



DnD Childcare Prospectus 2016/2017

DnD Childcare
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A Warm Welcome

Thank you for taking the time to read through our prospectus. We hope all the information you require is found within these pages.

About Us

Following a childcare career in excess of 20 years Deborah expanded her child minding business with the employment of Danielle. Waiting lists and a drive to provide quality childcare to the local area resulted in DnD Childcare opening on Beech Avenue in November 2009 by Deborah Casanova and daughter in law Danielle.

Keen to keep a welcoming family feeling to the nursery environment, all staff, children and their families are treated like family, the office door is always open for those who wish to come and talk to us and we promise to always be honest with you.

Over the years we have been trusted by hundreds of families to care for their children. We encourage them to explore, learn and have lots of fun. Most of all we enjoy letting them be little.

Company Aim

To become the childcare provider of choice in Taverham by providing care for children of all ages ensuring every child has an equal opportunity to learn, be creative, play and grow. Having a highly competent team that can care for the individual needs of every child and that all children feel happy, relaxed and safe.

Deborah Casanova

Admissions

DnD Childcare's intention is for our setting to be accessible to children and families from all sections of the local community.

We ensure that the existence of the nursery is widely advertised in places accessible to all sections of the community. We advertised through the local sure start centre, Norfolk children services website, daynurseries.co.uk and our website www.dndchildcare.co.uk.

No more than 26 children may attend at any one point.

Children can be admitted into the setting from 3 months of age dependant on the availability of space within the setting.

A child can remain with us until they start school full time. By law, children must start statutory education full-time at the beginning of the term following their fifth birthday.

We welcome children regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English.

Closures

We are open 5 days a week, 51 weeks a year. Closed on Bank holidays and the week between Christmas and New Year, you are not charged for the Christmas closure week. (Bank holidays are still charged). You will still be charged for non-attendance due to illness/holiday.

Session Admissions

Children are expected to attend a minimum of 2 half sessions or 1 full day session per week. Less than this does not give enough continuity for a child to settle adequately within the setting. Only in exceptional circumstances will we admit a child for only one half day session per week.

Charging

Application & Deposit

If you decide that you would like a place for your child at DnD Childcare you will need to complete an application form. You will also be required to put down a deposit. The deposit is calculated at a weeks' worth of your childcare costs. For example if your child will be attending 3 full day sessions your deposit will be 3 full days costing. This deposit is returned to you via BACS after your child finishes their final session with us. If you're securing a space for 6 months or more in advance you will be required to put down a month's deposit. Again this deposit will be returned to you via BACS on finishing their final session with us. The deposit is not refundable in the event that you do not attend the setting after having put down your deposit.

Notice period

To make any changes to your contracted sessions 4 weeks' notice is required in writing. Leaver forms are found in the entrance hallway, we ask you complete one if you are providing notice to leave the setting.

Accepted Payment Methods

DnD accepts, standing orders. Late fees will be accepted in cash. Payments are to be made weekly or monthly in advance. Whichever you have agreed to in your childcare agreement contract.

Late collection

If you fail to collect your child at the agreed time the parent will be subject to charges. Late collection fees is £10 per 15 minutes before 6:00pm and £15 per 15 minutes after 6:00pm.

Late Payments

In accordance with your childcare contract and the terms and conditions there will be a £5 charge per day for late payments

Early Education Entitlement Policy

Early Education Entitlement

DnD Childcare is listed with Norfolk County Council as an approved provider to offer Early years entitlement for 2 and/or 3 and 4 year olds, and has agreed to meet the conditions of the current Early Education and Childcare Statutory Guidance for Local Authorities. This funding entitlement is available for all 3 and 4 year old children the term following their 3rd birthday. This funding can be used at DnD Childcare. You will be approached by management at the end of the previous term to find out if you would like DnD Childcare to access the funding to use with us. If you do we will complete the paperwork on your behalf then run through it with you before making a claim.

