TWINKLE COTTAGE

DAY NURSERY

LTD

PARENTS HANDBOOK

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Twinkle Cottage Day Nursery

115 Fratton Road

Fratton

Portsmouth

PO1 5AJ

OFSTED RATING:

Good 2022

**NURSERY FEES**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Twinkle Cottage Day Nursery - Price List from 1st September 2023** | | | | |
| **Our prices include morning and afternoon snacks and High Tea for ALL children over weaning age.** | | | | |
| **We have NO hidden extras** | | | | |
| **Per Session** | **Total Hours** | **Stars & Milky Ways** | **Comets** | **Planets** |
| **Full Week 7.30am to 6.00pm   Rate ONLY applies to children who attend 5 full days per week** | **10.5** | **£60.00** | **£60.00** | **£60.00** |
| **Full Day** **7.30am to 6.00pm** | **10.5** | **£70.00** | **£70.00** | **£70.00** |
| **School Day  8.30am to 4.00pm** | **7.5** | **£60.00** | **£60.00** | **£60.00** |
| **Early Morning 7.30am to 1:00pm** | **5.5** | **£44.00** | **£44.00** | **£44.00** |
| **Morning Session  8:00am to 1:00pm** | **5** | **£40.00** | **£40.00** | **£40.00** |
| **Morning Session  9:00am to 1:00pm** | **4** | **£32.00** | **£32.00** | **£32.00** |
| **Afternoon Session 1:00pm to 5:00pm** | **4** | **£32.00** | **£32.00** | **£32.00** |
| **Late Afternoon  1:00pm to 6:00pm** | **5** | **£40.00** | **£40.00** | **£40.00** |
| **Funded Hours** |  | **Funded** | **Funded** | **Funded** |
| **Late Pick Up Charge** |  | **£5 per 15 mins** | **£5 per 15 mins** | **£5 per 15 mins** |
| **Late payment of Invoice** |  | **£25.00** | **£25.00** | **£25.00** |
| **Charge for ADDITIONAL hours** |  | **£8.00** | **£8.00** | **£8.00** |
| **Monthly sustainability fee** |  | **£12.50** | **£12.50** | **£12.50** |
|  |  |  |  |  |
| **The charge for additional hours applies to any one off extra hours that are requested as before.** | | | | |
| **In addition, any hours that your child attends nursery that exceed the number of funded hours** | | | | |
| **will also be charged at £8ph** |  |  |  |  |

**Funding**

**9 MONTHS OLD / 2 YEAR OLD FUNDING**

FUNDING IS ACCESSED OVER 51 WEEKS A YEAR ONLY - 11.25 hours x 51 weeks

This can be used as 3 x 9am-1pm or 3 x 1pm-5pm at an extra cost of £7.25 a week

Or

1 x 8.45-4pm and 1 x morning or afternoon session at no extra cost.

**Pre-school** 15 HOURS FUNDING IS ACCESSED BOTH 51 AND 38 WEEKS A YEAR.

**3 YEAR OLD FUNDING**

30 HOUR FUNDING IS ACCESSED OVER 51 WEEKS ONLY

22.50 Hours x 51 Weeks a year

2 x 7.30am-6pm or 3 x 8.30am-4pm

**We only offer a few term time only places.**

Nursery Prices are reviewed annually.

**Settling In Sessions**

The Nursery offers parents 3 settling in sessions. These sessions are free These sessions are arranged upon receipt of the Nursery deposit. We can extend these if you feel your childs needs extra time.

**1st Settling In Session**

Parent and child to spend an hour in the room with the staff to enable them to get to know the staff and child to familiarise themselves with the Nursery.

**2nd Settling In Session**

Parent and child to spend 15mins in room and then parent to complete the Registration Paperwork with a member of the Management Team via a telephone call, leaving the child to spend 2 hours in the room with their Key Worker

**3rd Settling In Session**

Parent to drop off their child to the nursery. Parent will then have a discussion with their child's Key Worker to discuss their child's stage of development. this information will then be uploaded to the child's learning journey (Baseline assessment) and the keyworker and parent will discuss an appropriate next step.

if for any reason your child is not able to settle then arrangements will be made to have further settling in sessions.

