

RAISED in Where  
futures  
flourish.

# Admissions Policy

## contents

Introduction	3
1. Who We Are	3
2. Opening Times	4
3. Closing Times	4
4. Your Holidays	4
5. Admissions	4
6. Registering Your Interest	4
7. The Offer Process	5
8. Deposit	6
9. Fees, Invoicing and Payment	7
10. Ad Hoc Sessions	9
11. Notice Period and Changes to Your Booking	10
12. Government Funding	11
13. Sickness	16
14. Late Collections	16
15. Behaviour of Parents and Carers	17
16. Appeals, Complaints and Appreciation Process	17

## Introduction

Please find below all the information you need to know before you accept a place and join us at a Raised in Bristol nursery. By accepting your offer of a nursery place you agree to our Admissions Policy.

Raised In reserves the right to review and update this policy at any time. We'll make sure you know when that happens.

### 1. Who We Are

Raised In is a social enterprise that provides the best early years education and care for children aged six months to five years in community spaces. We have no owners or shareholders and are committed to doing business differently and ethically.

Our vision is for all children to feel a sense of belonging in their community and at the same time feel part of everything that offers.

As part of this, we're committed to providing excellent working conditions. This means paying at least the Real Living Wage and providing our team with opportunities for professional development. We provide a positive and inclusive working environment.

We're not a privately owned nursery. Through working together with community organisations by providing a long-term and sustainable rent income, we're supporting these organisations to do what they do best. This stability can often enable community organisations to raise grants and investments.

We prioritise the procurement of ethical, local and environmentally sustainable goods and services. By purchasing from local suppliers, we're directly investing and feeding the local economy. This keeps the money we spend in the local area, creating local jobs, buying local products and sustaining local businesses.

## 2. Opening Times

The nursery is open from Monday to Friday 8 am to 6 pm for 51 weeks of the year.

## 3. Closing Times

The nursery is closed on all English Bank Holidays and between Christmas and New Year. Unlike some nurseries, no fees are charged for these days.

## 4. Your Holidays

We do not offer any holiday entitlements, therefore if the nursery is open you will be charged at the full rate. If your child doesn't attend their scheduled sessions for any reason, you will still be charged.

## 5. Admissions

We offer morning sessions (8 am-1 pm), afternoon sessions (1 pm-6 pm) and full day sessions (8 am-1 pm) Monday to Friday.

These sessions are offered subject to availability. Most sessions are offered based on a minimum booking pattern of 20 hours (four sessions) per week. However, please note that fully funded places do not require a minimum booking pattern. All nursery places are on a first come first served basis.

Where possible, an alternative session or a place on our waiting list will be offered if your desired sessions are unavailable.

## 6. Registering Your Interest

To register your interest in a place at Raised In you will be asked to complete an online enquiry form for your desired nursery with your details and preferences. Please note, this doesn't guarantee your child a place at a Raised in Bristol nursery.

After you've submitted the form, our Admissions team will contact you to confirm your needs and to discuss availability. We have a waiting list for certain ages on certain days, but don't let that put you off as we may be able to find a solution that works for you.

**Enquiry forms:**

[Raised in Bristol at Easton Community Centre, Easton](#)

[Raised in Bristol at Felix Road Adventure Playground, Easton](#)

[Raised in Bristol at Docklands Community Centre, St Pauls](#)

[Raised in Bristol at the Greenway Centre, Southmead](#)

Or visit our website to find out more [raisedin.org.uk](https://www.raisedin.org.uk)

## 7. The Offer Process

**What happens next:**

- Once we can confirm a place for your child, we'll give you details of the weekly cost.
- Your child's place will be offered in writing by email (offer letter and quote). You'll then have 7 days to secure your child's place by paying a deposit. The deposit will be four weeks of fees and is refunded at the end of your child's time with Raised In or can be used to offset the last month's invoice (see section 8 below on Deposit for more details).
- The written offer letter will confirm details of your child's start date, regular booking pattern, sessions, deposit value and weekly fees.
- After you have paid the deposit, we will honour our commitment to you and reserve a place for your child.
- We'll then get in touch about settling your child in the nursery. There is no charge for up to three Settling in Sessions, usually over a two-week period. If you need more time, we can talk to you about this and there may be a small cost.

