



Welcome to **Ambourne House Day Nursery**

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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 8.00am and closes at 5.45pm. 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 November 14 and we were delighted to receive a good rating, which Ofsted states, reflects that our nursery is 'effective in delivering provision that meets the needs of all children well'. We have gained a nationally recognised Quality Assurance Award, which acknowledges practitioners who provide care and education of a higher quality than is required by Ofsted. We have also gained an 'Investors in People' award, which reinforces our ongoing commitment to the pursuit of excellence in all that we do for children and their families.

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, Liz Burrows.

"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"

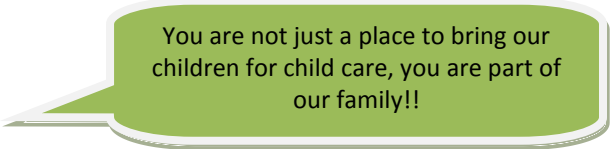
"Staff give high priority to promoting secure attachments and enhancing children's emotional development"

"Parents spoken to on the day of inspection were highly complementary about the care and education provided at the nursery"

Ofsted 2014

"Ambourne House has not only maintained its impetus over the past three years but has also moved forward. It is refreshing to see the high level of enthusiasm and commitment which all staff at the nursery continues to display. Ambourne looks set to thrive in the future and should be congratulated for a very successful accreditation"

Investors in People 2014



You are not just a place to bring our children for child care, you are part of our family!!

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 operate an open door policy. 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 acquaintance 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 a locked filing cabinet, 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 our very stable staff group, turnover is very low and more than half the staff has at least 5 years of service. All of our staff are carefully selected to provide the highest standards of care and education for your child. All personnel undergo stringent recruitment procedures and whilst awaiting DBS criminal record checks are never left unattended with children.

Our Nursery Manager has been at the Nursery since it was established in 1991 and has over 30 year's experience of working in the early years. Two Deputy Managers are also extremely experienced, qualified childcare practitioners who have worked at the Nursery since 1992.

Each section has a Team Leader who hold either a Level III or a level IV qualification and the Team Leader in the Pre-school is a qualified teacher with an early year's degree. However, we have always felt it most important that all staff should have a recognised Level III childcare qualification and as such at least 80% of our staff always do. Any staff that hold a Level II qualification are always encouraged to work towards a Level III. Each member of staff has a development programme that includes induction, staff supervision, staff appraisal and internal/external training. Courses are provided that are suitable to individual requirements. Two monthly staff meetings and weekly/monthly team meetings are held, which enable staff to share ideas and plan and review the care and learning provided. Non-contact time is allocated to each member of staff so that they may complete records and other relevant paperwork.

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. We also provide a second key person for all children, so that they have another person with whom they can become familiar, however, we always encourage all children to make friends with all members of staff.

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. Not included within these ratios is a minimum of two supernumerary staff, which always enables us to offer additional support to staff and cover all staff absences, therefore, providing continuity of care. Students from local colleges occasionally attend the nursery for training purposes and are always supervised when with the children.

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. On a weekly basis environments are carefully planned by the children and staff to ensure that a varied range of activities and equipment are available and accessible.

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

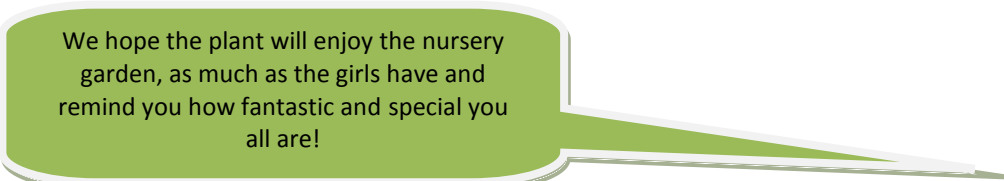
The Toddler Room is an exciting place for exploring! It has been specially designed with toys and equipment that support and promote children's rapidly developing skills and physical abilities, across all areas of learning. Within this environment, staff support children's social skills as they learn 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, 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! Regardless of the weather, children have access to these areas every session, as we provide wet weather play suits. 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 (named) sun hat to keep at nursery during the summer months.



We hope the plant will enjoy the nursery garden, as much as the girls have and remind you how fantastic and special you all are!

