

# St Michael's Family Centre

Registered as a Charity

OfSTED Registration number EY 411778 Saddlebow Road

OfSTED Registration number EY 399923 Church Lane

OfSTED Registration number EY 2673202 Terrington St Clement

## Policies and Procedures

Related to:

Admission and attendance to include:

Booking & Charging

Settling in & Non Collection of Children



Saddlebow Road, Church Lane and  
Terrington St Clement

## **Michael's Family Centre Admissions and Charging policy (EYFS organisation)**

### **Statement of intent**

It is our intention to make our family centre accessible to children and families from all sections of the local community.

### **Aim**

We aim to ensure that all sections of our community have access to use facilities within the family centre through open, fair and clearly communicated procedures.

### **Methods**

In order to achieve this aim, we operate the following admissions policy.

- We ensure that the existence of the family centre is widely advertised in places accessible to all sections of the community.
- We ensure that information about our family centre is accessible - in written and spoken form and, where appropriate, in different languages. Where necessary, we will try to provide information in Braille, or through signing or an interpreter.
- We arrange our waiting list on a needs basis to take into account the following: date of birth, vicinity of the home, siblings attending /attended the family centre. In addition, our policy will take into account the numbers of children that we are able to take in each room to allocate spaces to maintain the staff ratios. (Note spaces will be allocated to families that live in the local area of the relevant Early Years and childcare centre as a priority and then the criteria above will be used for those outside of our catchment area).
- We keep a place vacant, if this is financially viable, to accommodate emergency admission.
- We describe our family centre and its practices in terms which make it clear that it welcomes both fathers, mothers, other relations and other carers, including childminders.
- We describe our family centre and its practices in terms of how it treats individuals, regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English.
- We describe our family centre and its practices in terms of how it enables children with disabilities to take part in the life of the family centre.
- We aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes.
- We monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place and we make our equal opportunities policy widely known.
- We consult with families about the opening times of the family centre to avoid excluding anyone.

- We are flexible and work with parents about attendance patterns to accommodate the needs of individual children and parents' working hours whenever possible, however to allow us to effectively meet the needs of all children a minimum of 2 sessions/days per week of attendance is required.
- Saddlebow Road Centre is open from 8.00am – 5.30pm Monday – Friday for 50 weeks per year with a shut down period over the Christmas break
- Church Lane and Terrington St Clements Centres are currently open from 8.00am – 4.00pm Monday to Friday school term time.
- As part of the registration and admission process, parents/carers will be required to provide documentation to evidence their child's date of birth i.e birth certificate. This is to confirm they have reached the eligible age for the free entitlements. A copy will not be retained, but may be requested again at a later date.
- We will work in partnership with parents, carers, childcare providers, the local authority, and other organisations to improve provision and outcomes for children in our setting. Where required we will seek parent / carer consent to collect, share and use your information in accordance with the Data Protection Act and General Data Protection Regulations.
- We aim to identify all children that may be eligible for additional funding such as Early Year Pupil Premium (EYPP), Disability Fund (DAF), SEND Inclusion Fund with a view to submit a claim/application to support and improve their outcomes. This will be in partnership with families and consent will be sought prior to submitting a claim/application. Please refer to our SEND Policy for further information

## Michael's Family Centre Booking and Charging policy

### Opening times

**Saddlebow Road centre is open from 8.00am – 5.30pm Monday – Friday for 50 weeks per year.**

**Church Lane centre is open from 8:00am – 4.00pm Monday to Friday school term time.**

**Terrington St Clement is open from 8.00am – 4.00pm Monday – Friday school term time.**

### Bookings:

All bookings are based on term time dates (see Norfolk County Council's calendar). A separate booking form must be completed for all childcare required during the school holidays; note we have a shut-down period over the Christmas break and 3 INSET days per year.

For working parents time can be booked to meet parents working hours by completing a booking form – this can be either a paper or electronic form which every is more suitable. Once the booking has been confirmed the cancellation period is 4 weeks in writing to the centre leader at Saddlebow Road.

Changes to bookings can be requested as long as places are available. There will be no refunds if changes are made within the same calendar month and the hours are less as a result of the change.

