



STANHOPE HOUSE DAY NURSERY LTD

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Thank you for your enquiry concerning Stanhope House Nursery.

The Nursery was established in 1975. It is registered by the Early Years OFSTED to take children aged between six weeks and five years. There are thirty-seven children in all, who are looked after by a Manager, qualified nursery practitioners which includes an Early years Professional and a cook and a cleaner.

The Nursery is owned by Ruth Ryan NNEB who started as manager at Stanhope in February 2005 and became owner in November 2017.

We aim to provide a happy and secure environment for the children in our care, with the help of a curriculum which is stimulating physically, intellectually, emotionally and socially. We pride ourselves on our capacity to respond to each child individually, according to his or her own needs and rate of development.

Location:

Stanhope Nursery is situated on Regent Road, about one hundred and fifteen metres from the junction with University Road. It is a converted Victorian building set in its own grounds and accessible from the front and rear. A high fence offers seclusion to the large garden, which is partly paved, partly lawn, and which houses permanent play equipment. We also maintain a good stock of bikes and other ride-on toys. At the rear of the Nursery (access from Princess Road East) there is a small car park which parents may use in order to drop off and pick up their children.

There are various security devices in operation including a biometric system on the front door. When children are playing in the garden both front and back gates can be locked. Prams may be stored during the day in the garage, which is kept permanently locked.

What we have to offer:

We provide the following refreshments during the day:

- Breakfast for children arriving before 9.00am.
- Mid-morning drink and snack of fresh fruit
- Balanced lunch
- Mid-afternoon drink and snack

All meals are cooked in our own kitchen and make full use of fresh fruit and vegetables. Our menu is devised on a four week basis and we cater for all dietary requirements. We provide, for example, a vegetarian as well as a non-vegetarian meal every day. We offer water and milk to drink. Sugary drinks and salt are avoided.

The following are regular events...

- We have weekly child Yoga sessions for children aged 2yrs 6mths upwards
- Regular visits from the Book Bus a local council initiative
- A hairdresser visits every 6 weeks
- Birthday and leaving parties: you provide the cake and we organise the party, with games, special party hats, etc.
- Regular cooking activities which the children which they can then take home
- Parents evening, you receive a detailed report on your child and you are able to discuss your child's progress, also to look around the nursery at leisure and view activities each room has to offer.
- Visits to the local fire station, police and ambulance when possible.

- Other visits to the museum, local parks etc
- Also we attend the theatre when possible at the De Montfort Hall and the Leicester University David Attenborough building Embrace Arts
- Many festivals, such as Diwali, Eid, Christmas, Chinese New Year, and Easter are celebrated; we welcome generous help offered by parents with particular details and customs concerning the festivals.
- Music, mime and movement sessions
- We will also update you on any extra events we may be holding throughout the year such our Easter or summer garden or our Christmas Extravaganzas.

As the children get older, our Early Years Professional helps to prepare them for school, liaising with the local schools and teachers and supporting their transition.

The general ethos we endeavour to maintain is as follows:

We pride ourselves on the high quality of care that we deliver.

We have a flexible approach and provide a family atmosphere.

Continuity and coherence of care are ensured by our excellent record in retaining staff.

Furthermore, the staff move around the Nursery rooms at the beginning of, and the end of, the day. This creates a friendly atmosphere as children and parents become acquainted with all the Nursery practitioners.

We do our best to make sure that all staff and children are fair to each other and to themselves, and that the Nursery is characterised by an atmosphere of mutual encouragement. This is helped by the relationships that we develop with the parents. When a child starts at the Nursery, parents are welcome to stay for as long as they feel necessary to help their child to settle in. This usually provides the basis for effective communication between staff and parents and we welcome warmly any input they care to offer.

Stanhope House Day Nursery wants what's best for all concerned, and hopes to make the first few years of your child's life as happy, secure and stimulating as possible, with lots of fun and laughter mixed in. We hope the information above is useful, but should you wish to know more, please contact:-

Ruth – Managing Director

Tel. (0116) 255 4277 or e-mail: stanhope114@outlook.com

www.stanhopenursery.co.uk

REGULATIONS

Preamble

Stanhope House Day Nursery Limited is an independent limited company run by owner Ruth Ryan NNEB. Ruth was manager at Stanhope from February 2005 and subsequently became the owner in November 2017.

