



Childerwood Nursery

Prospectus

2026

WELCOME TO CHILDERWOOD NURSERY

At Childerwood Nursery, our priority is providing a safe, nurturing, and stimulating environment where your child can thrive. We understand that entrusting your little one to others is a big decision, and we hope this prospectus provides the reassurance you need. However, if you have any further questions, please don't hesitate to contact us.

About Us

Established in May 2014, Childerwood Nursery is a family-run business based in Drayton, committed to offering long-term, high-quality, and affordable childcare for local families.

We provide up to 42 child placements per session, ensuring children enjoy a well-structured indoor and outdoor learning experience throughout the day. Our child-centred approach focuses on continuous development, regularly introducing new and engaging play scenarios to enrich learning. We are also dedicated to supporting our families and adapting our services to meet their needs.

Our Team

We take pride in recruiting and developing experienced, qualified, and passionate childcare professionals. All staff either hold or are working towards relevant childcare qualifications, with our Nursery Practitioners achieving a minimum of a Level 2 qualification.

Our dedicated team of approximately 13 staff members create a warm, caring, and enriching environment that fosters children's learning and development.

Staffing Ratios

To ensure the highest standards of care, we adhere to Ofsted-recommended staff-to-child ratios:

- 0 to 2 years: 1 staff member per 3 children
- 2 to 3 years: 1 staff member per 5 children
- 3 to 5 years: 1 staff member per 8 children

Staff holding recognised Level 6 or Level 7 Qualifications can also go 1:13 for children over the age of 3-years.

Additional Support Services

- Onsite Catering: Our nursery cook prepares fresh, healthy, and balanced meals daily.
- Maintenance Team: Dedicated staff ensure a safe and inspiring environment, handling routine upkeep and new developments.
- Cleaning Services: Our evening cleaners help us to maintain exceptional hygiene and infection control standards.

At Childerwood Nursery, everything we do is driven by a commitment to excellence. We look forward to welcoming you and your child into our nurturing environment.

Key Service Information

Company name:	The Childcare Professionals Limited
Company number:	9038658
Ofsted registration name:	Childerwood Nursery
Ofsted registration number:	EY480565
Date of registration:	28/08/2014

Placement and Availability

Childerwood Nursery welcomes children aged 3-months to 5-years. We operate Monday to Friday, from 7:30 AM to 5:30 PM. We are open 50 weeks per year, closing during:

- The third week of August
- The last week of December (25th December until 2nd January)

Funding & Payment Options

We offer both funded and non-funded sessional places, supporting schemes such as:


- **Take 2 Scheme**
- **Universal and Extended Offer**
- **Tax-Free Childcare** (and other schemes—please discuss with the Nursery Manager).

Additional Services


- **Holiday Club:** Available for new children, term-time funded children, and reception-aged children.
- **Before & After School Care:** Available for reception children until the month of their 5th birthday.

Joining Our Nursery

We operate a **waiting list** to support families who wish to pre-register or adjust their child's session schedule. To register your child for a place or to join the waiting list, you can:

 **Email us at** hello@childerwood.co.uk

 **Fill out our online registration form**

 **Call us at** 01603 865477

We look forward to welcoming your family to Childerwood Nursery!

Our Vision Statement

At Childerwood Nursery, we are committed to **“Growing Learners for Life.”** Our vision is to provide a high-quality early year's education through a child-centred approach, where every child's uniqueness is valued and celebrated.

We believe that children learn best through contextual learning—engaging, meaningful experiences that connect with their interests. Our passionate team fosters a love for learning through a balanced mix of adult-led and child-initiated activities, encouraging independence and intrinsic motivation. Our curriculum is guided by the Family Online Learning Journey, ensuring each child's development is carefully supported.

A Culture of Partnership & Inclusion

At Childerwood, every child, family, and staff member matters. We are dedicated to creating a welcoming, inclusive, and diverse learning community, where listening and collaboration help everyone reach their full potential. Our environment is built on **respect, kindness, and support**, providing a safe and inspiring space for children to grow and thrive.

Our Commitment to Excellence

We believe a high-quality nursery team is essential to ensuring children's safety, well-being, and development. To uphold these standards, we have robust policies in place for the recruitment, development, and retention of dedicated and skilled professionals.

At Childerwood Nursery, we are not just shaping early learning—we are laying the foundation for a lifelong love of learning.

Mission Statement About British Values

At Childerwood Nursery, we actively promote British Values such as democracy, the rule of law, individual liberty, and mutual respect and tolerance for people of all faiths and beliefs.

For young children, this means learning right from wrong, understanding the importance of taking turns and sharing, and developing a mindset that challenges negative views and stereotypes. We are committed to fostering critical thinking and do not promote views or theories that contradict established scientific or historical evidence.

Learning Intentions

At Childerwood Nursery, we are committed to providing an enriching, inclusive, and inspiring early years' experience. Our aims include:

Empowering Independent Learners

We strive to nurture children into confident, independent learners who appreciate learning with and from others, while developing a lifelong positive attitude toward education. We achieve this by:

- Giving children the time and space to reflect, practice, and learn in a supportive environment, free from fear of failure.
- Encouraging a positive self-image, helping children develop self-respect and respect for others.

Delivering a High-Quality, Play-Based Curriculum

We provide a broad, engaging, and challenging curriculum, aligned with the Early Years Framework (2019), through:

- Building on children's interests and developmental stages, supporting them in reaching their full potential across all areas of learning.
- Creating a balance between the security, comfort, and care of a home-like environment and the stimulation, learning, and social awareness of a well-structured early years setting.
- Developing robust policies and procedures that underpin a high-quality curriculum.
- Using a range of pedagogical strategies to deepen our understanding of how children learn best.

Creating a Welcoming & Inclusive Community

We aim to foster a happy, safe, and stimulating environment where children, parents, carers, and visitors feel valued and included. This is achieved by:

- Partnering with parents and carers, encouraging their involvement in their child's learning journey and celebrating achievements together.
- Helping children develop respect for others' property, ideas, and beliefs, regardless of gender, race, disability, or academic ability.
- Responding to the needs of families in the local community, ensuring that our nursery reflects and supports the diverse backgrounds of those we serve.
- Promoting an inclusive framework that welcomes and supports all children and families.

Fostering a Culture of Listening & Understanding

We believe in the power of active listening and shared learning for children, staff, and visitors. We cultivate this by:

- Observing and learning from children's words, actions, and expressions.
- Striving to understand different perspectives and learning from the experiences of others.
- Encouraging mutual respect and valuing diverse viewpoints.
- Creating open dialogue that fosters continuous learning for everyone in our nursery community.
- Maintaining a mindset of curiosity, openness, and a willingness to grow.

At Childerwood Nursery, we are dedicated to shaping a nurturing, dynamic, and inclusive learning environment where every child can flourish.

