

# Village Bears

## Day Nursery

&

## Kindergarten



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Village Bears Kindergarten  
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## **Welcome to Village Bears Day Nursery & Kindergarten**

Thank you for considering us when looking towards your child's day care. We understand that it is one of the most important decisions for every parent to make for their child's well being and education. We are committed to working with you as partners to ensure your child's first years are happy and productive ones, and that they will remember fondly throughout their lives.

### **A Little about Ourselves**

The nursery originally opened in 1987. In 2013 it was taken over by a family partnership, which consisted of two sisters Clare & Abbie and their mum Rose. The nursery and the kindergarten are on split sites. The day nursery is set in the small village of Wall Heath. Originally the building was a little Victorian infant school built in 1906, so it has always housed small children in one way or another. The nursery consists of two rooms;

- ♥ Baby Bears (12 weeks -12 months)
- ♥ Bouncy Bears room (12-24 months)
- ♥ Busy Bears room (24-36 months)

Our kindergarten is a small purpose built unit situated on the high acre estate next to the Dingle primary school, which caters for children aged 2 to 5 years old. When your child enrolls at the nursery, you will automatically be guaranteed a place at our kindergarten.

Both nursery and kindergarten aim to establish a homely environment for children by providing soft furnishings, carpets, easy chairs and décor. A lot of time is spent creating a bright and cheerful atmosphere so the children and parents feel welcomed into our happy, caring and relaxed environments.

Upon starting nursery/kindergarten each child is assigned a key worker. A child's key worker will help them settle into nursery life and ensure that their individual needs are met during the time which they are in our care. We aim to work with you as partners, and together we will support and extend your child's learning and development.



## Opening Times

We are open Monday to Friday from 7.00am - 6.00pm

We offer Full day sessions, Morning session (7.00am -1.00pm) and Afternoon session (1.00pm -6.00pm). A minimum booking of 1 day or 2 half day sessions is required.

Our nursery and kindergarten will be open throughout the year with the exception of bank holidays. The year ends on Christmas Eve and we re-open the first week in January.

If you are unavoidably delayed please notify us as soon as possible as a penalty charge will be incurred if parents are late collecting their child at the end of the day or session.

## Settling your child into Nursery/Kindergarten

We offer two free settling in periods the week before your child is due to start, these are arranged in advance with the manager or deputy. These help to ease your child into their new environment and give parents an opportunity to meet and talk to their child's key worker. During this time parents can discuss and complete with the key worker the child's routine and other information they wish to share. Parents are welcome to stay during these periods.

## Meals & Snacks

Both settings provide breakfast, lunch and high tea. At Nursery we have a cook on site who prepares lunch daily, kindergarten lunches are transported using a thermal box. If your child has any food intolerances or allergies, we ask that you speak to a senior member of the team or the nursery cook. Menus are available for parents to view on our website [www.villagebearsnursery.co.uk](http://www.villagebearsnursery.co.uk)

Fresh fruit and vegetables are served on a daily basis. Children are offered a mid morning snack and drink, fruit is also available with high tea.

### Mealtimes are:

Breakfast: 7.30am - 9am

Lunch : 12pm

High Tea: 3.45pm

All meals are prepared by staff that have an up to date Food Hygiene certificate.

If you choose to provide a packed lunch for your child, please refer to the packed lunch guidance on our website and the link below for ideas.

<https://www.dudleyhealthylunchbox.org.uk/>

## Our Aims

- To provide high quality early education and childcare within a secure, happy and stimulating environment by implementing the early years foundation stage within our settings.
- To meet each child's individual needs. As children progress they naturally want to do more for themselves. We actively encourage their independence by promoting self help skills such as hanging their own coats on their peg, putting on their own shoes etc.
- To encourage all parents to be involved with their child's development and learning, and to work with us to ensure that our high standards of care are met for your child.
- To promote diversity within the environment, by providing all children with positive images to relate to. We plan to meet the needs of all children, promoting inclusion and ensuring non discriminatory practice. Key workers offer the children a wide, range of materials that positively reflect diversity and embrace differences.
- We encourage good manners and teach children to share with each other to enable children to form friendships. We give children knowledge and understanding of the world through discussion, exploration, play and first hand experiences.
- To promote good standards of hygiene throughout our settings. Babies are washed after each meal, nappies changed frequently, bed linen provided is washed at least once a week. Older children take an active role in promoting their own hygiene, with the support provided by their key worker. Successful personal, social and emotional development is critical for young children in all aspects of their lives and gives them the best opportunity for success in all areas of learning.



