

## New Parents Information



For further information call:

Email:

Website:

or write to:

01243 372015

[clcsworth@gmail.com](mailto:clcsworth@gmail.com)

[www.clcsworth.co.uk](http://www.clcsworth.co.uk)

Childrens Learning Centre

125 New Brighton Road

Emsworth

PO10 7QS

## CONTENTS

	Page
Welcome	2
Admissions Policy	2
Safeguarding	2
Data Protection	3
Aims	3
Behaviour Management	4
<b>HOLLY</b>	6
Admissions	6
Aims	6
Induction Procedure	7
Routine	8
<b>MULBERRY AND WILLOW</b>	10
Induction Procedure	10
Mulberry Team	10
Willow Team	11
Routine for both Willow and Mulberry	12
Frequently Asked Questions	15
Safety	17
<b>REDWOOD AFTER SCHOOL CLUB</b>	19
Admissions Procedure	19
Induction Procedure	19
Club Rules	20
Collection Procedure	20
Routine	21
Booking	21
Feedback	22
No Smoking	22
Term Dates	23
Complaints Procedure	23
Sample Menu	24
Fees Sheet	25
Where to find us	28



## WELCOME

We hope that all of the children settle really quickly and thoroughly enjoy their time with us at the Centre. For us care and education are very much a partnership with parents, and it is important that you feel free to ask questions whenever you want to. However trivial you may feel your query is we would like to help straight away. With little ones this is especially important.

‘Let the first foundations of all things be thoroughly laid.’  
Comenius.

## ADMISSIONS POLICY

The Childrens Learning Centre operates a policy of admitting children based on the length of time they have been on the waiting list. All applications are date stamped when we receive them, when places are available the child’s application form with the oldest date is offered a place first. This is our only admission criterion. It is, therefore, advisable to register as early as possible.

## CONFIDENTIALITY

The information that you give us on your registration form is held on computer. We are registered under the data protection act and should you wish to check any of the information then this can be arranged. The information is strictly confidential and will not be used for any other purpose than to operate the Childrens Learning Centre. At no time will it be passed on to any other source.

## SAFEGUARDING

Our primary concern is the welfare of your child and parents should be aware that, should we have any concerns, we are obliged to inform Social Services and we have a duty to share confidential information with others involved in protecting children.



## DATA PROTECTION

Our Data Protection and Privacy Statement can be found on our website.

### AIMS

The Childrens Learning Centre seeks to provide an excellent, safe, quality environment and the opportunity for the personal development of its children within a caring atmosphere where the unique qualities of each individual, staff, child and parent alike, are recognised, nurtured and valued. In order to achieve this, we aim to;

1. provide an excellent, academic education based on the EYFS appropriate to the needs and abilities of the individual children.
2. ensure that quality in all aspects of the Centre operations is of the highest standard and that we continue to strive for improvement.
3. treat each child as an individual with unique educational and personal needs and to respond to such needs wherever possible without discrimination.
4. maintain an environment of positive behaviour in which children are encouraged towards a sense of responsibility and personal integrity.
5. provide a family atmosphere and actively encourage good relationships and co-operation among and between staff, children and parents.
6. build a Centre in which people work and grow through mutual support and encouragement.
7. ensure unity of purpose, progression, continuity, and integration between the various sections within the Centre.
8. provide an effective system of observation, assessment and record keeping to monitor the progress of each individual and respond accordingly.
9. ensure that safeguarding of children is of prime importance to the Centre.
10. encourage a sense of responsibility to the wider community.
11. follow 'Help Children Achieve More' and the 'Seven Areas of Learning' set out in the Early Years Foundation Stage (EYFS).
12. Promote equality of opportunity and anti-discriminatory practice.



## BEHAVIOUR MANAGEMENT

When dealing with unwanted behaviour we adopt our positive behaviour strategies;

- Always remain calm and positive
- Regularly highlight positive behaviour
- Keep activities attractive and interesting
- Remain focused on the children
- When dealing with negative behaviour always speak at the child's level
- Take into account child's culture, background and family circumstances
- Work closely with parents to promote positive behaviour.

