

## **15. Fee Policy and Agreement**

**Signed by (Trustee): Board approval**

**Date: 07.08.2023**

**Next review date: July 24**

Review date	Description	Proposed by	Approved by
21.07.23	New policy	Catherine Cook	Colin Barcroft

*This Fee Policy should be read in conjunction with our Admissions Policy.*

### **Review of Policy**

The Chief Executive will review the content of this policy every year or earlier in the event that there are changes in legislation or as a result of a change in good practice. Every effort will be made to give reasonable notice of any changes to this Policy but the right is reserved to make amendments without further notice should circumstances warrant it.

### **Statement of Intent**

The Peter Pan Centre has clear policies and procedures to help guide the actions of all individuals in the organisation. They ensure and endorse the well-being of all families, children, staff, volunteers and everyone who's connected to the organisation.

The Peter Pan Centre is a registered charity that is heavily reliant on fundraising to deliver its service to children and families. We hold ourselves to the highest standards in fundraising, and in being transparent in our funding and use of funds. Our key financial aim is to ensure we have sufficient funds to deliver our services to our children and families. Each year our budget is carefully planned according to the number of children we have, the fees that we will charge for the year and the fundraising income we anticipate to raise to cover our expenditure.

The aim of our Centre is to give local children with SEND the best start in life but we can only fulfil this aim if we have enough income to cover our outgoings. This does therefore mean that we will pursue full payment of fees if genuine financial hardship is not demonstrated. We aim to collect due fees as efficiently as possible.

### **Fees**

Fees are reviewed on an annual basis and we aim to give one month's notice in writing of any changes in fees.

#### **Stay and Play fees**

From 1<sup>st</sup> September 2023 the fee is £5.00 per stay and play. Fees are payable for each stay and play that your child attends.

#### **Peter Pan Centre – session fees**

From 1<sup>st</sup> September 2023 the fee is £20.00 per session. Fees are payable for 48 weeks of the year.

Our session times are as follows:

Morning session: 9.30am – 12.00pm

Afternoon Session: 12.45pm – 3.15pm

Fees for fee-paying children are to be paid at all times with the exception of:

- Children being hospitalised. We may ask for a discharge letter to confirm this.
- The Centre closing, for example due to bank holidays, adverse weather conditions, or staff training.

Fees remain payable if a child is absent due to sickness. We recognise that sometimes children attending Peter Pan suffer from ill health and can have prolonged periods of absence. We ask you to contact the Centre Manager as soon as possible if this looks to be the case for your child.

### **Funded Places**

Children eligible for Think 2 or EEF Funding can use this to cover the cost of sessions. Funded places are available for either 38 weeks or (stretched) 48 weeks.

We remain open during school holidays. Parents must decide and sign a disclaimer to confirm whether they would like to continue with their child's place over the holidays. If you choose not to, then you are not required to pay for your child's session over the holidays, and their place will recommence in line with the school term dates. Alternatively, we can also stretch this funding over 48 weeks of the year.

### **Consumables charge**

Government funding is solely intended to cover the costs of care only, at £4.56 per hour per child. This does not cover the costs we incur to provide our specialist service, with highly trained staff providing care and support at high care ratios in small groups. This is why we are a registered charity and we fundraise actively to cover 85% of our expenditure.

Government funding is not intended to cover the other costs nurseries incur such as snacks, consumables & materials for messy play, craft supplies, personal care, online learning journals, tablets for photos and videos or nursery maintenance and equipment.

Our costs have risen sharply since the pandemic and, as a not-for-profit organisation, to ensure we can continue to operate sustainably for children both now and in the future, we are introducing a consumables charge from 1<sup>st</sup> September 2023.

- Consumables will be charged at a rate of £2.50 per 2.5-hour session for funded children only. The fee for fee-paying children has increased by the same amount, rising from £17.50 to £20.00 per 2.5 hour session from 1<sup>st</sup> September 2023. This charge will be added to your statement as a matter of course, however as this charge is voluntary, please contact Jo Sumnell, our Fundraising and Finance Manager, if you do not wish to pay it, or you are unable to cover the cost of the consumable charge. This charge is only applicable for attended sessions.

