



ORKNEY
ISLANDS COUNCIL

Early Learning and Childcare

Charging Policy 2021/2022

(Dounby, Glaitness, Papdale, St Andrews and Stromness)



Contents:

Entitlement to Free Provision.....	2
What are we charging for?.....	2
How do I book additional hours?.....	2
How much will additional hours cost?	3
Payment Structure	3
Methods of Payment.....	3
Childcare Vouchers	3
Can I get a refund?.....	4
Who do I contact if I have queries about my invoice?	4

Entitlement to Free Provision

From August 2021, 3 - 5 year olds and eligible 2 year olds are entitled to 1140 funded hours of Early Learning and Childcare each full year they attend.

In Orkney, most children become eligible for a funded place at the start of the term after they have their third birthday and remain eligible until they reach the end of the term before they are due to start school.

What are we charging for?

Our larger settings (Dounby, Glaitness, Papdale, Stromness and St Andrews) operate an extended day offering daily early morning and late afternoon sessions which are outwith the school day (example 08:30 – 17:30). These settings operate over 47 weeks of the year covering Easter, Summer and October school holidays. They are not open the first two weeks in July (closed for a deep-clean), Christmas holidays, five in-service days plus three public holidays (Easter Monday, May Day and Dounby Show).

Hours requested in addition to the 1140 funded hours for 3 – 5 year olds will be charged for. At Registration parents/carers choose to use their funded hours during term-time (38 weeks) or year round (which is over 47 weeks).

38 weeks (term-time) = 30 hours per week (30 hours x 38 weeks = 1140 hours)

47 weeks (year round) = 24.5 hours per week (24.5 hours x 47 weeks = 1151 hours)

The entitlement to these hours are pro-rata, for example if your child is due to start the term after their third birth for the January or April intake, they would only be entitled to a proportion of hours during the remainder of the school year, not a full years' provision as above..

How do I book additional hours?

Parent/carers will be able to book additional hours in blocks for each term. Requests should be made using the Additional Hours Request Form, which can be obtained by: emailing elc@orkney.gov.uk for an electronic version, from the OIC website at www.orkney.gov.uk, or by calling Early Learning and Childcare on 01856873535 extension 2407 for a paper copy.

We recommend that if you are considering additional hours that you speak with the Nursery Manager or Senior Practitioner for advice on what can be offered at their setting.

Completed Additional Hours Request Forms need to be submitted no later than one month before the start of the term. Ad hoc hours cannot be accommodated.

How much will additional hours cost?

The current cost for additional hours of Early Learning and Childcare is £5.00 per hour in all large settings.

Payment Structure

Invoices will be issued following receipt of the request for additional hours and payment will be required a minimum of seven days prior to the start of each block.

If payment has not been received a minimum of seven days prior to the start of each block, then these hours will not be allocated to your child at that time and you will be notified that your child will be unable to receive the additional hours.

Methods of Payment

Online Payments

Payments can be made online using credit or debit card by visiting www.orkney.gov.uk and selecting 'Online Payments' in the 'Online Services' section of the website. Follow the instructions for invoice payments to pay your Early Learning and Childcare invoice.

Payments in Person or by Telephone

Customer Services opening hours are detailed below. This service is available throughout the day, including lunchtimes, to offer the maximum convenience for all our customers.

Customer Services (Kirkwall): Council Offices, School Place, Kirkwall, KW15 1NY, 01856 873535 ext 2904.

Customer Services (Stromness): Warehouse Buildings, 2-12 Victoria Street, Stromness, KW16 3AA ext 2901.

Day	Customer Services (Kirkwall)	Customer Services (Stromness)
Monday	09:00 - 17:00.	09:15 - 19:00.
Tuesday	09:00 - 17:00.	09:15 - 17:00.
Wednesday	09:00 - 17:00.	09:15 - 17:00.
Thursday	09:00 - 17:00.	09:15 - 17:00.
Friday	09:00 - 17:00.	09:15 - 17:00.
Saturday	Closed.	10:45 - 16:00.
Sunday	Closed.	Closed.

Childcare Vouchers

Parent/carers should contact their Childcare Voucher Provider to register for voucher payments. The Council are currently registered to accept Busy Bees and Edenred vouchers, but if you are registered with another voucher provider please let us know and we will try to register with other voucher providers where possible.

Childcare Choices – Tax Free Childcare

Parents/carers can apply for tax free childcare payments through HMRC by visiting www.childcarechoices.gov.uk. If you decide to sign up to this we can provide further information on how you are able to use this to pay against your invoice.

Can I get a refund?

You will not be refunded if:

- Your child does not attend the hours.
- Your child is sick (first two weeks of any period of sickness 10 school days).
- Your child arrives late or leaves early.

You will be refunded if:

- Your child is absent due to long term sickness, the first two weeks will not be refunded but any sessions thereafter will be refunded. (A medical certificate may be requested).
- If the Council withdraws additional hours.

Who do I contact if I have queries about my invoice?

In the first instance all queries should be made by email to elc@orkney.gov.uk, or by calling Early Learning and Childcare on 01856873535 extension 2407 or 3204.