## 8. Deposit

The deposit is the equivalent of four weeks of fees for your child's place. A deposit is required for each child.

Please ask us about alternative payment arrangements for your deposit if necessary. Unfortunately, we're unable to accept vouchers or tax-free childcare for deposit payments.

A deposit is required only for the hours that you pay for. It doesn't apply to those hours that are government funded. All of the charges will be detailed in your offer letter.

By paying the deposit, you agree to the terms stated in this Admissions Policy. You have 7 days to pay the deposit from the date of your offer letter.

If you need to cancel your child's nursery place you must give at least 30 days notice. Your deposit will then either be refunded in full or used to pay off any outstanding balance on your account. If you are eligible for a refund, your deposit will be returned within a reasonable time frame – contact our accounts team for more info at [accounts@raisedin.org.uk](mailto:accounts@raisedin.org.uk) or by calling **0800 048 7968**.

## 9. Fees, Invoicing & Payment

### Fees

#### Babies 6 – 24 months

Full Day 8 am-6 pm £95\*

Morning 8 am-1 pm £47.50\*

Afternoon 1 pm-6 pm £47.50\*

Full Day 8 am-6 pm £109 †

Morning 8 am-1 pm £54.50 †

Afternoon 1 pm-6 pm £54.50 †

\* Fees April-August 2024

† Fees from September 2024

#### Toddlers (24–36 months) From April 2024

Full Day 8 am-6 pm £94

Morning 8 am - 1 pm £47

Afternoon 1 pm - 6 pm £47

#### Preschool (36 months +) from April 2024

Full Day 8 am-6 pm £81

Morning 8 am - 1 pm £40.60

Afternoon 1 pm - 6 pm £40.60

The sessions you book will be charged in full even if your child arrives late or leaves early. Please try to let the nursery team know if you need to drop your child off after 9 am or pick them up before 4 pm so that we can make arrangements for outings and food.

Your child has a place based on a regular booking pattern, but there is often the opportunity to book extra sessions on an ad hoc basis (see section 10 below for more info).

We review our fees annually to make sure they reflect costs such as inflation, any increases to the Real Living Wage, and the cost of living. We usually do this at the end of the financial year, to come into effect from April. We'll let you know when this happens and give you at least 30 days notice of any increase.

## Invoicing

At the very start of each month, you'll receive an invoice via eyWorks showing a breakdown of your bookings and fees.

Our payment terms are strictly 28 days, with payment due on the 28<sup>th</sup> of each month.

## Payment

We accept the following methods of payment:

- Online bank transfer/Bacs
- Debit card payments
- Credit card payments (for deposits only)
- Childcare vouchers from your employer
- Tax Free Childcare for non government funded hours (reference 50023386169)

Please make sure that every payment is clearly marked with either your invoice number or reference.

Your child's place at the nursery could be withdrawn if you fail to make payment according to our terms. Please note that we may pass outstanding debt to a debt collector. However, we will always do our best to work with families who may be experiencing challenges paying their invoices on time. Please speak to our finance team on **0800 048 7968** or **accounts@raisedin.org.uk** if you have any concerns.

Parents or carers eligible for Universal Credit may be able to claim back up to 85% of their childcare costs. Speak to your work coach about this or check out this page on the government website [here](#).



## 10. Ad Hoc sessions

### What is an ad hoc session?

An ad hoc session is a one-off nursery session. They become available because of the dynamic nature of the number of children in the nurseries. It could be because children may be moving from one room to another, children are leaving for school or whilst we wait for new starters to begin.

