



Welcome to Ambourne House Day Nursery

233 Gloucester Road Patchway, South Gloucestershire, BS34 6ND
tel: 01454 615352 email: ambournehouse@ic24.net web: www.ahdn.co.uk

Est. 1991

Introduction

Ambourne House is a small family run nursery, located in South Gloucestershire and very close to Bristol. We have been providing high quality childcare since 1991 and have established an enviable reputation as a warm and welcoming nursery, where the emphasis has always been placed upon the security, happiness, education and individual needs of each child. We are proud of the recommendations given by our current parents, views that can be echoed back over the years from the generations of families that have passed through our doors.

We provide a safe environment where children can explore, experiment, plan and make decisions for themselves. Our ethos has always been to promote a loving, caring and totally inclusive environment that nurtures children's unique qualities and potential, thus empowering them to become lifelong learners.

We offer set full or part-time sessions for children aged 3 months to five years, although try to be as flexible as possible to best meet the needs of your family. The nursery opens at 7.30am and closes at 6.00pm. We open during school holidays; however, we close for Bank Holidays and have an extended break at Christmas, for which **no fee** is payable.

The nursery had an Ofsted inspection in February 2017 and we were delighted to receive a good rating, which Ofsted states that "Staff organise a wide range of exciting experiences across all areas of learning, which support children's interests and style of learning to help them achieve well. Children are keen to learn and make good progress from their starting points".

We would very much welcome the opportunity to show you and your family all that we have to offer and for you to see for yourself why our nursery is a very special place. If you would like any further information or would like to visit the nursery, please contact our nursery manager, Lorraine Doyle.

"Children are happy and motivated to play and explore, because staff provide a range of purposeful activities that capture children's interests and effectively support their learning in all areas",

"Staff give high priority to promoting secure attachments and enhancing children's emotional development"

"Children have good self-esteem. They show pride in their achievements, such as sharing the books they have made with others. Children enjoy helping, such as having responsibility for passing out the bowls for snacks. Staff work closely with parents to meet children's care needs successfully".

Ofsted 2017

Communication

We strongly believe that a trusting and mutually respectful relationship between parents and ourselves is crucially important to a child's well-being and development. We work closely in all matters pertaining to a child's individual needs/learning, and feel that parents play a key role in all aspects of the care and education we provide. We share ongoing information via our website, emails, newsletters, parent notice boards, questionnaires, regular individual reviews and daily contact. We always welcome suggestions and comments from parents.

We know how upsetting it can be for parents and their children when they are first separated and we aim to make the transition as easy as possible. We offer tailor-made settling visits to suit you and your child's needs and we recommend that your child becomes familiar with the nursery prior to commencement. We offer an initial meeting, where information can be shared and arrangements made for admission.

When your child commences nursery we will require from you various pieces of information, which will be confidential to the nursery and kept in either a locked filing cabinet or password protected on our computer, in accordance with Data Protection procedures. You will be given a 'Parent Pack', which contains relevant policies and information to help you understand how the nursery operates. All this shared information will help us to work in partnership with you to provide the very best care and learning for your child.

Our Team

Our team is at the cornerstone of all that we do and we pride ourselves on the quality and experience our practitioners have. All of our staff are carefully selected to provide the highest standards of care and education for your child. All personnel undergo DBS criminal record checks and are never left unattended with children until received.

Our management team have over 30 years' experience within the childcare sector. Our manager Lorraine is a qualified Montessori Teacher, Forest School Leader and holds a BA Hons degree in Education and Professional Practice.

Each section has a Team Leader who hold either a Level 3 or a level 5 qualification. Any staff that hold a Level 2 qualification are always encouraged to work towards a Level 3. Training courses are provided that are suitable to individual requirements. Monthly staff meetings are held, which enable staff to share ideas and plan and review the care and learning provided.

We operate a key person system, whereby your child will be confident with his/her assigned member of staff who will also be your point of contact and responsible for all aspects of your child's care, learning, development and records.

For children aged 0-2, the staff ratio is 1:3; for children aged 2-3 the ratio is 1:4; and for children aged 3-5 the ratio is 1:8.

The Learning Environment

The nursery is divided into three sections where the children are grouped appropriately, according to age and ability. The Baby Unit and Toddler Room are located on the ground floor and the Pre-school is located on the upper floor.

In all sections, environments are designed to create a feeling of homeliness and foster a sense of belonging, whilst offering stimulating and challenging spaces for children to use flexibly. Equipment, toys and furniture have been chosen to suit the needs of the developing child.

