



Little Swans Day Nursery

Policy for claiming benefits to support childcare costs

Reviewed: July 2020

Reviewed by: Samantha Tranter, Nursery Manager

Due to the high demand of parents/carers asking for written proof from the nursery of their child's attendance and weekly childcare costs, in order to claim/continue to claim benefits to support their childcare payments and the time this takes management to complete, **there is a charge of £20 for this service.**

When starting at Little Swans Day Nursery parents/carers are given our unique Ofsted registration number to claim help towards childcare costs if eligible, once their child has completed their first full week.

Having contacted HM revenue and customs and investigated other proof of evidence that parents/carers can use to validate their child's attendance at nursery, we advise that all parents/carers making a claim keep copies of the following documents for evidence to support your claim:

- Keep the copy of your original contract which is given to you when you register at the nursery for a place
- Keep receipts of all cash payments made directly to the nursery
- Keep copies of bank statements showing the outgoings to the nursery's bank account
- Keep copies of letters from nursery advising of fee increase
- Keep a copy of the letter advising of a change to fees due to grant payments
- Keep a copy of changes in contract when your child increases or reduces days of attendance at the nursery

No receipt will be given for BACS payments if requested until these payments appear in the nursery's bank account. If a letter is required then a fee of £20 will apply.

- **If a parent/carer makes a claim and then withdraws their child from the nursery the tax office will be notified immediately.**
- **If a parent/carer does not start their child at the nursery but is using the nursery OFSTED number to claim child tax credits, the nursery will inform the authorities with immediate effect. Tax fraud investigation may also be informed.**

Little Swans Day Nursery Tax Credit and Benefit Policy

- **New parents/carers must wait until their child has completed their first full week at the nursery before being given the nursery Ofsted registration number.**

Requesting written information from nursery

- If a parent/carer requires management to complete a benefit form, nursery can only do so with all of the relevant information brought into nursery at the same time. This means we need the covering letter from the benefit agency. It is the parents/carers responsibility to provide this.
- Parents must be aware that nursery requires up to 5 working day's notice to complete and return a form. Requests must be put in writing.
- Management will not sign and put the nursery Ofsted registration number to any forms without adequate information of what they are signing for
- Bringing in part of the form and asking for a signature and Ofsted number to confirm past and present payments is deemed inadequate information by the nursery and therefore no signature will be obtained
- Claims that are found to be false will be reported to the relevant benefits agency
- We reserve the right to refuse to sign documents where a parent/carer is showing aggressive behaviour towards a staff member concerning the completion of the benefit form
- The parent may be asked to leave the nursery and their child's place withdrawn if management feel threatened in anyway. Aggressive behaviour will not be tolerated.

Policy to be reviewed July 2021