They're really useful when you need a one-off extra nursery session that you don't need to commit to long-term. Sometimes we know well in advance that they'll be available and sometimes they'll be at short notice.

Not all these spaces are offered for ad hoc sessions – sometimes they're used first for staff training but when we can, we offer them to existing families in our nurseries on a first come, first served basis.

### Weekly ad hoc sessions

The admissions team sends out a weekly email to parents with the sessions that have become available at short notice for the coming week – so look out for it!

### Advance ad hoc sessions

We sometimes have longer-term ad hoc sessions that will be available 3–12 weeks in advance.

For example, you know you've got a day trip planned, or a short freelance contract coming up, or you're starting a short course and as a result, you need some additional nursery sessions on a short-term basis – these advance ad hoc sessions might be useful for some extra cover.

If you'd like to find out about these advanced sessions please get in touch with the Admissions team to see what we have available.

Email [admissions@raisedin.org.uk](mailto:admissions@raisedin.org.uk) or call us on **0800 048 7968**

Please note all ad hoc sessions whether weekly or advance are subject to availability.

## 11. Notice Period & Changes to Your Booking

We ask that you give us at least four weeks' written notice for any changes you want to make to your child's sessions or if you are giving notice to cancel your place.

We require a minimum booking pattern of four sessions per week. This applies to all children. This can be two full day sessions, four half day sessions or a mixture of both. If you wish to reduce the number of your child's sessions, you can do so, but only if your child is currently accessing more than the minimum booking pattern of four sessions per week.

If you want a break in your contract you can do so by cancelling your child's place and restarting the registration process for your intended return date\*. Your deposit will be returned to you and if you want to return, you will need to re-register online. We advise that you do so as soon as possible to ensure that you have the best chance of getting the hours and days that you want.

\*Please note if you cancel your child's place, we cannot guarantee that there will be a place for your child when you want them to return.

### **Notice period and changes to your booking for a fully funded space**

Raised In is not permitted to request any notice period due to contractual obligations with Bristol City Council. However, we would ask you to give as much notice as possible should you wish to cancel your child's place, so that we can support your child's transition and allow the next child to join us as quickly as possible.

### **Notice period and changes to your booking for Government Funded Hours for Eligible Working Families, Universal and Extended Funding**

Please note that Bristol City Council asks for a commitment of a school term's notice before transferring or ending funded hours. If you transfer your child from Raised In part way through a term, the funding will not be transferred to the new nursery until the beginning of the next term.

## 12. Government Funding

### Fully Funded Places

We offer some fully funded places at zero cost to families. These places are subject to availability. Please contact our Admissions team to find out more.

### Government Funded Hours for Eligible Working Families

**Under Two (nine-months-old) Funding for Eligible Working Families:** 12 hours per week. You may have seen that for eligible working families 15 hours of funding is available for this age group. This is based on term-time-only nurseries that run 47.5 weeks of the year. Raised In Bristol nurseries run all-year-round, which means we stretch the funding over the 51 weeks of the year we are open, entitling you to 12 hours of funding per week. This can be claimed from the term after the child turns nine months old (until they turn two) and comes into effect from September 2024. You need to check your eligibility and apply for this [here](#). You'll then need to complete an EYRI form at the beginning of each term which will be sent to you by our Admissions team.

**Eligible Two-year-old Funding for Low Income Families:** 12 hours per week.

You'll need to contact Bristol City Council directly [here](#) about these places as they determine the eligibility criteria and then will refer eligible families to us.

**Two-year-old Funding for Eligible Working Families:** 12 hours per week.

You may have seen that for eligible working families 15 hours of funding is available for this age group. This is based on term-time-only nurseries that run 47.5 weeks of the year. Raised In Bristol nurseries run all-year-round, which means we stretch the funding over the 51 weeks of the year we are open, entitling you to 12 hours of funding per week. This can be claimed from the term after your child's second birthday and comes into effect from April 2024. You need to check your eligibility and apply for this [here](#). You'll then need to complete an EYRI form at the beginning of each term which will be sent to you by our Admissions team.

