



Mudchute Farm Day Nursery
Pier Street
Isle of
Dogs E14
3HP

Tel: 0207 538 8456

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Office: admin@mudchute.org

To: All New Parents / Carers,

Welcome to our Nursery. We hope that both you and your child enjoy your time at our setting.

May we ask you to spend a short time reading our policies, completing, signing and returning Registration Forms, Terms and Conditions, as well other Consent Forms.

Should you require any assistance with the forms or need any further help or information, please don't hesitate to contact us.

Thank you.





Mission Statement

At Mudchute Farm Day Nursery we provide a caring, happy, stimulating environment in which the children, we care for are encouraged to reach their full potential. We provide an excellent foundation to cover all children's social, emotional, physical and educational needs. It's our intention for them to have access to a wide range of opportunities that will allow them to explore and develop new skills within a safe and secure environment.

Our Ethos

Our Nursery is warm, cosy, caring and nurturing.

High staff-to-child ratio allows us to meet your child's needs. We wipe noses and bottoms; we give lots of cuddles through tears and tantrums, and join in with their excitement.

We praise and encourage their efforts. We provide a safe, caring, secure environment, using the ethos of "Learning through Play" from which your child can gain confidence and become independent as they grow.

Most importantly, your child will have fun as part of our structured day and they have time and freedom to choose their activities and play with friends.





General Information

We are registered for 76 children. Our comforting Nursery environment has 4 rooms that are separated by age group. The Nursery provides children with wonderful opportunities to find out about the natural world. The outdoor environment is designed to give the children the chance for exploration investigation and play. Each room has access to a stimulating natural outdoor area.

Babies start their Nursery life in our self-contained baby unit which consists of two play rooms, a sleep room and changing facilities. Our Baby room caters for babies as they become increasingly mobile and begin to explore their surroundings. The rooms provide a fun and stimulating environment where babies are encouraged to explore, investigate and learn basic skills they need to help them develop.

Our **Toddler** room provides all the essentials for the inquisitive and active two-year-old. We ensure these young children are able to enjoy and develop by providing activities they like to do and find interesting. A wide range of exciting activities are on offer from role play, messy play, arts and crafts, dance and movement and lots more to stretch the imagination. Staff in this room carry out a two-year development progress report in conjunction with parents/carers.

Pre-school children have a routine that is both suitable for their development age and also prepares them for school life, as we acknowledge the importance of a smooth transition. Our spacious room offers children ample opportunities to access different activities which include a creative area, exploration area, mark-making and a variety of other activities of interest that develop and stretch their abilities.





Staff

At Mudchute we have a quality staff team whose ethnic diversity reflects the makeup of the local community. All staff are required to hold relevant qualifications and students, volunteers in addition to paid staff are required to hold clear DBS checks.

We pride ourselves on the fact that we have male workers within the setting who carry out the same duties as our female staff. There is a possibility that your child could be assigned a Male Key Person who will play a major part in your child's development. If you are uncomfortable with a male worker caring for your child, you may need to consider whether this is a suitable setting for you.

Admission Criteria

1. Availability of spaces taking into account the staff/child ratios; the age of the child.
2. When the application form is received (priority is given to those who have been on the waiting list longest).
3. Priority will be given to parents/carers who have children already attending Mudchute Nursery.
4. The Mudchute Nursery's ability to provide the facilities for the welfare and care of the child.
5. Special circumstances affecting the child's welfare or his/her family.
6. Funded foundation stage places are available; these are subject to availability.
7. Priority will be given to parents that require full time childcare for a minimum of 3 days per week. This will ensure that the Mudchute Nursery is running to full capacity, in order to maintain sustainability of the service whilst keeping fees affordable.

Registration details of children of parents/carers requiring a place at Mudchute Nursery will be placed on a waiting list until a suitable place is available.

Parents/carers will receive a phone call or email once a space becomes available.

When the place has been accepted, **a Deposit of one month's fees is required (in full) to secure the place. (This deposit does not cover your first monthly invoice)**

Every parent/carer enquiring about a place at Mudchute Nursery is requested to make a visit before accepting a space. This enables parents/carers to be confident that the staff have the abilities, training, qualifications and experience to take care of their child, and are able to promote activities that will benefit their child.