### **“One off” Extra Sessions**

As we are a registered charity and we rely almost entirely on fundraising to provide our service, we ask that you inform us as soon as possible if your child is not able to attend their session at our centre as normal. This means that we can then offer this session out as an “extra” to other children for a fee. If you would like to be on the reserve list for extra sessions,

please inform a member of staff, including days you are not able to take extra sessions, such as days your child attends other settings.

### **Holiday**

We ask you to inform us as soon as possible about any sessions your child may be absent from the Centre. Holidays for fee paying children are still payable.

### **Persistent Non-Attendance**

Our service is in high demand therefore to ensure our services are being used most efficiently and to ensure that your child receives consistency in support, we ask that you bring your child on time to their sessions when they are fit and well.

As mentioned earlier, we ask you to inform us as soon as possible if your child is not able to attend session. If you do not inform us, we will contact you to ascertain if everything is ok.

In the event of you not contacting us, and us being unable to contact you with 4 consecutive sessions of non-attendance, we will write to you terminating your child's place.

### **How to pay**

The fee for each session/stay and play should be paid in full before or on the day of the session/stay and play.

Fees can be paid by cash, bank transfer or standing order to

AC Name – The Peter Pan Centre Ltd

AC Number – 10763445

Sort Code – 090222

### **Non-payment of fees**

If there is a reason you are unable to pay you must contact the Centre Manager (sessions) or the Senior Family Support Worker (stay and play) as soon as possible. This will be treated in the strictest of confidence.

In exceptional circumstances the Peter Pan Centre will try to be sympathetic to parent carers who are having or who anticipate having difficulty in paying and it may be possible to arrange an individual payment plan at the discretion of the Chief Executive.

At the end of each month you will be issued a statement of your account. If this is not settled within 14 days, our Arrears Procedure will be instigated.

### **Arrears procedure**

- A first reminder email will be sent to the parent carer 14 days from the month end referred to above.
- If payment is still not received within a further 14 days from the first reminder, the child whose fees remain outstanding may be refused admission until such fees are settled in full.
- Parent carers can discuss their financial position in confidence with the Centre Manager with a view to agreeing a payment plan. If a payment plan is agreed but is then not adhered to we will contact you to arrange a meeting to discuss the situation. Any further

agreement will be put in writing and be signed by both a parent carer and the Chief Executive.

- If late or non-payment continues, the place will be suspended and the Chief Executive will refer the matter to the Board of Trustees. This may result in your child's place at the centre being withdrawn and the place offered to a child on our waiting list. For stay and play, this may result in exclusion from future attendance.

**Our right to terminate the contract**

As a registered charity, our sessions are highly subsidised by fundraising income therefore we must ensure that our service reaches the children most in need or have no other appropriate setting they can attend.

On occasion children may attend the Centre and it becomes clear that we are not the most appropriate setting. This decision will be made through observation of the child over one term, by assessing their developmental levels according to an appropriate assessment tool. We will look at what is in the best interest of the child and what support they require to further progress their development in all areas of learning. We will liaise with any other services involved to support our decision making. In these instances we will have a discussion with the parent carer and help to support transition into a more suitable setting.

If parent carers disagree with this decision, then the Centre Manager will share the case with the Chief Executive and a Trustee for a final decision.

We reserve the right to terminate the contract between us and parent carers in certain circumstances, for example without notice in the event of unsuitable behaviour from parent carers or non-payment of fees following the non-payment procedures. In all other circumstances, notice of 4 weeks will be given.

**Your right to terminate the contract**

If parent carers wish to end their child's place at the Peter Pan Centre 4 weeks' notice is required. Parent carers are required to give notice in writing, clearly stating the date they are giving notice from and their intended end date.

**I/we have read and fully understand the conditions of registration and agree to be bound by their terms (please tick). For a partnership, both parents/carers to sign**

**Signed (parent/carers) .....**

**Date .....**

**Full name and address (in block capitals)**

.....  
.....  
.....

**Signed (parent/carer) .....**

**Date .....**

**Full name and address (in block capitals)**

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*Every effort will be made to give reasonable notice of any change to the condition of the registration, but the right is reserved to make amendments without further notice should circumstances warrant it.*