



Dear Parent,

Thank you for your enquiry about Grove Villa Childcare. We are a day nursery which caters for children between the ages of 3 months and 11 years. We are open 12 hours a day from 7am to 7pm for 50 weeks of the year to provide parents the flexibility they may need from a childcarer.

Grove Villa Childcare was established in 2018 and has quickly developed a reputation for exceptionally high-quality childcare and education. All staff hold a professional qualification in childcare, having a degree in Business, PGCE in Education, the Diploma in Nursery Nursing (N.N.E.B.), BTEC National Diploma or NVQ III as a minimum.

For many parents, deciding on what day care is suitable for their child can be fraught with worry and it is hoped that the information contained in this brochure will assist in alleviating this.

We trust you will find the information useful and if there is anything which needs further clarification, please do not hesitate to contact us. You can also visit our website at [www.grovetilla.co.uk](http://www.grovetilla.co.uk)

This 'Parents Welcome Pack' is provided to help you and your child to settle in at Grove Villa Childcare. We understand that this can be a difficult time for parents, and we would like to support you as much as possible to make this an enjoyable experience for you and your family. We hope you find this pack beneficial. If there is anything left unanswered, please do not hesitate to ask a member of the staff team.

We look forward to welcoming your child to Grove Villa Day Nursery.

Yours sincerely

L Wolstenholme





# PARENT WELCOME PACK

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Our Aims  
& Objectives



Our facilities



Our Staff

# Our Aims & Objectives

Grove Villa Day Nursery is committed to ensuring that all children regardless of sex, race, ability or religious beliefs are provided with an environment where they can develop as individuals with positive images of themselves and others.

All cultures will be given equal respect and acknowledgement.

It is our aim to provide the best possible education and loving care for children within a warm and stimulating environment. It is important that each child be given the opportunity and encouragement to develop to their full potential and be treated as individuals with different physical, emotional and mental needs.

Great efforts have been made to provide a full range of activities and experiences so that no aspect of the children's' development is neglected. The nursery operates under a policy of equal opportunities for all children has ensured that the toys, equipment, meals and staff reflect this ethos.

It is the objective of the nursery that your child is cared for and educated to the highest standard in what are their most formative years. Most of all, we want your child to feel happy here at Grove Villa, thus giving you peace of mind each time you drop them off.

## Age of admittance

We accept children from the age of 3 months to 11 years old.

## Days and hours of opening

Grove Villa Childcare is open from 7:00am to 7.00 pm, Monday to Friday throughout the year except for Christmas (two weeks) and all public/bank holidays.



*"Children are happy and settled in this well-organised provision. They enjoy a bright and welcoming learning environment that has been purposefully designed with their needs in mind. The staff take time to carefully get to know each child and their families. Parents appreciate this and comment that the setting has 'such a family feel to it'".*



# Our facilities

## The Baby Room

Our baby room offers a home-like environment with a strong emphasis on cuddles, love and fun. The babies benefit from a wide range of daily activities, tailored to their individual needs. These activities range from soft, visually stimulating toys for the younger baby to more adventurous and challenging equipment, such as tunnels to crawl through and lots to pull up on for the active baby. Staff encourage language acquisition through conversation, storytelling and songs. Messy play is a fun part of the day full of sensory experiences which may include discovering with water, paint or even food.

The Babies day is a flexible one and we make sure that each baby continues their individual routine of feeds and sleep. We supply nappies as well as wipes and Sudocrem. Parents are asked to bring powdered milk from home though we are happy to provide cow's milk once babies have moved to using beakers. Fresh meals are prepared on the premises and our menu allows for us to reflect the different stages of weaning. Specialist music and dance sessions are provided as an optional extra developing further the normal musical experiences they have in the Baby Room. Babies are also provided with garden time and walks which ensures they receive appropriate opportunities for outdoor play and fresh air.



## The Toddlers Room

The Toddler Room is generous in size and is designed to support your child's rapidly developing skills and physical abilities. We encourage children to learn new words through stories, nursery rhymes, singing songs and musical movement. They will also enjoy activities in the arts and crafts area helping children to learn how to identify different objects and colours. Each child will have a wide variety of toys to play with all appropriate to their age and stage of development.

## The Pre-School Room

This room is designed for the older children up to the age of five. As part of the foundation stage curriculum we have designed a gentle introduction to a wide range of subjects such as reading, writing, maths, religious festivals and the world around us. Each child receives regular indoor and outdoor activities which include music and movement, dance, drama, construction, running, balancing, ball skills and walks.

