



Prospectus

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Clarence House Day Nursery

Introduction and overview

We are very aware of how difficult it is to find the right nursery setting in which to leave your child. We hope this brief introduction to Clarence House Day Nursery will help give you some idea of the type of service we aim to deliver.

The nursery is situated at 19 The Causeway, Godmanchester. The charming building, dating back 300 years, overlooks the River Ouse. There is short term parking right outside the door. The original building, which houses our baby unit dates back to the 17th century. The extension, which was completely renovated in 2003, contains the kitchen, pre-school and toddlers room.

The nursery is registered for 50 children with 24 up to two years old. Our aim is to provide professional care for children from 12 weeks to 5 years of age, in a relaxed and happy atmosphere that is safe and secure. In this supportive environment your child will be able to learn through play and, where appropriate, follow the curriculum that will help them develop to their full potential. The nursery building is divided into several distinct areas: areas for Babies, Toddlers, Little Risers and Pre-School and staff areas.

The baby area located upstairs comprises a sleep room, a feeding room, two activity rooms and a changing room/toilet. We can accommodate up to 12 babies. Our staff follow the Early Years Foundation Stage Curriculum when planning your child's day. Your child's established routines will be followed and liquidised lunches are available. We provide milk once your baby is old enough but we ask you to provide formula milk. We ask parents to bring in disposable nappies and wipes for their child. A daily record of the progress of all children is kept and given to parents/carers at the end of the day. Nursery life can be tiring for young children so there is a supervised rest time for all children after lunch.

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Once your child reaches 18 months to 2 years, we move them downstairs to the toddler area. This consists of an activity/messy room and a soft play/sleep room. Toddler staff continue to use the Early Years Foundation Stage Curriculum and at this stage play starts to become more structured.

At around 2 years 9 months children move into the Little Risers room, this is a 'practice room' for pre-school, children are encouraged to become more independent and continue with a structured day.

For children over 3 years old we operate a dedicated pre-school. The children are encouraged to become self-confident and independent, allowing them to make their own decisions (with guidance!) the staff continue to follow the Early Years Foundation Stage Curriculum.

Each age group is allocated specific areas with age appropriate toys and equipment. This enables us to provide free choice and age specific activities whilst meeting the requirements of the Early Years Foundation Stage Curriculum. All children will be able to enjoy a full range of outdoor activities in our fully enclosed and secure play area.

We are registered for the Nursery Education Grant Scheme and are subject to inspection by OFSTED.

The nursery has detailed policies on Health & Safety, Equal Opportunities, Behaviour, Parental Involvement etc. A folder containing these documents is kept in the office, which is available to parents. Please ask the manager if you would like to read them.

We are open from 7.30 am to 6.30 pm Monday to Friday every week except over the Christmas Holiday and Bank Holidays.

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Nursery Session Times

The Nursery is open from 7.30 am to 6.30 pm Monday to Friday every week except over the Christmas Holiday when the Nursery closes for at least one week.

We offer the following sessions:

Morning: 7.30 am to 1.00 pm

Afternoon: 1.00 pm to 6.30pm

Short Day: 9.00 am to 3.30 pm

Full Day: 7.30 am to 6.30 pm

Fees

The Nursery fees are based on either morning, afternoon or day sessions. If your child is delivered later than the start time or collected earlier than the end of the session the normal session rate will apply. Invoices are raised monthly in advance and payment is due by standing order by 15th day of the month.

Please see the enclosed Fee Schedule for the current rate of fees and terms. A Standing Order Mandate is in our registration pack.

Collection and Delivery

Clarence House Day Nursery will only release children into the care of individuals named by their parent/carer. Information given on the emergency contact details form equates to giving full permission for all named adults to collect the named child. Written Permission will be required from parent/carer in the event of any other adult collecting your child. The Nursery must be informed in advance if your child is to be collected by anyone other than the designated carer. Please ensure that the Emergency Contacts Form includes any person that may collect your child. In an emergency when it might be necessary to send someone unknown to the Nursery to collect your child please telephone before they arrive to advise us.

The Nursery closes at 13.00 for the morning session and 18.30 for the afternoon session. We urge you to be punctual.

Road Safety

During Nursery hours there is usually parking space available along The Causeway, either at the front of the Nursery or on the other side of the road.

Please take care when arriving and leaving. If you need to cross the road please use the pedestrian crossing which is situated only a few yards from our entrance. Please always close the Nursery gates behind you as you arrive and depart.

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Security

The gate and side reception entrance door is secured by a push button locking mechanism. You will be advised how to operate this when your child starts at the Nursery. Occasionally the code will be changed and you will be advised of this in advance. Please do not divulge the code to anyone else and ensure that you do not allow anyone onto the premises.

Staff

We only employ staff of the highest calibre combining experience of children as well as formal qualifications. We value staff training and work hard with our staff to encourage and develop a positive team spirit. We operate a key person system throughout the Nursery. This enables close relationships to develop between staff and children and ensures that you always know whom to approach if you have any questions or queries.

