

Welcome to HeadStart Day Nursery



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HeadStart Day Nursery is designed to provide working/busy parents with flexible childcare solutions. HeadStart has been open since 1995 in a very central location in Horsham Town Centre; it is within easy walking distance of Horsham Train Station (approx. 5-10 minutes).

In September 2016 we were awarded a Millie's Mark Award, acknowledging all staff are trained in paediatric first aid. Millie's Mark is an exceptional achievement for a Nursery, as it shows they are going above and beyond minimum requirements in keeping children safe.

In October 2016 we were awarded **OUTSTANDING**, following our Ofsted Inspection.

Our Staff are fully trained, experienced professionals. We are a fun loving, enthusiastic team who have a commitment to providing good quality care. Staff promote a happy environment for your child where they can form stable and trusting relationships. A high ratio of Staff ensures individual attention, allowing time for reading, talking and guidance of your child at this important stage in their development. Through daily exchange of information and Parents consultations we encourage a close relationship between the Nursery and Parents.

The Nursery has three separate rooms in which the children can grow and develop in their own age groups and at their own pace. Our Baby Unit, which is bright and colourful, cares for children from 4 months to 2 years, Roo room cares for children from 2 to 3 years and encourages the children to share and take turns with one another. Kanga room cares for children from 3 to 5 years and encourages the children to become independent and confident in their abilities.

The outside play area encourages children's physical development, with plenty of space to run, ride bikes, scooters and cars and climb on the climbing equipment. The Mud Kitchen is a huge success for the children's learning and development and encourages all age groups to 'get messy' and have fun. The children also have areas in which they can plant vegetables and flowers and watch them grow. There are also quiet areas, playhouses and outdoor musical instruments for the children to explore.

We hope the enclosed information is of use to you and would strongly recommend you come and see us in action. Please feel free to contact Sallyanne, the Nursery Manager, if you wish to pursue your enquiry.

HeadStart Day Nursery Admissions Information Policy

Children and babies are admitted to HeadStart on a non-discriminatory process and the Nursery accepts parents, children and babies from all racial and cultural groups and anyone with differing abilities.

HeadStart Day Nursery is registered for 50 children from 4 months* to 5 years, offering a full day care service to working parents. Children are registered at the Nursery on a 51-week a year basis. Parents will be offered spaces in order of the priority list.

1. As an independent Nursery, full time spaces take priority over part time sessions when taking children from the waiting list in order to protect the viability of the Nursery.
2. Siblings of children and children who already attend HeadStart are then offered spaces at the Nursery.
3. Children from the general waiting list will then be offered spaces on a 51-week a year basis.
4. The Nursery offers Early Years Funding Entitlement to 2, 3 and 4 year olds. We reserve the right to determine when these sessions can be offered based on availability and our application criteria, issued prior to claiming.

We recommend children attend the Nursery for 2 sessions to help with the continuity of care and to ease their settling into a new environment.

A non-refundable administration fee of £50.00 per child is applicable to all entrants; the administration fee is waived for EYEE funded only children.

Once your child is registered at the Nursery, their start date can be deferred by one month in exceptional circumstances, after this time your child will then be placed back onto the waiting list.

*Ofsted may determine that providers must observe a higher staff to child ratio than outlined to ensure the safety and welfare of the children.

January 2017

AN INTRODUCTION TO ALL ROOMS

BABY ROOM

Babies from the age of 4 months to 2 years are cared for in our bright and spacious unit, which has divided playrooms with under floor heating and a separate cosy sleep room. Qualified Nursery Practitioners are on hand in the unit to give individual, professional care to the babies and toddlers.

The equipment available for your baby or toddler will encourage them to become curious, use all of their senses, develop hand-eye co-ordination and grow increasingly aware of their surroundings. Looking at books, music and singing are favourite activities.

The Baby Unit has an all year round decking area for the sole use of the babies. They also have their own outside play area, which is for their sole use, allowing them the opportunities to explore in a safe environment. Our long-serving experienced team of Nursery Practitioners converse, read, play and interact with the children throughout the day.

Transition into Roo Room is very gradual, so the toddlers do not experience any anxiety associated with sudden change.

ROO ROOM

THE 2 TO 3 YEAR OLD ROOM

This room is specially designed for 2-3 year olds with a separate quiet area for rest after lunch.

The equipment is aimed at providing a stimulating environment for active 2 year olds and includes an attached 'castle' for free-flow play ensuring a stimulating indoor/outdoor environment. Through the Learning Journals staff are able to encourage your child's overall development by looking at their individual needs. Activities may involve painting, cooking, and stories; craft, songs or role-play and are an enjoyable way of learning about different topics.