The Pre-School room team provide opportunities for your child to develop their language skills by encouraging children to join in at story time. The children also develop their pre-writing skills by painting, drawing, cutting and sticking. Personal, social and emotional skills are developed through interaction with staff and children through the day, especially during mealtimes where staff encourage children to help in serving themselves and others. Regular communication will ensure that you receive and understand your child's individual needs in order to develop their confidence and independence.



## Outdoor Adventure

Grove Villa recognises the enormous benefits that outdoor adventure and play has to offer children in their early-years of development. As such, we set-up Grove Villa to be an 'outdoor' orientated nursery so that regular 'outdoor adventure' and 'away from the nursery' experiences are a key part of our curriculum. Bad weather permitting, the children go for a daily outing to explore some of the wonderful green spaces around Godmanchester as well as places such as local playgroups for additional socialisation.

We also have a child-friendly all-year-around garden which is artificial grass with a foam shock-pad underneath to help minimise any injuries if a child trips over. The children are provided with rain suits if the weather requires it.

## Online Learning Journey

We use a system called 'Tapestry' to create an online learning journal which records, tracks and shares your child's learning during their time at the Nursery. It allows us to instantly upload photos, videos and observations of your child. Tapestry is hosted in the UK on dedicated, secure servers which conform to very high standards and are proactively managed by a central security team. Only you as a parent/carer will have access to your child's learning journal and this cannot be seen by other parents. It is crucial for the safeguarding of all children that you do not share photos or videos from your child's learning journal through social media or other online platforms



## Our Staff

When recruiting for staff we look for friendly and loving individuals with lots of fun ideas and who will be on hand to give cuddles across the day. With our strong vetting procedures, we hope to provide a team of staff who are dedicated to working with young children and are able to provide them with a balanced curriculum which consists of lots of fun learning experiences.

We support our staff to continue their professional development and engage in training to enable them to offer new and exciting activities for the children. We believe with a highly qualified team and extra pairs of hands for each room we can ensure your child gets the best possible care and education and enjoys every minute of their day. Our staff have up to date DBS checks, and child protection and first aid training are mandatory to ensure children's needs and safety are met at all times. We pride ourselves on providing the best possible team who offer a wide range of experience and expertise, many of them also being parents themselves.



# Grove Villa Allotment

Our allotment is located a short walk from the nursery and is where we organically sow and grow a variety of vegetables which are then used in the dishes we cook for the children. We encourage the children to get involved in the growing of these with regular visits to water and tend to the vegetables during the Spring and Summer months. Each year group has their own area of the allotment so they can learn to grow different vegetables each year.

## Key Person System

Grove Villa Childcare has a 'key-persons' system in operation. Your child will be allocated a member of staff who will be responsible for the initial settling-in period, this will enable your child to form a bond with his/her keyperson. The keyperson will also be responsible for keeping a developmental record and writing out your child's monthly and yearly report. However, please note that the keyperson does not have sole charge of your child throughout the day and at times they will not be the person giving you feedback at the end of each day.



## Food

It is very important to us at Grove Villa Childcare that children are fed nutritious home-cooked meals that provide them with the nutrients they require to grow and develop. With this in mind all of our menus are designed by specialist nutritionists meaning you can rest assured that your child will be receiving healthy food when they're at Grove Villa. All meals are prepared and cooked on-site following a three-week menu plan for Spring/Summer and Autumn/Winter. All staff involved in food preparation hold a food hygiene certificate.

What we eat when we are young, influences the patterns and tones for our eating habits in later life. It is important that we consider the foods we feed younger children very carefully, for example avoiding giving them food that contains added sugar or salt, ensuring that we provide them with a balanced diet, especially once we start reducing their milk feeds and offering them a wide range of foods to taste. It is considered good practice to give your child finger foods such as; batons of cooked carrot, broccoli or cauliflower to hold and eat alongside their mainstay foods, so they can start to feed themselves. Children should be given every opportunity to feed themselves to promote physical development, independence and self-confidence.

Every effort will be made to ensure that the dietary needs of all our children are met and those children with allergies and preferences are given a meal as similar as possible to the menu.

Children are not allowed to bring any food into the nursery apart from birthday cakes which have to be shop bought so that ingredients used and use by dates can be checked. This is to prevent any problems for children with allergies.



# Phonics

Phonics is a way of teaching children how to read and write. It helps children hear, identify and use different sounds that distinguish one word from another in the English language.

