



Childcare Fees at Camden Community Nurseries (CCN) Frequently Asked Questions

Who deals with my invoices and who do I go to with any queries?

Your Nursery Manager manage your invoices. Please contact them directly with any queries.

Do I have to pay a deposit and when do I get it back?

We ask you to pay a £150 to secure a place for your child. £50 of this is a non-refundable administration fee. The remainder is a deposit which will be returned to you when your child leaves, so long as you give us one month notice that they are leaving and are up to date with your payments. We will return your deposit after you have paid any outstanding fees. You will be charged for the full final month your child is in nursery, even if you choose to finish using the nursery mid-month.

How often will I get invoiced and how long to I have to pay my invoice?

You will get invoiced in the last week of each month for the following month and are expected to pay by the 5th of each month. You are invoiced for 12 equal monthly amounts.

How do I pay?

We are a **not for profit** organisation and rely on timely fee payment to fund the daily running of the nurseries. We therefore ask that fees are paid in advance and encourage you to set up a monthly Standing Order, or to pay by monthly bank transfers. You should set these up to reach our bank account between the 1st and 5th of each month.

CCN's account details are: Camden Community Nurseries Ltd. account no. 51139096, sort code 40-04-07. You must include a payment reference with your child's name, the initial of their nursery and their roll number (which you should be given when you start), eg Jo Bloggs M35 or PhilEvans S2, or NancyJones A5.

If there are reasons why setting up a monthly Standing Order or bank transfer is difficult for you, you can discuss alternative arrangements with the Senior Nursery Manager, Reanne Thompson. Please contact via email reanne.thompson@camdencommunitynurseries.org.uk

You can use childcare vouchers towards fees. Please contact the finance staff on admin@camdencommunitynurseries.org.uk for the registration numbers you need for your forms and to notify us which voucher company you will be using. You should

arrange with your voucher company that payments are made between 1st and 5th of each month, using the same payment reference (see above) as you use for your own payments. This will allow us to match the voucher payments with your child's fee account.

What happens if my payment is late?

To avoid this we recommend you set up a Standing Order. The Nursery Manager and finance staff will monitor late payments and you should let them know immediately if there is a reason why you need to pay late. If we have not heard from you before a late payment we will issue a reminder. If you have not paid before the next month, a £10 late payment fee will be charged.

Can I have any combination of days that I want, and how much will I be charged?

The nursery managers will provide you with a fee sheet that shows the patterns of care we offer, and the fees for each. We offer full day places from a minimum of 2 days per week.

We have a sliding scale of fees depending on your income. The fee sheet will explain the different income brackets within this sliding scale. If you think you are eligible for a concession (the fees linked to the lower income brackets) you will need to provide proof of your household income before your child starts the Nursery. You should give this to them in an envelope addressed to the Senior Nursery Manager and marked private and confidential. The Senior Nursery Manager will review this proof and confirm your eligibility for a concession band. The evidence of income will be kept confidentially.

Once your child starts at their nursery, if your income changes to a different income bracket you should update the Senior Nursery Manager immediately, in the same way. Your revised fees will start from the beginning of the next month. If you have no proof of income (eg you are self-employed) you will be asked to complete a "Declaration of Income Form" estimating your income and will be expected to provide proof of actual income at the end of the tax year.

Do I pay for bank holidays and other closures?

Fee payments relate to the number of weeks the nurseries are open for each year. You are charged monthly in equal instalments across the year:

You are charged for 50 weeks x 5 days. This is spread across 12 months.

We only charge for bank holidays that fall within weeks the nursery is open, and for 3 staff training/planning days per year.

The fee sheets state the averaged monthly amounts. Fees are charged at monthly rates. The weekly and daily figures are supplied for your information only.

Do I have to pay if my child is absent because of illness or because we go away on holiday?

Unfortunately we are unable to reduce your fees if your child does not attend because of illness or any holidays you take during our nursery opening weeks.

Should my invoice ever be different from the monthly fee?

If you have negotiated additional days during the month these will be added to the next month's invoice as extras.

If your child starts mid-way through a month you will be charged for their actual number of days for this part month. This will be added to your first full month's invoice.

