



EARLY LEARNING AND CHILDCARE SERVICES

Glasgow City Council

Education

Early Learning and Childcare Services

Information for Parents /Carers on
Charges in Glasgow City Council
Nurseries:
Session 2020-2021

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1. What will I be invoiced for?

Prior to the Covid-19 pandemic, the Scottish Government committed to increasing the Early Learning and Childcare (ELC) funded entitlement from 600 to 1140 hours per year from August 2020 for all Eligible 2 year olds and 3-5 year old children. However as a result of the impact of Covid 19, the Scottish Government has delayed the legislative requirement on Local Authorities to deliver the 1140 hours increased entitlement and therefore 600 hours remains the statutory entitlement until further notice.

Nonetheless, Glasgow City Council is firmly committed to the rollout of the 1140 hours expansion and will offer up to a maximum of 1140 funded hours for entitled children, where this is feasible within the restrictions of the current public health guidance on ELC delivery.

Charges apply for all hours attended at a Council nursery unless your child is entitled to a government funded place of up to maximum 1140 hrs provision. This covers eligible 2's funding, 3-5 year old's funding, approved deferred entry funding; or you are exempt from charges under Glasgow City Council's nursery admission policy (Band 1 children).

If you think you should be exempt from charging, you should discuss this with the Head of the nursery.

Government funded places are available in all Glasgow City Council nurseries for eligible children – although not all Council nurseries have places for 2 year olds. If your child attends nursery for more hours than the funded hours (maximum 30 hours per week term-time; 22.8 hours per week full year), you will be charged for those additional hours.

If your child is under 3 and you do not meet the criteria for an Eligible 2s funded 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 place - charges will apply for 16 hours

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

Child C attends for more than 30 hours per week term time or 22.8 hours per week full year and is entitled to a funded place – charges will apply for all hours in excess of 1140 hours per year

1.1 Government Funded Places

As stated, GCC funded places are available up to a maximum of 1140 hours per year. If a child attends nursery for more than the funded hours over the course of the year, charges will apply, unless the family is exempt from charging.

The funded 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.

In Glasgow, most children become eligible for a funded place the first Monday following the child's 3rd birthday and remain eligible until they reach the end of the term before they are due to start school.

(Please note: 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 1.4 of this guidance.)

Some children become eligible for a funded place from age 2 when they meet certain eligibility criteria (see section 1.1A).

The Council has a system for checking for eligibility for funded 2 year old places. Parents must register on the **Council's My Account system** where they will be prompted to upload (either scan or send a photograph) documents which evidence their eligibility. For more information, please speak to the Head of nursery.

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.

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1.1A Eligibility for 2 Year Old Funded Places

Under part 6 of the Children & Young People (Scotland) Act 2014, an entitlement for up to 16 Hours of nursery provision per week/ 600 hours per year was introduced in August 2014 for some 2 year olds. However Glasgow City Council for session 2020/21 is committed to funding up to maximum 1140 hours per year for eligible 2 year olds where it can be delivered within the current public health guidance.

Children aged 2 years are eligible for a funded place if a parent is in receipt of:

- Income Support
- Job Seeker's Allowance
- Any income related element of Employment and Support Allowance
- Incapacity or Severe Disablement Allowance
- State Pension Credit
- Child Tax Credit, but not Working Tax Credit and income is £16,105* or less
- Child tax Credit and Working Tax Credit and income is £7,320* or less
- Support under part VI of the Immigration and Asylum Act 1999
- Universal Credit with household take-home pay, is £610 a month or less

* *The income thresholds for Child Tax Credit and Working Tax Credit can vary annually.*

Funded early learning and childcare is also available if your child is 2 or over and is or, since they turned 2, has been:

- looked after by a local council
- the subject of a kinship care order
- the subject of a guardianship order

Two year old children who meet the eligibility criteria as outlined above can access provision from the start of the first term AFTER their second birthday OR the start of the first term AFTER the parent/carer starts receiving those named benefits or tax credits

1.2 Eligibility Dates for Funded Places

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.

Child's 2 nd Birthday falls on or between:	Eligible for 1140 hours or part of from:
1 st September to 31 st December	January
1 st January to 29 th February	April
1 st March to 31 st August	Start of term in August

Three Year Olds

Children become eligible for a funded place the first Monday following the child's 3rd birthday.

