days of non payment.
- You will receive a Notice of Recovery Proceedings letter after 42 days of non payment.
- Thereafter, Legal and Debt Management procedures will apply

If payment is not forthcoming, you will receive notification that your placement has been withdrawn, or in the case of eligible three and four year olds, reduced to the statutory entitlement. Subsequent payment does not guarantee the reinstatement of your place or pattern of attendance.

outstanding debt.

For further information please contact:

Glasgow City Council

Early Years Team

231 George Street

Glasgow

G1

Telephone: 0141 287 4702

6. Early Years Charging Rates 2016/2017

The charges for early year's provision will vary according to family circumstances. Your early year's establishment will clarify the charging rate applicable to you.

Glasgow Resident Standard Rate	£2.51 per Hour
Glasgow Resident Reduced Rate	£0.64 per Hour
Glasgow Resident Kinship Carer Rate	£0.64 per Hour
Glasgow Resident College/University Rate	£2.51 per Hour
Glasgow Resident Second Child Rate	£2.01 per Hour
Glasgow Resident Third Child Rate	£1.60 per Hour
Non Glasgow Resident Rate	£3.79 per Hour
Breakfast	£0.50 per Meal
Lunch	£1.52 per Meal
Snacks	£0.26 per Snack

All charges, including those for meals and snacks are subject to annual review and any changes will be notified to parents/carers by the head of your early years' establishment.

7. Invoice and Direct Debit uplift dates session 2016/17

	Invoice Issued	DD Uplift
1	15.08.2016	09.09.2016
2	12.09.2016	07.10.2016
3	10.10.2016	28.10.2016
4	07.11.2016	02.12.2016
5	05.12.2016	30.12.2016
6	02.01.2017	27.01.2017
7	30.01.2017	24.02.2017
8	27.02.2017	24.03.2017
9	27.03.2017	21.04.2017
10	24.04.2017	19.05.2017
11	22.05.2017	16.06.2017
12	19.06.2017	14.07.2017