Creating a calm environment for the children is also essential as they are developing early independence skills and communication skills with the staff and their peers.

The children are also given access to the outside play area to continue their play in an open environment.

KANGA ROOM
THE 3 - 5 YEAR OLD ROOM

In Kanga room 3-5 year olds learn through child lead activities as well as adult lead activities. Wide choices of stimulating resources, toys and equipment, as well as structured learning activities are offered. Your child will be encouraged to develop positive attitudes, to be curious and to use their imagination in creative ways. Kanga room benefits from a 'free-flow' system where the children can move freely between the rooms and activities of their choice.

The children in this room have access to a touch screen computer where they are encouraged to choose between computer programmes. Educational programmes are also watched and discussed as a group.

The outside play area is used for a range of activities, including growing vegetables and herbs, which can be used by our on-site cook in the children's meals.

Kanga room children also have an outside play area for their sole use which leads off of their play room, they are able to choose between inside and outside play.

During the day a healthy mix of active play, quiet periods, social meals and snacks, music and stories are provided.

The children will move into this next age group when they are ready, it may not always coincide with their birthday, but will be when parents and Nursery Staff believe they are ready and will benefit from the challenges which they may face in the next room.

APPLICATION INFORMATION

Once you have read the information about our Nursery you may decide to complete the application form and secure a place on our waiting list. There is no charge to be placed onto the waiting list.

Once a space can be offered to you, a non-refundable administration fee of £50 is payable.

Please fill in all parts of the form and indicate where you are flexible on sessions and days.

Spaces will be offered in order of priority: -

1. Full time spaces take priority over part time sessions when taking children from the waiting list.
2. Children whose siblings already attend the Nursery.
3. Waiting list.

MEALS AND BABY FEEDS

Whilst your Baby is small, parents are asked to provide formula milk in powder form or expressed milk for milk feeds throughout the day. When your Baby is ready they may enjoy the same cooked meals as the Nursery Unit.

Our Cook prepares lunch on the premises, where there is a wide and varied menu, using homegrown vegetables and herbs, when at all possible. Vegetarian dishes also form part of our menu, using ingredients such as Quorn and pulses.

We encourage your child to eat a balanced diet ensuring we offer at least 5 pieces of fruit and vegetables a day. All needs are catered for at the Nursery and the menu is adapted to suit your child's dietary requirements.

All of our meat is from a local butcher in Horsham and is delivered fresh for our use. All other groceries are delivered to our Nursery on a weekly basis.

CLOTHES, NAPPIES AND SUPPLIES

All Babies and Toddlers need a named change of clothes and a daily supply of nappies, wipes, nappy sacks and cream. After lunch the children are encouraged to clean their teeth encouraging early hygiene. In the summer the children will require sun cream, which is supplied and can be applied by our staff. We use Boots Sultan 50+.

A change of clothes may be needed for a variety of reasons, including messy play activities, water play, outside play or for when your child is toilet training. All clothing should be named.

DAILY RECORD

Your Baby will have their own individual book in which feed times, amount of food eaten, sleep times, nappy changes as any other relevant information is recorded. Staff will also verbally feedback regarding your child's busy day.

Children in the Toddler room and Pre-School will have the opportunity of speaking to the Staff in their child's room for a verbal feedback of their child's day. There are also white boards at the entrance of Roo and Kanga Rooms, which details the activities your child has enjoyed during the day.

OUTSIDE AREA

We have an outside play area for the children to play in and explore, they have access to sit and ride toys and climbing equipment for children to extend their physical abilities. They also have sand and water play and a playhouse for quieter moments.

On hot days we have a large covered play area to protect the children from the sun, where we have water play and outside snack.

The children have a garden in which they can touch and smell the plants and have the opportunity to plant their own.

The Baby Unit has its own outside play area with a purpose built activity centre, ensuring the babies are able to crawl, pull themselves up and walk in a safe environment. There is access to sand and water play and a small playhouse for role-play activities. There is also a herb garden for sensory activities.

Access to the large sports field in the grounds of Collyers College is available for the children to play, have picnics and read stories under the shade of the trees in the Summer months. The children also visit the bees in their hives (from a safe distance) whilst exploring the outside space. In the Winter months snowmen are made and the children explore the wildlife.

AIMS OF THE NURSERY

HeadStart where your child can play, learn and achieve great things.