**Curriculum**

Twinkle Cottage Day Nursery offers a varied and balanced curriculum this is a mix of adult and child-led activities to promote your child’s development and ensure that he/she is confident to progress when entering main-stream school.

Prime areas

* Personal, Social and Emotional Development
* Communication, Language
* Physical Development

Specific areas

* Mathematics
* Understanding of the World
* Literacy
* Expressive arts and design

Parents can ask to see their child’s records of development at any time.

**Provisions**

The Nursery fees include, Milk, Water, wipes and a mid-morning and mid-afternoon snack and nursery Tea ( tea for children who are fully weaned) for all children attending.

Children who are attending the Nursery for a full day will be provided with a Nursery Tea. Examples: Pasta, Chilli, Sandwiches, Crumpets, fish fingers

**Fees**

A refundable deposit £100 full time / £50 part time is payable on joining and this amount will be refunded after your final invoice is paid in full when your child leaves the Nursery. However, if you do not take the place up with the Nursery then unfortunately the deposit is non-returnable.

Children accessing their 15/30 NEG funded hours only do not require a deposit. If you require extra hours over your 15/30 NEG hours, then a deposit will be required to secure your child’s place. NEG only children who require an occasional extra session must pay for that session in advance, failure to do this will result in no childcare being offered.

The nursery has a sustainability charge of £10 per month towards all consumables, wipes, tissues, outings, paints, messy play, cooking etc.

Fees are billed each calendar month therefore some months will be 5 weekly and others 4 weekly in ADVANCE. You will receive your Invoice at the beginning of the month and payment of fees must be paid within 5 days, if payment is not received within 16 days of receipt of the invoice then a £20 late payment fee will be charged and your child will be at risk of losing their nursery space. Fees are to be paid 51 weeks a year even if your child is absent through illness or holiday this includes Bank Holidays. The Nursery does not charge for the Christmas closure. If you decide to leave the Nursery then please give 4 weeks written notice, failure to do so, will result in you being charged a full month’s fees.

**Late payment**

The Nursery closes at 6.00pm each day and children must be collected no later than 5.55pm to enable staff to give a quick handover. A charge will be made of £5 for every extra 15 minutes from 6pm for children not collected promptly. In the event of a child not being collected by 6.30pm and no notification of a late collection by the parent and if the Nursery is unable to contact a person on the child’s carers list, then Social Services will be informed, and the Nursery will follow their instructions. In the normal working hours of the nursery if you do not collect your child on time you will be charged a half hour late fee or an hour late fee if you are more than 30 minutes late.

**Early Years Education Grant / Vouchers**

Twinkle Day Nurseries is registered for the Early Years Education Grant for children aged 9 months to 4 years (15 hours and 30 hours subject to confirmation.) All funding is for the term after the child turns the correct age.

The Manager will provide you with the Grant Form to complete. You will need to provide proof of address, your child’s Birth Certificate and your National insurance number.

15 and 30 Hour funding for working parents need to obtained on the GOV.UK website and you will receive a code that you need to give to the Nursery. This must be obtained the term before your child is eligible for the funding.

2 year funding for low income families can be obtained from Portsmouth City Council website and will need to be obtained the term before your child turns two,

The Nursery accepts all vouchers please discuss with the Owner or Manager. You will need the Nursery Ofsted Registration details which we will be happy to provide.

**Age of Admittance**

Twinkle Nursery accepts children aged 3 months to 5 years. We also offer a Kids Camp in the School holidays for children aged 5 years to 8 years (payable in advance)

**Hours of Opening**

Monday to Friday 7:30am to 6.00pm

Twinkle Nursery is open 51 weeks of the year except for Saturday’s, Sunday’s and statutory Public Holidays.

Please understand that we are unable to open our doors until 7.30am due to Insurance restrictions so if you arrive early, we will not be able to look after your children until 7.30am.

Please note that our Insurance runs out at 6 o’clock.

**Collection**

If anyone other than the usual carer is collecting your child, the Nursery must be informed verbally, Photo ID must be shown at the Nursery or the person picking up the child must provide the security password.