Safeguarding and Child Protection Statement

At Childerwood Nursery, we work in close partnership with children, parents, external agencies, and the community to ensure every child's welfare, safety, and well-being. Our goal is to provide children with the best possible start in life, ensuring they are treated with respect, supported to thrive, and protected from all forms of abuse.

We are committed to:

- Safeguarding and protecting the children in our care from maltreatment.
- Implementing robust procedures to prevent any harm to children's health and development.
- Promoting a culture of acceptance and tolerance, ensuring children are exposed to diverse perspectives and protected from the risks of radicalisation (see our Inclusion & Equality Policy for further details).

Safeguarding extends beyond this policy alone; therefore, it should be read in conjunction with the nursery's other policies and procedures.

Supporting Policies for Comprehensive Child Protection

This policy works alongside the following key policies to cover all aspects of child safeguarding:

- Online Safety
- Human Trafficking & Modern Slavery
- Prevent Duty & Radicalisation
- Domestic Violence, Honour-Based Violence (HBV) & Forced Marriages
- Looked-After Children

At Childerwood Nursery, safeguarding is at the heart of everything we do. By maintaining a safe, inclusive, and nurturing environment, we empower children to develop with confidence, security, and a sense of belonging.

Indoor Nursery Environment

Our Purpose-Built Nursery Environment

Childerwood Nursery is housed in a purpose-built facility, designed to provide a warm, welcoming, and enriching space for early learning. Situated within the grounds of Drayton Community Infant School, our nursery benefits from a well-connected, spacious, and thoughtfully designed setting that fosters curiosity, independence, and creativity.

A Warm & Flexible Learning Space

Our nursery rooms are bright and inviting, with natural light from all sides, wooden flooring, and carpeted areas to create a comfortable and homely atmosphere. Our environment is carefully structured with clearly defined learning areas, yet remains flexible to adapt to the changing needs and interests of the children in our care.

We have designated quiet, cosy spaces where children can relax, observe, focus on activities, or engage in conversations with their peers.

Facilities Designed for Comfort & Accessibility

- Children's bathroom and separate nappy-changing facilities ensure hygiene and ease of access.
- Our indoor and outdoor play areas span two levels, with handrails on steps and a wheelchair-accessible ramp for inclusivity.
- Low-level storage units allow children to access toys and resources independently, encouraging them to make choices, explore, and follow their own play ideas.

Encouraging Exploration & Learning

Our learning approach fosters independence, curiosity, and collaboration:

- Children are supported by qualified practitioners who enhance their experiences through guided play.
- A wide range of activities enables children to process and revisit new knowledge, including:
 - Musical exploration with instruments.
 - Role play and dress-up, encouraging imagination and storytelling.
 - Letters, sounds, and early mathematics, introduced through games, songs, and play from the very start.

- Shared thinking and social skills, developed through one-to-one interactions, small circle time groups, and everyday conversations.

Building Independence & Confidence

We believe in promoting self-esteem, independence, and confidence through encouragement, support, and praise. To foster this:

- Children are taught to respect and care for their environment.
- Equipment, aprons, and coats are kept within easy reach, empowering children to make independent choices.
- Mealtimes are an opportunity for self-service, where children help set the dining tables, serve their own meals, and tidy up—building responsibility and social skills.

Preparing for School & Beyond

Older children, or those who show readiness, are encouraged to participate in Pre-School Group Time, where they engage in fun activities to develop:

- Rhyming, segmenting, and blending skills, laying the foundation for early reading and writing.
- Mathematical confidence, through engaging, hands-on activities.

At Childerwood Nursery, we create a safe, inspiring, and nurturing space where children flourish, learn, and grow with confidence.

Outdoor Nursery Environment

Childerwood Nursery has a large outdoor open space which is separated into five core areas. Children love to safely explore these open spaces, which are designed to maximise learning opportunities in a safe and enabling environment.

Entrance Area (1)

This area is where parents can enter the setting to drop off or collect their children. During nursery hours children visit this space to plant shrubs and flowers, to welcome our nursery guests with a colourful outdoor space that the children can take pride in. It is also a space where they enjoy free play, barbecues and story times.

Planting Garden (2)

We have a dedicated planting area, that is nurtured by our older children, to enrich their learning and understanding of the world while also promoting them to try new foods at snack and mealtimes. Seeds are sown in the outdoor classroom and then planted here to observe as they grow. Children are supported that they water this garden and place netting over the plants, to protect them from unwanted pests.

Physical Space (3)

The physical space is laid with recycled tyres, providing a safe flooring to safely meet the physical needs of our children. This area is further complimented with a large pirate ship, climbing tunnel, jumping pads, water tray, loose parts for building, large low-level swing, climbing ladder, basketball hoop, seesaw and balancing boards.

There is also a large outdoor classroom for physical play, outdoor learning and an art station.

Natural Space (4)

The natural garden is where we get to enjoy messy outdoor play. There is a mud kitchen, wooden hut, water wall, natural material painting easel, natural tuff tray for learning activities, wooden half pipers, repurposed go kart tyres, a big house and camping equipment.

There are also a selection of pedal Bikes available to the children within this space.

Mini Village (5)

This garden is utilised by the babies and toddlers within our setting. It is laid with astroturf and has a soft, cushioned story reading corner. There is moveable soft play equipment, push-along walkers, as well as balance Bikes and Trikes.

Further to this, there is a large low-level swing, water trays, large sandpit, mark making boards for chalk and paint and an outdoor kitchen.

A Typical Day

Our daily routine is flexible and child-led, allowing children to explore their interests while receiving gentle guidance and support.

The morning begins with free-flow play and breakfast, creating a relaxed and welcoming atmosphere. Once children have settled and reconnected with their friends, children are invited to participate in circle time with their dedicated staff member. This is a valuable opportunity for them to:

- Share news and experiences in a supportive group setting.
- Practice turn-taking, active listening, and communication skills.
- Engage in discussions, building confidence and social awareness.

Throughout each session, children enjoy a free-flow environment, choosing from a wide range of indoor and outdoor activities designed to support their development. Our approach includes:

- Opportunities for independent play, fostering curiosity and decision-making.
- One-to-one and small-group learning experiences, led by a key person to provide tailored support.
- A balance of child-initiated and adult-guided activities, ensuring a well-rounded learning experience.

This structure allows children to develop at their own pace, while still benefiting from meaningful interactions and guided learning moments.

Sense of Community

We make full use of our expansive learning environment, regularly engaging with the open classroom, musical instruments, pond, wild woods, natural area, and school playing field—particularly during the school holidays. Children enjoy nature walks in the local area, active play in the park, and hands-on exploration of their surroundings and equipment.

Bringing Learning to Life

We strive to enrich children's learning with real-world experiences, helping them develop a deeper understanding of the world around them.