### Charges:

**Fees are reviewed periodically to cover any rising costs and/or change in legislation. Parents will receive the new price list in advance of these changes being made.**

#### Fees and times as of 1 April 2026

Nursery Aged Children charges	
<b>Breakfast Club Saddlebow Road/Church Lane/Terrington St Clement</b> <b>8.00am – 9.00am</b> Including light breakfast between 8.00-8.30	<b>£4.50 for the hour</b> <b>(minimum of 1 hour charged)</b>
<b>Saddlebow Road</b> Tiny Owls: Barn Owls: Snowy Owls and Wise Owls 8:45am – 5.30pm <b>Church Lane</b> Little Owls and Tawny Owls 8:45am – 4.00pm <b>Terrington St Clement:</b> Forest Owls 8.45am – 4.00pm	<b>£4.25 after 8:45am</b> <b>(minimum of 1 hour charged)</b>
School aged children charges	
<b>Breakfast club for school aged children</b> <b>Saddlebow Road</b> Including light breakfast between 8.00-8.30	<b>£2.25 per session</b>
<b>After School Club</b> Saddlebow Road 3.00pm – 5.30pm Including snack	<b>£4.25 per session</b>
<b>Holiday Club (Saddlebow Road)</b> <b>(Out of school term time 8.00am -5.30pm)</b> booking necessary – minimum of 1 hour charged (Note the hour between 8 and 9 am will be charged at £4.50)	<b>Breakfast Club</b> <b>8.00am – 9.00am £4.50</b> Including light breakfast between 8.00-8.30

**Joining Fee:-** You will be required to pay a £100.00 joining fee for a full time place for non-funded hours and £50.00 for a part time place which will be returned to you either when your child leaves or at the point that you no-longer are required to pay fees. All sessions and hours that are booked are chargeable; you will be invoiced for these fees by email at the end of the month and payment is due within 14 days.

Shift patterns:- 50% of childcare fees will be charged for any unused hours a child does not attend due to alternating shift patterns.

Absence for holiday or sickness:- Payment for absence for holiday and sickness will apply as detailed. Sessions that are booked and not attended owing to illness will be charged at the normal hourly rate. Holiday in term time will be charged unless we have been notified 4 weeks in advance.

If a child is absent for more than four weeks and the Administrator / Centre Lead at Saddlebow Road has not been informed as to why the child is absent – the place will be cancelled. Parents will have to inform the Administrator / Centre Lead at Saddlebow Road in writing to hold a place for longer periods of non-attendance and discuss any payment required or the need to put child back onto the waiting list.

### **Early Years Education Funding places:**

As part of the registration and admission process, parents/carers will be required to provide documentation to evidence their child's date of birth i.e birth certificate. This is to confirm they have reached the eligible age for the free entitlements. A copy will not be retained, but may be requested again at a later date.

Early Education is offered within the national parameters –

- no session to be longer than 10 hours
- no minimum session length (subject to the requirements of registration on the Ofsted Early Years Register)
- not before 6.00am or after 8.00pm
- a maximum of two sites in a single day

Early Education is routinely offered to families for a normal school year i.e. 38 weeks of the year. Funding can be claimed during our lunch period.

The funded hours can be claimed (to the maximum available) –

Saddlebow Road:

- Monday – [8am – 5.30pm]
- Tuesday – [8am – 5.30pm]
- Wednesday – [8am – 5.30pm]
- Thursday – [8am – 5.30pm]
- Friday – [8am - 5.30pm]

Church Lane and Terrington St Clement:

- Monday – [8am – 4pm]
- Tuesday – [8am – 4pm]
- Wednesday – [8am – 4pm]
- Thursday – [8am – 4pm]
- Friday – [8am - 4pm]

The 15 hour 2, 3 and 4 year old free entitlements or 30 hour funded entitlement will be delivered consistently so that all children accessing these entitlements will receive the same high quality and access to provision, regardless of whether they opt to pay for additional hours, or services.

Government funding is intended to be free at point of delivery and cover the cost to deliver 15 or 30 hours a week, high quality, flexible childcare only. It is not intended to cover the cost of meals, consumables, additional hours or additional services. A 'top up' fee is not charged unless additional hours are attended. Additional hours and services will be charged at the current hourly rate where hours are not funded as Early Education / 30 hour funded by the Local Authority.