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 (EYFS 2014) - 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:

- **Theme:** *A Unique Child*
- **Principle:** *Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.*

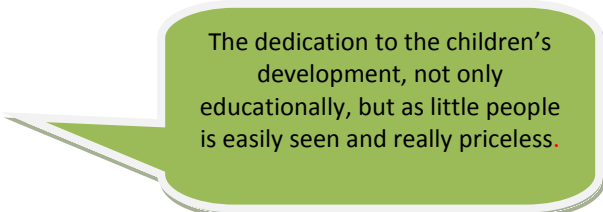
- **Theme:** *Positive Relationships*
- **Principle:** *Children learn to be strong and independent through positive relationships.*

- **Theme:** *Enabling Environments*
- **Principle:** *Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and carers.*

- **Theme:** *Learning & Development*
- **Principle:** *Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.*

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.

We feel that all planning starts by observing and talking to the children, in order to fully understand and consider their current interests, development and learning. We therefore observe and assess all children on an ongoing basis. All observations are analysed weekly by staff, which enables them to plan the learning environment and activities for the forthcoming week and generally, to plan for the next steps in children's learning. Completed observations form part of each child's 'Learning Story', which is a record of learning and development that is created, in partnership with parents, for each child when they join the nursery. This record then follows their learning journey for the duration of the time they are with us and is regularly shared with parents.



The dedication to the children's development, not only educationally, but as little people is easily seen and really priceless.

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 a specialist company called 'Early Years Catering', who have a nationally recognized 'Soil Association Award'. Their nutritious meals are prepared daily by qualified chefs, who use all fresh ingredients, most of which are locally sourced and organic. No artificial additives or salt are used and their 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. We regard snack and meal times as important parts of our daily routine that represents a social time for children and adults.

Standards & Policies

Health & Safety

We firmly believe that the safety of the children is paramount and were delighted to receive an 'outstanding' grade in this area from Ofsted. 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 12 weeks or as necessary. All staff are qualified First Aiders and regularly receive Health & Safety training.

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.

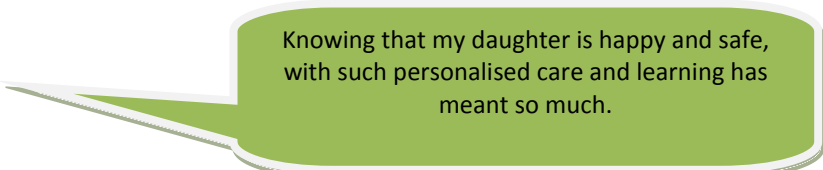
We welcome children with additional needs and disabilities and follow the guidelines as laid out in the 'Special Educational Needs & Disability' (SEND) Code of Practice. Staff promote inclusion in a positive way, creating a happy atmosphere for all children, who benefit from integration and learn a great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

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.



Knowing that my daughter is happy and safe, with such personalised care and learning has meant so much.

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 completed Enrolment 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 10% per week surcharge. We also reserve the right to terminate your child's place or refuse admittance, if accounts are not paid by the end of each calendar 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 £50 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

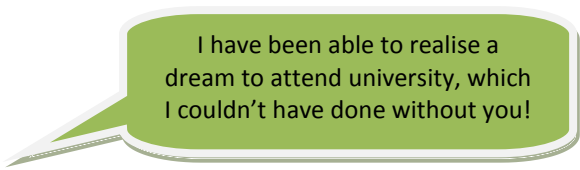
Children should be dropped off and collected at their specified times to ensure that our staffing levels are not compromised. We appreciate that occasionally, due to circumstances out of your control, late collection may occur and to this end we do not charge for this, although we reserve the right to 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.



I have been able to realise a dream to attend university, which I couldn't have done without you!

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 a maximum of 15 hours (over 3 days) or 12.5 hours (over 2 days) per week for 38 weeks of the year. 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/keep one of our scheduled sessions (see attached fee policy) and the appropriate deductions will be made from your monthly fee bills. Alternatively, your child may attend Grant only sessions and those that we offer are as follows:

9.00 – 12.00	3 hours
1.00 – 4.00	3 hours

You may combine the above hours to do a 9.00 – 4.00 session, but this will incur a charge for the hour between 12.00 – 1.00, plus lunch. Other additional hours and meals can also be taken and are charged at our usual rates (see attached fee policy).

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, Fidelti 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