



**General Welfare Requirement: Documentation**

Providers must maintain records, policies and procedures required for the safe and efficient management of the settings and to meet the needs of the children.

**Non-payment of Fee Policy Statement**

We aim to ensure financial stability of Close to Home by having a fair and consistent process for pursuing non-payment of fees.

It is our policy to pursue all unpaid fees through the County Court for the recovery of Close to Home’s money.

**EYFS key themes and commitments**

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.2 Communication		

**Procedures**

In order to achieve this aim Close to Home will:

- At induction fully inform parent/carers of the fee and payment structure of Close to Home in writing, (clause 4 within the contract).
- Issue invoices to parents when fees are due. The invoice will give details of the sessions being paid for and the rate being charged. The preferred method of payment to Close to Home is monthly, if a weekly payment plan is agreed between a family and Close to Home we will still invoice monthly and receipt each week as fees are paid. Close to Home reserves the right to withdraw that facility if weekly payments are not made. If payments are not paid, as agreed, the full amount outstanding will then be due within seven days of the issuing of an overdue account letter.

If a family has used the services provided by Close to Home without payment or their payment has been dishonoured then Close to Home will follow the following staged procedure:

1. Issue an ‘Overdue Account’ letter asking for payment (plus bank charges if applicable) in full within seven days. If payment is received within seven days a fee of £10 will be added to cover administration costs then no further action will be taken.

2. If payment is still not received a 'Second Warning' letter will be issued asking for immediate payment, in full in seven days plus an additional £10 administration fee. If payment is received within seven days no further action will be taken.
3. If after 28 days full payment or a payment plan has not been agreed between the family and Close to Home a 'Final Warning' letter will be issued plus a further £10 administration fee. At this stage your child(ren) will be unable to use our services until payment in full is received. If payment is received within seven days no further action will be taken.
4. If payment is not received then the placement with Close to Home will be terminated.
5. If payment is still not received Close to Home will immediately begin proceedings in the County Court for which we charge an administration fee of £50 and all court costs. If the Close to Home is required to attend at County Court, costs will be applied at a rate of £20 per hour.

Fees are the joint and several responsibility of each person who has signed the Registration Form or who has parental responsibility for the child or has paid any fees or who has given instructions to Close to Home in relation to the child.

### **Legal framework**

- *Data protection Act 1998*
- *Human rights Act 1998*

This policy was adopted at a meeting of	_____	name of setting
Held on	_____	(date)
Date to be reviewed	_____	(date)
Signed on behalf of the management committee	_____	
Name of signatory	_____	
Role of signatory (e.g. chair/owner)	_____	