The funding entitlement for 2 year olds is not a universal offer. It is down to the parent/family to check whether they are eligible by contacting the Family Information Service or going online

http://www.norfolk.gov.uk/childrens_services/family_information_and_childcare/free_childcare_and_learning/two-year-old_free_childcare/index.htm

Entitlement

The funding entitlement is advertised at 15 hours a week over a minimum of 2 days, 570 hours a year over no fewer than 38 weeks.

Standards

No session to be longer than 10 hours
No session to be shorter than 2.5 hours
Not before 7am or after 7pm

Minimum requirement

3 hours a day over 5 days of the week
5 hours per day over 3 days of the week

Stretched offer

As DnD Childcare is a private full time day care setting opening 51 weeks a year we use the Stretched offer which enables the child's entitlement to be stretched by taking fewer hours a week over more weeks a year. They still receive their maximum total entitlement according to the above standards.

Early Education entitlement charging

You will be charged for the remaining childcare costs over and above the funding entitlement.

The early entitlement is applied for termly. Your childcare agreement will therefore change on a termly basis as the fees will alter from one term to the next. This is because each term the total hours we can claim changes. The amount of weeks in each term also differs.

Our Rooms

We can accommodate up to 26 children at any one time, of which no more than 9 can occupy our 0-2 room.

Starfish – This room is equipped for up to nine 0-2 year olds. Ratio of 1;3. This room is equipped for sleeping, eating, playing. This room focuses on the primary area's of development then branching out into the specific areas, and preparing the children for the transition up to the next room.

Jellyfish & Sharks – These rooms are a free flow set up for our 2+ year olds. Between the rooms there is space for eating, sleeping, and playing. The rooms have a wide selection of resources to promote all areas of development. IT, literacy, mathematics, art, messy play, home corner, small world. Jellyfish ratio 1:4, Shark ratio 1:7.

All children have access to the garden daily, appropriate clothing and risk assessment permitting.

Settling in

Starting nursery can be a daunting prospect for both children and their parents. Here at DnD Childcare we try to make the transition a positive and calm one.

Before your child/children officially starts here we offer settling in sessions. These sessions for example can be for anywhere between 2 - 5 hours. You can increase the hours of each settling in session you book in if you wish or keep them the same. These sessions can be arranged with Debbie, Danielle or Sarah we try to be as flexible as possible according to space within the setting.

The settling in sessions offer the child/children and staff time to get to know each other before the official start day. We recommend settling in sessions are done no further in advance than 4 weeks before the start date. These sessions are charged. Settling in sessions give the child an introduction to the routines we have, to make new friends, and familiarise with staff and the environment.

We understand that when you leave your child they as well as you may be upset. We do find that it is easier for the child to settle quicker if the transition from parent/guardian to DnD Childcare is done positively. We normally ask that you take your child to their peg, put their belongings there and then say goodbye where they will then be taken to play. This will soon become routine for them and they happily accept the process.

You are more than welcome to ring and enquire as to how they are getting on and you will receive verbal feedback upon collection. If there was any cause for concern on our part we would not hesitate to contact you.

Key Person Role

Each child is allocated a key person, when they start here at DnD Childcare. During the settling in process the room leader will ensure that your child's needs are being met and that they are having a fun productive time.

As a parent/carer you will be informed as to who your child's key person is. We have displays in the children's rooms with photos of staff members and the children, so you have a visual reminder of who your child's key person is. They are your first point of contact regarding your child's developmental progress.

The role of the key person is to help ensure that every child's care is tailored to meet their individual needs. The key person engages with parents to seek support and to support parents/carers in guiding their child's development at home. They also help families engage with more specialist support if appropriate. Their role is also to help the child become familiar with the setting and to build up a relationship

with parents consisting of honesty and information sharing to give better opportunities for the child.

The key person is responsible for caring for your child's intimate hygiene requirements such as nappy changing and potty training where possible and any other personal and sensitive requirements that they may have. The key person is also responsible for the child's learning story, carrying out statutory assessments and conversing with the parent's for up to date information, interests and next steps that can hopefully be shared at home and at nursery.