**Universal Funding for all Three-year-olds:** 12 hours per week.

All three, four and five year old children are eligible for 15 hours per week of funding. This is based on term-time-only nurseries that run 47.5 weeks of the year. Raised In Bristol

nurseries run all-year-round, which means we stretch the funding over the 51 weeks of the year we are open, entitling you to 12 hours of funding per week. You will receive this term after your child's third birthday. All families are automatically eligible for this funding but to claim this you will still need to complete an EYRI form at the beginning of each term. Admissions will contact you about this when you become eligible. This will be sent to you by our Admissions team.

**Three-year-old Extended Funding for Eligible Working Families:** 24 hours per week.

Working parents of three, four and five year old children can apply for an additional 15 hours per week during term time, making a total of 30 hours. This is based on term-time-only nurseries that run 47.5 weeks of the year. Raised In Bristol nurseries run all-year-round, which means we stretch the funding over the 51 weeks of the year we are open entitling you to 24 hours of funding per week. You need to check your eligibility and apply for this [here](#). Again, to claim this you will still need to complete an EYRI form at the beginning of each term. Admissions will contact you about this when you become eligible. This will be sent to you by our Admissions team.

Please note: we do not receive government funding for sessions that fall on a Bank Holiday. For example, if your child normally has a session on a Monday (when most Bank Holidays fall) the session will not be rescheduled for another day.

There are no extra charges for meals or trips for any children, whether they receive funding or not.

### **What do we mean when we say 'term' or 'terms'?**

Although our Raised in Bristol nurseries are open all-year-round (for 51 weeks of the year) funding eligibility is calculated based on terms defined by Bristol City Council. These are the same as school term times. So when your child is old enough to get funding, you will be able to claim from the term after their birthday in the applicable funding age bracket.

**We have provided these terms below:**

**Autumn Term** - September, October, November, December

**Spring Term** - January, February, March

**Summer Term** - April, May, June, July, August

## **If your child is eligible for government funded hours:**

Once you've been successful in applying for the Eligible or Extended funding, we will need the following:

- 1) Your 11-digit code
- 2) Your National Insurance number
- 3) Your child's date of birth
- 4) Your child's birth certificate or passport (originals) – the nursery team will make a copy of it at your first Settling in Session.
- 5) You'll also need to complete and sign an EYRI Form every term. Please contact admissions for information.

To find out if your family meets the criteria for any funding, please check and apply through HMRC at [childcarechoices.gov.uk](https://childcarechoices.gov.uk)

Please note: that you MUST renew your eligibility every three months via HMRC or you will lose your Eligible / Extended Funding. At the end of each three months, you'll move into a 'grace period' – at which point you'll be reminded to renew or make alternative arrangements if you no longer qualify.

## **If you no longer qualify for Eligible / Extended Funding (NB this doesn't apply to Universal Funding)**

If your family no longer qualifies for Eligible/ Extended Funding, for example, you exceed the income threshold or you are working less, there will be a change to your funded hours.

If this happens during the first half of a school term, your child will continue to have funding until the end of *that* term. It won't affect their Universal Funding.

If this happens during the second half of a school term, your child will continue to have funding until the end of the *following* term. It won't affect their Universal Funding.

If this happens, we'll talk to you about whether you want to maintain your sessions with Raised In by paying for the additional hours.

### **How your fees will change when your child becomes eligible for Government Funding (sliding scale for additional hours)**

When you can claim Government Funding for your child you may be eligible to pay less for your childcare because you may have at least 12 hours per week funded by the government. Government funding comes via the local authority and the funding rates vary between local authorities.

Bristol City Council from April 2024 will pay £7.82 per hour for a two-year-old and £5.08 per hour for a three-year-old, and from September 2024 £10.77 per hour for babies (9-months-old) for 47.5 weeks of the year. This differs from the hourly rate and total number of weeks that Raised In uses to calculate our fees. We show this on the sliding scale below. Please note that these figures are for Bristol City Council only, please get in touch if you will be funded by an alternative Local Authority.

