



Terms and Conditions

Staff List - 2022

Our Investors in People Award is evidence that we take the on-going development of our staff seriously. We encourage all of our members of staff to reach their professional potential within Little Angels. As a result we have a level of loyalty and staff retention that is unusually high within the industry. Our team is as follows:

Bridget Crane	Proprietor/Owner	BA (Hons) Law & Business Studies NVQ 3 Level 3 in Early Years Care and Education Early Years Professional Status
Natalie Thurston	Nursery Manager	NVQ3 Early Years Care & Education BA Degree in Early Years Early Years Professional Status
Julie Bosworth	Deputy Manager/Room Manager	NVQ3 Early Years Care & Education BA (Hons) in Early Years & Education Early Years Professional Status Studying Developing Inclusive Practice for SEND in Early Years
Lynda Cameron	Room Manager	NVQ3 Early Years Care & Education FDA in Early Years
Jo Parkes	Room Manager	NVQ3 Early Years Care & Education Foundation Degree (Arts) in Early Years BA in Early Childhood Studies (Professional Practice) Early Years Professional Status
Emma Wheeliker	Room Manager	Pearson Edexcel Level 3 Diploma in Children's learning and Development (Early Years Educator) Studying Developing Inclusive Practice for SEND in Early Years
Caley Vye	Senior Nursery Officer	Edexcel Level 3 BTEC National Diploma BA (Hons) in Early Childhood Studies
Becky Chambers	Senior Nursery Officer	CACHE Level3 Diploma in Childcare and Education (Early Years Educator) (VRQ)
Laura Holder	Senior Nursery Officer	NVQ Level 3 in Children's Care, Learning and Development
Mandy Russell	Senior Nursery Officer	NVQ Level 3 in Early Years Care & Education
Esther Clarke	Senior Nursery Officer	Diploma in Nursery Nursing
Jen Herbert	Senior Nursery Assistant	
Chloe Burden	Nursery Assistant	Pearson Edexcel Level 2 Certificate for the Children and Young Persons Workforce Studying Level 3 from Jan 2022
Maxine Hillier	Nursery Assistant	
Faith Nibbs	Nursery Assistant	
Melanie Evans	Cook	7061 Catering & Level 2 Food Safety in Catering NVQ2 Food Processing
Carmen Haughton	Administrator	

Arrival and Collection

On arrival children should be taken to their designated drop off door where staff will be available to welcome the child and talk with parents. To maintain security, we will only allow children to leave with persons whom the parents have authorised. We therefore ask you to inform the nursery if any other person is collecting your child. We operate on a password system which can be explained to you should this be required.

Hours of Opening

The Nursery is open from 7.30am to 6.00pm. A full day session is between opening and closing hours. The nursery also offers a 'school day' session. This starts any time after 8.30am and ends no later than 4.00pm. For full day and afternoon sessions, children will need to be collected by 6.00pm and we would ask that you strictly adhere to these times.

Late Collection Charge

For late collection from any session there is a fee of £10 for up to 10 minutes late and £15 for over 10 minutes.

Holidays

The nursery is open Monday to Friday throughout the year, except for statutory bank holidays and one week at Christmas. Please also note we close at **1pm** on Christmas Eve.

Fees

A **£150** registration fee is required to reserve a place for your child. This is refunded upon termination of a place providing four weeks paid notice is given in writing. The deposit is non-refundable if your child does not start on the agreed date. Should your child not attend during the notice period, four weeks payment is still required. Fees for attending the nursery are as follows:

Session Times	7.30am-6pm	8.30am-4pm	7.30am-6pm Monday to Friday
Session Cost	Cost per full day	Cost per 'school day'	Full time cost
All rooms	£50.00	£44.00	£232.50 per week

Breakfast is served until 8.30 am for all children who are at nursery at this time attending a full day session. Breakfast is **not** applicable to school day sessions.

We offer a 10% discount if two children attend. This is deducted from the eldest child. The full time discount is **not** applicable when children are in receipt of Government funding. Similarly the 10% sibling discount is **not** applicable when a child is in receipt of Government funding.

Invoices are emailed at the end of each calendar month. The invoices are "averaged" across the year making the balance to pay each month consistent.

Fees are payable by standing order, childcare vouchers and should be paid in full, monthly in advance prior to 10th of every month, or on your child's first day of attendance. We also accept payment via the 'tax-free childcare account'. If payment is not received on time, a £15 late payment fee is applied to your invoice. If nursery fees are not paid on time, we reserve the right to refuse entry until fees have been paid in full. Please be aware that should your child not be permitted to attend due to non-payment that the missed sessions are still payable in full.

If your child is absent for any reason e.g. sickness, holiday etc then full fees must still be paid.

Full fees are also chargeable when the nursery is closed over the Christmas period including either a full day or school day for Christmas Eve (whichever your child usually attends).

