

Little Squirrels Play Forest

Full Day Care Prospectus

Version 1.0





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Introduction

Little Squirrels Play Forest Limited is situated in the Castle Mall Shopping centre in the heart of Norwich City Centre. This brand new nursery offers full day care, sessional care and limited ad-hoc and term time only spaces for up to 40 children aged between three months and five years up to the term after their 5th birthday. We offer fully funded places to eligible two, three and four year olds.

Aims and Objectives of Little Squirrels Play Forest

The nursery aims to provide a safe, happy and stimulating environment both inside and outside for all children. To facilitate each individual child to develop their learning and social skills with confidence along with positive encouragement from staff and parents. To provide open ended resources and allow children to imagine, explore and use their sense to become happy, confident and active learners. As an Early Years Teacher lead setting we promote positive behaviours and respect for all.

Admission

All children and families are welcome at Little Squirrels Play Forest. We operate a waiting list for places within the nursery so it is important to register your interest as early as possible. To register your interest please email- enquiries@little-squirrels.com stating your child's name, age, desired start date and desired number of days or hours. We welcome parents for show rounds and this can be arranged when registering your interest.

We will contact you when a place becomes available, should you wish to take up this place we will require your completed entry forms to be returned within one week along with your deposit. The setting will then arrange with you settle in sessions for your child.

Our waiting list operates based on the following criteria:

- Existing families including siblings
- Date of expression of interest
- Requested start date
- Required sessions

Opening and Session Times

We offer both full day and sessional care. Full day care operates Monday to Friday between the hours of 08:00-18:00 and our sessional care runs between the hours of 08:00-13:00 and 13:00-18:00. We are open throughout the year with the exception of Bank Holidays and the Christmas and New Year period.

Subject to availability we offer emergency and ad hoc-care for those registered with our setting and these will be charged at the normal day rate. Subject to availability we aim to offer flexible sessions for shift workers, those who work offshore and other parents / carers who need a flexible approach to meet their childcare needs. Please email enquiries@little-squirrels.com to discuss your individual needs.



Settling in Sessions

Every child is unique and requires differing levels of support. We want both you and your child to feel comfortable and happy while your child is in our care. An important way to build strong bonds is by having a settle in period that suits both the child and their family.

For the first settle in session we suggest the parent and the child stay for one hour to explore and play in the setting working closely with the staff to encourage building bonds. For the second session parents are encouraged to stay to settle their child but then leave them in our care for a short period of time (max one hour) to encourage the child to be independent and comfortable in the setting (Parent must stay within the Castle Mall). Depending on the individual child they may require additional settle in sessions and these will be discussed and agreed with the parent. No charge is made for settle in sessions.

During this time the child may gravitate towards a member of staff, this member of staff will be allocated as the child's key person. It is important for the children to feel comfortable and able to form a strong bond with their key person, letting the children develop a bond with their chosen member of staff allows for a more sensitive transition from home to Nursery. The key person will be allocated after the settle in sessions and this decision will be based on the child's preference and working patterns of the key member of staff.

Upon starting nursery children are encouraged to bring a comfort box with them. Parents and children can choose items they would like to put into their box however we recommend photos of close family members, a comforter and objects that children enjoy and find of comfort. This box will remain in the setting for the child to access anytime they feel they need some comfort.

Staff Team

All staff offer a warm, welcoming and consistent caring approach to all children and families within the setting. Staff work closely with families to build a strong unit around the child. Staff are trained to level three in Childcare or above. We have a qualified Early Years Teacher leading the setting. All staff are paediatric first aid trained and attend additional training including but not limited to child protection, Special Educational Needs Coordinator, Positive behaviour management, communication & Language development, effective outdoor play.

Security

All Staff and volunteers are required to have an Enhanced Disclosure and Barring check to certify they are suitable to work with children. Visitors to the setting are required to sign in and abide by our safeguarding policies and will not be left unattended at any time. The setting is secured with key code access that can only be opened by staff. The Nursery grounds are enclosed and secure. The centre operates a 24 hour security guard system along with CCTV at access points.

Collection of Children

Parents will be asked to provide details of anyone who may drop off and collect your child. Parents must keep this list up to date notifying the nursery of any changes. Parents will be asked to use a password system for adults collecting children who are unfamiliar to nursery staff. We will NOT allow your child to leave nursery with an unfamiliar adult and will need to be informed if a different adult is picking up. The supervisor on duty would ring the parents in this instance to check the adult's identity and confirm they are happy for the child to leave with the adult. If



the parent cannot be contacted all emergency contacts will be attempted. If nobody can be contacted the setting will follow the uncollected child procedure.

Parental Partnership

We aim to support and work with parents as the first and most important educators in their child's life. As such, we encourage parents to be as actively involved in our nursery as much as they wish, and welcome the contributions of all parents in whatever forms these may take. You are welcomed to come in anytime. A staff member is available at the start and end of each child's session, to give the opportunity to discuss any current needs, and to ensure parents are kept fully informed of their child's daily activities. All written information and records relating to each child is kept in their individual learning profile on our online tracking system which parents have access to. We hope that parents will add contributions to keep staff up to date with the child's progress at home and evolving interests.