The number of places is limited by OFSTED regulations, and the staffing levels are fixed accordingly. The costs which are involved in running the Nursery are not significantly reduced by the occasional absence of a particular child - the building has to be heated, the staff paid and equipment maintained in any event. The Regulations are thereof framed so that fees are charged "per place" rather than per attendance, in the interests of fairness and to keep them to a minimum possible.

1 Times of Attendance

(a) Sessions

The Nursery is open Monday to Friday inclusive offering the following sessions

Full Time

Part-time – 2, 3, 4 days

Morning or afternoon sessions

Opening times - Monday to Friday 8.15 am - 5.45 pm

CHILDREN MUST NOT BE BROUGHT TO THE NURSERY BEFORE 8.15AM, AND MUST BE COLLECTED BY THE END OF THE APPROPRIATE SESSION. LATE COLLECTERS WILL BE LIABLE TO SURCHARGE AS FOLLOWS:

Fine charges	5 minutes	10 minutes	15 minutes	Over 15 minutes
	£10.00	£20.00	£30.00	£50.00

(b) Times of arrival and departure

Nursery must be informed if a child will be arriving after 10.00am in order for staff to plan activities in the morning. Children may be collected before the end of the session though no credit will be allowed against fees for reduced attendance. The Management must be informed of when, and by whom, each child will be collected. (See application form) No unauthorised person will be allowed to take a child off the Nursery premises. The parent/guardian must inform the nursery immediately if someone other than the authorised person is collecting their child, and provide a password and description of the person collecting. If possible, a prior introduction to them would be advisable.

The Management must be informed, where possible, if a parent or guardian is expected to be late collecting their child/ren. The Nursery will telephone the parent/guardian if a message has not been left. If they are unable to reach the parent/guardian the emergency numbers on the application form will be used. In the event that the person in charge is unable to reach anyone then the Social Services will be called.

At the end of the day two members of staff will wait with the child/ren on Nursery premises until they are collected.

2 Nursery Places

Nursery places are only usually available on the basis of full days per week and part-time sessions per week, (if there are odd days not filled after the registers have been completed then we will take children for less than 3 days) they must be paid for in full, irrespective of whether or not they are all used. Where children are absent due to sickness or holiday, payment is still due as normal. This allows us to keep your place secure for your return.

Places will not be held beyond the commencement date offered by the Nursery unless the place has been accepted and payment in full is made from that date, irrespective of whether or not the place is immediately used. If any parent refuses to accept two offers of places their name will be removed from the waiting list.

Once accepted, a place will continue to be made available, and must be paid for, until notice is given under Regulation 4 below.

The Nursery will be closed for one week at Christmas and four days at Easter, and no fees will be payable in respect of such days. The Nursery is also closed on any other statutory public holiday, but fees continue to be due for those days.

3 Fees and Methods of Payment

(a) Fees are charged per day and or per week as fixed from time to time by the Director. Fees are due on the 1st of the month and are calculated as follows; for full time - 1 week's fees x 50 weeks the nursery is open divided by 12 months. Daily fees – e.g. 3 days x 50 weeks and divided by 12. This gives an average monthly payment.

Children entitled to the FEEE grant will have the amount deducted from their monthly bills for the terms applicable.

Fees include a milk drink and snack in the morning, lunch and a light snack during the afternoon session. Breakfast is available on request, if a child arrives before 9.00am.

(b) There is a 10% discount on fees for a second child using the Nursery. Full fees will be charged for the second child when the first child leaves the Nursery.

(c) Fees are subject to review and may be increased at one month's notice, although it is hoped that there will only be one increase per year with effect from the 1st October.

(d) Fees are payable monthly in advance, and are billed in writing at the end of the preceding month.

Payments can be made by cheque payable to 'Stanhope House Day Nursery Ltd.' Or online - bank details will be on the bill.

We also take child care vouchers or parents can apply for Tax-Free childcare from the Government who will pay £2.00 for every £8.00 you pay your childcare provider and is accessed by an online account.

(e) If any cheque in respect of fees is not honoured upon first presentation, an administration charge of £5.00 will be made, together with any additional bank charges incurred.

(f) Children from 3 years old will be eligible for Universal 15 hours FEEE Grant.