If a child's behaviour shows no sign of improving after all strategies have been used and their own safety or the safety of others is compromised, we will work with parents to try to resolve the situation. If the child's behaviour continues to show no improvement the nursery reserves the right to ask for the child to be removed.

It is important to remember that all children are individuals and any of our strategies can be adapted to meet the needs of each child.



**EDUCATIONAL NURSERY AND DAY CARE SERVICES  
OPEN 51 WEEKS A YEAR 8.00AM - 6.00PM**

**Centre Manager – Jacky Corcoran - NNEB NVQ 4  
Deputy Manager – Amber Vince - BTec 3 National Cert**

**HOLLY - 0 - 2 ¾**

A nurturing environment providing tender loving day care for 51 weeks of the year

**PRE-SCHOOL ROOM** – providing care 51 weeks of the year

**MULBERRY TEAM – 2 ¾ - 3 ½**

Provide a nurturing learning environment which allows children to flourish and develop their personal, social and emotional skills. To lay the foundations for moving forward to the Willow Team.

**WILLOW TEAM – 3 ½ - school**

Provide a nurturing educational learning environment which allows the children to develop their skills across all 7 areas of learning to help prepare them for school.

**REDWOOD AFTER SCHOOL - School age to 12 years.**

After school care / collection from St James school



## HOLLY

<b>Manager:</b>	<i>Lucie Martin</i> – BA (Hons) in Early Childhood Studies
<b>Room Senior:</b>	<i>Rebeka Toth</i> – BTEC 3 National Dip
<b>Age:</b>	0 - 2 <sup>3</sup> / <sub>4</sub> years (approx.)
<b>When open:</b>	51 weeks, 8am to 6pm, Monday to Friday

## ADMISSIONS

We can offer a confirmed place up to six months of your intended start date for which a deposit of £150.00 will be required. We will not offer confirmed places more than 6 months in advance.

## AIMS

We aim to provide a close partnership with parents in order to care for your baby or small child during the working day. The nursery is a safe, homely, happy and loving Centre where your child can explore and flourish safely. It offers a wide range of varied activities and is staffed with qualified and experienced nursery nurses and assistants. We know your children have individual routines and we will work closely with you in this respect.

In this room the emphasis is on fun and learning through play and experiences stimulating the five senses. Children love to explore our range of activities, helping them to learn to socialise, make friends and communicate. Staff will observe and record your child's development as part of the National Framework and celebrate their achievements; first smiles, playing alongside friends, making marks, etc. You will meet your child's key person on your visits, and they will be observing and recording your child's achievements for you to see. Feedback is given on a daily basis so that you know all about your child's day.

For further information, visits or to reserve a place for your child, please contact the Centre as soon as possible.



## INDUCTION PROCEDURE

If you decide you would like to leave your child in our care, then we ask that you arrange a series of at least three visits. This is to enable both you and your child to become familiar with the surroundings and staff. After you are comfortable, during this process, you will be asked to leave your child with us for a short period and then come and collect her/him. The length of time your child is left will depend on the number of visits and their best interests.

### What do I bring for my child?

Please supply for your child: nappies, wipes and/or baby lotion + cotton wool, cream and a set of spare clothes. All these things can be stored within the nursery in a named box for your convenience. There is no need to worry about running out of things as we will notify you of any items that need replenishing. If your child would like to bring any cuddly teddy etc. that will help him/her feel secure they are most welcome.

### How often can my child attend?

Our minimum requirement for Holly children to attend is two 4 hour sessions over 2 days or three 3 hour sessions per week.

### What are your staff ratios?

Our staff ratios are as follows:

0-2 yr. 1 member of staff to every 3 children.

2-3 yrs. 1 member of staff to every 4 children.