Partnership with parents

No one knows your child better than you, and for this reason we ask you lots of questions to help us become familiar with the type of little person your child is.

When a child starts at DnD Childcare you are asked to complete a 'starting points' document and an 'All about me' document. These provide us with the first pieces of information about your little one these are used to start your child's learning story. Our learning stories document your child's time with us at DnD Childcare, tracking their development, saving artwork and photos.

We invite parents to attend their child's 2 year progress check with a member of management and your child's key person. This is another opportunity to share information between us and continue working together.

We ask you to send in or email across photos and written notes about the adventures your little ones get up to away from nursery for example, holidays, taking first steps, new additions to your family. There is further opportunity to do this when your child's learning story goes home during certain weeks over the year.

Your Child's learning story will go home at points during the year to enable you to look through together and to add information, photos and pictures. This helps the key person with future planning and allows your child to share their home life with their friends and staff.

We share with you our nursery bears Ted and Tula. Each bear has its own diary and visits the homes of our families for adventures and sleepovers!

You have access to our Story sack library. Feel free to take one home and share with the family; they include a story, props and activities, and some guidance on how to use the resources within it.

Safeguarding

DnD Childcare follow the Norfolk County Council's Safeguarding in early years and childcare guidance for early years and childcare settings in Norfolk

All staff while at DnD Childcare have training specifically for safeguarding children through Norfolk County Council's Early years training team. This is updated every three years. Any changes to safeguarding are cascaded through the setting to ensure that everyone is up to date at all times. We has a Safeguarding Lead Practitioner (SLP) on site during our opening hours.

To promote positive outcomes for all children, we are committed to building open and supportive professional relationships with families.

In addition to statutory guidance here at DnD we have a password system and family identity folder. This folder contains the photographs of those people who are able to collect your child from the setting on your behalf when you have informed us of a change in collection.

Everyone working with children has a 'duty of care' to keep children safe and protect them from harm. This means that all adults have a duty to report child protection or welfare concerns to Children's services or the police.

Our safeguarding policy gives clear instruction to staff, volunteers, visitors and parents regarding our duty to safeguard and promote the welfare of children in our care. It also covers Whistle-blowing, and the referral process.

Staff

DnD Childcare follows all the statutory requirements for employment and staffing as set out in the Statutory Framework for the Early Years Foundation Stage (Department of Education). These cover the Safeguarding and Welfare requirements. We also follow the safer recruitment toolkit from Norfolk Safeguarding Children board guidance for early years and childcare settings in Norfolk. We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.

DnD Childcare obtains enhanced DBS (disclosure and barring services) in respect of every person aged 16 and over and two references for those working in the setting. DnD strive for all staff to be as highly qualified as possible, where possible. We aim for all staff to hold a minimum of NVQ level 3.

Emergency Contacts

It is vital that you inform us of any changes to the original contact details that you leave with us in case your child becomes ill or has an accident that requires us to contact you. Please provide changes in writing.

Equal opportunities & SEND

DnD Childcare celebrates the diversity of our community and is committed to ensuring that all sections of the community are treated equally and fairly. No sections of the community receive less favourable treatment on the grounds of race, disability, colour, national ethnic or national origins, sex, marital status or age. Those children with disabilities and special educational needs will be welcomed into the setting the same as any other child. We work alongside parents and other professionals that are involved or would be needed to be involved in meeting the needs of that child.

We ensure that all children and staff are treated equally, with equal concerns and regarded with respect at all times. All children will be encouraged to gain experiences and knowledge whilst at DnD Childcare in a fun way. Staff will challenge derogatory remarks and interactive communication is entered into to ensure that there is no repeat of this situation. Staff are also aware of what is acceptable and also unacceptable in employment terms. We promote positive role models and staff will act in an appropriate manner when working with children.

Food & Drink

Food and drink excluding formula is included in your nursery fees. We are a water and milk nursery only.