## Our Nursery

### **Baby Bears Room**

Baby Bears room has a bright, soft, happy and relaxed atmosphere and is designed with our youngest members in mind. We are able to care for up to 5 babies, from the age of 12 weeks to 12 months, with a staff :child ratio of 1:3.

Your child's learning starts at birth, we recognise this and build on it. Play is encouraged through the implementation of the Early Years Foundation Stage Curriculum. We encourage games and toys to develop muscle tone and hand eye co-ordination. Toys are easily accessible to be explored and experimented with, they encourage physical and intellectual skills.

### **Bouncy Bears Room**

Bouncy Bears room has a bright, happy, and relaxed atmosphere. This room caters for up to 12 children aged 12-24 months, with a staff:child ratio of 1:3. Each child has a named key worker who is responsible for individual needs and care routines. The key worker will monitor feeding, sleeping and change in routines and record them on a daily record sheet.

Your child's learning starts at birth, we recognise this and build on it. Play is encouraged through the implementation of the Early Years Foundation Stage Curriculum. We encourage games and toys to develop muscle tone and hand eye co-ordination. Toys are easily accessible to be explored and experimented with, they encourage physical and intellectual skills.

In the bouncy bears room fascination draws your child into all kinds of new activities. We let children experiment and self-select resources to encourage curiosity and independence to satisfy individual needs. Discovering and handling books is important at this age, as your child's concentration grows and vocabulary increases. An opportunity to look at pictures and words will encourage your child to copy voice modulation when they speak.



## **Busy Bears Room**

The Busy Bears Room can cater to up to 16 children with a staff: child ratio of 1:5. When your child moves into the busy bears room, they are starting to learn about the world around them both at home and at nursery. This creates a greater understanding and independence.

Through personal experience and communication, your child will soon discover new skills. These skills are taught through the introduction of early science, numbers and colours, which appear everywhere in your child's world and are essential in developing early maths.

Listening to stories in greater depth and participating in circle time now begin, this will develop your child's language skills and social interaction. Cookery, music and movement are favourites for this age group and encourages your child to grow in self-confidence.

All rooms are divided into learning areas to provide continuous provision to enable children to initiate their own learning through interests.

## **Outside Play Area**

Our nursery has a large outside play area, half tarmac and half soft flooring. We have a canopy erected to enable children to experience outside in all weathers. We have bikes, cars, hoops and balls, climbing equipment to develop gross motor skills. We encourage early science through planting and growing seeds for children to learn about the world around them.

We have two local parks and nearby shops where we can take babies for outings in double pushchairs, this enables babies to explore the wider environment.



## **Kindergarten**

Kindergarten is of an open plan design inside with various areas where the children can play. These areas reflect the various aspects of learning and development within the Early Years Foundation Stage Framework.

The outdoor area is fully enclosed. We have a canopy erected over soft tarmac which provides shelter and shade. We also have a large grassed area, which has an area for planting, digging and growing plants and vegetables.

In the main classroom, there are many areas for the children to explore, with resources suitable for the age and stage of the children. All resources and toys are at child height so they are easily accessible.

There are many topics that we cover here at Kindergarten and staff plan according to the children's interests at the time, which is ever changing. There are displays all around the room which reflect those interests and topics; children's input and ideas play a big part in what is on display.

## **Ofsted**

Both nursery and kindergarten are registered with Ofsted. Both Settings achieved Good in their last inspections. Reports are available online at [www.ofsted.gov.uk](http://www.ofsted.gov.uk) .

## **Special Educational Needs**

At both our settings we have Special Educational Needs Co-ordinators 'SENCO', at nursery the person appointed is Sarah Evans. The person appointed at kindergarten is Rachael Lavender.