## How we teach phonics at Grove Villa

Phonics is a way of teaching children to read and write by blending and segmenting individual sounds. Every letter and different combinations of letters make particular sounds for example the letter 's' makes a hissing sound like a snake. At Grove Villa we follow the Letters and Sounds Programme of teaching which is split into 6 phases that systematically build on skills and knowledge of previous learning. Alongside Letters and Sounds we use Jolly Phonics actions for learning sounds and use rhymes from Read Write Inc. to help develop letter formation.

Grove Villa children take part in daily phonics sessions. These sessions focus on key reading skills such as decoding to read words and segmenting the sounds in a given word to spell. During Phonics lessons we also teach children to read and write 'tricky words' also known as 'sight words.' These are words that you cannot sound out and children are just expected to remember how to read and write.

At Grove Villa Childcare, we are also using phonics sessions to develop vocabulary by ensuring words are given a context and visual aids are provided to promote understanding of new language. Additionally, when we are revisiting sounds, words get progressively more challenging in order to continuously expand our children's vocabulary. Phonics sessions also promote reading for meaning by including an activity where children have to assess whether a statement is true or false.



# Daycare Sessions and Fees

We have a number of different session options to cater for the individual needs of parents and carers.

## Our Sessions

0 – 4 years	Sessions
<b>Breakfast</b> inc breakfast	0730 – 0800
<b>All day</b> inc breakfast	0700 – 1900
<b>School hours</b> inc snack and lunch	0830 - 1530
<b>Short Day</b> inc snack and lunch	0800 – 1600 <i>0800 – 1700</i>
<b>Full day 1</b> inc breakfast	0730 – 1800
<b>Full day 2</b> inc breakfast	0730 – 1730
<b>Morning session</b> inc snack and lunch	0800 - 1300
<b>Afternoon session</b> inc snack and afternoon-tea	1300 - 1800
Hourly rate	1 hour

*Other options are available.*

## Fees

Please get in touch to discuss your requirements and we can look at the best option and provide you with a quote.





# Before & After School Club

*(Wrap Around Care)*

We offer a before and after school club for primary aged children. This includes dropping children off and picking them up from school.

This service is for local primary schools only. Depending upon the session booked, breakfast and afternoon-tea can be included.

All after-school sessions include a fruit snack.

<b>Before School</b>	<b>Price</b>	<b>After School</b>	<b>Price</b>
<b>0700 - 0900</b> inc breakfast	£12.50	<b>1500 – 1600</b> Inc fruit snack	£7.50
<b>0730 - 0900</b> inc breakfast	£10.00	<b>1500 – 1730</b> Inc fruit snack & meal	£12.50
<b>0800 – 0900</b> Inc breakfast	£7.50	<b>1500 – 1800</b> Inc fruit snack & meal	£13.75
<b>Latest drop-off time is 0815</b>		<b>1500 – 1830</b> Inc fruit snack & meal	£15.00
		<b>1500 – 1900</b> Inc fruit snack & meal	£17.50



# Nursery Education Funding

We offer 15 hours a week/ 570 hours a year or 30 hours a week / 1140 hours a year. To find out if your child is eligible please visit [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk). We accept childcare vouchers schemes and tax free childcare payments. See [www.gov.uk/get-tax-free-childcare](http://www.gov.uk/get-tax-free-childcare) for more information.

For places where funded hours are used, we do not restrict when these hours can be taken or place a cap on how many funded hours can be used at any one time. A voluntary contribution is asked for to accompany early years funded hours entitlement to enable us to be able to accommodate this scheme.

## Settling in process and Key Person

We aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this smooth process by having shorter sessions to help your child to settle in. A member of staff will be allocated to you child, we call this a 'key person'.

During this process, it is important for parents/carers and staff to work together to help the child feel confident and secure in the group. This takes longer for some children and parents/carers should not feel worried if their child takes a while to settle. We find that staying with your child and then leaving him/her for short periods of time eases the separation process. Please remember, the more your child attends and experiences the activities on offer and sees you interacting with the staff, the more settled s/he will feel.

## Home Visit

In conjunction with Grove Villa Childcare Policy we will offer parents/carers the opportunity to have a home visit. This will be an opportunity for the child's key person and a senior member of the team to visit the child in their own environment where they feel most confident and secure. It is really important that the key person develops a rapport with both the child and parent/carer to ensure effective two-way communication. Initial Visit

On the first formal visit, you are invited to remain in the setting in order to complete forms and ask questions. This gives the key person a chance to get to know and bond with the child.