Our meat is locally sourced from Swannington Farm to Fork, The rest of our food is ordered in from local supermarkets. All food is cooked from fresh on site. Those members of staff that are involved in food preparation have valid food hygiene certificates.

We cater to all children with medical/cultural and religious requirements regarding food requirements. Those very young children who are new to solids will be supported through the weaning process. We are happy to follow whichever weaning process is being followed at home, baby led , puree or a mixture of the two. During the weaning phase you may supply your own food if you would prefer, however we are happy to organize appropriate food for you.

We email our menus to families when they start at DnD Childcare.

An example of our menu

	1	2	3
Breakfast 7:30 – 8am	Selection of toast, pancakes, cereals, croissants offered throughout the week		
10am snack	Fruit	Fruit	Cereal bar
Lunch 12pm	Macaroni Cheese Raspberry ice-cream	Fishcake, potatoes and vegetables Jelly	Spaghetti & meatballs Fruit
3pm snack	Brioche	Breadstick	Fruit
Evening meal 4:30pm	Mixed bean beef chilli con carne with rice Fruit	Tomato & herb pasta Fruit	Cheese & Tuna sandwiches Tomato & cucumber sticks Swiss roll

Attendance

If your child is unable to attend the setting due to illness please contact us on the first day of absence. Please call the office on our landline, leave a message on the answering machine if out of setting opening hours.

If your child has been absent because of sickness or diarrhoea, they are not permitted to attend the setting until 48 hours after the last episode of illness. This is in line with our Health and Hygiene policy.

If your child has a medical appointment, please let us know in order to keep medical records up to date.

If you are due to go on holiday and not attending the setting please inform the office so they can note your child's absence accordingly.

Clothing

We do not have a uniform at DnD childcare. We ask that you send your child in appropriate clothing for the nursery day. Your child needs to have spare clothing packed regardless of age, in case they need a change due to nursery activities or toileting accidents.

Suitable outdoor clothing must be supplied sunhat/ winter hat, gloves and scarf.

Puddle suit or water proof bottoms, wellington boots and coat. Where possible we ask you to leave the puddle suits and wellington boots here. We do go outside in all weathers.

If appropriate outdoor clothing is not supplied and we are unable to supply a spare the child is then unable to participate in outdoor activities.

All outdoor clothing must be named.

The Early Years Foundation Stage

The early years foundation stage (EYFS) sets standards for the learning, development and care of children from birth to 5 years old. It promotes teaching and learning to ensure children's 'school readiness' and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life.

The development matters documentation we use in the setting is a non statutory guidance material that supports our setting in implementing statutory requirements. It enables us through observation, assessment and planning to make best fit judgements about whether a child is showing typical development for their age, may be at risk of delay or is ahead for their age.