Parents/carers will also be asked to bring their child along to visit the Nursery prior to admission, in order for the child to become familiar with the staff and the environment.

Our Obligations

1. We welcome staff and children from many different backgrounds and ethnic groups. Human rights and freedoms are respected and we will do all that is reasonable to ensure that our culture, policies and procedures are made accessible to children who have disabilities and to comply with their social and moral obligations under the Special Educational Needs and Disability Act 2001 or Equality Act 2010 in order to accommodate the needs of children, applicants and members of staff who have disabilities for which, after reasonable adjustments, we can cater for adequately.
2. If we determine, in our sole discretion (after appropriate and reasonable analysis) that reasonable adjustments cannot be made for a Child and as such we cannot continue to adequately provide for that Child (or admit them as the case may be) then we shall be permitted to request that you to withdraw the Child without being charged fees in lieu of notice.

Your obligations

You shall Co-operate with us and;

1. Provide to us such information as we may reasonably require about the Child (e.g any known medical condition, health problem, allergy or diagnosed dietary requirement).
2. Inform us of any prescribed medicine the child requires, any lack of a vaccination which the child would ordinarily have by their age, any family circumstances or court orders affecting the Child as well as any concerns about the child's safety.
3. Provide us with your contact details, and those of your authorised persons who may collect the child. You must ensure that details are accurate and keep them up-to-date, by promptly informing us in writing whenever these change.
4. If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.
5. Please refer to the nursery's Arrivals and Departures policy regarding arrivals and departure of a Child.



Nursery Fees & Opening Hours

OPENING HOURS: 8:00 AM to 6:00 PM

The setting does not offer part time places; parents/Carers have to take on a minimum of three days per week.

The below fees include all meals, snacks, drinks and some educational trips; parents may be asked to make a small contribution for trips.

NURSERY FEES

BABY ROOM	Weekly	Per Day
3 MONTHS – 2 YEARS		
Full Day Care Weekly	£ 355.00	£ 71.00
Four Days Full Day Care	£ 310.50	£ 77.62
Three Days Full Care	£260.30	£ 86.76
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TODDLER ROOM	Weekly	Per Day
2 YEARS – 3 YEARS		
Full Day Care Weekly	£ 330.00	£ 66.00
Four Days Full Day Care	£ 289.60	£ 72.40
Three Days Full Care	£ 243.80	£ 81.27
PRE-SCHOOL ROOM	Weekly	Per Day
3 YEARS – 5 YEARS		
Full Day Care Weekly	£ 320.00	£ 64.00
Four Days Full Day Care	£ 281.90	£ 70.47
Three Days Full Care	£ 238.30	£ 79.43

Nursery Bank Details

Bank Name: Barclays



Account Name: Mudchute Association

Sort Code: 20-26-46

Account Number: 90481963

Please remember to include your child's name as reference.

Registration

A contract for the Services will be formed between parents / careers and us, once they have given us a signed fully completed registration form and a non-refundable registration fee of £25

Once the non-refundable registration fee is paid, parents / careers, will receive an email confirming that the application for a place on the waiting list has been successful.

Fees Payable

Our fees, calculated on 52 weeks on the year are due on the first working day of each month. Payment can be made by bank transfer, cheque, cash or childcare vouchers; the Nursery does not have a facility for accepting credit or debit card payments

Fees are still payable if a child's day falls on the day the Nursery is closed due to:

- 1. UK Bank Holidays**
- 2. Christmas period closure**
- 3. Three INSET days per calendar year**
- 4. Any emergency closures due to events beyond our control**

Charges and payment

Charges are due even if the Child is absent. The quoted charges are per Child and include all meals and snacks.

1. The charges must be paid monthly in advance, by the 1st day of the month.
2. All payments must normally be made by standing order and/or childcare vouchers. No payment shall be deemed to have been made until it is cleared into our bank account. If payment fails, we may charge a reasonable administration fee of £25
3. We may increase our charges twice per year. We will give you written notice of any such increase at least two months before the proposed date of increase.



4. Without restricting any other legal right that we may have, if you fail to pay us on time, we may:
5. Charge you an administration fee of £25 and suspend all services until payment has been made in full, which will include the suspension of the child, or even terminate the contract permanently.