Record Keeping

Diaries - these are optional for all children. Many parents like us to keep a diary that includes details of what their child has done that day. It is also a way for parents to tell us what their child has been doing over the weekend and holidays.

Key Person - We operate a comprehensive key person system. Each child has a key person who records the individual child's attainment. This is logged in the child's Development File. The key person system ensures continuity for the child and that you always know whom to contact to discuss your child's progress.

Development File - Every child has a development file showing his/her development in key areas.

The Early Years Foundation Stage is followed in all areas, please feel free should you have any questions with regard to the curriculum.

Policies

Behaviour - We have a strict no physical punishment rule. However, we expect high standards of behaviour and politeness from everybody, and would ask that parents support us in this endeavour. We encourage respect for one another, turn taking, sharing and tidiness. We encourage positive behaviour at all times.

Equal Opportunities Policy - The Nursery operates an equal opportunities policy incorporating all aspects of nursery life. We aim to ensure that all children will be respected and their potential recognised, valued and nurtured. Discriminatory behaviour or remarks are not acceptable in the Nursery and our response will aim to be sensitive to the feelings of the victim and to help those responsible understand and overcome their prejudices.

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Special Educational Needs - We aim to provide all children with a broad and balanced learning environment that is committed to the integration of children with Additional Needs taking proactive steps alongside parents/carers. Our philosophy is that all children 'with or without Additional Needs' should have the opportunity to develop to their full potential alongside other children in a learning environment.

Parental Involvement - As parents you have the greatest knowledge of your own child. Our aim is to work in partnership with you for the benefit of your child. During your child's time at Clarence House we will be monitoring their progress and development. We will compile individual books of your child's work which, when your child finally leaves Clarence House will be keepsake of their early years.

Complaints - We believe that all children and their parents should always be afforded courtesy and prompt attention to their needs and wishes. Our intention is to ensure that parents/carers have access to a member of staff with whom they can discuss their concerns.

We endeavour to do our best to ensure that we provide a high standard of care and a good service to our parents. To ensure this we have adopted a complaints procedure, a copy of which is enclosed.

Meals

The Nursery provides a two-course midday meal for all fulltime and morning session children. This will always be healthy and nutritious and freshly prepared by our in-house cook. It will be suited to all age groups, blended down, mashed or chopped depending on your child's stage of development. In addition to this there are mid-session snacks available morning and afternoon. Special diets can be catered for on request. Menus for the week are displayed on the notice boards situated around the nursery and included for your information.

Illness and Infection

If your child appears unwell, has a rash, a temperature or diarrhoea, please do not bring them to the Nursery.

If your child has not slept properly and appears unwell or had a temperature, they are probably incubating something which could be at its most communicative.

Any rash must be seen by a doctor and his/her advice in respect of attendance at Nursery acted upon accordingly.

We do not accept into Nursery any child suffering with diarrhoea and will request collection of any child who develops this whilst attending Nursery.

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Children with ordinary colds are admitted into Nursery provided they are not 'unwell' with it, and only if they can cope with a busy nursery day. When children are recovering from an illness, before bringing them back, be sure they are able to cope.

Medicines

Written/verbal permission must be given by parents on each occasion, prior to administration on a nursery medication consent form. It must state the child's name, date the medication starts, name of medication and prescribing doctor, dose and time, or how and when the medication be administered in order that appropriate staff can administer prescribed medicines together with details of previous dosages given during the last 24 hours,

The first time a child is administered new medication they need to be monitored in the home setting for 24 hours in case an allergic reaction takes place. If no reaction occurs the child is safe to return, providing they are well enough

The medicine should be in original container with the child's name and dosage instructions clearly labelled. Staff must check the expiry date of the medicine

Accident / Incident Report

Should your child be hurt whilst on Nursery premises an entry will be made on an Accident / Incident Form. You will be asked when collecting your child to sign this as confirmation that you have been advised of the incident or accident. Should your child arrive at the Nursery with a bad bruise or other injury, which we do not already know about, please draw this to the attention of a senior member of staff. We have an 'Accident at Home' form that we would ask you to complete and sign.

Settling In

Be prepared for tears, either from yourself or your child. This is perfectly understandable and quite normal. We have a great deal of experience in settling in young children and will endeavour to bring about the transition from home to Nursery care in as pleasant a way as possible. Our policy is for parents to commence visiting the Nursery with their child once or twice a week for about an hour each time about 2 to 3 weeks in advance of the proposed starting date. This will give your child time to be accustomed to the staff and other children in the Nursery, and to become familiar with the environment in general. Gradually you may leave your child for longer so that he/she becomes used to the idea that you go and then come back.

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If you are committed to Nursery care for your child, feel happy and secure with the staff and the environment we provide and are prepared to take our advice based on our experience, your child will settle to the Nursery and be very happy here.

Items you will need to provide

In a drawstring bag, clearly labelled with your child's name:

Full change of indoor clothes,

Nappies (if applicable),

Slippers,

Sun hat,

Sun Cream,

Coat / cardigan,

Diary (optional).