Do I have to pay for my child's settling in days?

We generally use a 2 week settling in period to help your child get used to being at nursery. During this time you will sometimes be expected to stay at the nursery, and your child will build up slowly to spending whole days with us. Therefore we do not charge for a settling in period of 2 weeks but you need to be available for those two weeks.

Who do I tell about any changes in the care I want?

You should negotiate this with the manager of your child's nursery. They will know what sessions are available. You can only change care pattern at the start of a month to avoid confusion in monthly fees and staffing. If you really need to change mid-month due to exceptional circumstances you should discuss this with the Senior Nursery Manager. If places are available on the sessions you want these will be charged the "additional day rate" until a formal change can be made to your care pattern and invoices at the beginning of the following month.

Can I have occasional extra sessions:

Any extra sessions you need should be discussed and agreed with your Nursery Manager. They will try to accommodate what your need if they have the right levels of staffing. You will be charged at the "additional day rate".

My child is about to move into a different age bracket on your fee sheet. When will they change to the different fees?

For children approaching two, this will happen from the start of the month following their birthday in order to avoid confusion with fees.

After children turn three, they will move to the three-five year old fees at the beginning of the term after they turn three. This is when the NEF grant funding for three-five year olds can be claimed from Camden Council (see below).

I've heard that you can get 15 hours free childcare once your children are 3. Can I get this at CCN?

Yes you can. This is called Nursery Education Funding (NEF) and sometimes causes confusion because of the way it is advertised. You actually are entitled to 15 hours free childcare for 38 weeks of the year (570 hours in total), from the term after your child's 3rd birthday. Because we are open for longer than this, your free hours are spread equally across the year. You are therefore allocated 47.5 free hours per month.

Your invoices show how many hours have been funded by your Local Authority. With the exception of children who have started at CCN through a scheme for disadvantaged two year olds, we are unable to offer places for only the free hours. The minimum level of childcare for three-five year olds is two days. This means you

will need to pay for the additional hours that are not covered by NEF. Even if your child is already three when they start nursery they will only be eligible for NEF funding from the term following their start. You will be charged the two-three year old rate until that time.

I've heard that disadvantaged two year olds can get free childcare hours. Can I get this at CCN?

Yes, but only some nurseries are registered for this scheme. Montpelier and Sington are part of this scheme but not Acol. You have to apply to LB Camden to be accepted on this scheme. Please contact LB Camden for further details. You will have to bring in your letter of confirmation from Camden before we can offer you a place. Once accepted onto the scheme you will be eligible for 570 hours per year of 'free' care. 570 hours divided into 50 weeks is 11.4 hours per week.

At CCN you will be offered 12 hours per week as either: three separate 4 hour sessions (8am – 12noon or 1pm to 5pm); or one full day of 8hrs (8:30am - 4:30pm) and one 4 hour session (8am – 12noon or 1pm to 5pm).

If you want your child to come for more hours you can pay for any additional hours. Examples are shown below, as at fee rates for 1st April 2015:

- One extra ½ day session each week will be charged as £25.31 per week. This means you pay a monthly fee of £101.25.
- One extra full day each week will be charged at £50.62 per week. This means you will pay a monthly fee of £202.50
- An extra ½ day session and an extra full day session will be charged at £303.75 per month.
- A full time place is charged as a 3 ½ day place (with 1 ½ days funded by LBC). This is a cost of £691.88 per month calculated as a 3 day place per fee sheet plus ½ day fee of £101.25 per month (£590.63 + £101.25 = £691.88)

Can another organisation pay for my fees, eg the college where I am studying?

Yes. Your college (or other organisation) will have to sign an agreement with us. We will charge the standard rate, no matter what your income is. We will invoice them directly.

I've got twins. Can I get a discount if they both come to the nursery?

Yes. You will be charged the full fee for one twin. For the other you will receive a 10% discount. This discount would also apply if you had triplets attending.

Siblings - Can I get a discount if they both come to the nursery?

Yes. You will be charged the full fee for the younger child. The older child will be eligible for a 10% discount on their fees.