Babies

In the Baby Unit, younger babies are cared for by qualified members of staff in their own quiet, yet stimulating room. There, they receive the individual attention, re-assurance and continuity that babies need to feel safe and secure. Staff nurture babies as they explore their new world, responding sensitively and quickly to individual needs. We offer

a wide range of stimulating toys and activities and a safe environment for babies as they start to crawl and walk. Older babies are given the opportunity to integrate with toddlers in order to make a smooth transition from one section to another. At all times we work closely with parents regarding each baby's routine.

Toddlers

The Toddler Room is an exciting place for exploring! It has been specially designed with toys and equipment that support and promote children's rapidly developing skills and physical abilities, across all areas of learning with a Montessori inspired ethos. Within this environment, staff support children's social skills as they learn about themselves, others and the world in which they live. They also encourage their growing independence and learning in preparation for their further adventures into the Pre-School.

Pre-School

Our Pre-School offers a challenging and stimulating environment, which enables children to become confident, successful and independent learners who have high self-esteem and are fully prepared for school. Two large playrooms have been carefully planned, to cover all areas of learning, according to the developmental needs of the children, whilst a smaller room offers children a quieter small group environment. Staff utilize and enhance these areas and associated resources to empower children to think for themselves, solve problems, work with others and gain an increasing understanding of the world and how it works.

Outdoor Play

We strongly believe in the importance of physical exercise and outdoor play! We have two large gardens to the rear of the property and to us they are additional areas, which offer endless opportunities for children to explore nature, enjoy planting, continue learning and have fun! We are very aware of the dangers of over exposure to the sun, therefore, you will be asked to sign a form giving us permission to apply sun cream to your child. We also ask you to supply a sun hat to keep at nursery during the summer months.

Learning & Development

We believe that young children are social beings and that they are competent learners from birth. We feel that learning is a shared process that parents and families are central to the well being of the child and relationships with other people (both adults and children) are of crucial importance. Children learn most effectively when, with the support of knowledgeable and trusted adults, they are actively involved and interested. They learn to be independent by having someone they can depend on.

All children at our Nursery follow The Early Years Foundation Stage - a framework created by the Department for Education, to support children's development and learning from birth to age five. The EYFS consists of four themes and overarching principles, which if starting with the Unique Child and adding Positive Relationships and Enabling Environments, will lead to Learning & Development as follows:

Within the EYFS there are seven areas of learning and development that shape our educational programme. Three of these are referred to as the Prime Areas and four are referred to as the Specific Areas. Although they are all important and inter-connected, the three Prime Areas, are particularly crucial for igniting children's curiosity and interest for learning and for building their capacity to learn, form relationships and thrive. We therefore focus strongly on the three Prime Areas when working with our youngest children. However, as children grow in confidence and ability within the three Prime Areas, we place a more equal focus on all the areas of learning.

Healthy Eating/Mealtimes

We value diversity of cultural and religious views towards food and are sympathetic to all medical needs. We are therefore happy to cater for individual dietary requirements. We have always been committed to a healthy eating philosophy and promote this with children at all times. We offer a mid-morning/afternoon snack, which comprises of milk/water and fresh fruit. However, fresh drinking water is available throughout the day. Meals are provided daily by our in house chef. No artificial additives or salt are used and our menus offer a healthy and balanced diet suitable for young children, which exceed government standards. Menus, which are on a four-week cycle, are changed seasonally.

Standards & Policies

Health & Safety

We firmly believe that the safety of the children is paramount. The Health & Safety at Work Act 1974 imposes certain obligations and we fully accept our obligations under the Act. We have all the necessary policies, procedures and systems in place regarding Health & Safety and regularly consult with a specialist advisor. We also have CCTV cameras throughout the building to ensure the safety and security of the children whilst they are on the premises. Fire drills are carried out every month. All staff are qualified First Aiders.

Equalities & Inclusion Policy

This policy shows how, at Ambourne House we are totally committed to offering a fully inclusive environment, where everyone is treated with individual and equal concern. We aim to remove 'barriers', thus enabling equal access to all. We value all children, parents and staff regardless of disability, class, colour, culture, ethnic origin, language, family status, gender, means or religious beliefs.

We welcome children with additional needs and disabilities and follow the guidelines as laid out in the 'Special Educational Needs & Disability' (SEND) Code of Practice. Staff promote inclusion in a positive way, creating a happy atmosphere for all children, who benefit from integration and learn a great deal from each other.