Our Aim is to provide:

- A warm and caring environment which encourages the children to learn at their own pace, developing their mind, body and personality.
- Care and commitment to help the children to become responsible for their own needs and to be considerate of other peoples.
- The opportunity to develop their pre-reading, writing and numeracy skills, making an easy transition to school.
- FUN

TERMS AND CONDITIONS – August 2020

1. Definitions

1.1 The definitions below apply in these terms and conditions.

“Child” the child or children who are named in Part A;

“You” the person, firm or company who purchases Services from us;

“Services” the services of a daycare nursery during the days or half days indicated in Part A (*excluding bank and public holidays) together with any other services which we provide, or agree to provide, to you;

“Us” the nursery named in Part A.

2. Formation of the contract

2.1 A contract for the Services will be formed between you and us once you have given us a signed, fully completed, registration form and £50 booking fee, and we have confirmed to you in writing that your application for a place has been successful.

2.2 These terms and conditions govern the contract between you and us for the Services. No other terms apply unless they are in:

2.2.1 A policy issued to you by us,

2.2.2 A letter that is signed by both you and us.

2.3 In the case of any uncertainty as to which terms apply, these terms and conditions will apply.

3 Duration of the contract

3.2.1 The contract shall last until it is terminated by either you or us giving to the other, in writing, at least one full calendar months' notice (i.e. 4 weeks notice) However, the contract can, in some circumstances be terminated immediately under clause 18.

3.2.2 You are liable for the fee during the notice period. If you fail to give proper notice, you are liable to pay full fees.

4 Suspension of the Services

4.1. The Services may be suspended (meaning the Child is temporarily not able to attend the nursery) in the circumstances set out in our Critical Incident Policy or in the circumstances set out in clause 19. If the Services are suspended for a period of more than one month, either of us may terminate the contract by giving the other one month's written notice.

5 Our Obligations

5.2.1 We will use all reasonable efforts to provide the Services to you, in accordance in all material respects with these terms and conditions and any other documents referred to in 2.1 above.

5.2.2 We welcome staff and children from many different backgrounds and ethnic groups. Human rights and freedoms are respected and we will do all that is reasonable to ensure that our culture, policies and procedures are made accessible to children who have disabilities and to comply with their social and moral obligations under the Special Educational Needs and Disability Act 2001 or Equality Act 2010 in order to accommodate the needs of children, applicants and members of staff who have disabilities for which, after reasonable adjustments, we can cater adequately

5.1.3 If we determine, in our sole discretion (after appropriate and reasonable analysis) that reasonable adjustments cannot be made for a Child and as such we cannot continue to adequately provide for that Child then we shall be permitted to request that you to withdraw the Child without being charged fees in lieu of notice.

TERMS AND CONDITIONS continued – August 2020

6 Your obligations

- 6.1 Provide to us such information as we may reasonably require about
- 6.2 The Child
- 6.3 Any known medical condition, health problem, allergy, or diagnosed dietary requirement;
- 6.4 Any prescribed medication;
- 6.5 Any lack of any vaccination which the Child would ordinarily have by their age;
- 6.6 Any family circumstances or court orders affecting the Child;
- 6.7 Any concerns about the Child's safety; and
- 6.8 Your contact details, and those of your authorised persons who may collect the Child.
- 6.9 You must (a) ensure that these details are accurate and (b) keep these details up-to-date, by promptly informing us in writing whenever they change.
- 6.10 As regards arrivals and departure of a child, please refer to the nursery's Arrivals and Departures Policy. Please ask for a copy of it if necessary.
- 6.11.1 If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.

7 Charges and payment

- 7.1 You shall pay the charges as set out in Part A.
- 7.2 Charges are due even if the Child is absent.
- 7.3 We will charge for bank holidays.
- 7.4 VAT is not charged on nursery fees (nursery provision is an exempt supply for VAT purposes).
- 7.5 The quoted charges are per Child, per core day and include snacks, lunch and tea.
- 7.6 Extra hours (or parts of an hour) will be charged for (at the ruling rate) and must be booked and paid for on your monthly invoice.
- 7.7 The charges must be paid monthly in advance, by the last working day of the month.
- 7.8 All payments must normally be made by bank transfer or tax free childcare vouchers. We may agree to payment by cash, but it is your responsibility to obtain a receipt from the nursery manager as proof of payment. No payment shall be deemed to have been made until it is cleared into our bank account. If payment fails, we may charge a reasonable administration fee, currently 2% per day.
- 7.9 We may increase our charges once per year. We will give you written notice of any such increase one month before the proposed date of increase.
- 7.10 Without restricting any other legal right that we may have, if you fail to pay us on time, we may:
 - 7.10.1 Make an interest charge of up to 2% per cent per day on late payment. Unless otherwise notified to you in writing, interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us the interest together with the overdue amount. In addition we will be entitled to recover from you the full amount of our administrative and other costs incurred in recovering any unpaid sum including legal costs and disbursements on an indemnity basis.