- We arrange visits from local emergency services, including firefighters and police officers, to foster curiosity and awareness of community roles.
- Parents are warmly invited to lead craft activities, celebrate cultural festivals, and join us on selected trips, creating shared learning experiences.

Building a Strong Community Connection

Our sense of community extends beyond the nursery, and we actively engage with local facilities to broaden children's social and learning experiences. We organise visits to and from:

- Badgers Wood Care Home – encouraging intergenerational connections.
- Drayton School Library – inspiring a love of books and storytelling.

These are just a few of the many enriching opportunities we offer throughout the year, ensuring children develop confidence, curiosity, and a sense of belonging in their wider community.

Nutrition And Mealtimes

At Childerwood Nursery, we believe that mealtimes should be joyful, social experiences for both children and staff. We foster positive interactions during these moments, creating an environment where children feel comfortable and encouraged to develop a healthy relationship with food and a positive attitude toward healthy lifestyles. Our inclusive approach extends to children, their families, and staff, ensuring everyone is involved in promoting well-being.

Our 5-Week Rotational Menu

Our 5-week rotational menu is thoughtfully designed to provide fresh, nutritious meals that introduce children to a variety of flavours and textures. We ensure seasonality by updating the menu regularly and incorporate cultural diversity into our meals, exploring dishes from around the world to broaden children's taste experiences.

Nutrition Guidelines

- We provide a balanced mix of food from all four main food groups (carbohydrates, fruits and vegetables, dairy, and proteins) every day.
- Main meals will always include a combination of carbohydrates, protein, dairy, and fruits or vegetables.
- No salt is added to meals, and foods high in salt are used sparingly. When using ingredients such as stock cubes or gravy granules, we opt for the lowest-salt varieties available.
- Foods containing added sugars will be reserved for mealtimes to minimise the risk of dental decay.

By ensuring balanced and diverse meal options, we aim to foster healthy habits, expose children to new foods, and contribute to their overall well-being.

Example: 5-Week Rotational Menu

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
CONTINENTAL BREAKFAST			TIME 08.00-09.00	
Cereal, Oats or Pancakes Fruit	Cereal, Oats or Pancakes Fruit	Cereal, Oats or Pancakes Fruit	Cereal, Oats or Pancakes Fruit	Cereal, Oats or Pancakes Fruit
MORNING SNACK			TIME 10.00-11.00	
Wholemeal Toast Tomatoes	Wholemeal Toast Sweetcorn	Wholemeal Toast Cucumber	Wholemeal Toast Peas	Wholemeal Toast Peppers
TWO COURSE LUNCH			TIME 11.45-12.45	
Beef Chili Jacket Potato Sweetcorn	Roast Chicken New potatoes Peas	Quorn Bolognaise Tricoloured Fusilli Doughballs	Pork Sausages Butternut Squash Broccoli	Quorn Curry Boiled Rice Carrots
Apple Crumble	Fruit Salad	Sweet potato brownie	Bananas with Custard	Yoghurt with Blueberries
AFTERNOON SNACK			TIME 13.00-15.00	
Wholemeal Bagel Clementines	Wheat Crackers Melon	Multigrain Crackers Blackberries	Oat Cakes Apples	Wholemeal Pitta Pears
TWO COURSE TEA			TIME 15.45-16.45	
Chipola Sausages, Beans Cheese	Lentil and Pork Sausage Rolls, Carrot / Cucumber	Breaded Chicken Mixed Vegetables	Fish Fingers Sweet Potato	Homemade Pizza Corn on the cob
Fruit Salad	Gingerbread Man	Apple Muffins	Courgette and Lime Cake	Cranberry and Orange Scones

Allergies, Food Preferences, and Special Diets

At Childerwood Nursery, we work closely with parents and carers to ensure we are fully informed about any special dietary requirements, food allergies, or preferences. This information is gathered during the nursery induction process to ensure we can cater to each child's needs effectively and safely.

Mealtime Practices

- Promoting Positive Social Interactions: Our staff actively involve children in mealtimes, making them a social occasion that encourages positive interaction, good table manners, and the development of social and emotional skills.
- Encouraging Healthy Eating Habits: We encourage children to try new foods and develop healthy eating habits, especially fussy eaters. Children are never forced to eat, but we celebrate their efforts, offering praise when they try new foods. If a child refuses food, we remove it without judgment.
- Offering a Balanced Diet: Children will always be offered food from all four major food groups: fruits and vegetables, carbohydrates (such as potatoes, bread, rice, and pasta), dairy or dairy alternatives, and proteins (including beans, pulses, fish, eggs, and meat). If children refuse a meal, alternatives like toast, bread, or crackers are offered, and they are still encouraged to have pudding if they try the alternative.
- Encouraging Independence: Children are given plenty of time to finish their meals, with age-appropriate utensils and crockery. We support children to eat with their fingers or utensils when appropriate, as part of cultural or developmental practices.

Refusing to Eat at Nursery

Some children may go through phases of refusing to eat at nursery. This can happen for various reasons, such as settling into a new environment or being unwell. Often, these phases are temporary and resolve once the child feels more comfortable or their health improves.

If a child refuses food and only accepts milk or liquids, we provide milk and other drinks at regular intervals to ensure they stay hydrated. If a child refuses liquids for an extended period, we may recommend a visit to the doctor or hospital to prevent dehydration.

Rolling Snack Time

We offer rolling snack times in the morning and afternoon, which allows children to choose when they want a snack. This flexible approach helps children maintain their focus and provides them with the independence to decide when they wish to take a break for food. Children are often encouraged to serve themselves, promoting a sense of ownership and independence.

Drinks

Children will have access to water throughout the day. During snack time, children will be offered milk or water. We do not offer sweetened juices, squashes, or fizzy drinks to ensure that children receive nutritious beverages that support their health.

Onsite Cooking Activities - Mini Food Explorers

Incorporating cooking activities into our curriculum is an exciting way for children to explore different cultures and learn about food. Children actively participate in preparing their own snacks and meals, learning how to handle fruits and vegetables safely, which promotes independence and practical life skills.

Parents are encouraged to share their own cooking traditions with the nursery, allowing staff and children to appreciate the diverse cultural skills within our community. Children will not be excluded from cooking activities, unless there is a clear health risk. In such cases, a suitable alternative activity will be provided. Before cooking activities, we ensure that a risk assessment checklist is completed, and the necessary safety protocols are in place. Changes to cooking activities are not permitted once this assessment is completed.

Special Occasions

We celebrate special occasions like birthdays with cakes and treats, ensuring that all food provided is in line with our child inclusivity policy (free from allergens and dietary restrictions). These treats are offered during mealtimes to avoid spoiling the child's appetite and prevent tooth decay.

In the event of multiple birthdays or celebrations, we may explore other fun alternatives like making cards, creating pictures, playing games, or singing the child's favourite song.

Parents may bring in cakes or treats to go home with children on special occasions, but they must adhere to the allergen-free and health standards set out in our policy, including the Food Information for Consumers (FIR) 2014 regulation on listed allergens.