<b>Day 1:</b> Half an hour	We suggest that you stay with your child and spend half an hour together in the setting. This will normally be enough for your child's first day.
<b>Day 2:</b> One and a half hour	You will be invited to accompany your child for half an hour in the appropriate unit. All being well, you will be encouraged to leave your child for an hour during this time to see how well they manage on their own – this stage can be repeated.
<b>Day 3:</b> Half day	By day three your child may be ready to stay by him/herself for half a day. Do not be concerned if this is not the case: all children are different, and the time needed to settle in varies according to the child's needs. We will be able to support you in this process.
<b>Day 4:</b> Full session	If your child has responded well to the previous induction days, they would be able to start a full session.

## All About Me Form

We ask you to complete an "All About Me" form for each child before they join us. This will give staff lots of important information about your child which will help them settle at Grove Villa Childcare.



# Fees and Registration

Fees are payable monthly and in advance and funds must be cleared by 23:59 on the last day of the proceeding month i.e. fees due for December must be cleared by 23:59 on 30th November. Fees are payable in cases of absence and there is no reduction for sickness or holidays taken during any week Grove Villa Childcare is open.

Fees will be reviewed on an annual basis and any changes effective from the start of the school year (September).

## Registration and accepting a space:

- **Daycare** - To register your child there is a non-refundable fee of £50 (which includes settling-in sessions) PLUS a £75 deposit.
- **Before and After-School Club** – To register your child there is a non-refundable fee of £50 PLUS a £200 deposit.

To hold a space and secure a place at Grove Vila Childcare you will need to sign the contract and pay the £50 registration fee and the £75 deposit. The deposit will be returned in full (minus any outstanding fees and charges) within 7 days after your child's last day . In the event that you do not take up your space or fail to adhere to the cancellation terms set out in the contract then the deposit is non-refundable.

Please refer to the Terms and Conditions in the registration form for further information.

## First month fees paid one month in advance

The first month's fees will also be due one month in advance of the start date.

- **Example 1** - You would like to take a space starting on 1<sup>st</sup> March, then March's invoice is due to be paid by 1<sup>st</sup> February. The following invoice (April in this example) onwards would then revert to our normal invoicing cycle which means you would receive the April invoice on 20<sup>th</sup> March, due by 1<sup>st</sup> April.
- **Example 2** – The start-date is part-way through a month. For example, a 15<sup>th</sup> March start date means that a full-month's fees i.e. 15<sup>th</sup> March to 14<sup>th</sup> April would be payable a month before start date i.e. paid by 15<sup>th</sup> February. The following months invoice would be adjusted to reflect that some of this month had been paid i.e. 1<sup>st</sup> to 14<sup>th</sup> April, therefore April's invoice would be for the period of the month (15<sup>th</sup> to 30<sup>th</sup>) that had not been paid and would be due by 1<sup>st</sup> April.

# Cancellation of Your Childcare Place

- **At the start of contract** – There is an initial 3-month minimum commitment for both 'Daycare' and 'Before and After School Club' places. This means that the earliest you could serve notice to terminate the contract would be from the end of the second month.
- **Notice Period** – The contract shall last until it is terminated by you giving notice in writing, at least one month's notice after your child has attended Grove Villa for a minimum of two months. As an example, notice received on the 10<sup>th</sup> of a month would end the contract on the 9<sup>th</sup> of the following month.
- **Cancellation during a period of the nursery being forced to close** – Cancellation of the contract is not permissible during a period of enforced closure by the government or local authority.

*We reserve the right to exclude a child from Grove Villa Childcare for any breach of the childcare contract. We may terminate your childcare contract if your child's behaviour at Grove Villa Childcare is deemed by us to be unacceptable or endanger the safety and well-being of other children at the setting.*

## Childcare Grant:

If you are a full-time student with dependent children, you may be entitled to the childcare grant. The childcare grant is money to help you pay for childcare costs while you are a full-time student. The amount you get will depend on your household income and your actual childcare costs. Please contact your education provider to enquire about this.

## Tax Credits:

You may also be able to get assistance with fees through Tax Credits. Please call the Inland Revenue directly on 0845-302-1414 for further details or see HM Revenue & Customs Tax credits pages <https://www.gov.uk/browse/benefits/tax-credits>



# Birthday Celebrations

Grove Villa Childcare celebrates birthdays. It is optional whether parents/carers wish to bring a cake to be shared between all the children attending on that day (cakes must be shop bought in order for staff to check all ingredients used and make arrangements for children with allergies). Please ensure that cakes do not contain any traces of meat/fish/nut/egg. Parents/carers of the child concerned are welcome to attend these small celebrations, but we prefer that parents of other children refrain from attending as this causes significant disruption to Grove Villa Childcare's daily routine.