In the case that parents have separated, the nursery should be advised as to who will be picking the child up. Parents should be reminded that both Mother and Father have equal parental responsibility and therefore neither parent can be refused the collection of their child unless the nursery is provided with a legally binding document stating otherwise. The nursery will always make the welfare of the children the main priority and in situations management will seek advice from children’s social care and the police.

The nursery states that adults must collect children from the nursery, if you require somebody under the age of eighteen to collect your child you MUST discuss this with management in person prior to the collection. Management will use their discretion as to whether the welfare of the child may be put at risk.

**Absences**

If your child is absent, please notify Twinkle Nursery as soon as possible. If your child is absent for more than two sessions, then the Nursery will contact you to ensure your child’s wellbeing.

**Sickness**

If your child becomes unwell whilst with us every effort will be made to contact, you. We reserve the right to take your child to hospital in an emergency. A child suffering from an infectious illness, temperature, unknown rash, diarrhoea, impetigo, conjunctivitis or sore throat should be kept at home until symptoms improve.

**Labelling Your Child’s Property**

Please ensure that you **label everything** that your child brings to Nursery. This includes bottles, comforters, clothing, shoes and **food.**

Personal property left at the nursery is at the owner’s risk. The Nursery has a lost property box in the hallway for all items that are not marked so if you are missing any items please feel free to look through the box.

**Summer**

In the sunny weather your child should arrive with sun cream already applied. You should provide a sun cream marked with your child’s name and the Nursery will apply at mid-day. All children should bring to Nursery a named sun hat so that they are able to play in the garden.

**Sweets and fizzy drinks**

Parents / carers are requested not to allow children to bring chocolates, sweets or fizzy drinks to school.

**Personal Belongings**

Children are not allowed to bring personal belongings to nursery this is in line with the COVID-19 guidelines. Dummies and blankets which comfort the children are welcomed into nursery whilst they are settling in, but they have to be kept at the Nursery so you will need a second comforter if possible – if this is not possible then please speak to the Manager.

**Meals**

A packed lunch should be supplied by parents in a lunch box clearly labelled with your child’s name and a freezer block needs to be put in it. We highly encourage healthy eating and therefore recommend that if you are going to give your child chocolate then please ONLY provide a snack size chocolate biscuit. All component parts of your child’s lunchbox must be labelled e.g. sandwiches, biscuits etc. We do have the facilities to reheat children’s food and this will be tested with a probe thermometer and temperature recorded. We are a nut free nursery so please refrain from such things as peanut butter and Chocolate spread.

We provide a water drink at lunch and high tea; so, if you do wish to provide your child with a drink it is entirely your choice. For babies and toddlers bottle milk feeds and any additional meals should be cold and will be heated to the required temperature by the staff. The Nursery provides all crockery and cutlery.

Breakfast is served between 7.30 to 8.30. ( **you must arrive by 8.15 to join breakfast)** If you wish for your child to have breakfast at the nursery, please provide a box of cereals which can be named and left on site or bread on the day if they want toast. We provide milk and butter/marmite.

All children who attend a full day will be entitled to a nursery tea if they are over weening age.

**Photographs**

It is the policy of Twinkle Day Nurseries to take photos of the children within their daily routine and to be used within displays, allergy boards, folders etc. Consent is required at registration to allow the Nursery to take photos of your child.

**Nursery Policies**

A copy of the Nursery Policies is provided at the reception of the Nursery. This publication requires large amounts of paper so if you wish a paper copy then we can provide you with one, however, if you do have an email account then to reduce our carbon footprint please inform the Nursery and we can email them to you. Alternatively, families with access to the internet can view our policies on www.twinklecottagenursery.co.uk

**Safeguarding**

The Nursery works within the regulations set out by the 1989 Children’s Act and will implement the fundamental principles of the Act. Every child has a right to protection from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of Parent(s),

legal guardian(s), or any other person who has the care of the child.

If we have any concerns as to the wellbeing of a child, then the appropriate procedures will be followed immediately. As part of our policy we will always involve parents in the process if it is appropriate and will not compromise the child’s wellbeing. If parents have concerns as to the safety of their own, or any other child they should seek advice from the Safeguarding Officer as soon as possible.

**Please keep this Handbook for your future reference**