CHILD REGISTRATION

Early Years Foundation Stage - Section: 3.28, – 3.31, 3.55, 3.58

Norfolk County Council Funding Agreement: Sections: 2.14, 2.25, 2.35, 2.37, 2.51

At Childerwood Nursery, we are committed to ensuring that our nursery is accessible to children and families from all backgrounds within our local community. We carefully consider the number and age of children admitted to the nursery, ensuring compliance with the legal space requirements set out in the Early Years Foundation Stage (EYFS). Admissions are also guided by our staff-to-child ratios and the available facilities to provide the best care for each child.

We strive to create an inclusive environment that meets the needs of every child and their family, adhering to the requirements of the EYFS (2020) and ensuring compliance with the Equality Act 2010 and the Special Educational Needs Code of Practice (2015). We operate an Inclusion and Equality Policy that guarantees access to our services regardless of a child's gender, race, disability, religion, belief, or the sexual orientation of their parents.

For more information regarding our support for children with special educational needs and disabilities (SEND), please refer to our SEND/Inclusion Policy, which outlines the services we offer and how we support families in selecting the most appropriate setting for their child with SEND.

We welcome all children, regardless of ethnicity or whether English is an additional language (EAL). Children with EAL will be admitted on the same criteria as any other child applying for a place at the nursery. For parents who do not speak English, we make every effort to provide oral and written information in alternative languages to assist with the admission process and ensure they are fully informed about life at Childerwood Nursery.

Upon admission, each child will benefit from a welcome induction programme that acknowledges their linguistic and emotional needs, ensuring they feel safe, secure, and ready to begin their learning journey.

Childerwood Nursery does not refuse admission based on a child having special educational needs or disabilities (SEND). For children or families with SEND requirements, we will make reasonable adjustments to our practices and provision to meet their needs effectively. All staff receive basic training in SEND, with additional advanced training provided as necessary to address specific disabilities or learning difficulties.

Our admission criteria are applied in the following priority order:

1. Looked-after children.
2. Children with SEND whose needs can be best met by our nursery.
3. Children who are vulnerable, with a Child Protection, Child in Need Plan, or Local Authority/Common Assessment Framework.
4. Siblings of children already enrolled.
5. Children living within the local area.

We aim to work in partnership with parents, providing regular updates on their child's development. We seek consent to request support from external agencies where necessary to ensure the best possible outcomes for each child.

For children requiring full-time places, priority may be given over those needing part-time spaces, depending on availability, work commitments, and age appropriateness. We operate a waiting list, and places are offered based on availability. We are committed to working with parents to ensure that, wherever possible, the hours and sessions align with their working schedules, particularly for those eligible for free provision.

Child Registration

We offer up to 42 child placements per session, ensuring that the number and ages of children admitted comply with the legal space requirements outlined in the Early Years Foundation Stage (EYFS). When making admission decisions, we carefully consider staff-to-child ratios and the facilities available at the nursery to maintain a safe and enriching environment.

Upon receipt of a fully completed registration form, the Nursery Manager will add the child to the waiting list and send an acknowledgement letter or email. The Nursery Manager will then contact the parent to discuss the placement or the child's position on the waiting list.

As part of the registration process, parents are required to provide documentation to verify their child's date of birth, confirming eligibility for free entitlements. Parents must also provide both the original and a copy of any legal documents related to custody arrangements or name changes via deed poll. These documents will be securely stored and later destroyed when no longer needed.

The registration form will request the following information:

Child Information:

- Child's name, date of birth, and birth certificate number.
- Assigned gender at birth, individual gender identity, and position within the family.
- Eye colour and hair colour.
- Religion, ethnicity, and nationality.
- Language(s) spoken at home and intended language(s) spoken at the nursery.
- Details of any special educational needs and/or disabilities (SEND).
- Information on any medical or dietary conditions.
- Details of any care plans or protection plans.
- Preferred attendance days and times.

Parent/Guardian Information:

- Name, home address, and place of work (including respective telephone numbers) of parents or guardians.
- National Insurance number and date of birth for funding claims.
- Person responsible for paying nursery fees and their contact details.
- Names of individuals authorised to collect the child from the nursery.

All parent, child, and staff information is securely stored in compliance with General Data Protection Regulation (GDPR) requirements. This includes details, permissions, certificates, and photographs. Further guidance on GDPR can be found on the [Information Commissioner's Office \(ICO\) website](#).

Placement Confirmation

If an immediate placement is available (as requested), the Nursery Manager will contact you directly to offer the placement. Before your child begins attending the nursery, parents must complete and sign the relevant documents, which will provide the nursery with essential personal details regarding the child.

The placement confirmation is subject to the following:

- A signed Registration Form
- A signed contract
- A signed GDPR privacy notice
- A signed Family agreement

- Birth certificate number
- Any legal documents related to custody arrangements or changes to the child's name via deed poll
- A signed Parent/Carer Early Years Education Funding form (if applicable)

Note: All required documents must be returned, signed, and dated before the placement can be confirmed.

Parent and Child Introductions / Settling in Sessions

Before your child starts, the Nursery Manager will arrange at least 3 or 4 free introductory visits, which can include home visits, typically scheduled about 1-2 weeks before the official start date. During this time, you will be informed about your child's Key Person and Buddy.

These introductory visits last approximately one hour, providing an opportunity for you and your child to explore the nursery. It allows your child to become familiar with the setting, staff, and other children, all while having the security of you being present. This also gives you a chance to meet your child's Key Person and Buddy and exchange essential information.

The number and timing of these visits will be tailored to meet the individual needs of your child. While we typically arrange 3 or 4 visits, the second visit encourages you to leave your child for a few minutes and third visit encourages you to leave your child for the full hour, helping them to gradually adjust.

Our approach is sensitive and empathetic, ensuring that we respect each child's individuality. Supporting:

- Initiative, by acknowledging their interests
- Independence, by giving them room for experimentation
- Autonomy, by letting them decide how to approach activities
- Participation, by involving them in setting values and rules

For more information, visit: [Leuven Wellbeing and Involvement Scales](#)

Parents Responsibility

Before your child starts at the nursery, parents must complete all necessary documentation during the child's initial induction. These forms provide essential personal details about the child and must be completed before the child can be left unaccompanied at the nursery.

It is crucial that the nursery is immediately informed of any changes to the information provided. We cannot be held responsible for any omissions by the parent, including changes to the name recorded on the birth certificate. The following information must be updated as necessary:

- Any changes related to the child's health, wellbeing, safeguarding, or child protection.
- Updates to parent/guardian contact information, including name, home address, place of work, and telephone numbers.
- Details of the person responsible for paying nursery fees and their contact information.
- Names of individuals authorized to collect the child from the nursery.
- Contact information for the child's doctor and health visitor.
- Consent (or lack thereof) for medication to be administered to the child by nursery staff, if required.
- Information regarding the child's immunisation status, any infectious diseases they have suffered, and other health-related details, including allergies.
- Consent (or lack thereof) for emergency medical treatment to be administered by a first aid-qualified member of staff, if necessary.