We believe that each child is an individual and should have the opportunity to develop to their full potential alongside other children in an educational environment. All children including those with special educational needs will be admitted to nursery/kindergarten after a discussion with both staff and parents to identify any areas that might need to be addressed before admission takes place. We work alongside local agencies for help and support to meet the child's specific needs and staff will attend training if required.

## Access to Information

Parents have the right to access information concerning their child at any time. Children's learning journeys are accessible online. All records kept concerning your child are stored confidentially and are available for a parent to see upon request. All nursery policies and procedures are available to see upon request, and are located near the entrance of the setting.

## Our Staff

Staff are responsible for establishing a caring, stable, warm and creative environment. We believe our staff have an important role in our settings as caring for children is a profession that calls for a lot of patience and understanding but in return gives its own rewards.

All staff hold a current DBS check. Staff hold up to date first aid, child protection and basic food hygiene certificates and are encouraged to attend further training courses to develop their continuous professional development.

Staff aim to establish relationships with the children and with you as the parent to support and extend children's learning, play and development. Your child's progress will be monitored by ongoing observations, progress reports at the end of each term to build a learning journey during their time with us.

## Nursery & Kindergarten Fees

Session	Fee
Full Time	£355.00
Daily Rate	£75.00
Morning Session	£46.00
Afternoon Session	£43.00
Hourly Rate	£9.00 (Childcare is not offered by the hour. This is used as an add on to a funded session)

To secure your child's place a non-refundable retainer is required. This amount will be calculated on your child's weekly attendance, unless your child is funded only. Funded only retainer is £50.00. Retainers are deducted from your last month's invoice that your child attends providing that accounts are up to date. Minimum attendance recommended is 1.5 days or 3 sessions.

Parents are requested to pay fees at the beginning of each month in advance by Tax Free Childcare or direct debit. These are based on 52 weeks of the year.

We are able to accommodate extra sessions when needed depending on availability. These will be charged at the normal rates above, and can not be swapped. Extra sessions booked and then not attended will be charged at full rate, unless we have been notified at least one week in advance.

In the event that you are late collecting your child at the end of the day or session you will be charged £10.00 for the first 15 minutes, and £5.00 per 15 minutes thereafter.

**The proprietor reserves the right to cancel your child's place with immediate effect and refuse entry if fees are not paid promptly without acceptable explanation and agreement with the Manager/Proprietors.**

## **Holidays**

If you're not eligible for funding, and pay our sessional fees, You will be entitled to three weeks holiday per year charged at half rate, in accordance with your child's place and start date. Holiday entitlements run from January to December. Any other holidays taken will be charged at full rate. We request that your holiday dates are put in writing at least two weeks before. Bank Holidays and Christmas Closure will be charged at full rate to enable us to continue paying staff salaries. No refunds or credits will be given for sickness or holidays.

## **Tax Free Childcare**

You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the costs of childcare. If you get Tax-Free Childcare, you'll set up an online childcare account for your child. For every £8 you pay into this account, the government will pay in £2 to use to pay your provider.

You can get Tax-Free Childcare at the same time as 15 or 30 hours free childcare if you're eligible for both.

For more information visit <https://www.gov.uk/tax-free-childcare>

## **Early Education Funding**

All 3 & 4 year olds are entitled to 15 hours per week over 38 weeks of the year.

## **30 Hours Childcare (Extra Time 3 & 4)**

We do offer places for the additional 15 hours, you will need to apply for additional hours via <https://www.gov.uk/apply-free-childcare-if-youre-working>

### **Working Families Funding for children aged from 9 months.**

You will need to apply for the 30 hours the term before your child is due to receive their funding. However, funding does not start until the term after.

<https://www.gov.uk/apply-free-childcare-if-youre-working>

Children become eligible for funding entitlement as follows:

<b>A Child Born</b>	<b>Will be eligible for the funded entitlement from:</b>
1 April - 31 August	The start of the Autumn term (September) following their 9 month birthday until statutory school age
1 September - 31 December	The start of the Spring term (January) following their 9 month birthday until statutory school age
1 January - 31 March	The start of the Summer term (April) following their 9 month birthday until statutory school age

If you are successful with your application, you will be issued with a code. This will need to be forwarded to a member of management along with your national insurance number to enable the validation process to take place with local authority.