TERMS AND CONDITIONS continued – August 2020

- 7.10.2 Suspend all Services until payment has been made in full, which will include the suspension of the Child, or even terminate the contract permanently.
- 7.10.3 If you owe us any money, and make a claim against us, we may set off what you owe us against what you are claiming from us.
- 7.10.4 A discount is offered to siblings of children already attending the nursery. When a second child joins the nursery a 5% discount will be applied to their fees.
- 7.10.5 A discount of 5% is offered to NHS staff for one Child. You must notify the nursery of your eligibility and provide proof.

8 Reducing sessions

- 8.1 You are required to give us one month's written notice of a reduction in the number of sessions you require.
- 8.2 Session days cannot be swapped for alternate days if your Child is unable to attend their allocated session for any reason.
- 8.3 Requests for extra sessions must be put in writing to the Nursery Manager

9 Free nursery education

- 9.1.1 If you wish to take up your free nursery education, you are required to complete and sign a Parental Declaration. A new form will be completed if there is any change in your circumstances.
- 9.1.2 Our charges will not be made in respect of the free sessions as detailed in the Parental Declaration, but we are entitled to make a reasonable charge for meals or additional activities provided during any free session.

10 Welfare of the Child

- 10.1 We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard.
- 10.2 We will respect the Child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.
- 10.3 Your consent to such physical contact as may be lawful accord with good practice, and be appropriate and proper for teaching and instruction and for providing comfort to a Child in distress, or to maintain safety and good order, or in connection with the Child's health and welfare.
- 10.4 Parents of Children who are not potty trained must provide disposable nappies.
- 10.5 Parents should provide sealed formula milk for bottle feeding babies. Bringing in and storing made-up formula milk may increase the chance of a baby becoming ill and should be avoided.
- 10.6 Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.
- 10.7 As regards behaviour management techniques and sanctions, please refer to the nursery's Promoting Positive Behaviour Policy. Please ask for a copy of it if necessary.
- 10.8 The nursery uses emergency procedures for accidents, evacuations, incidents and allergic reactions, please refer to the individual policies and procedures and ask for a copy where required.

TERMS AND CONDITIONS continued – August 2020

11 Health and medical matters

- 11.1 If the Child becomes ill during the nursery session the Nursery Manager or Room Supervisor will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details. If your child requires urgent medical attention while under our care, we will if practicable attempt to contact you and obtain your prior consent. However, should we be unable to contact you we shall be authorised to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation, or blood transfusion) unless you have previously notified us you object to blood transfusions).
- 11.2 If the Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control policy is available from the nursery manager. Please refer to the illness/communicable disease list supplied in your information on minimum periods of exclusion from the nursery.
- 11.3 You must notify the nursery manager if the Child is absent from the nursery through sickness.
- 11.4 If the Child has been sent home from the nursery because of ill health, he/she will not be re-admitted for at least 48 hours. If the Child is requiring 1:1 care then they will not be allowed to return to the nursery for 24 hours.
- 11.5 As regards medication, and the administration of it to a Child, please refer to the nursery's Medication Policy. Please ask for a copy of it if necessary.

12 Food/dietary requirements

- 12.1 We will work with you to provide suitable food for your Child, if they have a special dietary requirement or any allergies as diagnosed by a doctor or dietician. All reasonable care will be taken to ensure that a Child does not come into contact with certain foods with support from parents and external professionals should the need arise.
- 12.2 Menus will be displayed for inspection.

13 Reporting of neglect or abuse

- 13.1 We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you.

14 Limitation of liability

- 14.1 This clause sets out our liability to you in respect of the contract (including any breach of it, any statement we make to you about it, our termination of it).
- 14.2 All terms implied by law are, to the fullest extent permitted by law, excluded or deleted from the contract.
- 14.3 Nothing in these terms and conditions in any way limits our liability for fraud, or for death or personal injury resulting from negligence.
- 14.1 We shall not be liable for:
- 14.4.1 Any loss or damage to any toys, equipment or bags, clothing etc. you may bring into our nursery;
- 14.4.2 Loss of any profits, or consequential loss; or any other indirect loss; and

15 Data protection

- 15.1 You agree that details of your name, address and payment record may be submitted to a credit reference agency, and personal data will be processed by and on behalf of us in connection with the Services.
- 15.2 We may take photographs and/or videos of your Child for promotional or training purposes only. If you do not wish for your Child to be included in such photographs or videos, please inform us by completing the 'permission form' given to you on enrolment, or by writing to the nursery manager.15.3 Any personal data related to You or your Child will be dealt with in accordance with our privacy notice.