- Consent (or lack thereof) for the child to participate in occasional activities outside the nursery premises, such as exercise or excursions.
- If the child is subject to any court orders, we must be informed and provided with a copy of the order upon request.

Keeping this information accurate and up to date is essential to ensure the safety and wellbeing of your child at all times.

Government Funding

We are registered to accept government funding, as outlined in the relevant code of practice, and are pleased to offer free places for children aged 3 to 60 months, as specified by the local authority.

Currently, we provide funded places for eligible children, subject to availability. These places are allocated on a first-come, first-served basis and can be booked up to a term in advance. All funded sessions are aligned with the flexible arrangements specified by the government.

When you register your child for a funded place, we will discuss your preferences and, as far as possible, accommodate your needs based on availability and staffing arrangements. However, we reserve the right to limit and/or allocate specific funded sessions based on our operational requirements.

Our early education sessions are provided within the national parameters, ensuring compliance with government regulations:

- No session will exceed 10 hours in length.
- There is no minimum session length (subject to the registration requirements of the Ofsted Early Years Register).
- Sessions cannot start before 6:00am or end after 8:00pm.
- A maximum of two sites can be attended in a single day.

For further information, please refer to our Nursery Admission and Early Education Funding Policies.

Special Educational needs and Disabilities (SEND)

At Childerwood Nursery, we are committed to monitoring and reviewing the progress and development of all children in our care. If a child appears to be behind expected developmental milestones or if there are concerns about their progress, we will implement a graduated approach that follows four key stages: Assess, Plan, Do, and Review. Throughout this process, we will work closely in partnership with parents to share information and ensure a collaborative approach to supporting their child's development. Where necessary, we will seek parental consent to request additional support from outside agencies.

We also recognise our responsibility to identify children who may be disadvantaged and who meet the criteria for additional funding. Where applicable, we will apply for funding to ensure that the necessary support is in place to enhance children's outcomes.

Furthermore, we collaborate with the local authority through the 'SEN Local Offer' to ensure that information is readily available to parents, empowering them to make informed decisions about the best childcare provision for children with special educational needs (SEN).

By consistently monitoring and reviewing each child's progress, we strive to ensure that every child is given the opportunity to thrive and receive the support they need to reach their full potential.

Disadvantaged Children

At Childerwood Nursery, we are committed to identifying disadvantaged children who attend daily and will apply for any additional funding available locally, provided families meet the eligibility criteria. This funding will be used to ensure appropriate support is in place to improve children's outcomes and provide equal opportunities for all.

We will collaborate with the local authority through the 'SEND Local Offer' to ensure that information is readily available to parents, enabling them to make informed decisions about the most suitable childcare provision for their child with Special Educational Needs (SEN).

Our aim is to identify children who may be eligible for additional funding, including the Early Years Pupil Premium (EYPP), Disability Access Fund (DAF), SEND Inclusion Fund, and any other locally available funding streams. We will actively submit claims and applications for these resources to ensure that each child receives the targeted support they need to thrive and achieve the best possible outcomes.

Parent and Child Show around

Once we have received your contact details, the Nursery Manager will invite parents/carers in for a personal tour of the nursery. During the tour, the Nursery Manager will introduce you to the team, explaining how we utilise the various facilities, highlighting the strengths and unique features of the setting. We encourage parents to explore multiple nurseries before making this significant decision for their family.

We recommend bringing children along during the visit, as this provides valuable insight for both parents and the nursery team, allowing everyone to observe initial reactions to the setting.

If parents would like to secure their child's place during or after the tour, the Nursery Manager will provide them with a Registration Form, which includes details about our fee structure and the process for being added to the waiting list.

Planned and Unplanned Closures

The Nursery Manager will promptly inform parents of any closures, including those for deep cleaning following a contagious disease outbreak or due to adverse weather conditions. The nursery may also close in alignment with local authority guidance to ensure the safety of children, families, and staff.

We are committed to providing childcare services during the agreed-upon hours. If it becomes necessary to alter opening hours, we will notify you as soon as possible and, where possible, work with you to adjust your child's hours, excluding days when the nursery is closed, and fees are not charged.

Occasionally, the nursery may close for staff training. We strive to make these closures rare, but on these days, children will be asked to be collected by 12:30 pm and parents will be notified well in advance.

Parent Partnership Notice of Absence

Children cannot be accepted into the nursery before 7:30 am and remain the full responsibility of the parent until they are officially handed over to a member of our team.

Parents must inform the nursery within 1-hour of their child's sessional start time if their child will not be attending that day. If a child is absent without prior notice, the nursery will assume there are mitigating circumstances and will make every effort to contact the parents or emergency contacts.

Please note that no refunds will be issued for periods when your child's nursery place is vacant due to illness, appointments, or any planned or unplanned absences. This policy is in place to ensure that staffing ratios and planned activities are maintained, regardless of individual attendance.

Parent Conflict or Aggressive Behaviour

Any conflict or aggressive behaviour from a parent may result in the withdrawal of the child's place at the nursery. Parents will be notified in writing within 3 days of any incident involving aggressive or threatening behaviour directed towards nursery staff.

The Admission Policy is provided to all families during the registration process and is also available upon request via email.

Non-Solicitation of Staff

Any parent and/or carer of a child attending the nursery agrees that for the duration of the child's attendance at nursery, and for the period of six months following its termination (however terminated), he or she will not seek to employ, entice away or attempt to entice away any person or persons employed by the nursery at the time of termination of the child's attendance, or who was employed at the nursery or any nursery in the group in the six months preceding the termination.

If any parent and/or carer does employ, entice away, or attempt to entice away any person as referred to above then the person shall indemnify the nursery in respect of all costs incurred by the nursery as a result of the breach. A minimum fee of £2,000 will be payable to the nursery by the parent and/or carer on account of these costs.

Private Childcare Arrangements

Parents and/or carers who make private arrangements with nursery employees for babysitting services must understand and accept that the nursery cannot be held responsible for any incidents occurring before a child has been signed in or after they have been signed out of the nursery, whether on or off the premises. This also applies to any babysitting arrangements made outside of nursery hours, such as evenings or weekends.

NURSERY ADMISSION

Early Years Foundation Stage - Section: 3.28, 3.57

Norfolk County Council Funding Agreement: Sections: 2.14, 2.25, 2.26, 2.35, 2.3, 2.51

At Childerwood Nursery, we offer competitive fees that reflect the high-quality care, learning experiences, and services we provide.

