



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 7.30am to 6pm 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

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





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

	Sessions
Breakfast	0730 – 0800
Afternoon Tea	1630 - 1700
School hours inc snack and lunch	0830 - 1530
Short Day inc snack and lunch	0800 – 1600
Full day 1 inc breakfast	0730 – 1800
Full day 2 inc breakfast	0730 – 1730
Morning session inc snack and lunch	0800 - 1300
Afternoon session inc snack and afternoon-tea	1300 - 1730
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.

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



Nursery Education Funding

We offer both the 'universal' 15 hours a week (570 hours a year) and the 'extended entitlement' 570 hours a year. We also offer 2 year old funding. To find out if your child is eligible please visit

www.childcarechoices.gov.uk. We accept childcare vouchers schemes and tax free childcare payments. See 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.

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.

The registration fee includes some free settling in sessions- see Days 1-3 below.

Day 1: Half an hour	A short taster session. This will normally be enough for your child's first day.
Day 2: One hour	A slightly longer session to include your child experiencing snack time.
Day 3: One and a half hours	A 90 minute session to include your child staying for lunch and eating with the other children.
Additional sessions: At additional cost	If it is felt that your child's transition to nursery would benefit from additional settling in sessions then these can be arranged.

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. Please note that there is a two days a week (7 hours or more per day) minimum session commitment.
- **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 Villa 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 1st March, then March's invoice is due to be paid by 1st 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 20th March, due by 1st April.
- **Example 2** – The start-date is part-way through a month. For example, a 15th March start date means that a full-month's fees i.e. 15th March to 14th April would be payable a month before start date i.e. paid by 15th February. The following months invoice would be adjusted to reflect that some of this month had been paid i.e. 1st to 14th April, therefore April's invoice would be for the period of the month (15th to 30th) that had not been paid and would be due by 1st April.

Paying fees via the Government Tax Free Scheme or Employer Vouchers

We accept payment of fees from the Government Tax Free Childcare Scheme which could save you 20% off your childcare fees. Please check out www.childcarechoices.gov.uk/how-to-use-tax-free-childcare/ for more information. Please note that payments via this method can take longer than paying direct so do factor this in to ensure payments reach us on time.

We can take payment via childcare voucher schemes and some employers also offer tax free childcare schemes - please speak to your employer to find out if they offer this.

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 10th of a month would end the contract on the 9th 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

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.
- **CHILDREN MUST BE PROVIDED WITH ADEQUATE CLOTHING SUITABLE FOR ALL CONDITIONS**

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.