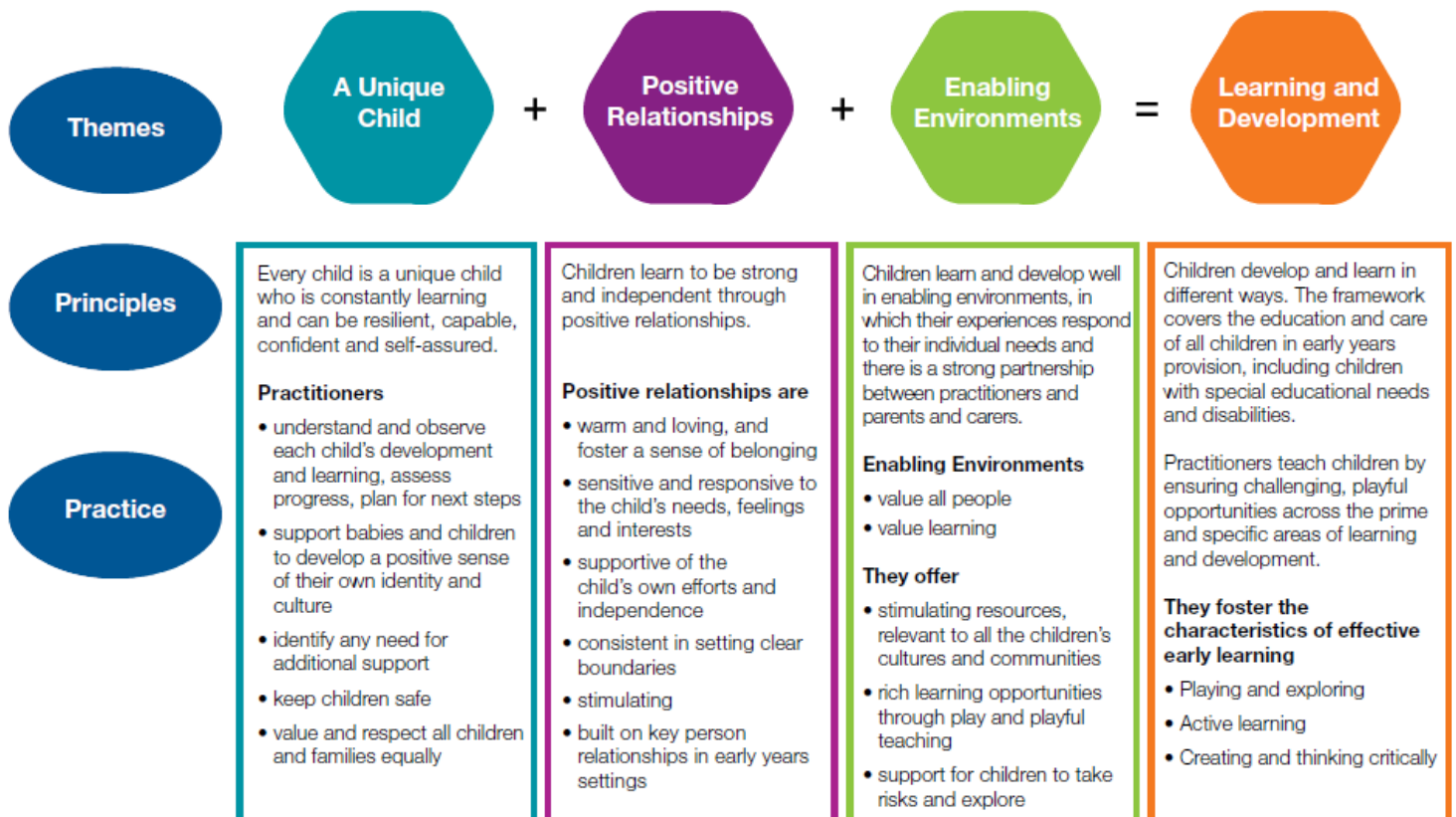
The Early Learning Goals

The seven areas of learning are broken down into two sections, the Prime areas and the Specific areas. The prime areas are the main focus whilst children are aged under three.

Prime areas	Specific areas
Communication & Language <ul style="list-style-type: none"> • Listening and attention • Understanding • Speaking 	Literacy ; <ul style="list-style-type: none"> • Reading • Writing
Physical development; <ul style="list-style-type: none"> • Moving and handling • Health and self care 	Mathematics; <ul style="list-style-type: none"> • Numbers • Shape, space and measure
Personal, Social and Emotional development; <ul style="list-style-type: none"> • Self confidence and self awareness • Managing feelings and behaviour • Making relationships 	Understanding the world; <ul style="list-style-type: none"> • People and communities • The world • technology
	Expressive arts and design ; <ul style="list-style-type: none"> • exploring and using media and material • being imaginative

Themes, Principles and Practice

The four themes of the EYFS underpin all the guidance. The diagram shows how these themes and the principles that inform them, work together for children in the EYFS.



Complaints

DnD Childcare is dedicated to providing good quality care for children who attend the setting. We believe that all children and parents are entitled to expect courtesy, care and prompt attention regarding their needs and wishes. We will work in partnership with parents to enable a mutual understanding and respect for each other.