Behaviour Management Policy

This policy shows how staff always promote and praise positive behaviour. They are always consistent when handling behaviour and act as positive role models. They encourage self-discipline, consideration and respect for others and the environment.

Safeguarding Children Policy

This policy explains how our prime responsibility is the welfare and well being of all children in our care and that we have a fundamental duty to act quickly and responsibly, following appropriate procedures, in any instance that may come to our attention

Terms & Conditions

To enable us to provide and maintain the highest standards of care, we require all parents to be aware of and abide by the following Terms & Conditions. Along with your Registration/Enrolment forms, these Terms & Conditions form your contract with Ambourne House Ltd. Where possible the Registration Form should be signed by both parents. It is imperative that you complete your Enrolment Form and sign the Permission Form following your child's first settling in visit and it is extremely important that you **inform us immediately** of any alterations to telephone numbers, contact details etc, as they occur.

1. Payment of fees

Nursery fees are payable monthly in advance and are due on or before the **first** session of each calendar month. Fees can be paid by using childcare vouchers, card payments, cheques, cash or BACS transfers.

2. Late payment of fees

Late payment will incur a charge of 10%. We also reserve the right to terminate your child's place or refuse admittance. All fees should be paid in advance for the month.

3. Holidays

A retainer of half the normal fee is payable for holidays when we are open. Holidays must be booked, in writing, at least **4 weeks** in advance to qualify for half rate fees. **No fee is payable** when we are closed, such as Christmas time and Bank Holidays.

4. Refund for non attendance

If your child is absent due to illness or if the nursery closes due to 'acts of god', infectious diseases, pandemics, environmental or other factors (such as snow/fire/flooding) beyond our control we will be unable to refund your fees.

5. Fee changes

We reserve the right to review the fees twice a year, when adequate notice will be given of any change in fees.

6. Notice of termination/changes

A minimum of one calendar month's written notice or a month's fees in lieu of notice is required when you wish to terminate your child's place or make permanent changes to your regular booking pattern.

7. Registration Fee/Deposit

The registration fee is £60 and there is a deposit of £50 for any sessions that incur a charge. However, the deposit is refundable when a child leaves, provided all fee payments are up to date and the correct notice period is given.

8. Special Requirements

All food and drink is provided after the weaning stage but prior to this parents are expected to provide formula milk and bottles suitable to their baby's individual requirements. We sterilise all equipment and make up your child's bottles daily. Parents are also expected to provide nappies until their child is toilet trained.

9. Lost Dress/property

As children will be participating in messy activities, appropriate clothes should be worn and parents are advised to bring a change of clothing. We ask that all clothing be clearly labelled as although we make every effort to return items, in a busy nursery, unnamed clothes can cause confusion. We request that your child does not bring toys to nursery as they can become misplaced or put away with our own equipment. Unless we have acted negligently, Ambourne House does not accept any responsibility for the loss of property in the nursery.

10.Safeguarding Children

Ambourne House is regulated by Ofsted and inspected under the 2006 Childcare Act. It is therefore a requirement of our registration to respond and report suspected instances of child abuse or neglect in accordance with government regulation and with the support of the local area safe guarding children's team.

11.Sickness

We will contact you should your child become unwell and would expect you to come and collect him/her immediately. Without exception, sick or unwell children will not be accepted into the nursery, as we endeavour to be a safe and healthy environment for all. It would be appreciated if you would telephone us if your child is unwell and will not be attending nursery. (Please refer to our Sickness Policy.) Environmental Health Department procedures state that a child should stay at home for 48 hours after all symptoms have ceased following sickness and diarrhoea.

It is the policy of our nursery that we do not administer medicines to children in our care. Children on long-term medication will be considered individually and in those circumstances systems are in place for administering the medication. We will be happy to discuss with you any medical needs your child may have.

12.Collection of children

Children should be dropped off and collected at their specified times to ensure that our staffing levels are not compromised. We appreciate that occasionally, due to circumstances out of your control, late collection may occur and to this end we do not charge for this, although we reserve the right to charge you if late collection persists. It is the policy of this nursery that your child can only be collected by authorised contacts. Therefore, your child will not be released to any other person without prior notice. Members of staff are required to check with management any person with whom they are not familiar. In the event of a child not being collected, all emergency telephone numbers will be tried. If after trying for a reasonable length of time, we are still unsuccessful, contact will be made with Social Services.

11. Other

Terms & Conditions are subject to change in whole or part, where adequate notice will be given.

Ambourne House will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of its obligations due to any event outside its reasonable control including 'acts of god', fire, flood, snow, infectious diseases or pandemics.