# Clothing

Grove Villa Childcare requests that each child is provided with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt, whenever possible, to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in mind. Grove Villa Childcare will accept no liability for clothing damaged while the child is at the premises or during an outing.

# Parental / Carer involvement

Parents are welcome to view their child's learning journey at any time, we do ask though that if you wish to speak to your child's key person with regard to their learning and development you arrange an appropriate time as we cannot always give you the attention required when working in the busy room.

# Personal property

Children should not bring sweets or valuables to Grove Villa Childcare (e.g. jewellery, toys etc), since staff cannot be held responsible for any personal belongings being lost or damaged.

# Sickness and medical requirements

Children who appear to be suffering from an infectious or contagious illness or disease will not be permitted to remain in the setting during the period of the illness. Any child who has a sore throat, discharge from the eyes or nose, sickness, diarrhoea, fever or any contagious/infectious illness should be kept at home until a doctor has certified, in writing, that s/he is fully recovered, or 48 hours have elapsed since the last outbreak. Please do not bring children who are unwell into Grove Villa Childcare as they will be sent home upon arrival. Please inform us as soon as possible if you child will be absent for a period of time due to illness.

If a child should develop a high temperature of 38°C or more while they are at Grove Villa Childcare, the parents will be contacted and requested to collect their child within an hour. All attempts will be made to maintain the child in a stable position until collection.

If a child becomes seriously ill or injured during his/her attendance at Grove Villa Childcare, the setting reserves the right to call for emergency assistance and, if necessary, take him/her to hospital and give permission for emergency treatment to be administered.

# Prescribed medication

According to the guidance set out in the Statutory Framework 'medicines must not usually be administered unless they have been prescribed for that child by a doctor, dentist, nurse or pharmacist'. The people authorised to give medication at Grove Villa Childcare are trained first-aiders. Written authorisation must be given by the parent/carer on a Medicine Form, which authorises staff to administer stated medicines. The form states the dose and how often it is to be given. A written record will be kept of all medication administered. This will be signed by the parent on each occasion after the medication has been administered.



# Non-prescribed Medications

Staff may administer teething gels that are not prescribed by the doctor. However, it is the responsibility of the parent/carer to provide the medicine and ensure that they are in date and age appropriate. Parents/carers will need to give written consent to the teething gel being administered by the staff. It is the responsibility of the parent/carer to ensure teething gels do not contain choline salicylate.

Grove Villa Childcare will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought

An emergency Grove Villa Childcare supply of fever relief (e.g. Calpol) will be stored on site. Aspirin will not be accepted unless prescribed by a doctor.

EpiPens can only be undertaken by trained and qualified staff.

A written record will be kept of all medication administered.

Injections can only be undertaken by a qualified nurse or medical practitioner.

For children with asthma, use of Ventolin pump, etc, should be administered by the key-person wherever possible. The Medication Form will be completed, and dates and dosages will be recorded.

# Outings and lost children

As part of their learning and development, children at Grove Villa Childcare undertake a range of local outings including walks and visits etc. off the premises. Permission will be sought for your child to be included in such outings. Outings and visits are planned to complement and enhance the learning opportunities inside Grove Villa Childcare environment and extend play opportunities for children. First aid equipment and any child's personal long-term medication will be taken on the outings.

## Types of outings

Different types of outings take place, and each will require slightly different preparations and staffing levels. These include

- Trips on public transport to places like Huntingdon Town Centre, museums, farms, etc.
- Trips on foot, e.g. visits to the park, the library, local markets and places of interest.

# Photography and video policy

We kindly request that parents/visitors do not take photographs or video recordings whilst at Grove Villa Childcare premises; this is a safeguarding measure for all children in the setting.

These include: trips on foot, e.g. visits to the park, the library, local markets and places of interest.

# Compliments & Complaints Procedure

Grove Villa Childcare encourages and values all parents' comments. Compliments can be shared verbally (i.e. in person or via telephone) or in written form (i.e. e-mail, website reviews, using a comment slip or through surveys). Such positive feedback is shared with senior management and all staff as it motivates the staff team to continue their good practice and improve further.

Should you ever have concerns or complaints regarding the care of your child or the nursery itself, please feel free to discuss these with either your child's key carer or one of the Management team. We will assist where possible and welcome your comments or suggestions. Being registered with Ofsted, their inspectors are also available should you need to approach them.