We stretch funding over 51 weeks of the year. This means that you can have up to 11 hours universally which everyone is entitled to, or up to 22 hours with a working families code. Christmas week where there is no funding available will be charged at half rate.

We do have limited term time places available, this funding is claimed 38 weeks of the year, with 13 weeks charged at half rate and one week charged at full rate to coincide with the school terms.

You can use funded hours only, and pay for food. Any hours outside of the funded hours are charged.

### **Additional Voluntary Charges**

<b>Description</b>	<b>Meals &amp; Snacks</b>
Full Day	£7.50
Am session	£5.50
Pm Session	£2.00

**Funded Childcare**  
**Hourly rates deducted from session prices per funded hour**

Full- Time (5 Days)	£6.45
Full Day	£6.82
Am Session	£7.87
Pm Session	£8.60

For every funded hour used as part of a session, we deduct the above rates from our fees.

**Additional Funding Information**

For every funded session, we ask parents to pay the above rates for the meals and snacks as appropriate to the session being attended, that are not covered in the funding we receive.

As we stretch our funded hours these are available up to a maximum of 11 (15 hours) or 22 (30 hours) per week over 51 weeks of the year.

Children eligible for 15/30 funded hours will be charged for additional hours taken above and over entitlement. In order to remain eligible for 30 hours funding, it is the parent/carer responsibility to reconfirm their eligibility code via HMRC every 3 months, or when prompted to do so.

Hours are agreed at the beginning of term dependent on availability - these would not be changeable.

If you wish to see an example how fees are calculated, please see a member of management.

**Time For Two's Places**

Some two year olds are eligible for a funded early learning place under the Time for Twos scheme which can be taken at either nursery or kindergarten providing we have places available. Please visit [www.dudley.gov.uk/timefortwos](http://www.dudley.gov.uk/timefortwos) to see if you qualify.

## **Frequently asked questions**

### **Can I register my child at more than one nursery/pre-school?**

Yes, funded hours can be split between providers. However we would need to know what hours are being claimed at other setting, to ensure you have hours available to left. That match the weeks claimed by other provider.

### **How do I claim for my child's funded place?**

The claim is made by the provider, the nursery will ask you to complete a parent/carer declaration . You will need to sign and confirm the number of hours that your child is attending at the setting and also disclose how many hours (if any) they are attending at another setting.

### **Can my child attend funded hours only?**

Funded hours are only available over 51 weeks of the year. If you attend funded hours only and require breakfast, dinner and/or tea there is a fee, or you can provide your own packed lunch. During our Christmas closure week, your child's place will be charged at half rate. If you wish your child to attend term time only, your place will be charged at half rate during non term time.

### **What are the eligibility criteria I need to meet to claim the 15- or 30-hours free childcare for working parents?**

Working parents in England who each earn the equivalent of at least 16 hours per week at the National Minimum Wage are eligible. You can earn up to £100,000 adjusted net income per year and be eligible. If you have a partner who lives with you, they must also earn between these two amounts.

If you have any questions or queries, please don't hesitate to get in touch via email or telephone.

## **Security**

All visitors will not be granted access to the buildings until identification has been verified.

Children will not be permitted to leave settings with anyone other than the parents and named authorised collectors on their registration form. Prior notification must be given by parents of the authorised collector, along with password and description. Please refer to our security policy.

## **Health and Safety**

At both of our settings Health and Safety of the children is of paramount importance to us. All staff follow our Health and Safety policy, which is regularly updated. We aim to maintain these standards in the following ways:

### **Outdoor Play.**

- Children will have the opportunity to play outside in the fresh air all year round.
- Regular safety checks will be carried out on all play equipment.
- Regular checks will be carried out on the security surrounding the outdoor play area.
- We encourage all children to wear sun cream and hats on hot days, if supplied by parents.