## ROUTINE

Although there is a routine to the day it is necessarily very relaxed and flexible to accommodate different attendance patterns and parental daily routines which we follow. However, within the day there will be the following elements;

Welcome in time	Staff will greet you and your child and help to settle them into the room.
Choosing time	Come and play with our range of activities including; sand, drawing, puzzles play dough, etc. This is a lovely time for playing and making friends. You can also choose your favourite toys to play with on our carpet area.
Story time and group activity time	Shall we have a story, what is your favourite one or shall we have some fun action rhymes?
Garden Play	Come outside and see our slides, cars and bikes. Can you see the birds? Don't forget your wellies for damp days.
Snack time	Enjoy one of our healthy snacks and have a drink of milk or water.
Singing time	Let's sit together and have lots of fun singing our favourites nursery rhymes.
Activity time	Choose from the many activities we have, it might be painting a boat, playing with gloop or cooking etc. Why not build a tower of bricks or play with our rice tray. There's lots to do.
Tidy up time	Let's see if we can help to clear up all the things we have been playing with!
Story time and group activity	Can you choose a book for us to read? Shall we dance to or play some music?
Lunch time	Let's wash our hands and have a tasty, nutritious, hot lunch. Lunches are provided by outside caterers Hungry Monsters.
Quiet time	Quiet games, books, puzzles, shape sorters etc., for you to play with, sleep for some to give you the energy to start all over again!



The afternoon follows approximately the same pattern. Except that children who are staying all day will have the activities etc. varied and a tea comprising a variety of snacks, houmous, bread sticks, baked beans on toast, sandwiches, salad bits, yoghurts and lots of fruit etc. See our tea menu for details. Each session is carefully designed to provide a balanced range of experiences for your child, to stimulate educationally and to provide fun emotionally and socially. They should help your child grow in every way. Please give us feedback, all ideas are welcome.

Although the list may seem busy the day moves along at the children's individual pace with each child receiving individual attention and having fun.

We provide a safe stimulating and caring environment with very experienced qualified staff. We hope to put you at ease and leave you with the knowledge that your child is receiving the best care and attention that we can give. We treat each child as an individual and cater for all aspects of their development.

If you have any problems or concerns, please do not hesitate to speak to any member of the team, we can assure you of a friendly reception and a good ear and professional advice. We actively encourage parents to telephone in to check on their child if they are in any way concerned or you can ask us to give you a call.



## MULBERRY AND WILLOW

Our two pre-school age groups use the same rooms, however great care is taken in organising the day, to ensure that the two individual groups are provided with the age appropriate care and attention they need and only come together during certain times of the session. Our two groups are known as Mulberry and Willow Team.

### ADMISSION

Once a place has been confirmed you will be sent a contract and a £50 deposit is required.

### INDUCTION PROCEDURE

If you decide you would like to leave your child in our care, then we ask that you arrange a series of visits. This is to enable both you and your child to become familiar with the surroundings and staff. After the first visit you may be asked to leave your child with us for a short period and then come and collect her/him. The length of time the child is left will depend on the number of visits and the nature of the child.

### MULBERRY TEAM

<b>Room Senior:</b>	<i>Nicky Fowlie – NVQ3</i>
<b>Ages:</b>	2 <sup>3</sup> / <sub>4</sub> - 3 <sup>1</sup> / <sub>2</sub> years
<b>When open:</b>	Term Time if required – 2 <sup>3</sup> / <sub>4</sub> until the term after 3 years then, Full Year – 51 weeks care
<b>Staffing ratio:</b>	1:6
<b>Fixed session times:</b>	8.00 am – 12.00 am 12.30 pm – 4.30 pm (with tea option and up to 6 pm if required) 8.00 am – 4.00 pm (up to 6 pm if required)

The Mulberry team provide a nurturing environment where we encourage children to enquire about their world, foster consideration for each other and develop a feeling of self-worth. We prepare the children for Willow by



extending their language, communication and social skills. We build on their knowledge of their own experience

and help them to explore colours, shapes, numbers and mark making skills. We help to develop the children intellectually, socially, emotionally and physically through a range of exciting and practical activities. With this good grounding the children will be prepared and ready for their exciting move to the next stage of development and learning, Willow.

If you would like to visit or require any extra sessions, which are now available, please contact Jacky Corcoran as soon as possible.