Closure Periods

The nursery closes for two weeks each year (one week in August and one week in December), as well as Bank Holidays. No fees are charged during these periods. However, please note that fees remain payable during times of illness or family holidays, as your child's place is still reserved for them.

Booking Terms for Nursery Placements:

- A minimum of two sessions per week is required.
- A half-day placement can count as one of the booked sessions.
- Sessions will be charged at the standard rate and cannot be swapped.
- Additional ad hoc sessions will be added to your next invoice in the following month.
- Extra hours are charged at the current hourly rate and must be agreed at least 24 hours in advance.

Important: Additional sessions or hours cannot be confirmed if there is an outstanding balance on your account or if we have no space available.

Fee Reviews and Adjustments

Our fees are typically reviewed once per year. We are committed to keeping our fees fair and transparent, and we will always notify you in advance of any changes with Parents receiving at least 30 days' notice of any changes.

Age	Hourly Rate	School day	Full Day	Full Week 10% discount
0-2 years	£10.01	£76.00	£100.10	£450.45
Age	Hourly Rate	School day	Full Day	Full Week 10% discount
2-3 years	£7.36	£55.20	£73.60	£331.20
Age	Hourly Rate	School day	Full Day	Full Week 10% discount
3-4 years	£6.28	£47.10	£62.80	£282.60

We kindly ask parents to respect our Admissions Policy, as the fees charged ensure a safe, nurturing, and stimulating environment for your child. continued investment in high standards of care and education and the long-term sustainability of the nursery.

Additional Charges

At Childerwood Nursery, we believe in being transparent about our fees and what is included within them. Our additional fee covers a wide range of essential items and services to ensure your child receives the best care and comfort throughout the day. These fees are charged as follows:

Private Fee Schedule						
Age	Ratio	Hourly	Full Day 10 Hours	Short Day 7.5 Hours	Full Week 10% discount	Ad hoc Sessions
Babies	1:3	£10.01	£100.10	£76.00	£450.45	Normal daily rates apply
Toddlers	1:5	£7.36	£73.60	£55.20	-	
Preschool	1:8	£6.28	£62.80	£47.10	-	

Additional Service Charges			
Babies 0-9 months	Extra service charges do not apply		
Babies 9-24 months	Morning session - £2.50	Extra-Curricular - £0.50	Afternoon session - £2.00
Toddlers 24-36 months	Morning session - £3.00	Extra-Curricular - £1.00	Afternoon session - £2.50
Preschool 36-60 months	Morning session - £3.50	Extra-Curricular - £1.50	Afternoon session - £3.00
Private registration	Covers all age bands, not applicable if in receipt of funding - £50.00		
Delaying child's start date	Covers all age bands, not applicable if in receipt of funding - £50.00		
Late fee payment	1st Reminder £00.00	2nd Reminder - £10.00	3rd Reminder - £15.00
Late collection, per child	17.30-17.45 - £25.42	17.45-18.00 - £38.13	18.00-18.30 - £50.84

Here is a list of items we include within your additional fee:

- Nutritious Meals & Snacks – Breakfast, lunch, tea, and healthy snacks prepared to meet your child’s dietary needs.
- Milk – Milk and water are available to all children throughout the day.
- Weaning Food and Baby Snacks – where appropriate we provide baby snacks to support the safe transition to solid foods.
- Sun Essentials – We provide factor 50 sun protection as well as spare sun hats.
- Wet Wipes & Nappy Changing Essentials – As well as spare nappies, where needed.
- Special Events – We welcome special guest from yoga teachers, animal handlers and more.
- Enhanced Activities & Equipment – We regularly update our resources to offer the safest and most engaging environment possible for your child’s learning experience.

If you have any questions about the additional charges, please speak to a member of our team.

Holiday Club Fees

Our Holiday club is open to families of Childerwood Nursery and also families who do not attend normal nursery sessions.

Age	9.00-11.30	12.30-15.00	11.30-12.30 lunch cost	9.00-15.00 5% discount	Full Week 10% discount
3-5 years	£12.00	£12.00	£6.00	£22.80	£110.00

The holiday club can be used throughout the summer and helps to break up the long 6-week holiday period.

Paying for Fees

Fees will be charged to parents on the 1st of each calendar month, or the next two working days if the 1st falls on a weekend or public holiday. Payment must be made by the 16th of each calendar month. Parents will be invoiced directly through the Families Software System.

We encourage payments to be made via direct debit or childcare vouchers. However, we also accept cash, cheque, or major credit/debit cards, with the understanding that it is your responsibility to request a receipt from the Nursery Manager as proof of payment.

For information on tax credits and childcare support, please visit the following links:

- [How to use Tax-Free Childcare | Childcare Choices](#)
- [Tax credits and childcare | GOV.UK](#)

By signing up for the Tax-Free Childcare scheme, you can save 20% on additional fees. We also accept employer childcare vouchers; please speak with the Nursery Manager for more information.

To access voucher schemes, you may need the following details:

- Ofsted Registration Number: EY480565
- The Childcare Professionals LTD: 9038658
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To help minimize the spread of the virus, we request that payments be made by the 16th of each month using one of the following methods:

- Standing order
- Debit card
- BACS/Direct Debit

- Childcare vouchers
- Tax-Free Childcare
- Card machine

Cash will only be accepted if no other secure payment methods are available.

Our bank details:

- Account Name: The Childcare Professionals Ltd
- Sort Code: 30-69-17
- Account Number: 70744060

Invoices will be emailed to you directly between the 1st and 15th of each month from **ebridger@thechildcareprofessionals.co.uk**. If you haven't received your invoice or any updates, please check your spam or junk folders.

Please note that no payment is considered complete until it has cleared into our bank account. In the event of a bounced cheque or failed payment, a reasonable administration fee may apply.

Delaying Your Child's Place

If you wish to delay your child's start date or reduce the number of sessions being attended, charges will be incurred as follows:

- if you wish to delay your child place for more than 3 months, we will require a retainer fee of £50.00 in advance.
- the retainer invoice is payable within 7 days of issue to hold the place.
- if you reduce the number of sessions, you will be charged for those sessions for 4 weeks.
- in both above situations, we would use 50% of your Retainer Fee towards the charge.
- if this was insufficient to cover the whole charge, an invoice for the remaining amount will be raised. We make these charges to compensate us for lost and irretrievable revenue.
- If you wish to delay your child place after 3 months the offer will be withdrawn, and the place will be offered to the next child on our waiting list.

Late Pick-Up Charge

If a request for additional sessions has been made, or if a child is not collected by the official collection time, and as a result we provide additional childcare or facilities, the charge for this additional care will be billed monthly in arrears.

We reserve the right to apply late collection charges.

Currently, there is a late collection charge of £25.42 for the first 15-minute period, then £38.13 for the second 15-minute period and £50.84 for each 15-minutes after this. This fee covers staff overtime, as two staff members must remain on duty. Late collection charges are at the discretion of the Company Directors and will be added to the following month's fee invoice.