1.3 Invoicing for Additional Hours

Any additional hours accessed over and above a child's free entitlement of funded 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 place a reduction will be made on the annual charge for your childcare. You will only be invoiced for any hours in excess of the funded hours (or pro-rata amount of the funded hours) that your child is entitled to.

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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/full year'.

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 1140 hours per year. Charges will apply for any hours attended over and above the funded free 1140 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 free funded hours would apply.

1.5 Meals and Snacks

Additional charges will apply for any meals and snacks provided in the nursery by Cordia if child is not in receipt of 1140 funded hours (ie. does not fall within Eligible 2's or 3-5 years funding).

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

2. How will my invoice be calculated?

• 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 52 weeks. 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.

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- **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 1140 hours 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 (e.g. nursery closed due to adverse weather) during the session will be credited in the final invoice of the session.

- **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.

For those children 0-3 years (ie. Children not eligible for up to a maximum of 1140 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 maximum 1140 hours 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 1140hrs 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.

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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.

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

3.2 Standing Order Payments

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, Post Office or Pay Point. 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.

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3.8 Childcare Vouchers

The Government announced that, from 4 October 2018, childcare vouchers will be closed to new entrants. This means:

- If parents are not already signed up for vouchers at that time they will not be able to benefit from the associated income tax and NIC benefits in the future: requires a deduction in September 2018 salary prior to 4 October 2018 closing date.
- Employees already receiving childcare vouchers at that time can continue to receive them as long as their employer runs the scheme or until they change employer.

HMRC Tax Free Childcare Payment – Unlike Childcare voucher payment, Tax Free Childcare payment operates independently from employers:

Parents set up an online account which they use to pay for their childcare.

- Contributions into this account are topped up with the equivalent of basic rate tax by the Government – i.e. for every £8 parents put in, the government will add £2.
- Parents can receive up to £2,000 per annum per child in top up payments from the government (£4,000 for disabled children).

For further information on HMRC Tax Free Childcare payments please call HMRC helpline on 0300 123 3097 or access HMRC website:www.gov.uk/help-with-childcare-costs/tax-free-childcare

3.9 HMRC Tax Free Childcare Payments

In April 2017 the Government launched a new Tax Free Childcare (TFC) Scheme which will replace the childcare voucher scheme. With effect from 4 October 2018, childcare vouchers were closed to new entrants.

Parents/carers can obtain information on HMRC Tax Free childcare as follows:

- Web address: <https://www.gov.uk/help-with-childcare-costs/tax-free-childcare>
- HMRC TFC Helpline: 0300 123 4097

Following parents/carer registration for HMRC Tax Free Childcare Scheme and on making the first on line payment, parents/carers will be issued with a Tax Free Childcare Payment Reference Number unique to only themselves.

The Tax Free Childcare Payment Reference number allocated to each parent/carer will remain the same for all on line payments made by each parent/carer.

The parent/carer should provide their HMRC Payment Reference Number to the nursery.

3.10 College/University Placements

If colleges/university are funding the parent/carers early years charges, the hourly rate of £4.00 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 CBS Early Years Team, 40 John Street, Glasgow, G1 1JL 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.

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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.

Parents/Carers please note: No additional hours will be offered where customers have any outstanding debt.

For further information please contact:

**Glasgow City Council
CBS Early Years Team
40 John Street
Glasgow
G1 1JL
Telephone: 0141 287 4702 Option 2**

6. Early Years Charging Rates 2020/2021

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.

Standard Rate	£4.00 per Hour
Discounted Rate	£3.00 per Hour
Resident Reduced Rate	£1.00 per Hour
College/University Rate	£4.00 per Hour
Resident Second Child Rate	£2.20 per Hour
Resident Third Child Rate	£1.70 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 2020/2021

Invoice Date	DD Uplift Date
10.08.2020	28.08.2020
07.09.2020	25.09.2020
05.10.2020	23.10.2020
02.11.2020	20.11.2020
30.11.2020	18.12.2020
28.12.2020	15.01.2021
25.01.2021	12.02.2021
22.02.2021	12.03.2021
22.03.2021	09.04.2021
19.04.2021	07.05.2021
17.05.2021	04.06.2021
14.06.2021	02.07.2021