## WILLOW TEAM

<b>Manager:</b>	<i>Jacky Corcoran - NNEB NVQ 4</i>
<b>Room Senior:</b>	<i>Aimee Kent - Level 3 National Certificate</i>
<b>Age:</b>	3 ½ - 5 years (approx.)
<b>When open:</b>	<b>Full Year</b> – 51 weeks care
<b>Staffing ratio:</b>	1:6
<b>Fixed session times:</b>	8.00 am – 12.00 am 12.30 pm – 4.30 pm (with tea option and up to 6 pm if required) 8.00 am – 4.00 pm (up to 6 pm if required)

By now the children are well settled into a nursery school routine. In order to help them with this routine and benefit fully from their environment, we ask that your child attends a minimum of three 4 hours sessions per week. This enables the child to transfer knowledge from their short-term to long-term memory. If you wish to increase their sessions staff will be happy to discuss this with you as well as keeping you informed of your child's progress and continued development.

To facilitate and structure your child's learning, our in house teaching staff have developed routines which integrate with the Early Years Foundation Stage curriculum. These routines ensure that all parts of a child's development are covered and enable you to follow your child's progress through the record of development summary.



The Willow team provide a caring environment with a high staff to child ratio where children are encouraged to be confident and considerate. All the children are treated and respected as individuals as well as being taught to consider the group. Qualified and experienced staff work with the children individually and in small groups to help them reach their full potential.

We prepare the children for school, develop their language, pre-reading, literacy and number skills. With this grounding and the extra emphasis, we place on personal, emotional and social development, we feel the children will be well prepared and ready to move to the next stage of their education. As our children approach an age of better understanding, emphasis is placed on high standards of self-discipline, considerate behaviour and general preparation for their subsequent schooling.

If you require any additional sessions or would like to visit Willow, please contact Jacky Corcoran as soon as possible.

**ROUTINE FOR BOTH WILLOW AND MULBERRY**

During each session the children will be offered;

Choosing time, Welcome Time and Group time, Snack time, Activity time, Playtime, Story and Singing

<p>Choosing time</p>	<p>The children are welcomed into a child friendly environment, where they are free to choose toys, games and puzzles available at their level in areas around the room. Willow children will also self-register at this time. Our qualified staff use this time to play with the children and create conversation to learn more about them. They help support their confidence in language, thinking and communicating with both adults and their peers. This time also allows opportunities for parents to talk with staff if they wish. This is the ideal opportunity in a relaxed environment for the children to learn to share, take turns and have empathy for others. At the end of choosing time the children are encouraged to tidy up with the sand timer as support.</p>
----------------------	--



<p>Welcome time</p>	<p>The children settle into their team areas in each room, where Mulberry will sing their group song and have welcome time while Willow will use Makaton and sing their day song and count the children. Both groups will discuss the topic being followed that week. Willow children will also use this time to do their Jolly Phonics joining in with fun songs and actions.</p>
<p>Activity time</p>	<p>This is the time that both Willow and Mulberry children join together. It is very much child initiated learning where the children have continuous access to play in the creative area, investigation area, role play, sand and water as well as many other activities that reflect the topic of the moment. Staff play alongside the children, helping to develop their learning and social skills, enabling them to become more confident and independent individuals and most of all to have FUN.</p>
<p>Snack time</p>	<p>We ensure all our children have a choice of 2 or 3 healthy snacks, which include a variety of fruit and vegetables and other snacks (listed outside the Willow/Mulberry coat area). Children also choose between milk and water as well as having access to a 'water station' throughout the day with their water bottles. We use snack time to promote healthy choices and discussions about 'Being Healthy', which also include the importance of hand washing and keeping active.</p>
<p>Group time</p>	<p>Either Mulberry or Willow will go out into the garden first allowing a smaller group to use the indoors space for group time with their key person. Resources are selected and organised to use with the children that reflect the breadth and balance of our curriculum and provide coverage of all 7 areas of learning, both inside and out, creating fun and exciting activities for the children, and staff. We use this opportunity to move children forward in their learning and are able to differentiate between individual children's needs. This is also one of the times where we are able to observe our children and record their progress, which we are able to share with parents/guardians.</p>