(g) The nursery accepts eligible 2yr old children for the FEEE grant if they meet the criteria

4 Notice of Withdrawal/change of sessions

Not less than 4 weeks' notice in writing to the Manager of the withdrawal of a child is required, and fees shall remain payable in respect of the place for a period of 4 weeks from that date when such notice is given, irrespective of whether or not the child is withdrawn prior to the expiration of that period. The deposit held by the Nursery may be set against any liability for such fees.

4 weeks' notice of change of sessions, either increase or decrease is required in writing.

5 Reservations

A non-refundable fee of £20 must accompany your completed application in order to be added to the waiting list. Early application is advisable. A deposit of 2 weeks' fees as appropriate to the sessions offered in respect of each child is required upon acceptance of a Nursery place. The deposit is deducted from the final fee payment, provided always that such fees are paid to the end of the period specified in Regulation 4 above. Once a place has been accepted, Regulation 2 applies.

6 Equipment

a) Milk Feeds

Milk feeds for babies must be provided by the parents. No credit against fees will be allowed for any child not taking Nursery lunch or other refreshments.

b) Clothing

Children should be suitably dressed. If a child comes to Nursery in Wellington boots, indoor shoes should also be brought. Children needing nappies should bring an adequate supply of nappies together with a suitable waterproof bag (NB we do not use polythene carrier bags. the nursery does have waterproof bags for sale if required) for their return if disposable nappies are not used. ALL articles of clothing should be marked with the child's name. A full set of spare clothes should be provided in case of accidents.

c) Towels

Under 3's must bring a clean face flannel and small towel, marked with his/her name at the start of each week.

7 Liability

No liability is accepted by the Nursery or any members of its staff for personal property brought into the Nursery. Any person using the Nursery car park does so at his/her own risk as loss of or damage to any vehicle or other property driven or left thereon.

8 Illness

Children MUST NOT be brought to the Nursery when they are unwell. Parents must notify the Manager immediately in the event of a child contracting or having been in close contact with any infectious disease (including measles, rubella, chicken pox and whooping cough) No child with an infectious disease may be brought into the Nursery. If a child has diarrhoea and sickness they may not attend Nursery for at least 48 hours. A child who is, or who appears to be unwell may be refused admission at the Manager's discretion. In the event of the Manager suggesting that a child should not return to the Nursery until after a certain period, that child will not be re-admitted prior to the end of that period without a written note from a medical practitioner that the child is well enough to attend Nursery. It is the policy of the Nursery to administer prescribed medicines only.

9 Access to Information

Access to all written documents pertaining to their own child/ren is open to parents at all times.

10 Registration

The Nursery is registered under The Children Act of 1989 and is inspected by OFSTED to the National Standards for Under Eight's Day Care.

OFSTED registered number EY28247.

Nursery Policy Documents

All policy documents are available for inspection on request:-

Our Notice board in the entrance corridor provides up to date information on our current appointed persons in the nursery and other important 'need-to-know' information for parent

11 Complaints Procedure and OFSTED Child Care Inspection

Any complaints regarding the Nursery or its staff should be discussed with the Manager. If the complaint is about the Manager then the Director must be informed in writing. A record of complaints will be maintained. Appropriate and prompt action is taken on any concerns raised and complaints investigated. Complainants will be notified of the outcome within 28 days.

OFSTED Child Care Inspector (telephone number and address as in Item 12) can be contacted if the complaint is not handled satisfactorily.

The Child Care Inspector will 'inspect' (no notice is given) the Nursery every two years or as is required by the registration legislation. This will consist of a systematic scrutiny and discussions as to the premises and care policies and practices.

The Full Report is available to all parents and can be viewed through our link to OFSTED on our website – www.stanhopenursery.co.uk

12 OFSTED contact details

Telephone numbers:

Complaints – 0300 123 4666

General Helpline – 0300 123 1231

Website – www.ofsted.gov.uk

13 Car Parking

There is a small car park at the rear of the Nursery; spaces are usually available for the use of parents delivering or collecting children. It must not be used for parking of cars for any longer period than is necessary for that purpose.

14 General

- (a) Acceptance of a place at the Nursery implies acceptance of these Regulations as varied from time to time by the Director.
- (b) The Manager has the authority in all day to day matters concerning the Nursery. Any appeal or grievance in respect of any decision of the Manager should be made in writing to the Director.
- (c) Parents who fail to comply with these Regulations, or any other reasonable instruction given to them by the Management may be asked to withdraw their child/ren from the Nursery, and no further places will be allocated to them.

In all matters the decision of the Director is final.