Bank holidays are not charged for (with the exception of any bank holidays in December when the nursery is closed over the Christmas period which are chargeable in full).

Fees are reviewed in April of each year and any changes will come into effect in from the beginning of May.

The age ranges for each room are approximate and children will be moved through the nursery to the next unit in line with school intakes, or when there is space available.

Session Swaps

We **do not** accommodate 'session swaps'. The sessions which are specified on your enrolment form are your child's confirmed sessions of attendance. If you require your child to attend for any alternative sessions on a different day, these may be booked and paid for as an 'extra' session and will be based on availability.

Cancellation of a Nursery Place

If you wish to cancel your child's nursery place or reduce their sessions, four weeks' notice in writing must be given. The £150 registration fee is then refunded by cheque when your child leaves and once final payment of your last invoice has been received.

It is however non-refundable if your child does not start on the agreed date or 4 weeks paid notice is not given.

Webcams for parental viewing

The Nursery has a comprehensive CCTV system within the Nursery. In addition to ensuring excellent supervision and safety, this means parents can have the joy of sharing their child's day at Nursery via their PC on our secure webcam facility. Full details and log on procedure are given to all parents upon your child joining us for their first settling in visit.

Sickness

Any child suffering from a sore throat, doubtful rash, discharge from eyes or nose, sickness or diarrhoea should be kept at home until the symptoms have completely disappeared. We are aware of the inconvenience that this can cause and are grateful for your support in this. As you can appreciate, this is to minimise infection within the nursery. Should your child contract an infectious disease, please inform us as soon as possible. This is especially important, as some mothers may be pregnant.

Should your child become sick at nursery, every effort will be made to contact you to arrange to collect your child as soon as possible. Please ensure that we have your up to date contact information. The nursery reserves the right not to accept a child that, in the opinion of the Manager, is too sick to attend and to arrange to take your child to hospital in case of an emergency.

Should your child have been given liquid paracetamol or liquid ibuprofen (Calpol or similar) before they arrive at nursery for **any** reason including to regulate a high temperature/feeling unwell/feeling under the weather etc. they will **not** be accepted into nursery for their session.

We ask that nursery staff be informed of absences (sickness/holidays etc) by calling in person or telephoning.

Covid-19 Virus

The nursery operates strict hygiene practices. Following on from the latest Govt guidance regarding COVID, this is our current policy.

There is now a list of additional recognised symptoms of Covid that has been published by the NHS. This new list is as follows:-

Symptoms of COVID-19 can include:

- *a high temperature or shivering (chills) - a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature)*
- *a new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hrs*
- *shortness of breath*
- *feeling tired or exhausted*
- *an aching body*

- a headache
- a sore throat
- a blocked or runny nose
- loss of appetite
- diarrhoea
- feeling sick or being sick
- Symptoms which are not dissimilar to cold/flu

The latest NHS guidance states that if a child has COVID they should now stay at home for 3 days and may return on day 4 IF THEY ARE WELL. Day 1 starts the day AFTER they test positive.

Therefore should a child now exhibit ANY of the above symptoms at Nursery you will be required to come and collect them. A lateral flow test will need to be carried out to determine if they test positive for COVID. Similarly if your child exhibits any of these symptoms at home we will require you to carry out a lateral flow test prior to them attending Nursery. The Lateral Flow test will be required for each day they display symptoms and attend Nursery. In either case if they test positive they will need to isolate for 3 days with day 1 being the day after the positive result. Should your child receive a negative or a positive test we ask that these are emailed to us.

We are aware that Lateral flow tests are no longer free and as a result some people may not wish to purchase them to test. In those cases your child will be required to be absent from nursery for the following 3 days.

Please can we ask that your child is not brought to nursery if they are unwell. We have many cases of children being clearly under the weather but as they have tested negative for COVID they are brought to nursery. It is clear that they should be at home resting. If children are given calpol/neurofen for any reason again they will not be accepted into nursery. If a child requires medicine to get them through the day then they are not well enough to attend nursery.

If your child will not be attending nursery parents should advise us of this and the specific reason they will not be attending. We are required by Ofsted to keep a log of non-attendance.

The link to the new guidance and new symptoms list are below:-

[What to do if you have coronavirus \(COVID-19\) or symptoms of COVID-19 - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus/covid-19/what-to-do-if-you-have-coronavirus-covid-19-or-symptoms-of-covid-19)

[Symptoms of coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus/covid-19/symptoms-of-coronavirus-covid-19)

Payment will be required throughout any period of absence. Should we have additional lockdowns implemented you will be expected to pay for your child's sessions.

Medication

If your child is taking medication prescribed by a doctor, please inform your child's room Senior and clearly label the medicine with the child's name, dosage and time of day it should be taken. Medicine prescribed by a doctor will only be administered upon completion and signing of a form by the parent giving the nursery permission. The only non-prescription medication that will be administered is Calpol (or equivalent) **after** parental permission is obtained. This will only be in the case of an emergency situation.