Please dress your child in clothing which, if it becomes stained by arts & crafts materials or food, you will not be upset about. Although we always use bibs / aprons / use washable paints etc there is always the possibility of clothes getting marked.

We should not want your child to be inhibited by fear of getting clothes dirty, from using the full range of messy play activities which are on offer to them, or from learning to feed themselves.

Registration

If you would like to enrol your child in the Nursery please request a registration pack from the Nursery Manager.

Alternatively if you would like to view the Nursery or have any further questions please do not hesitate to contact the Nursery Manager.

Thank you for taking the time to read the prospectus and we look forward to seeing you in the Nursery.

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Daily Timetable

The following is an example of the type of routine that we follow at the Nursery. This is by no means a rigid interpretation of our daily routine but is aimed as a basic structure for staff and children to follow. The children access the garden at different times of the day dependent upon weather and sleep times.

7.30am	Free Play	The nursery opens, free play with toys
8.00am to 8.30am		Breakfast available (see menus)
9.00 am	Structured Play / Pre-school	Wide range of activities suited to age and children's needs & abilities, supervised by staff to encourage language, confidence and independence. Art activities construction toys etc.
9.30am	Snack time	Pre-school children offered a rolling snack time, all other areas sit down and have snack (see menu)
10.30 am	Set Activities	Planned activity following planning
11.00 am	Pre-school, Little Risers & Toddlers	Key children join their key person groups and do adult-led activities, register is then called
11.30 am	Lunchtime	Family style lunch with children involved in helping set tables, serve, clear away etc. 2-course lunch freshly prepared by our cook.
12.15 pm	Rest Time	Sleep for younger children and a rest for older ones with story time.
2.00 pm	Free Play	Wide range of activities available, again suited to age and children's needs and abilities.
2.30 pm	Snack Time - Pre-school	Children sit down and enjoy a small snack such as fruit, breadsticks or vegetables
3.30 pm		Pick up time for short day sessions
3.45 pm	Tea Time	Hands washed before sitting down to tea (see menu)
4.45 pm	Free play	Children of all ages start to join together and play with free choice
6.00 pm	Home Time	Parents Pick up

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Schedule of Fees - January 2012

Session	Under 2 years (£)	2-3 years (£)	3-5 years (£)
Full Week (5 Full Days)	165.00	155.00	145.00
Full Day (7.30am-6.30pm)	39.00	36.00	34.00
Short Day (9.00am-3.30pm)	33.00	31.00	29.00
Morning (7.30am-1.00pm)	26.00	24.00	22.00
Afternoon (1.00pm-6.30pm)	23.00	22.00	21.00
Hourly Rate (Extra sessions only)	4.40	4.10	3.85
These fees are normally subject to annual review but may be revised at other times with reasonable notice.			
The 2-3 and 3-5 year rates apply from the month following your child's relevant birthday.			
Extra sessions are payable in advance by cash or cheque.			
Fees are payable monthly in advance by standing order by the 15 th of the month. Fees paid after this incurs a £20.00 late payment charge. Fees not paid by standing order incur a £15.00 per month administration charge.			
Your child must be collected at the appropriate time for their session. There is a late pick-up fee of £10.00 for the first 15 minutes and 50 pence per minute thereafter.			
A deposit of £150.00 is required when a place is booked at the nursery. This will be deducted from the final month's fees providing one month's written notice of termination has been given.			
Should you wish to delay your child's start date after booking their place, we will hold their place for one month. If you decide not to take up this place the deposit will not be refunded.			
If you wish to change your child's attendance, we require one month's written notice. All changes are subject to availability within the nursery.			
All Bank Holidays and days that your child does not attend for whatever reason will be charged at the standard rate for your child.			
Calendar monthly fees are calculated on the following formula:- Monthly Fee = $\frac{\text{Weekly Rate} \times 50}{12}$			
This incorporates a fee free two week holiday allowance per annum.			
The nursery is open Monday to Friday, 7.30am to 6.30pm with exception of Bank Holidays and the Christmas Period.			

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Safeguarding children

1.10 Making a complaint

Policy statement

Clarence House Day Nurseries Ltd believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our settings and will give prompt and serious attention to any concerns about the running of them. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our settings to a satisfactory conclusion for all of the parties involved.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	

Procedures

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting manager.
- Most complaints should be resolved amicably and informally at this stage.

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Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting manager or the operations manager.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints available in our complaints folder or on our website; the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting manager or operations manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Folder.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager and the operations manager. The parent should have a friend or partner present if required and the manager should have the support of the operations manager or managing director present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Folder.

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Stage 4

- If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. (suggestion - settings EYFSA)
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting manager and operations manager/ managing director) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting manager and operations manager/ managing director. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is:

0300 123 4666

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- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Folder which is available for parents and Ofsted inspectors on request.

This policy will be reviewed annually

09/11/2011

Other useful Pre-school Learning Alliance publications

- Summary Complaints Record (2006)