Outstanding Fees



Childerwood Nursery follows a strict 'no arrears' policy to prevent parents/carers from accumulating overdue balances that could be difficult to manage. Nursery fees are vital to the nursery's operational budget.

If payments are not made on time, the following actions will be taken:

- **1 week late:** A reminder notification will be issued.
- **2 weeks late:** An interest charge of up to 3.5% per month (or part of a month) will be applied to the overdue balance. Interest will accrue daily from the due date until full payment is received, whether before or after judgment, unless otherwise notified in writing.
- You must pay both the overdue amount and any interest accrued. Additionally, we reserve the right to recover any administrative costs, including legal fees and disbursements, incurred in recovering the unpaid balance, on an indemnity basis.
- Services may be suspended until payment is received in full. This includes suspending your child's attendance or, in extreme cases, terminating the contract permanently.
- If you owe money and make a claim against us, we may offset the amount owed against any claims you have made.

The Company Directors will work with you to negotiate a reasonable repayment schedule for any outstanding arrears. This agreement will be confirmed in writing and signed by both parties.

Thirty Day Notice Periods

The nursery requires **30 days' notice** for any changes to the number of contracted hours your child attends, including withdrawal from the nursery, which will result in the termination of your parent contract.

If you decide to terminate your contract or modify your free early education and childcare allowance, a 30-day notice period is also required. Failure to provide this notice will result in the nursery retaining the equivalent of 30 days of free early education and childcare allowance as per our Local Authority Funding Agreement.

In the event of insufficient notice, the following applies:

- **30 days' notice:** Parents will be responsible for full fees for their child's registered sessions, calculated from the date the nursery was notified of the change, as if the hours had not been altered.
- **14 days' notice:** Parents will be responsible for full fees for any additional sessions, calculated from the date the nursery was notified, in the event of last-minute cancellations.

We reserve the right to suspend or terminate a child's registration if their behaviour is deemed detrimental to other children. In such cases, 14 days' notice will be provided where possible, and the withdrawal will remain in place while we work with you to address the issue.

FUNDED EARLY EDUCATION

Early Years Foundation Stage - Sections: 3.28, 3.57

Norfolk County Council Funding Agreement: Sections 2.47, 2.48, 2.49, 2.53

Childerwood Nursery is listed with Norfolk County Council as a provider offering the Early Education funding entitlement for 9-month-olds through to 4-year-olds and has agreed to meet the requirements of the Early Education and Childcare Statutory Guidance (March 2017), Operational Guidance (April 2017) and Local Authority Funding Agreement (September 2017 – August 2018).

We are operational for 50 weeks of the year offering a choice of flexible hours throughout the day for all our families, whether they pay private fees or are in receipt of the Early Education free entitlement.

The purpose of this policy is to inform parents of the procedures for paying their childcare fees, along with additional costs and how to apply for Early Education funding entitlements.

Universal and Extended Funding

Childerwood Nursery offers early education funding to families for either 38 or 50 weeks (stretched) of the year. The funded hours can be claimed (to the maximum available), therefore depending on your individual arrangements additional charges will be made for hours not covered by the funding.

The nursery will apply for the free early learning and childcare on parent's behalf. A child must be registered with the nursery by the headcount date of the claim period (this will be advised to you by the nursery).

Prior to each claim period the nursery will provide parents with 'Early Education Funding Parent/Carer Claim Form' to complete, sign and return. This form gives the nursery the authority to claim the funding entitlement from Norfolk County Council for your child. If a parent requires any help or support in completing the parent claim form, contact the Nursery Manager.

If your child is attending 2 different providers, the 'Early Education Funding Parent/Carer Claim Form' must be countersigned by the other provider. This ensures that each provider is aware of what the other will be claiming on your behalf and makes certain that funding is split correctly between the 2 providers. Norfolk County Council will use the 'Early Education Funding Parent/Carer Claim Form' if a dispute arises between 2 providers.

If parents claim more hours than the Early Years Finance will fund, we will invoice parents for the additional hours claimed at the current hourly rate. Additional daily hours will also be charged at the current hourly rate when hours go beyond the funded window. For example a 10.0-hour day might include 7.5 funded hours, with 2.5-hours that are chargeable.

Universal Entitlement	15.0 hours per week x 38 weeks = 570 30.0 hours per week x 38 weeks = 140	Extended Entitlement	11.0 hours per week x 50 weeks = 550 22.5 hours per week x 50 weeks = 1125
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Where the total hours fall short of the maximum available, it may be possible to offer extra hours so that your child receives their full entitlement. The total number of hours that will be available to claim will be dependent on the pattern of attendance. Parents or Carers should not assume that claiming 15 hours or 30 hours per week will equate to the recommended hours available.

The entitlement is offered free. Parents will not be charged a 'top up' fee to recoup the difference between the amount received from the local authority and the current hourly rate.

To determine the number of hours to claim, it will be necessary to count the actual number of days a child will attend in the claim period, not days where the child will be absent. It is important that each section of the Parent Early Education Funding Parent / Carer Claim Form is completed, including Extended, EYPP, DAF.

In the following example of an Early Years Funding Parent/Carer Form, the child receives 15 funded hours per week, term time only. The child attends nursery on a Monday, Tuesday, and Friday for 5 hours each day. Colour coding has been used to show term time (orange) / half term holidays (blue).

September					October					November					December					Number of days	Hours	Total		
M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F					
				1	2	3	4	5	6			1	2	3						1	Mon	14	5	70
4	5	6	7	8	9	10	11	12	13	6	7	8	9	10	4	5	6	7	8	Tue	14	5	70	
11	12	13	14	15	16	17	18	19	20	13	14	15	16	17	11	12	13	14	15	Fri	13	5	65	
18	19	20	21	22	23	24	25	26	27	20	21	22	23	24	18	19	20	21	22	**	41	15		
25	26	27	28	29	30	31				27	28	29	30		25	26	27	28	29	Total Hours Claimed			205	

If needed, the Nursery Manager can help you to calculate the hours that can be claim.

Fee Structure

Nursery fees are based on an annual fee structure, which will be communicated to parents before their child starts nursery and updated as necessary.

We may review and adjust fees annually due to factors such as increases in the national and living minimum wage, funding cuts, inflation, holiday pay, pension enrolment, and rising operational costs. As a result, our current fee rates and additional charges apply.

We reserve the right to amend our fee structure as needed. In such cases, we will provide families with a minimum of Thirty (30) days' notice before any changes take effect.

For full details on our Fee Structure and Rates, please refer to our Registration and Fee Policy.

Understanding Additional Service Charges

To ensure the well-being of all children, the nursery will automatically provide healthy and nutritious meals (including allergen-friendly and dietary alternatives). These meals will be charged accordingly unless a parent need to provide their own food for medical or dietary reasons. In such cases, health professional evidence will be required, and parents should discuss this with the Nursery Manager.