Clothes and Personal Property

Please mark all clothing and personal property with the child's name. The nursery does not hold responsibility for missing items. You will be required to provide various items for your child including a full spare set of clothing, nappies, baby wipes, creams, a water bottle where applicable, indoor footwear/slippers and a bag to keep their belongings in. Sunscreen and sunhats are to be provided in warm weather and hats/gloves and suitable outdoor footwear for cold weather. Your child's bag will need to stay at nursery and taken home at the end of their last session of the week, this reduces the risk of transmission of a virus.

Dietary Requirements

If your child has any allergies/special dietary requirements please discuss these with your child's key person during your settling in visit.

EXCLUSION PROCEDURE FOR ILLNESS/ COMMUNICABLE DISEASE

The following table outlines the minimum periods of exclusion from nursery for particular illnesses/diseases and we ask that all parents/carers adhere to this to minimise the spread of infection.

<i>Disease/Illness</i>	<i>Minimal Exclusion Period</i>
Antibiotics prescribed	24 hours from first dose given
Temperature	If sent home with high temperature, child may return the following day (providing it is their usual day of attendance) if they are well enough to return without the administering of Calpol to keep the temperature down.
Vomiting	48 hrs from last vomiting
Conjunctivitis	Keep at home for a minimum of 1 day; longer if eyes still weeping
Diarrhoea	48 hours or until 2 clear nappies
Chickenpox	A minimum of 5 days from appearance of the rash and until all scabs have covered over.
Gastro-enteritis, food poisoning, salmonellosis and dysentery	Until authorised by District Community Physician
Infective hepatitis	7 days from onset of jaundice
Measles	7 days from appearance of the rash
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided and in no case less than 7 days from onset of illness
Pertussis (whooping cough)	21 days from the onset of paroxysmal cough
Poliomyelitis	Until declared free from infection by District Community Physician
Scarlet fever and streptococcal infection of the throat	Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment
Tuberculosis	Until declared free from infection by the District Community Physician
Typhoid fever	Until declared free from infection by the District Community Physician
Impetigo	Until the skin is healed
Head Lice	Until appropriate treatment has been given
Hand, Foot & Mouth	Until the rash, blisters & ulcers have gone
Ringworm of scalp	Until cured with appropriate treatment
Ringworm of body	Until cured with appropriate treatment
Scabies	Until cured with appropriate treatment

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Children's Records

Upon enrolment we will require a copy of your child's full birth certificate for our records. You may provide a clear photo-copy or bring in the original for us to copy and return to you. Records are kept on all children who attend the nursery including their achievements and assessments on their development. Parents are welcome to see their child's records on request, and are welcome to come into the nursery at any time to see how their child is progressing.

We need to ensure we have up to date information concerning personal details relating to your child, and ask that you inform us of any change in details e.g. address, contact numbers etc.

Nappies/Bottles/Blankets

The nursery **does not** provide nappies or wipes for babies and we request that parents bring their own. These are labelled and stored in the baby changing area. The nursery provides formula milk for babies. We ask that you inform us of the formula being used at home so we can provide the same. You will be required to provide your child with their own sheet/blankets and these are to be taken home at the end of your child's last session of the week to be washed. All drink bottles are to be taken home daily to be washed.

Valuables

We would ask that children do not bring jewellery, money or other items of value to the nursery. Nor should they bring sweets, chocolates, crisps, chewing gum, or any food containing nuts. The nursery will take no responsibility for lost items. Children are not permitted to bring in toys from home; however they are permitted to bring in a comforter.

Policies

The nursery has its own set of policies that support our aims and philosophy. These are available at any time should you wish to see them.

Free Early Education Entitlement (FEEE)

The nursery is registered to provide FEEE for children of two, three and four years. We claim the grant on your behalf from Leicestershire County Council and we in turn are reimbursed by the Government. This funding is then deducted from your monthly nursery invoice.

The FEEE covers the cost of up to 15 or 30 (depending on your eligibility) hours per week, per term. There are 3 terms per year totalling 38 weeks in the year. Further information on funding values for each term can be obtained from the nursery.

The funding **DOES NOT** cover the provision of meals/snacks/consumables/additional services at the nursery for which a charge will be made. The nursery is **NOT** a term-time only setting and is open all year round. We do not offer term time only places, therefore full nursery fees will be payable during school holiday periods.

The nursery is also registered to provide funding for 2 year olds. This is claimed via Leicestershire County Council who will notify the nursery if you are eligible.

Childcare Vouchers and Tax-free childcare accounts

We accept payment via both childcare vouchers and the new 'tax-free childcare account'. For more information on these and to check your eligibility please go to www.childcarechoices.gov.uk

We retain the right to make amendments to these terms and conditions at anytime and these will be communicated to you.