<p><b>Garden time</b></p>	<p>Again, either Mulberry or Willow will go out into the garden at any one time. We believe outdoor play is vital to young children's learning and helps them to develop intellectually, socially and emotionally as well as physically. We provide rich and relevant resources outside to help children explore all 7 areas of learning and help to develop their natural curiosity about the world around them, through play and having FUN. We have a large play area with access to grass, soft play, a reading/writing den and playground. We use climbing frames, cars, bikes, trikes, ball games, role play, construction and nature to stimulate our children's development.</p>
<p><b>Story and Singing</b></p>	<p>The children are settled into their Willow and Mulberry team areas for a relaxed story and singing session. We also use this time to reflect on their experiences throughout the day, before going home.</p>
<p>We ensure our nursery day has a good balance between adult led and child initiated activities to help fully develop their social skills and help prepare them for school.</p> <p>The afternoon session follows a very similar pattern. Each session is carefully designed to provide a balanced range of experiences for your child, to stimulate educationally and to provide fun emotionally and socially. This should help your child grow in every way. Please give us feedback, any ideas are always welcome.</p>	



## FREQUENTLY ASKED QUESTIONS

### When is your nursery open?

The Children's Learning Centre is open 8 a.m. to 6 p.m. Monday to Friday, 51 weeks of the year. We cater for working and non-working parents.

### Do you provide hot meals?

The cost of a hot meal is shown on the 'fee sheet' and is available for all children who attend the nursery school at 12 noon. Our caterers supply a wide and varied menu as you will see from the attached sample menu on page 26. Two weeks' notice is required for holidays and changes. Tea is also available for those children attending afternoon sessions at 4.00 p.m.

### What do I do if my child is sick?

We cannot accept children with any infectious diseases, no conditions like conjunctivitis, impetigo, sickness and diarrhoea. We cannot cater for or give the care that your child needs if he/she is unwell. We also advise that any child under 1 receiving medication for the first time remain at home for 24 hours in case there is a reaction.

Since coronavirus we are unable to except children with colds, where a cough and/or temperature of over 37.8°c is present. All children with a temperature and/or continuous cough, must be collected immediately and follow guidelines for testing and government track and trace.

### What if my child has vomiting or diarrhoea?

In the event of your child having vomiting and/or diarrhoea symptoms they must stay away from nursery until they have been free of symptoms for 48 hours (the '48 hour rule') and feel well in themselves.





## What if my child becomes ill during the day?

If your child is unwell during the day and in the team's professional opinion unfit for nursery, we will contact you at home or work. If you are unable to collect your child, we would very much appreciate you making alternative arrangements. In the unlikely event of an emergency with your child our procedure is to call for medical assistance first and then contact you. Our aim is to ensure that your child is never put at risk.

Since coronavirus, if your child develops a continuous cough and/or high temperature of above 37.8°C while at nursery, they will need to be collected immediately and complete a covid-19 test before being able to return. Should the results be positive a two week isolation period would take place and all government guidelines on track and trace must be followed.

## What if my child needs medication at nursery?

We are happy to administer any medication including inhalers etc. Any medication needs to be entered onto the medicine form and signed by the parent or guardian to authorise its use. The medication will be given by a senior member of staff and witnessed by another member of staff to ensure the correct medication and dosage is given.

## Will I still have to pay if my child is sick?

The absence of a child does not lessen the cost of running a Centre like this - we are therefore unable to refund fees. However, in the unfortunate event of long-term sickness alternative arrangements will be considered.



## SAFETY

The safety of all the children in our care is of paramount importance to us. In order to provide the best environment possible, we have a few routines that it would be helpful if you could follow:

### DROPPING OFF

Children should be taken to the entrance required for their age. Please be aware our car park can become busy and we ask that all parents remain with their children at all times.

### PICKING UP

Children should be collected from the same place that they were dropped. Although this may vary between Willow and Mulberry door, depending on early starts or late pickups. The children will be handed over to you by a member of staff, who will give you any feedback about the session.