Families accepting a 2-year-old funded place will be able to claim the entitlement until their child(ren) is/are eligible for either the 3- and 4-year-old funding universal entitlement or working parent entitlement.

Our notice period for Early Education for 15/30 hour funded places is four weeks.

Charges for additional services such as trips will be agreed in advance with families.

There are currently no additional charges i.e. for consumables that routinely apply when taking a free Government funded entitlement place

Note Currently Families are required to supply a packed lunch from home, we are unable to cook or reheat foods.

To ensure a smooth transition for the child, we will work closely with families to discuss and agree how a child's overall care will work in practice where an entitlement is split across different providers, and where possible when families transfer their funding claim to a new setting.

**Payment:-** All families will be issued an invoice monthly unless the balance equals zero. The invoice will be itemised to provide clear and transparent information concerning the charges as agreed in the parent contract. It will allow parents/carers to see that any funded entitlement is received completely free of charge and understand additional fees that have been applied. **These invoices will be emailed at the end of each month period and payment is required within 14 days; our accepted payment methods are Government/private scheme childcare vouchers or BACS or Online payments.** Our bank details are provided on all invoices to enable payments to be made.

**Please ensure that you include your child's name when making the online payments.**

#### **Overdue Fees:**

As a registered charity, we are dependent on the fees paid by the parents – as such prompt payment is essential. If fees are overdue – the following process will be followed:

- One month overdue admin staff will contact parent by the most appropriate method i.e. (telephone, e-mail, text, letter) to advise them that their payment has not been received and they need to make a payment.
- If payment is not received by the end of the 2<sup>nd</sup> month, a child's place will be withdrawn for any fee paying hours.
- And Court Action could be taken to recover any outstanding fees

If you are unable to pay our charges, please contact our Finance/Admin Officer to discuss the alternative options available via email: [office@stmichaelsfamilycentre.co.uk](mailto:office@stmichaelsfamilycentre.co.uk)

### **Additional Fees:**

If a child is dropped off early or picked up late more than 3 times, an additional fee will be charged at half the hourly rate which will need to be paid for at the additional time child is dropped off or collected.

If a child is collected after the centre closes at 4pm Church Lane/Terrington St Clements and 5.30pm Saddlebow Road without prior notice a late fee of £5 per half hour will be charged.

If a parent regularly collects their child after the closing time, the childcare place may be cancelled.

### **Notice to Cancel:**

A full four week notice period is required in writing to cancel all childcare, breakfast or afterschool club. Out of School holiday club ONLY requires one full week notice in writing.

### **Emergency Closure:**

All payments are still due if the centre has to close in an emergency due to unforeseen circumstances for a short period of time such as severe weather conditions. No refund or credits will be made in these situations. In the event of closure for more than 2 full days all places will be cancelled and no charges will be made.

☺ Please note:

That all sessions and hours that are booked are chargeable and you will be invoiced for these fees at the end of the month. Sessions that are cancelled will be charged unless we have been given 24 hours' notice – likewise holiday will be charged unless we have been given 4 weeks notice.

Non- attendance that continues for more than 1 week without notice will be followed up with a phone call.

Any child that has not attended for more than 3 weeks will have their space withdrawn unless we have notified.

This Admission and charging Policy is issued to all families as part of the registration process. It is also available [[via our webpage/upon request](#)].

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to [office@stmichaelsfamilycentre.co.uk](mailto:office@stmichaelsfamilycentre.co.uk)

### **Further Guidance:**

- Early Education and Childcare Statutory Guidance for Local Authorities:  
<https://www.gov.uk/government/publications/early-education-and-childcare--2>
- Early years Entitlements: <https://beststartinlife.gov.uk/childcare-early-years-education/15-and-30-hours-support/>

## **St Michael's Family Centre settling in policy (EYFS positive relationships)**

### **Statement of intent**

We want children to feel safe, stimulated and happy in the Family Centre and to feel secure and comfortable with staff. We also want parents to have confidence in both their children's well-being and their role as active partners with the Family Centre.