Any concern that a parent may have should be dealt with within the setting and in the setting's opening hours. If it is something you do not feel happy talking to your child's key person about, then we ask that you speak directly to a member of management in person or by telephone, or make an appointment if you feel that it would be more suitable. All discussions will be handled confidentially, professionally and in a caring manner. We may ask parents to express their concerns verbally or in writing as appropriate.

Most complaints are likely to be resolved quickly and informally. However, if there are still concerns then parents should contact the manager as soon as possible and this can be done in person, by telephone or letter. A meeting will then be held where all parties can be present and the situation can hopefully be resolved.

You will receive written feedback from us within 28 days of receiving the complaint.

If however a parent still has major concerns and feels that they want to go directly to **Office for Standards in Education, Children's Services and Skills (OFSTED)** the Government department for regulation and inspection of nurseries, their contact details are

Telephone: 03001231231

email: enquiries@ofsted.gov.uk Website: www.ofsted.gov.uk

Application form

Parent 1 Full Name:			
Email Address:			
Home Telephone:		Relationship To Child/Children:	
Mobile :		Work Telephone:	
Place of Work & Department:			

Parent 2 Full Name:			
Email address:			
Home Telephone:		Relationship To Child/Children:	
Mobile:		Work Telephone:	
Place of Work & Department:			

Child 1 Full Name:					
Date Of Birth:		Gender:		Date placement required :	

Child 2 Full Name:					
Date Of Birth:		Gender:		Date placement required :	

	Morning	Afternoon	Full day
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Terms and Conditions

1. We agree to provide the facilities and services agreed at all times, excluding days when the nursery is closed. We will provide you with a minimum of 4 weeks' notice if our opening hours change.
2. Accept any reasonable requests for additional sessions and increased hours where practically possible, unless we legally cannot due to staff/child ratios.
3. Provide you with daily verbal updates on your child's progress and their day at DnD Childcare
4. Where possible make arrangement for your other children to attend our nursery where reasonably practical and provided we have availability.
5. You agree to provide us with a fully child information pack (CIP) before your child attends our nursery and agree that any changes to the health of your child will be notified before their next session.
6. Immediately inform us if your child is suffering from any contagious illness or disease so we can ensure the health and safety of other children at the nursery. Your child / children will not be permitted to attend the nursery if they are suffering from any contagious illness or disease that could be passed to other children during normal nursery activities.
7. Immediately inform us of any change of contact details.
8. Keep us informed about the relevant people who will be collecting your child. If somebody who doesn't normally collect your child is to do so we ask for a password and photo for the family identity folder.
9. Notify us if you will be unable to collect your child at the agreed time. This will incur a late collection fee which is covered in the pricelist.
10. Inform us as far in advance as reasonably practical of any days your child/children will not be able to attend the nursery.
11. Provide us with at least 4 week's notice if you intend to decrease your child / children's sessions / hours.
12. Provide us with at least 4 weeks' notice if you intend to withdraw your child / children from the nursery and withdraw from this agreement.
13. Failure to provide 4 weeks' notice under points 11 / 12 will result in full fee's being charged for the 4 week notice period. To withdraw your child from the nursery you are required to request a leaver's form from them can be found in the entrance hall or speak to management.
14. Our fees are based on a daily amount and payment is worked out at an average monthly cost. We will review the fees from time to time and as a result may adjust the fees accordingly. We will provide you with one months notice for any amendments or changes made to the fees. If you are unhappy with the fees / costs you can provide us with 4 weeks' notice to exit the agreement and withdraw your child from our nursery.
15. All fee's are payable by Standing Order, although we do accept payment via Cheque / Childcare Vouchers. It is your responsibility to ensure a receipt of payment is provided. All payments will be a month in advance. We calculate the payment by taking your contract weekly sessions, multiplying by 51 and dividing by 12. This equals 12 monthly instalments.
16. If you have requested additional sessions or have incurred late payment or late collection fee's these will be invoiced separately. They are due to be paid in full immediately. If you fail to make payment by the due date we will enforce an interest charge of 1.5% above our banks base rate. This will be charged for every day a payment is late. Along with a £25.00 administration fee.
17. No refund is made where your child / children's space is unfilled due to illness or holidays, no refund will also be given for bank holidays when the nursery is closed as this has already been taken into consideration in calculating your childcare cost.
18. Where the nursery reduces the fee as your child progresses to the next age group the fees will be reduced on the first month following their birthday.
19. We may suspend your childcare at any time and provide one months notice at any time if:
 - You have failed to pay for your childcare fees.
 - Your child's behaviour is deemed unacceptable at the nursery or endangers the safety and wellbeing of other children. We will then hold a meeting to address these problems with you.