### FEEDBACK

Our staff are there, not only to ensure that your child has an enjoyable time, but also to keep you informed of your child's progress. Please feel free to discuss any queries, concerns etc. with them at any time.

### LUNCH

Holly children must have a cooked lunch. Mulberry and Willow children can either have a cooked lunch or bring their own packed. Lunch menu available in office.

### NOTICE

Once your child is already attending the nursery, we would require 1 months' notice from all rooms for any changes or removal from our setting.



On receipt of your contract, any sessions cannot be amended against this contract prior to the start date. If you wish to change your session, including deferring or cancelling, this will result in cancellation of this contract, loss of deposit and issue of a new contract.

## CLOTHING

Please ensure that all items of clothing that are likely to be removed are clearly marked, e.g. coats, gloves, jumpers, etc. Unmarked possessions waste so much valuable time.

## ACCESS

Parents are welcome into the nursery at any time if there is a need to discuss a particular point with any of the staff. Alternatively, any parent may telephone the Centre to discuss any queries (01243 372015).

## SETTLING

We are primarily concerned for the happiness of your child. If after a reasonable period of time it is clear that your child has not settled, we would then need to discuss alternative arrangements with parents.

It is vital that all children attending the Centre feel very secure and happy at all times. The way you handle this contributes immensely to their overall sense of happiness and well-being. It is important to be very positive, to explain from the start that you will be leaving but that you will always be back, and to leave your child quickly. Please help them hang up their coats and settle down with a quiet game but do not stay longer than necessary. We say this because it is very hard for some children to make that transition if you are still in view in the building. You need to empower your child to grow in confidence and settle down quickly. Please be assured that we would always telephone if we felt your child was in any way unsettled.



## **REDWOOD AFTER SCHOOL CLUB AND PICK UP SERVICE FROM ST JAMES PRIMARY SCHOOL**

### **ADMISSIONS PROCEDURE**

In order to register for a space in Redwood please ask for an application form at the office. Should we be unable to offer you an immediate place then your name will be placed on a waiting list and places will be offered strictly in accordance with position on that list.

We operate an equal opportunities policy and will not discriminate against any person on any grounds.

An appointment can be made at any time for a look around visit.

Should you wish to make use of our services we would then ask you to follow through our induction procedure.

### **INDUCTION PROCEDURE**

For parents wishing to make use of the collection from school we would ask that they bring their child to visit Redwood one evening, meet the Manager and observe the routine before starting.

Introduction to staff members who pick up from St James can also be made at this time.

If you would wish to accompany the staff on a walk back to the centre from the school, allowing you to see the route and the procedures we use, arrangements can be made with the Manager.

If your child is dropped off at the Centre and does not require a school pick-up, then a visit to Redwood beforehand is still recommended. We would also require information in writing on what time the child would arrive and how.



Please note that you do not have to follow this induction procedure if you are happy with the way we operate. We offer this service as a gentle introduction to the after school care for both you and your child.

## CLUB RULES

When we began the club, we sat down with the children and with their help we drew up a few rules to provide a base line for the behaviour that is expected. The rules are listed below;

- Always treat the furniture, equipment and toys carefully as if they were your own.
- Children to pack away their own tea things.
- Good manners at the tea table.
- Be friendly and kind to each other.
- Balls are for outdoor use only.
- Always flush the toilet and wash your hands.

## COLLECTION PROCEDURE

We can use up to four people to carry out collections from St James. We avoid changes to these personnel as much as possible to ensure continuity for the children. Where additional staff are needed then they will be either existing staff that the children know, or they will have been introduced to the children beforehand. The staff who are collecting the children will always wear the Centre uniform to aid the children in recognising them.

The staff always have a list of children which they have to collect and they will not leave the school grounds until they have all the children or have satisfied themselves through the school office and the Centre office that they are able to do so.



## **ROUTINE**

The after school care tends to follow a fairly regular routine. When the children have arrived, the register is taken. This is followed by any information for that day, this would include a review of the activities that are available for that session.