Government funding is intended to cover the cost of delivering 15 or 30 hours per week of free, high-quality, flexible childcare. It does not cover the cost of meals, consumables, additional hours, or extra services.

Additional services will be itemized on monthly invoices and include:

- ✓ Refreshments (including allergen and dietary alternatives)
- ✓ Outdoor clothing, aprons, wipes, and sun cream
- ✓ Special events and visitors
- ✓ Outings and additional activities (e.g., Mini Food Explorers, Mini Science Professors, cultural celebrations, nursery events, and trips)
- ✓ Special gift-giving times

In special circumstances, such as parents claiming Early Years Pupil Premium (EYPP), a reduction or waiver may be possible—please discuss this with the Nursery Manager.

Non-Attendance

The nursery will consider long-term illness on a case-by-case basis regarding free entitlement and any hours lost. Parents must inform the nursery if their child is ill so that the absence can be recorded in the register. If no notification has been received, the Nursery Manager will attempt to contact parents by **10:00 am**.

Parents are responsible for ensuring their child attends all allocated free entitlement sessions regularly. Continued non-attendance, except for reasons of holiday or sickness, may result in funding or the nursery place being withdrawn.

Early Years Pupil Premium (EYPP)

The Early Years Pupil Premium (EYPP) is additional funding that childcare providers can claim on behalf of your three- or four-year-old child. Providers can receive up to **£570 per year** if your child meets specific eligibility criteria. This funding is used to enhance your child's education by providing extra resources, equipment, or experiences.

EYPP funding can help your child by covering:

- Extra resources and equipment tailored to their needs.
- The cost of meals, snacks, and cooking activities.
- The cost of nappies, nappy sacs, wipes, and sun cream.
- Access to new play, learning, and activity experiences.
- Widening life experiences, including trips, yoga, and annual celebrations.
- Supporting school readiness.

Families in receipt of the Early Years Pupil Premium (EYPP) can opt out of paying the additional services fee. If eligible, please see the relevant section on the Early Education Funding Parent Claim Form.

Deprivation Funding (DEP20)

Deprivation funding is additional financial support calculated based on the total number of funded hours for children whose home address falls within a deprived area, as determined by the **Income Deprivation Affecting Children Index (IDACI)**.

Children may be eligible if their home postcode falls within:

- The **10% most deprived** areas.
- The **11-20% most deprived** areas.

The **IDACI index**, calculated by the Office of the Deputy Prime Minister, measures the proportion of children under 16 living in low-income households.

Disability Access Funding (DAF)

The Disability Access Fund (DAF) provides funding to early years providers to support children with special educational needs and disabilities (SEND) by removing barriers that may prevent them from accessing their free early education entitlement.

Eligibility Criteria:

3-year-olds and 4-year-olds may be eligible for DAF if:

- They receive **Child Disability Living Allowance (DLA)**.
- They attend a **funded entitlement place** at an early years provider.

For more information, visit **Norfolk County Council**: <https://www.schools.norfolk.gov.uk/early-learning-and-childcare/early-years-funding/early-years-pupil-premium>

COMPLIMENTS AND COMPLAINTS

Early Years Foundation Stage - Section 3.74, 3.75

Norfolk County Council Funding Agreement: Sections:

At Childerwood Nursery, we believe that parents deserve courtesy, prompt attention, and a service that meets their individual needs and expectations. We strive to provide a high standard of care, and we always welcome feedback—both positive and constructive.

We encourage parents to express their appreciation to our staff, and we record and share all compliments to acknowledge and celebrate good practice.

We also value suggestions for improvement and take all concerns seriously. Any concerns raised will be handled professionally and promptly, ensuring the welfare of all children, maintaining a strong partnership with parents, and continuously enhancing the quality of our nursery.

Our Comments and Complaints Policy is accessible to all families and is also available on our outdoor parent display board or upon request.

If a concern cannot be resolved informally, we have a formal complaints procedure in place. If a complaint relates to child protection, we will follow our Safeguarding Children and Child Protection Policy to ensure the appropriate steps are taken.

Nursery Complaints Procedure

At Childerwood Nursery, we take all concerns seriously and aim to resolve any issues promptly and professionally. We have a structured complaints procedure to ensure all concerns are handled fairly, transparently, and in a timely manner.

Stage 1 – Informal Resolution

If a parent has a concern regarding the care or early learning provided by the nursery, they should first discuss the issue with their child's key person or buddy. In many cases, concerns can be resolved quickly and informally at this stage.

Stage 2 – Formal Complaint to the Nursery Manager

If the issue remains unresolved or parents feel they have not received a satisfactory outcome, they should submit a formal written complaint to the Nursery Manager.

- The manager will investigate the complaint and respond within five to 28 working days.
- A record of the complaint and the actions taken will be documented in the complaint's logbook.
- Most complaints are typically resolved at Stage 1 or Stage 2.

Stage 3 – Formal Meeting

If the matter is still unresolved, a formal meeting will be arranged between:

- The Nursery Manager,
- The parent,
- A senior staff member.

The meeting will be fully documented, and all attendees will review and sign the record to confirm its accuracy. A copy of the meeting notes will be provided to all parties. This stage is aimed at ensuring the issue is addressed comprehensively and to all parties' satisfaction.

Stage 4 – Referral to the Registered Providers

If the issue is still not resolved, parents may escalate the complaint to the Registered Providers, who will:

- Acknowledge receipt of the referral and discuss the matter in full.
- Conduct an internal investigation, if necessary.
- Provide a written report within five to 28 working days to parents and any relevant third parties.

The nursery may also determine that the issue should be reported to Ofsted and the Local Authority, depending on the nature of the complaint.

Registered Providers:

Elizabeth Martin

✉ ebridger@thechildcareprofessionals.co.uk

Paul Murdoch

✉ pmurdoch@thechildcareprofessionals.co.uk

In some cases, the nursery may take internal disciplinary action, where appropriate. Parents will be informed of any necessary steps taken, ensuring full transparency and accountability.

Location and Contacts

To locate Childerwood Nursery, please follow the signposts for Drayton Community Infant School. Upon arrival, you will see a large sign at both school entrances, with an additional nursery sign located to the left of the main school building, indicating our entrance.

A member of staff is available onsite between 07:15am and 17:45pm, Monday to Friday. Childcare sessions run from 07:30am until 17:30pm.

For security reasons, if any individual—whether a parent or an unknown visitor—approaches the nursery building, they will be greeted by a staff member, who will verify their reason for visiting, before taking the appropriate action to ensure the safety of children within our care at all times.

Premises address: Childerwood Nursery, School Road, Drayton, Norwich, NR8 6EP

Contact numbers: Tel: 01603 865477 Mob: 07903 056044

Email address: hello@childerwood.co.uk

Facebook: www.facebook.com/childerwood