TERMS AND CONDITIONS continued – August 2020

16 Security

16.1 Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is your responsibility to ensure that we are aware of who will be collecting your Child. No Child will be allowed to leave the building with any person who has not been notified as an authorised person to collect the Child on your behalf.

17 Complaints and concerns

17.1 Please address any complaint or concern to the supervisor in charge, in the first instance, and if the matter is not resolved within a reasonable period, please refer it to the nursery manager. Please also refer to our complaints and compliments policy which shall apply to any complaints received by us.

18 Termination for breach of contract, or bankruptcy/insolvency

18.1.1 Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:

18.1.2 The other party fails to pay any amount due under the contract on the due date for payment and remains in default for [10] days or more; or

18.1.3 The other party commits a material breach of any of the terms of the contract and (if such a breach is capable of being remedied) fails to remedy that breach within 30 days of that party being notified in writing of the breach; or

18.1.4 The other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed either unable to pay its debts or as having no reasonable prospect of so doing, in either case, within the meaning of section 268 of the Insolvency Act 1986.

18.2 On termination of the contract for any reason:

18.2.1 You shall immediately pay all of our outstanding unpaid invoices and interest and, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt; and

18.1.2 Any clause in these terms and conditions which implicitly is intended to survive termination shall continue in force.

19 Events that are beyond our control

19.1 If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.

19.2 If it is, in our reasonable opinion, necessary or in the interests of the Child to do so, we may close the nursery even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the time the nursery is closed. For example, we may close because of severe weather conditions, outbreak of flu, swine flu or other illnesses etc.

20 Changes to these terms and conditions

20.1 We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.

20.2 We may change any other terms in these terms and conditions provided. We will give you at least one month's written notice of our intention to do so.

Terms and Conditions in brief

1. HeadStart Day Nursery operates as a full time Nursery. The Nursery is open 51 weeks of the year Monday to Friday 8-6pm. This is not a Term Time Nursery.
2. Fees are payable throughout the year, this includes any holidays you may take. All Bank Holidays are chargeable, except between Christmas Day and New Years Eve when the Nursery is closed.
3. It is advisable your child attends the Nursery for a minimum of 2 full day sessions to ensure continuity of care.
4. A discount is offered to siblings of children already attending the Nursery. When a second child joins the Nursery a 5% discount will be applied to their fees.
5. We offer a 5% discount for NHS staff for one child. You must notify of your eligibility.
6. At least one month's notice, in writing, must be given to the Nursery when surrendering your child's place. Failure to do so will result in full payment of fees.
7. Fees may be subject to change with one months notice.
8. Fees are payable monthly in advance.
9. There is no deposit payable for putting your child's name onto the waiting list.
10. Registration forms will be sent out to you on receipt of a completed application form and confirmation if we are able to offer a place to you. A £50 administration fee is payable upon acceptance of a place at the Nursery along with your child's registration form. This fee is waived for EYEE funded only children. This administration fee is non-refundable should your child not start at the Nursery.
11. Monthly invoices can be paid by bank transfer or cash only.
12. We accept various Childcare Vouchers please ask for details.
13. We are registered with WSCC to accept the Government Early Years Education Entitlement along with the 2 year funding, subject to the necessary criteria.

A full set of Terms and Conditions of the Nursery can be found in our Prospectus on our Website headstartdaynursery.org.uk and within your Registration Pack.

HEADSTART DAY NURSERY

APPLICATION FORM

Child's Surname.....Forenames.....

Address.....

.....

Post Code.....Telephone No.....

Contact email address.....

Date of Birth/E.D.D.....Age.....Sex M/F.....

Names and ages of any other children in the family (including step children)

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Mother's name.....Mobile.....

Father's name.....Mobile.....

Child's first language.....Ethnic Origin.....

Any medical conditions or known allergies with either your child or a family member.....

PLEASE INDICATE BELOW THE DAYS AND SESSION TIMES REQUIRED (*i.e 8-4pm, 9-5pm or 8-6pm*)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Am	Am	Am	Am	Am
Pm	Pm	Pm	Pm	Pm

WE DO NOT OFFER TERM TIME ONLY SPACES.

Required start date and hours

How did you hear about our Nursery?.....

.....
For office use only.

Nursery visit:.....

Date application form received:.....

Registration forms sent: **Returned:**.....

Commencement date:.....

Acclimatisation date:.....