We reserve the right to terminate a child's place with immediate effect if a serious breach of these Terms & Conditions occurs.

Admissions

It is our intention to make our setting accessible to children and families from all sections of the local community through open, fair and clear communication. We ensure that all family members and other carers associated to each child are made to feel welcome. We always pay regard to our Equalities policy when managing admissions and advertise in places accessible to all sections of the community. We also monitor the gender and ethnic background of children joining the nursery to ensure that we continue to be representative of social diversity. When managing admissions, priority is given to existing children and siblings. Consideration, where possible, is given to children with additional needs. Other children are offered places in chronological order.

Additional Information

Free Early Education Entitlement

We are registered with the Government's Free Early Education Entitlement for 3 and 4 year olds. Children become eligible for this free entitlement the term after their 3rd birthday and continue to receive it until they leave us to attend school. Under the scheme, children are entitled to 15 hours universal and possibly an extended 15 hours. As your child approaches the eligible age we will furnish you with all relevant information and paperwork. At that time you may choose to select the sessions for your child to attend. To check your eligibility please log on to: www.childcarechoices.gov.uk

We are also registered to deliver funding for 2 year olds and the entitlement of 15 hours is the same as for 3 and 4 year olds, although this government funding is more limited and therefore only applies to any family who has a household income of up to £16,190 including claiming Working Tax Credit. If you would like any more information on this, would like to check your eligibility or make an application, please contact the Local Authority on 01454 868008 or go to www.southglos.gov.uk/childcare.

Government Childcare Vouchers

Childcare vouchers is a scheme that is supported by the government, which enables parents to pay for their childcare in vouchers provided by their employers. By using vouchers parents can save on tax and NI contributions. We accept vouchers from all the major and local suppliers, including Accor, Busy Bees, Care4, Sodexo, Kiddi Vouchers, All Save, Imagine/Mid Counties Co-op, Fideli and South Glos Council. Please ask your employer about which childcare voucher scheme they use. More information can be found at www.direct.gov.uk/childcare

Child Tax & Working Tax Credit

Child Tax Credit is an allowance based on the parents or carers income for children who are still in full-time education. It is paid in addition to child benefit and many families are eligible for this tax credit. For more information and to find out if you are eligible for Tax Credits contact the Tax Credit helpline on 0845 300 3900 or go www.taxcredits.inlandrevenue.gov.uk

Tax Free Childcare

Ambourne House is also signed up to the new government scheme for Tax Free Childcare. All details can be found on www.childcarechoices.gov.uk

Fees 2018 – 2019

Session Options

SESSIONS	TIMES	OVER 2	UNDER 2
Full Day Mon – Fri with lunch & tea	8.00 – 5.45	251.17 (50.34 p/d)	262.80 (52.56 p/d)
Full Day with lunch and tea	8.00 – 5.45	54.00	59.00
School Day Mon – Fri with lunch	8.30 – 3.30	221.80 (44.36 p/d)	223.50 (44.70 p/d)
School Day with lunch	8.00 – 3.30	48.00	50.00
Morning session with lunch (Full Week)	8.00 – 1.00	35.00 (32.00)	36.80 (34.80)
Afternoon session with tea	1.00 – 6.00	35.00	36.80
Breakfast Club	7.30 – 8.00	5.00/2.50*	5.00/2.50
Closing session	5.45 – 6.00	2.50	2.50
9.00- 12.00 or 1.00 – 4.00 (only for those currently attending)		20.00	21.00
Extras			
Extra hour		7.75	7.85
Lunch		4.50	4.50
Tea		4.50	4.50
Snack – cost is per session		1.00	1.00
Extra Curriculum Activities – monthly charge		5.00	5.00

*FD – Full Day rate for breakfast is £2.50

Prices listed are effective from 01/09/2018

Useful Information

The registration fee is £60 and there is a deposit of £50 for any sessions that incur a charge. However, the deposit is refundable when a child leaves, provided all payments are up to date and the correct notice is given.

Nursery fees are paid monthly in advance and are due on the **first** session of each month.

Where possible, flexibility regarding session changes is always given, depending on staffing levels and availability. However, **4 weeks written notice** must be given if permanent changes to sessions are required or if a child is to leave the nursery.

A **half price discount** is given for **all** holidays, provided **4 weeks written notice** is given. If the appropriate notice is not given and for all other absences such as sickness, normal charges still apply.

Fees are not charged when the nursery closes for Bank Holidays and for a week at Christmas