Cancellation

1. Two full calendar month's written notice is required and must be received on the last day of the month. Failure by the parent/carer to provide notice as above shall render the parent/carer liable for the payment of one month's fees.
2. Should a parent / carer wish to reduce their Child's sessions, two full calendar month's written notice is required.
3. The Deposit will be returned to parents/ carers (within ten days of the child leaving the nursery) after giving two full calendar months' written notice of termination of nursery place.
4. Parents/ carers are responsible for and must cancel any direct debit and/or voucher payment after the last month's fees have been paid. In the event that the parent/ carer omits to stop their direct debit/voucher payment as specified, the nursery will refund the over payment within two months. However, voucher payments cannot legally be refunded directly to parents and it may take some time to organise these refunds to the issuing voucher company (not the parent)."

Health and medical matters

If your Child becomes ill during the nursery session you or your emergency contact indicated on the registration form will be notified. You must inform us immediately of any changes to these contact details.

1. If your child requires urgent medical attention while under our care, we will do our best to contact you. However, it is imperative that should we be unable to contact you, we must beforehand, be authorised by you to make the decision on your behalf should consent be required for urgent treatment recommended by a doctor (including anaesthetic or operation, or blood transfusion) unless you have previously notified us that you object to blood transfusions).
2. If your Child is suffering from a communicable illness, he/she should not be brought to the nursery until such time as the infection has cleared. A full copy of our infection control



policy is available from the Nursery. Please refer to the illness/communicable disease list supplied in your information on minimum periods of exclusion from the nursery.

3. You must notify the Nursery If your Child is absent from the nursery through sickness.
4. If your Child has been sent home from the nursery because of ill health, he/she will not be re-admitted until they are feeling well and can fully participate in the day's activities. If your Child is prescribed antibiotics, he/she will not be allowed to return to the nursery for 48 hours.
5. As regards medication, and the administration of it, please refer to the nursery's Medication Policy.
6. Please also refer to your obligations for any matters we need to be informed about.

Reporting of neglect or abuse

We have an obligation to report to the relevant authorities any suspicion's we have that your Child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you.

Free Early Year Education Hours

The Nursery is registered to provide Early Education Funded places for children aged two, three, four years of age, attending our Toddler and Pre School rooms. Parents/carers are informed how the funding is claimed by us and the saving passed on to them to cover the funded part of the day. Mudchute adheres to the Code of Practice on the provision of Free Nursery Places for two three and four year olds. The Nursery can also accommodate children eligible for Two-Year-Old Funding; all offers of places are dependent on availability within the provision.

Children will receive the free hours from the term after their third birthday.

Settling Period

It is very important for children to go through a settling-in period, especially if they have never been separated from their parents/ carers before.

1. Before your child is due to start at the Nursery, we will contact you and arrange a visit for you and your child. Normally, children will attend on four or five days for an hour at first increasing to seven hours. This helps your child to get use to the Nursery environment and start to build relationships with the staff and other children. The settling-in period is free of



charge, but parents must stay with their child during this time, or until staff advise them to leave.

2. When you accept a place for your child he/she will be introduced to their Key Person. This member of the staff will have a particular interest and responsibility for your child. The Key Person will keep you informed of your child's progress and development. Parents/carers with any worries or questions about their child should speak to their Key Person first.

Clothing, Sun Cream and Personal Property

Please make sure your child wears comfortable clothing, and be aware that although we provide aprons, clothes will sometimes get dirty. A tray and peg will be provided for your child. We would ask that they have a complete change of clothing extra knickers pants or nappies. We ask parents to provide wellington boots and in the summer a sun hat and sun cream for hot days (hopefully). We prefer children not to wear jewellery as it can be dangerous and we cannot be responsible for its loss.

The Nursery cannot accept liability for any loss or damage to property or clothing belonging to your child whilst at Nursery. This includes any toys brought into the Nursery; we do ask that toys belonging to your child not be brought into the Nursery for this reason.

Data Protection

We may take photographs and/or videos of your Child for promotional or training purposes only. If you do not wish for your Child to be included in such photographs or videos, please inform us by completing the 'permission form' given to you on registration.

Any personal data related to you or your child will be dealt with in accordance with our privacy notice, which can be found on the parent/carer notice board.