We appreciate that this is complicated so please get in touch if you'd like further explanation, or to discuss your specific context.

<b>Sliding Scale</b>							
Cost per hour for each additional hours above government funded hours							
Total hours per week	20	25	30	35	40	45	50
<b>Under Two* (9-months-old) 12 hours</b>	£12.20	£11.70	£11.48	£11.35	£11.27	£11.22	£11.17
<b>Two-year-olds 12 hours</b>	£12.58	£11.35	£10.81	£10.59	£10.31	£10.17	£10.07
<b>Three-year-olds (Universal) 12 hours</b>	£13.15	£11.21	£10.35	£9.86	£9.54	£9.32	£9.16
<b>Three-year-olds (Extended) 24 hours</b>	N/A	£88.95	£21.57	£15.45	£13.15	£11.95	£11.21

\* from September 2024

**Examples:**

You receive 12 hours of government funding for your 9 months old and want a total of 20 hours in the nursery. Your weekly fee will be calculated as follows:

20 hours total – 12 hours government funded = 8 hours to pay £12.20 per hour. Total weekly fee = £97.63

You receive 12 hours of government funding for your two-year-old and want a total of 40 hours in the nursery. Your weekly fee will be calculated as follows:

40 hours total – 12 hours government funded = 28 hours to pay £10.31 per hour. Total weekly fee = £288.60

You receive 12 hours of government funding for your three-year-old (Universal Hours) and want a total of 35 hours in the nursery. Your weekly fee will be calculated as follows:

35 hours total – 12 hours government funded = 23 hours to pay £9.86 per hour. Total weekly fee = £226.72

You receive 24 hours of government funding for your three-year-old (Extended Hours) and want a total of 25 hours in the nursery. Your weekly fee will be calculated as follows:

25 hours total – 24 hours government funded = 1 hour to pay @ £88.95

Total weekly fee = £88.95

## 13. Sickness

Please don't bring your child to the nursery if they are unwell, have a raised temperature, infection, vomiting or diarrhoea, or they're generally not well enough to join in with daily nursery activities.

The Department of Health guidelines provide advice about exclusion times for different illnesses here: [Guidance on infection control in schools and childcare settings](#).

Children should be fully recovered before they return. Please ensure children have not vomited or had diarrhoea for at least 48 hours before returning to the nursery. If your child has any childhood vaccinations, for example MMR, they are not permitted to return to their nursery session on the same day. See our Health, Hygiene and Sickness Policy on the [Policies page](#) of our website for more information.

You are still charged when your child is absent.

## 14. Late Collections

Please contact us if you know you are going to be late. If you are regularly late in collecting your child after their session has ended, we will issue a late collection form and charge you £1 per minute in addition to your monthly bill.



## 15. Behaviour of Parents & Carers

At Raised In we expect respectful behaviour in all interactions between parents and the team. Any behaviour that is seen to be aggressive or abusive could result in your child's place being withdrawn. This includes physical and verbal abuse as well as discriminatory behaviour.

## 16. Appeals, Complaints & Appreciation Process

We understand that this information and processes are very complicated. If you would like clarification on any point, have a query, or a complaint or would like to express your admiration for the team. Please speak to our Head of Nursery in the first instance:

**Nicola Brimble**

**0800 048 7968**

**[nicola@raisedinbristol.org.uk](mailto:nicola@raisedinbristol.org.uk)**

If you want clarification – want to appeal or have a complaint about any aspect of the delivery of the government funded hours, please contact Bristol City Council.

**Family Information Service (Bristol City Council)**

**0117 357 4192**

**[askcyps@bristol.gov.uk](mailto:askcyps@bristol.gov.uk)**

---

**Signed:** Natalie Horton-Warren, Head of Sales

**Last reviewed:** March 2024