20. If your child is suspended part way through the month you will be credited for any fee's you have already paid for the remaining part of the month, which will be calculated on a pro rata basis, this fee's may be credited against any outstanding sums you owe to DnD Childcare.
21. If the suspension exceeds one month, either party may terminate the agreement by written notice.
22. You may terminate the agreement at any time by providing us with 4 weeks' notice, by completing the leaver request form which can be obtained from Deborah Casanova.
23. We may immediately end this agreement without notice if:
 - You have failed to pay your fees.
 - You have breached any of your obligations on this agreement and have failed to put the breaches right within a reasonable amount of time. A reasonable amount of time is fairly decided by a Director of DnD Childcare. You shall be given a timescale by either Deborah Casanova or Danielle Casanova if a breach of this agreement is deemed to have occurred.----
 - You have behaved unacceptably, as we will not tolerate any physical or verbal abuse towards our staff.
 - Your child's behaviour is unacceptable and/or endangers the health and safety of the other children and staff at the nursery.
 - We take the decision to close the nursery, although we will endeavour to give you as much notice as possible if this situation occurs.
24. You may immediately terminate this agreement if:
 - We breach any of the terms and conditions of this agreement which we have not or cannot put right within a reasonable amount of time.
 - If we suffer any insolvency.
25. If at any time during or for 6 months after this agreement has been terminated, you (directly or indirectly).
 - Employ or otherwise engage the services of any member of our staff who has had contact with your child under this agreement in the last 6 months.
 - Allow or permit the provision of any childcare services to your children by any member of our staff who has had contact with your child under this agreement in the last 6 months. Then you shall pay us a figure representing 20% of the relevant member of staff's gross annual salary at the time they left our employment and/or services. This figure represents the cost to us of recruiting a suitable replacement member of our team.
 - This excludes babysitting. (We cannot baby sit for those children who are enrolled with DnD Childcare).
26. We have an obligation to report any instances where we consider that a child may have been neglected or abused to the relevant authorities. We may do so without your consent and/or without informing you.
27. If the nursery has to close or we take the decision to close due to events or circumstances that are outside of our control, we shall be under no obligation to provide you with suitable alternative childcare facilities. If the closure is in excess of 3 working days we will credit you with the amount that represents the number of days the nursery is closed.
28. If you are not satisfied with any of the care given to your child, please contact your child's key worker. If this concern isn't solved, please contact Deborah Casanova or Danielle Casanova as your satisfaction with our care is paramount to us.
29. We carry a wide range of toys and activities at the nursery. Please only bring your child's toys and activities when it has been agreed or is specifically requested, although DnD Childcare holds no responsibility for the children's toys being broken or damaged.
30. From time to time we may take photographs of your children; we will only do so when permission has been granted in the child information pack. These will only be used for promotion marketing, the website or displays and internal records.
31. If your child is still on formula milk, this must supplied by you, bottles labelled with your child's name must also be supplied by yourselves. Food can be provided for weaning babies or you may supply food whilst your child is weaning. DnD Childcare will then supply food once your child is on solids. (no nuts)
32. Parents must also supply nappies, wipes and creams which can be kept at DnD Childcare.