Located in the city centre we are in an ideal spot for any breast feeding or bottle feeding parents who would like to pop into the setting during their breaks to feed their child.

Celebrations

Celebrations and festivals form a huge part in our day to day lives and as a setting we will endeavour to encourage children to celebrate with their peers. Important family events such as weddings and babies will be celebrated along with festivals from all cultures. Parents are encouraged to share significant events and celebrations with staff and are welcome to come into the setting to help us celebrate.

Toileting and Nappy Care

We kindly ask that you provide Nappies, pull ups and wipes during your child's time with us. Should your child use any nappy creams we ask this to be provided in its original labelled packaging. When your child is ready for toilet training we are happy to work closely with you and your child, we have potty and training seats available and you are welcome to bring your own. We ask that spare clothes are provided for the child throughout the day and staff will regularly remind the child to use the toilet.

Clothing

Here at Nursery we like to get messy! We offer a variety of messy play activities for all ages, including painting, arts and crafts. Although we provide aprons we recommend your child wears clothing that will not cause upset should it get messy. We actively promote outdoor play with our children and operate a free flow system to the outside area, we therefore ask that children are provided with clothing that is appropriate for the weather. We ask that you provide waterproof tops and bottoms, warm jackets, coats and wellies during the colder months and a sunhat in the summer months. We would recommend labelling your child's clothes and having a spare set of clothes located within the nursery at all times.

Sleep and Rest Times

We work with the child and their family to fit into individual sleep and rest times. We have provision for all children to have rest or quiet time should they feel they need to.



Food/Snacks/Drinks

We believe all children should be offered a wide variety of nutritional foods and are encouraged to try new things, with an emphasis on healthy eating. Before each child starts at our setting we ask parents for information on dietary needs, preferences and any allergies. Meal times are a positive social event for the children, encouraging communication and language with peers.

Fresh water is available for children to independently access at all times. We offer a midmorning and an afternoon rolling snack in which the children actively participate by laying the table and cleaning away afterwards. Children are offered milk and water which they pour themselves, and a serving of each day's snack. We ensure that foods offered are of a good variety. We provide healthy and nutritional breakfast, lunch and dinner for the nursery children. A menu is available in the nursery. Meal costs are included in your daily fees.

Bottle Feeds are to be provided by the parents of the child in sterilised bottles. Bottle feeds will be given at times stated by the parents this will be recorded on the child's individual bottle feeds chart stating the amount given, the amount taken, the time and the member of staff. We have a steriliser within the setting to ensure all containers remain clean for young children.

Nursery Trips and Outings

When staffing ratios allow we regularly take children out on local outings such as the Castle Mall gardens and park, Norwich Castle and Norwich Cathedral, along with visits to shops and the library. Advanced notice will be given to parents and an outing information and consent form is given for larger trips which may involve an extra cost and parent volunteers.

Positive Behaviour Management

We encourage mutual respect, a happy environment to promote self-esteem and confidence within our children at the setting by using positive praise. As children develop and mature they begin to develop an ability to express their emotions in a positive and constructive way and our practitioners are here to help them to develop these skills. Adults within the setting will treat all children with respect allowing them the chance to express their feelings and tackling unacceptable behaviour in a calm manner focusing on the root causes behind this behaviour. Our approach helps children to understand their emotions and empathise with others. We have a designated positive behaviour officer to help support any child who is struggling to process and deal with their emotions.

Safeguarding

At Little Squirrels Play Forest the welfare of the child is paramount. We aim to provide a safe and secure enabling environment where children and their families feel protected and understand their rights. We understand that safeguarding can be an emotive subject for all involved and will work in partnership with parents, outside agencies and the child sensitively whilst ensuring confidentiality at all times. All staff are aware of our safeguarding policy, attend regular training and know how to raise any concerns. We have a safeguarding Lead practitioner and deputy on shift at all times to deal with any safeguarding concerns.



Planning, care, learning and development

Little Squirrels Play Forest implements and promotes the statutory guidance laid out in the Early Years Foundation Stage. We aim to provide an enabling environment based on children's current interests and learning through play. Every child is an individual active learner who will learn in differing ways. The child's key person will plan individual next steps for the child to help them develop in their areas of need.

- **Mini Mice - 3 months-18 months (Approximate)**

Staff provide a warm and loving home away from home environment where babies are nurtured, supported and their care needs met. Staff will work with the parents to provide the highest quality of care and to develop individual care routine that cater for the baby's needs. Babies will experience our sensory area, take part in sensory exploration and messy play alongside experiencing the outdoors. The focus of this area is to promote Physical development, Personal, Social and Emotional skills and Communication and Language. The baby's key person will continually feedback to parents individual next step planning.

- **Fun sized Foxes- 18 months - 3 years (Approximate)**

Fun sized Foxes are entering a huge development stage. Staff are here to support them in making brain connections and honing their skills. Entering a wonderful stage of development these inquisitive little foxes will be provided with a friendly and caring enabling environment to explore. Children will have access to sand and water play, small world play, sensory areas, story areas and creative outside space. Children will be supported in developing social skills, self-esteem and self-confidence, alongside giving them opportunities to develop their coordination. Our free flow play system allows children to learn at their own pace, develop negotiation skills and explore with messy play.