### **Indoor Play**

- All rooms are kept light and well ventilated.
- Risk assessments are carried out on a regular basis to ensure safety standards are being met.
- Regular fire drills are carried out and fire equipment is checked yearly.
- Electrical checks are completed yearly.
- Cleaning routines are in place, to maintain high levels of cleanliness.
- All toys and equipment are checked on a regular basis.

## Accident Procedure

If your child has an accident at nursery/kindergarten, you will be informed on collection and details will be recorded on an accident sheet that parents are asked to sign. In the unlikely event that your child has a more serious accident every effort will be made to contact the parents. Parents are asked to complete a medical treatment consent form on admission, to enable staff to take appropriate action in an emergency.

## Existing Injuries

Parents are asked to inform staff of any injuries that have been sustained outside of our care and are required to complete an existing injury form. This enables us to fulfill our role as good childcare providers as a child's welfare is paramount to us.

## Sickness

If your child becomes ill whilst in our care you will be informed by a senior member of staff, who may request that you collect your child if we feel it is necessary. Please notify nursery/kindergarten if your child will not be attending due to illness. Sick days are charged at full rate.

**Children will not be able to attend nursery/kindergarten with any contagious illness.**  
Please notify us if your child has an infectious illness so that we can notify other parents.

If your child is on prescribed medication but well enough to attend, we are able to give medication to your child with prior consent. Emergency Calpol kept on site can be given to children with prior consent, to children that present a high temperature. Once administered parents must collect within the hour. If your child becomes ill whilst in our care all efforts will be made to contact you, therefore it is important for all emergency contact numbers to be kept up to date. This is the parent's responsibility.



## Policy On Complaints

It is clearly of paramount importance that the setting should run smoothly and that parents/carers and staff work together in a spirit of cooperation in the children's best interests and we welcome suggestions on how we can improve our practice.

In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent raises a concern about the setting, staff, or surrounds, they should firstly talk to setting manager about their worries/anxieties. If this does not have a satisfactory outcome within a couple of weeks, or if the problem reoccurs, the parent should put the concern or complaint into writing.
- A complaint log (located in the entrance) must be completed. This will state the nature and details of the complaint, and the parent/carer signature. Manager will acknowledge receipt of the letter within 7 days. Manager should inform and arrange a meeting with a proprietor to investigate the matter.
- The manager/ a proprietor will respond / investigate any complaint within 28 days, and inform parents of the outcome in writing, including details of any recommended changes to be made to setting practice or policies as a result of the complaint. A copy of the complaint log will be available to the parents/carer for review on request.
- After a complaint has been resolved the manager of setting will record how it was dealt with and provide details of actions taken and outcome on the complaint log.
- Complaints will be recorded and dated and kept in the Complaints folder, in a locked cabinet in the office. Complaint logs are kept on record for a minimum of 3 years and will be seen by Ofsted on their next inspection.
- It is clearly understood that parents have the right to phone Ofsted after talking to the staff if they feel that they have not received a satisfactory response to their complaint.
- We would ask parents/carers and staff not to voice any concerns or complaints about settings on social media, as you may be held to account for comments you make.

Complaints by a member of staff will be dealt with by the manager/a proprietor immediately. This also will be recorded and responded to within 28 days.

Advice can be sought from:

The National Business Unit  
Ofsted  
Piccadilly Street  
Store Street  
Manchester  
M1 2WD

**Ofsted Helpline**  
**0300 123 1231**  
**Ofsted (Concerns & Complaints)**  
**0300 123 4666**

## What Parents need to Provide

### Baby/Bouncy Bears Room

- Formula Milk & bottles with the child's initials on the bottom.
- Nappies, wipes and creams.
- Spare change of clothes.
- Sun hat and sun cream.
- Dummies/comforters (if applicable)
- Juice cup

### Busy Bears Room and Kindergarten

- Nappies/Trainer Pants
- Spare clothes (especially trousers and pants when toilet training)
- Toothbrush and toothpaste
- Outdoor clothing i.e. Wellington Boots, hats and gloves.
- Sun hat and sun cream
- Comforters (if applicable)
- Slippers