### **Aim**

We aim to make the Family Centre a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

### **Methods**

- Before a child starts to attend the family centre, we use a variety of ways to provide his/her parents with information. These include written information (including our prospectus and policies), displays about centre activities, information days and evenings and individual meetings with parents.
- During the half term before a child starts, we provide opportunities for the child and his/her parents to visit the centre.
- We offer a home visit by the person who will be the child's key worker, to ensure all relevant information about the child can be made known.
- When a child starts to attend, we work with his/her parents to decide on the best way to help the child to settle into the group.
- We allocate a key worker to each child and his/her family, before she/he starts to attend; whenever possible the key worker will welcome and look after the child and his/her parents at the child's first session.
- We use introductory home visits and the first session at which a child attends to explain and complete with his/her parents the child's registration records.
- Within the first four weeks of starting we discuss and work with the child's parents to begin to create their child's learning story (note we use Tapestry for this purpose).

### **Procedure for looked after children**

Looked after children are welcome to register and attend family centre groups and activities, the carer of the child will be expected to provide details of the child's natural parents to enable them to be kept informed of the child learning and development as appropriate to the situation.

The child's key worker will keep a personal learning life story for the child to enable them to have a detailed record of their life events whilst in the centre. Photographs and other materials will be used for this purpose. Duplicate copies of this record will be available for the child's natural parent and the child's carer as appropriate to the situation.

### **St Michael's Family Centre - The non-collection of children policy (EYFS welfare requirement on safeguarding and promoting children's welfare)**

#### **Statement of intent**

In the event that an authorised adult at the end of a session/day does not collect a child, the centre puts into practice agreed procedures. These ensure an experienced and qualified practitioner who is known to the child cares for the child safely.

#### **Aim**

In the event that an authorised adult does not collect a child, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

#### **Procedures**

1. Parents of children starting at the Family Centre are asked to provide specific information which is recorded on our Registration Form, including:
  - Home address and telephone number if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
  - Place of work, address and telephone number;
  - Mobile telephone number and email address;
  - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent;
  - Information about any person who does not have legal access to the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, please inform us so that we can record how they can be contacted in our daily diary.
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we will record the name, and telephone number of the person who will be collecting their child

in our daily diary. We agree with parents how the identification of the person who is to collect their child will be verified.

4. Parents are informed that if they are not able to collect the child as planned; they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that in the event that an authorised adult does not collect their children and the staff can no longer supervise the child in our premises we will apply our child protection procedures as set out in our child protection policy.
5. If a child is not collected at the end of the session/day, we follow the following procedures:
  - The daily diary is checked for any information about changes to the normal collection routines
  - If no information is available, parents/carers are contacted at home or at work
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child and whose telephone numbers are recorded on the Registration Form are contacted
  - All reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home
  - The child stays at the centre in the care of two fully-vetted workers until the child is safely collected
  - The child does not leave the premises with anyone other than those named on the Registration Form and in the daily diary
  - A full written report of the incident is recorded; and

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

#### **Lost Children:**

All staff within St. Michaels Family Centre are aware of and follow the procedures for logging children in and out of the group. The children's security is off paramount importance therefore the following procedure is followed by all staff members:

- Children's attendance is marked in register on arrival by the staff within the base room
- Total numbers of children present recorded in register
- Names of any children taken out of the group are recorded on a notice board within base room (office staff informed of outing and numbers taken)
- Head count completed after outdoor play
- Main door to each base room kept closed at all times
- Main door kept secure at all times.

- Garden area secure fire exits secure
- Departure recorded as child leaves group (staff member in base area responsible for this task)

If a child were to go missing while in the care of St. Michaels Family Centre the person in charge in conjunction with the room leader for the area from which the child had gone missing would immediately:

Instigate a search of the premises / areas of St. Michaels Family Centre without causing undue panic amongst the other children.

If still unable to locate child, contact the parents and inform them of the situation.

Widen the search to the local and immediate area of St. Michaels Family Centre.

**If the child is still not found contact the police to conduct a full and detailed search of the area.**

Staff ratios to be maintained at all times

Incident to be fully recorded in incident log and review of security arrangements to take place.

Once review completed all parties to be informed of review and new procedures.

Please note emergency situations are dealt with immediately and recorded as appropriate. Major accidents are reported to chairperson of committee/OfSTED and our Insurance Company.