- **Wise Owls- 3-5 Years**

Children have exciting opportunities to explore their sense of wonder and work on their ability to understand the world. Using open ended resources, real life props and materials children can make sense of their everyday experiences by re-enacting what they learn and see. We let children's imagination run free enabling them to enhance their cooperating and team work skills with peers, develop their language and enable them to make better sense of the world around them. Adult led activities will be provided to introduce mathematical and descriptive language sparking an interest in the written word.

Singing, dancing and rhyming helps to develop their rhythmic and sequencing skills, pre writing muscles and an understanding of different ways of expressing emotions. Our outside space provides great opportunities for children to explore nature making great recipes in our mud kitchen.

Children are supported in becoming independent confident learners who are happy and have lots of fun learning through play.



Fees

Fees are payable one month in advance. Invoices are sent out at the beginning of each month on approximately the 5th of the month, with a payment due on the 19th of the month. We accept BACS, cash, cheques (made payable to Little Squirrels Play Forest Limited). We are happy to accept childcare voucher schemes and tax free childcare schemes; please provide the details of the scheme you wish to use prior to your start date which will allow us time to register.

There is no charge for the Nursery during periods of closure, such as bank holidays, Christmas and New Year.

Fees are outlined below:

Sessions	0-3 years old	3-5 years old
Morning or afternoon session only	£25.50	£22.50
Full day session	£51.00	£45.00

Please note food and snacks are provided within your session fee. Morning sessions include breakfast, lunch and snacks. Afternoon sessions include snacks and tea. Expressed breast milk and formula bottles should be provided by the parent.

Please contact us for more information regarding Ad-hoc childcare prices on enquiries@little-squirrels.com

Please note that your fees, payable one month in advance of the sessions, should be paid in full. No refund or credit will be provided should your session remain unused (sickness, holiday and no-shows, for example).

Early Years Funding

We are listed with Norfolk County Council as an approved provider to offer the Early Education Funding Entitlement. We offer Local Education Authority Funded places for children when they become eligible the term after they turn three years old. We also offer funded places for eligible two year olds. We claim this on the behalf of the parent and ask that all funding claim forms are filled out and returned to the Nursery by the deadline dates required.

We aim to provide parents with flexibility to ensure they receive their government funded hours. Government funded hours are entirely free of charge without condition. No top up fees will be charged for use of free funded hours, nor will a parent be required to take up additional hours alongside their entitlement.

Every child is eligible to a maximum of 15 funded hours per week for 38 weeks of the year applicable from the term after they turn 3 years old (570 hours per annum). Some two year olds are also eligible. Parents can spread these hours over a full year if they prefer. We will spread the hours to maximise the use of your child's hours to fit in with your needs, this will mean taking fewer funded hours per week over more weeks of the year.

Funded hours may be used to cover your sessions; a full day session is 10 funded hours with a morning or afternoon session using 5 funded hours.



Should you wish to increase your hours during a claim period please let us know as soon as possible. We will ask you to amend your parent claim form and we will submit this information to Norfolk County Council on your behalf to ensure you receive maximum funding.

Families are able to take up additional hours over and above their entitlement and these hours will be charged at the Nursery's current sessional or daily rate as laid out above. Your monthly invoice will clearly state your free of charge Early Education hours and those additional hours which will have a charge associated.

To find out more please visit: <https://www.norfolk.gov.uk/children-and-families/childcare-and-early-learning>

Deposit and Registration

Due to our waiting list we operate a deposit scheme which consists of £150.00 deposit which is required alongside the Parent Agreement within one week of notification of an available place. This deposit secures your child's place within the nursery. Your deposit will be returned to you in the following way:

£50.00 will be deducted from your first Nursery invoice, the remaining £100.00 will be returned to you at the end of your time at Nursery as long as your child starts nursery on their set date and all nursery fees are paid up to date.

Deferring your start date may result in the loss of £50.00 against your deposit, if the place continues to be deferred beyond one calendar month from the original start date you may lose the remaining £100 of your deposit and the place will be offered to the next child on the waiting list.

Families claiming Early Education funding hours only will be charged a £50.00 deposit ONLY to reserve their nursery place, this will be refunded to you once your funded entitlement commences.

Notice Period

Should you wish to leave the Nursery or decrease your days a written notice period of one month must be given.

We will work with Norfolk County Council to transfer upon request to another registered provider any remaining government funding.

Late Payments

We reserve the right to charge a 'late payment fee' of 10% of the total invoice amount per week or part thereof until the balance has been settled.

Parents will be sent a reminder letter informing them of their missed payment and late payment fee due. If the balance remains unsettled a further reminder letter will be sent. Sustained failure to settle any outstanding balances may be referred to Litigation. Failure to pay fees may result in your child's nursery place being given away to those on the waiting list.

Fee Review

Our fee rate will be reviewed annually in February with one month's written notice to parents of any changes made. Changes will take effect from 1st April.