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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 the emphasis has always been placed upon the security, happiness, education and individual needs of each child.

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. We are permitted to take a small number of children up to 8 years of age, within our ratios, after school and during school holidays.

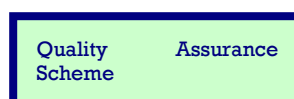
We had an excellent Ofsted inspection in June 2009 and were delighted to receive 'outstanding' and 'good' judgments, which Ofsted states, reflects that our provision is of 'exceptionally high quality and strong'. We have undergone assessment, gained a nationally recognised Quality Assurance Award and have received an 'Investors in Children' certificate. This Governmental initiative acknowledges those practitioners who provide care and education of a higher quality than is required by Ofsted.

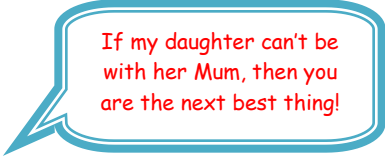
We would very much welcome the opportunity to show you and your family all that we offer and for you to see for yourself why our nursery is a very special place. If you would like any further information or would like to visit the nursery, please contact our nursery manager, Liz Burrows.

"Children benefit greatly from high quality childcare provided by the manager and her committed team of staff"

"Children thrive because staff work in very close partnership with their parents to ensure that they are fully aware of children's individual care, learning and developmental needs"

Ofsted 2009





If my daughter can't be with her Mum, then you are the next best thing!

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 through letters, 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 have 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 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 25 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.

We have always felt it most important that all staff should have a recognised Level III childcare qualification and as such at least 90% of our staff always do. Those who don't, have a Level II qualification and are working 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. However, all children become familiar with and make friends with all members of staff.

In the Baby Section the staff ratio is 1:3; Toddler Section 1:4; and Pre-school 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. They are always supervised when with the children and are not counted in staff ratios.



My little girl has had a very special time with you and all her friends. We were so lucky to have found you!

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 is 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, 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 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 full-time 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.

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 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 outside play areas to the rear of the property to which children have access every session. To us, the gardens are additional areas, which offer endless opportunities for children to explore nature, enjoy planting, continue learning and have fun! We are very aware of the dangers of over exposure to the sun, therefore, you will be asked to sign a form giving us permission to apply sun cream to your child. We also ask you to supply a (named) sun hat to keep at nursery during the summer months.

The attention to detail and personal nature of his Learning Story was fabulous.

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) - a framework created by the Department for Education and Skills, to support children's development and learning from birth to age five.

The EYFS consists of principles, which are grouped into four distinct but complementary themes.

The four Themes and associated principles are:

- **Theme:** *A Unique Child*
- **Principle:** *Every child is a competent learner from birth who can be resilient, capable, confident and self-assured*
- **Theme:** *Positive Relationships*
- **Principle:** *Children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person*
- **Theme:** *Enabling Environments*
- **Principle:** *The environment plays a key role in supporting and extending children's development and learning*
- **Theme:** *Learning & Development*
- **Principle:** *Children develop and learn in different ways and at different rates and all areas of Learning & Development are equally important and interconnected*

Within the EYFS the areas of learning we promote are: Personal, Social and Emotional Development; Communication, Language and Literacy; Problem Solving, Reasoning & Numeracy; Knowledge and Understanding of the World; Physical Development and Creative Development. At all times the emphasis is firmly placed on play and exploration.

We feel that all planning starts by observing children in order to understand and consider their current interests, development and learning. We therefore observe 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.

Healthy Eating/Mealtimes

Leaving our daughter in great hands every day, knowing she is loved and cared for, means so much!

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 gained a 'Healthy Pre-school Award', which highlights our commitment to a healthy eating philosophy. We offer a mid-morning and a mid-afternoon snack, which comprises of fresh fruit and milk/water. Lunch and tea is provided daily by a specialist company called 'Early Years Catering', who has recently obtained 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 displayed on the front door and are changed seasonally. Tablecloths are always used at meal times and children have individual flannels, which are machine washed sessionally. Mealtimes are sociable occasions, good table manners are expected and are the 'norm' at Ambourne House.

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. 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. All staff are qualified First Aiders and regularly receive Health & Safety training.

Equalities & Inclusion Policy

This policy shows how we, at Ambourne House 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 Code of Practice for Special Educational Needs' and 'The Disability Discrimination Act'. 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 members of 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.

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, 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 or environmental factors (such as snow) 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

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 reduce the number of sessions normally taken.

7. Registration Fee/Deposit

The registration fee is £100. However, £50 is refundable when a child leaves, provided all fee payments are up to date and the correct notice period is given.

8. Dress/Lost property

Normal day clothes should be worn and parents are asked to bring a change of clothing, especially for babies. 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.

9. 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.

10. Safeguarding Children

Ambourne House is regulated by Ofsted and inspected under 2006 Childcare Act. It is therefore a requirement of our registration to respond to 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.

Sessions

| SESSIONS | TIMES |
|--|--------------|
| Full day with lunch & tea | 8.00 - 5.45 |
| Full day with lunch & tea | 8.00 - 5.15 |
| Full day with lunch & tea. | 8.30 - 5.45 |
| School day with lunch. | 9.00 - 3.45 |
| Morning session. | 8.30 - 12.00 |
| Morning session. | 9.00 - 12.00 |
| Morning session with lunch. | 8.30 - 1.00 |
| Afternoon session. | 1.00 - 4.00 |
| Afternoon session with tea. | 1.00 - 5.00 |
| Afternoon session with tea. | 1.00 - 5.45 |
| Nursery Education Grant (Over 3 Years) | 2.5/5 hours |

For up to date session prices, please email or call us on 01454 615352

We operate a waiting list where 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.

Nursery Education Grant

We are registered with the Government's Nursery Education Grant Scheme (NEG) for 3 and 4 year olds. Children become eligible for the NEG one term after their 3rd birthday and continue to receive it until they leave us to attend school. The grant is worth a maximum of £1,653 per annum and each 2.5 hour session is worth £8.70. If your child attends less than five sessions per week then a pro-rata amount of the grant can be claimed. 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, for which no fee is payable. These amount to 12.5 hours per week, which can be taken as 2.5 or 5 hour sessions per day. The grant is only funded for 38 weeks of the year. However, if you require them, the remaining 13 weeks of the year are payable at our usual rates.

AMBOURNE HOUSE DAY NURSERY REGISTRATION FORM

Personal Details

| | | |
|-------------------|----------|----------|
| Child's Full Name | | Boy/Girl |
| Date of birth | Religion | |
| Address | | |
| Postcode | | |
| Home telephone | Email | |
| Father's Name | Mobile | |
| Mother's Name | Mobile | |

I wish to reserve a place for my child at your nursery to commence on: _____

Attendance Schedule

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|-----------------|--------|---------|-----------|----------|--------|
| Morning | | | | | |
| Afternoon | | | | | |
| Full/School Day | | | | | |

Please note this registration form incorporates the Terms & Conditions, a copy of which is included in the Prospectus. Upon signing this form and applying to register your child at Ambourne House Day Nursery, you are agreeing to abide by those Terms & Conditions.

| | |
|------------------------|------------------------|
| Signature (Parent one) | Signature (Parent two) |
| Date | Date |

For office use only

| Date | Reg Fee | Com | Inv | Ass | P/W |
|------|---------|-----|-----|-----|-----|
| | | | | | |

Data Protection: In compliance with current UK Data Protection legislation, any information you provide here will be kept secure and treated confidentially. The data collected will only be used by Ambourne House Ltd and will not be disclosed to any other sources, without your prior consent.