We try to involve the children in all the decisions that are taken. They will choose which of the group of activities are available and will be asked about anything we do that involves the club. They also input to the choice of games, toys etc. that we buy.

The children then carry out their chosen activity. A quiet area is provided for children to relax if they wish to.

We provide a sandwich tea for the children and they are involved in setting the tea things out, making their own tea and clearing up afterwards

## **BOOKING**

If your child is to use Redwood on a regular basis, then we will book them a permanent place on the day(s) that you require. If you only require occasional care or need an extra session then you will need to notify the Centre of your requirements, these will be checked against available sessions and you will receive verbal confirmation immediately if we are able to accommodate your requests.

It is very important that once your session is booked if there are any changes you notify us; all this requires is a telephone call. It causes us a great deal of concern if a child we are expecting fails to turn up and involves us in frantic ringing around to discover the reason. It also means, if we are collecting from school, our staff being unable to leave the school until we have determined why the child is not there.

Any changes to your original contract will require half a term notice.



## FEEDBACK

We try to give feedback at every opportunity, we are always available to speak to you. If you are unable to see a particular person when you collect your child, please feel free to call in at another time or to make an appointment. If there is any way you feel we could improve the service that we offer you then please let us know.

## NO SMOKING POLICY

For obvious reasons we operate a policy of no smoking anywhere in the building or the grounds

## NO MOBILE PHONE POLICY

We ask that once you have entered any of our rooms where children are present you must not, under any circumstances use your mobile phones. From a Safeguarding point of view, they need to stay in bags or pockets when dropping off or collecting.

## POLICIES AND PROCEDURES

All our policies and procedures are kept in the front office with the main ones on our website. If you wish to view those not on the website, at any time, please arrange this with a member of staff.

We review two policies each month, these policies and procedures will be displayed on the wall outside the front office and in the cloak room area outside mulberry/willow for you to read. Any suggestions or comments about these or any other aspects of nursery are welcome.



## **TERM DATES** **for 2yrs 9mths until funded (if required)**

### **AUTUMN 2021**

Start:	2 <sup>nd</sup> September
Half-term:	25 <sup>th</sup> – 29 <sup>th</sup> October
End of term:	17 <sup>th</sup> December

### **SPRING 2022**

Start:	4 <sup>th</sup> January
Half-term:	21 <sup>st</sup> – 25 <sup>th</sup> February
End of term:	8 <sup>th</sup> April

### **SUMMER 2022**

Start:	25 <sup>th</sup> April
Half-term:	30 <sup>th</sup> May – 3 <sup>rd</sup> June
End of term:	21 <sup>st</sup> July

These dates may vary slightly due to local school inset days

## **COMPLAINTS PROCEDURE**

A copy of our complaints procedure is available on our website. Should you be unhappy with any aspect of the operation of the Nursery please speak to the Centre Manager (01243 372015). If we are unable to satisfy your concerns, then the regulatory body governing day care or nurseries is Ofsted (0300 123 1231).





**SAMPLE MENU**

Menu A

Menu A	Main Course	Dessert
Monday	pasta twists with fresh Italian tomato sauce & line-caught tuna	freshly-baked carrot cake
Tuesday	caribbean chicken & mango casserole with rice & beans	upside-down plum pudding
Wednesday	bangers & mash with mushy peas	eton mess
Thursday	beef & roast butternut squash lasagne	strawberry yoghurt
Friday	spring lamb & apricot stew with steamed rice	peach & coconut cake

Menu B

Menu B	Main Course	Dessert
Monday	meatloaf in gravy with mash and sweetcorn	apricot yoghurt
Tuesday	potato gnocchi with tomatoes, fresh herbs and mozzarella	oaty pear & syrup muffins
Wednesday	classic cottage pie	hummingbird cake
Thursday	goulash turkey meatballs with rice & peas	mandarin jelly & custard
Friday	tuna & pumpkin bake	apple & sultana sponge