Security



Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is your responsibility to ensure that we are aware of who will be collecting your Child. We will not allow a child to leave the building with any person other than those who has not been notified as an authorised person to collect the Child on your behalf. You will be required to give a password on registration and this password must be given to staff before your child is handed over to your authorised person.

Notice of Termination or Change of Contract

- 1.** We require two full calendar month's written notice should you wish to vacate your child's place or a month's fee in lieu. Newly registered children will have to be registered with the Nursery for six months before any change of days will be considered and all changes will be made at management discretion.
- 2.** Without restricting any other legal rights which the parties may have, either party may terminate the contract without liability to the other immediately on giving written notice to the other if:
- 3.** The other party fails to pay any amount due under the contract on the due date for payment and remains in default for 31 days or more;
- 4.** On termination of the contract for any reason you shall immediately pay all of our outstanding unpaid invoices and interest in respect of Services provided.

Changes to these terms and conditions

We may change these terms and conditions where such a change arises from changes in regulations or legislation affecting us.

We may change any other terms provided we give you at least one month's written notice of our intention to do so.

Events beyond our control

If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may



close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.

If it is, in our reasonable opinion, necessary or in the interests of the Children to do so, we may close the nursery indefinitely even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the time the nursery is closed. For example, we may close because of any Pandemic, severe weather conditions, outbreak of flu, swine flu or other illnesses etc.

Insurance

Mudchute children's Nursery has full specialised nursery insurance. The Nursery exceeds all the legal requirements for children, staff and other areas of the Nursery.

Policies and Procedures

We ask all parents to read the policies and procedures carefully for the Nursery. These are located at the main entrance to the Nursery, in the main office and in the staff/parent Rest Room.

Disciplinary/ Complaints Procedure

It is necessary for the Nursery to have a disciplinary procedure to ensure the smooth running of the Nursery. The management reserves the right to suspend or terminate a child's place at the Nursery if there is consistent failure to adhere to the rules of the Nursery. In extreme circumstances a place may be terminated immediately if parents demonstrate any threatening or intimidating behaviour. "THIS IS FOR THE PROTECTION OF BOTH STAFF AND CHILDREN"

We recognise that where children are concerned problems and concerns can often arise. If this happens or a parent is unhappy about the actions of a staff member, they should first approach the Nursery Room Leader. If for any reason this is not possible or not satisfactory, the parents should then contact the Nursery Management who will endeavour to sort out the problem, usually in conjunction with the staff. This procedure applies to any problem or suggestion parents might have.

In the unlikely event that any problem cannot be satisfactorily resolved, the matter can be referred to Margaret Tracey (0207 538 8456).

Complaints can also be referred to Ofsted the regulating body at:

Early Years
Ofsted
Royal Exchange Buildings



St Ann's Square
 Manchester M2 7LA
 Tel: 0300 1231231

This contract is between:

**Mudchute Farm Day Nursery
 Pier Street Isle of Dogs
 E14 3HP**

And

Parent/Carer Names:

Name of Child					
Date of Birth					
Start Date					
Days of attendance	Mon	Tues	Wed	Thurs	Fri
Rate based on room					
Fees / Late collection fee / Extra days	<p>Monthly fees are payable on the 1st day of each month.</p> <p>If you arrive late to collect your child there will be a late charge of £20 for the first 15 minutes and an additional £1 per minute thereafter.</p>				



	<p>Extra days are subject to availability; you can purchase extra days at the standard daily rate. Extra days can be booked a maximum of two weeks before the requested date. Please note we do not allow swap days.</p>
<p>Acceptance of a place & cancellation notice</p>	<p>In order to accept a place in Mudchute Day Nursery you are required to pay one month's deposit, this will be calculated on the amount of days your child attends weekly and will be deducted from your final invoice. Deposits are non-refundable once your place has been accepted.</p> <p>You are required to give 2 months' notice If you wish to cancel your child's place once they have started at Mudchute Farm Day Nursery. The cancellation period will end after 2 months from the date you have given notice that you wish to cancel the place. You will be responsible for paying full fees during this period.</p>

Signing this contract signifies you agree to The Terms and Conditions in Part B. Therefore, please read them carefully before signing below.

Parent/Carer Name

Parent/Carer Signature

Date

Parent/Carer Name

Parent/Carer Signature

Date