Menu C

Menu C	Main Course	Dessert
Monday	fruity chicken curry with steamed basmati rice	strawberry trifle
Tuesday	cauliflower cheese with ham & morney sauce	chocolate mousse with peaches
Wednesday	baked tortilla & beef chilli stack (mexican lasagne)	freshly-baked banana cake
Thursday	fisherman's cannelloni	eve's pudding
Friday	slow roast pork dinner	vanilla pudding with seasonal fruit



## FEES SHEET

The current rates are:-

Holly (birth – 2 yrs 9 mths)	£8.55 per hour	(10% discount all day and 20% all week)
Mulberry/Willow (2 yrs 9 mths up to 5 yrs)	£6.68 per hour	

Cooked lunch	£4.10
Packed lunch (Willow/Mulberry only)	Supervision included in hourly rate
Tea	£2.40
Additional weekly charge (where applicable for Mulberry/Willow)	£2.66
Redwood After School Club	£6.12 per hour + £1.64 for tea at 4.00pm
Late Collection	Any child being picked up later than their allocated time will be charged to the nearest half hour. A fee of £12.00 may be applied if your child is picked up later than our closing time of 6 pm.
Late Payment Charge	We require payment within the first week of each month, if alternative arrangements have not been made and we do not receive your payment on time you will be charged a late fee of £25.00.

For any 2 yrs 9 mths term time children, the holding charge will be £1.50 per day of attendance. This will hold their place during the holiday period, until they are in receipt of government funding, when they will become full time.



---

## STRETCHED FUNDING (term after your child is 3)

15 hours funding is stretched 51 weeks of the year at 11 hours per week.  
30 hours funding is stretched 51 weeks of the year at 22 hours per week.

As many of you will be aware the government introduced 30 hours funded childcare scheme. This means that some children are now eligible for an additional 15 hours funded childcare on top of the 15 hours universal offer that was already available to all 3 and 4 year olds. Whilst it is not mandatory to offer the additional hours, we feel it is in the best interests of our children and their families to do so.

We are proud that we operate Willow and Mulberry at a staffing ration of 1:5/1:6, rather than the statutory minimum of 1:8 as we feel this is far better for the children in our care. We are also determined to continue to ensure that our staff are highly qualified so that they are well placed to support the children who attend the nursery.

As part of our provision we also provide a range of extra services that go beyond standard childcare. These include such things as P.E lessons, Music lessons and small group times with adult support, using qualified staff, as well as specialist 1:1 support for parents regarding home situations, such as behaviour, feeding, sleep and toileting etc. In addition to this we also provide daily snacks and refreshments along with a wide variety of craft and play opportunities.

In order to continue to provide this high level of enhanced provision, it will be necessary for us to make a charge for these aspects of our day. This is in line with many other nursery settings both locally and nationally.

We have tried very hard to keep these charges as low as possible and when combined with the government's funding rate, these do not exceed our usual hourly rate.

In line with many other nurseries the funded hours are offered on what is known as a 'stretched basis'. This means that the nursery operates for 51 weeks a year and the funded hours are stretched over that period (equating to 11 or 22 hours per week depending on whether you access just the 15 universal hours or the full 30 hours).



For those families claiming the first 15 universal hours (11 hours stretched) there will now be a weekly £2.66 charge to pay.

For those claiming the additional 15 hours (i.e. the 30 hour funding, which we deliver as 22 hours stretched) there will be a charge of £2.08 hour for each of these additional hours.

The Early Years funding can still be claimed against all the hours nursery is open between 8 am and 6 pm.

This will mean that when booking our minimum of 3 four hour sessions for all granted children (12 hours childcare) you can claim 11 hours stretched funding and would pay 1 hour at our usual rate plus the £2.66 per week charge. If your child attends for more than the minimum 12 hours and you are eligible for the 30 hours scheme, you can claim for up to 22 hours funding per week. Any other hours above 22 are non-funded and therefore will be charged at our standard hourly rate.

The only exception to this would be 2 yrs 9 mths children joining the preschool at any point, as they would be paying full fees, they could remain term time if they wish, until they receive government funding, paying a small charge to hold their place during the holiday period.



## WHERE TO FIND US

