

HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

PROSPECTUS



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HEATHCOTE HOUSE NURSERY & PRE-SCHOOL



INTRODUCTION

Heathcote House Nursery & Pre School has been established for over 30 years, moving in 2019 to our current location, situated near to Southbroom Infants School, between Devizes Leisure Centre and the Fire Station. We have a superb outdoor play area offering the children both soft and hard surfaces and our own wooded area for outdoor learning opportunities. While encouraging walking and cycling we can also offer parents a safe parking area for drop off and pick up. At Heathcote House we can provide for up to 52 children over 2 years of age. We also have a Baby Care facility operating alongside, and most children move from here into the Nursery at age 2 years. We open from 7.45am to 6.00pm all year, closing only for Bank Holidays and the week after Christmas.

Our modern school building is purpose designed and we offer a friendly family atmosphere to both the children in our care and their parents. We try to meet all your childrens needs by providing a safe, happy, stimulating environment (which is regularly inspected by OFSTED) constantly monitoring their progress and sharing our observations with you daily, at our regular parents evenings and at any other time you or we feel is appropriate.

Our team of staff has only one job (unlike busy parents) which is to ensure the children remain safe, enjoy themselves, and gain valuable experiences from their stay with us to take into later life.

The benefits your child will receive:

1. Our main goal is to provide the best care possible for your child. This includes support, advice, and close liaison with you at any time.
2. We have a small, close-knit, and very friendly team, all of whom are carefully vetted, and police checked.
3. We have a high proportion of qualified and experienced staff. All our staff are 1st Aid trained and have a Food Hygiene Certificate.
4. We offer the children individual attention, with ratios from one staff member to three children to a maximum of one member of staff to six children.
5. Children are in small groups to help individual development needs, and topics and activities are carefully chosen to enable your child to progress and ensure a smooth transition to school.
6. We have a key-worker system for monitoring and reporting your child's progress.
7. We have a dedicated baby play area within our spacious grounds.
8. We provide a freshly cooked, balanced, nutritional diet and cater for all allergies and compelling cultural needs.

Settling In Visits for New Children

We encourage parents to bring their child for one or two short sessions before they are due to start at Nursery. These preliminary visits will be arranged for you by the Principal/Deputy, either on registration or nearer to your child's start date.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

MISSION STATEMENT

It is our aim at Heathcote House Nursery & Pre-School to offer the highest standard of care for all children in the setting.

We try to ensure that the children are happy, confident, and well-mannered, whilst being progressively encouraged to develop their learning skills through structured play, in a caring family atmosphere. Caring for the children “in loco parentis” and offering them our loving attention is a vitally important aspect of our overall philosophy and great attention is devoted to this.

To attain this aim our principal objectives are to provide the highest quality in staff, environment, equipment, and standards to ensure that Heathcote House Nursery & Pre-School provides the best “Educare” available for your child, and thus maximises your child’s wellbeing.

TO ACHIEVE OUR AIMS

We are committed to working, together with parents, to provide a stimulating and enabling, fun-filled environment where each child has the opportunity to become a happy, confident, independent learner within the safety of our nursery setting. We seek to promote within each child a well-balanced positive attitude towards life and learning, the desire to communicate, and respect for individual differences.

POLICIES AND CURRICULUM STATEMENTS

Our Behaviour Policy is included as part of our prospectus information. Copies of all other policies are always available for inspection at the Nursery on request.

Complaints

We will listen and try to address any complaint you may have. Should you not be satisfied, having escalated the matter to a written complaint and response from the Nursery management; for care issues, please contact the Ofsted Helpline on 0300 123 1231. E-mail: enquiries@ofsted.gov.uk

For administration issues please contact Wiltshire Early Years team on 0300 003 4561.
E-mail: earlyyears@wiltshire.gov.uk



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

THE SEVEN AREAS OF LEARNING

Early Years Foundation Stage

The **Early Years Foundation Stage** is the government guidance that our Nursery follows. The guidance ensures that all children have the best possible start to learning. There are seven areas of learning and development that must shape educational programmes in early years settings. These are split into two categories, Prime and Specific.

Prime Areas

The Prime areas listed below focus on children aged 0-3 and are particularly crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn, form relationships and thrive.

Communication and Language – involves giving children opportunities to experience a rich language environment, to develop their confidence and skill in expressing themselves and to speak and listen in a range of situations.

Physical Development – involves providing opportunities for young children to be active and interactive and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.

Personal, Social and Emotional Development – involves helping children to develop a positive sense of themselves, and others, to form positive relationships and develop respect for others, to develop social skills and learn how to manage their feelings, to understand appropriate behaviour in groups and to have confidence in their own abilities.

Specific Areas

Children aged 3 and over are supported in four Specific areas, through which the three Prime areas are applied and strengthened. The Specific areas are:

- Literacy
- Mathematics
- Understanding the world; and
- Expressive arts and design

Literacy – involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

Mathematics – involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems and to describe shapes, spaces, and measures.

Understanding the World – involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology, and the environment.

Expressive arts and design – involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas, and feelings through a variety of activities in art, music, movement, dance, role-play and design and technology.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

BEHAVIOUR POLICY

At Heathcote House Nursery & Pre-School, we share the belief that both children and adults develop best in a well-structured environment in which everyone knows what is expected of them.

It is expected that all children who attend Heathcote House feel free to play and learn without being or feeling threatened by anyone else.

Our aim is to encourage children to become self-disciplined and confident in a caring, supportive environment.

In order to achieve this:

- We ensure we consistently apply rules concerning behaviour across the nursery, and ensure that all children are aware of what is “acceptable” behaviour in nursery.
- We provide children with positive role models with regard to care and courtesy within the nursery.
- We praise and endorse desirable behaviour within the nursery i.e. kindness to others, willingness to share.

When children behave in an unacceptable manner we:

- Provide the child with one to one adult support, encourage them to identify the unacceptable behaviour, and if age and stage appropriate we help the child consider how they can make it right/the other child feel better.
- Explain and reinforce that it was the action/behaviour that is unacceptable, not the child.
- Deal with recurring problems in partnership with the parents.
- Avoid where possible the raising of voices/shouting.
- Would never use any form of physical punishment i.e. smacking.

Where physical intervention is used for the purposes of averting immediate danger or personal injury to any person (including the child), or if absolutely necessary to manage a child’s behaviour, staff at Heathcote must record the incident. Where physical intervention is used parents will be informed on the same day or as soon as reasonably practicable.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

OPERATING TIMES

Full Day Care

Full Day	7.45am	–	6.00pm
Lunch (approx.)	12.00am	–	12.30pm
Morning	7.45am	–	1.00pm
Afternoon	1.00pm	–	6.00pm

Term Time Only

Term Time Day	9.00am	–	3.00pm
Morning	9.00am	–	12.00pm
Afternoon	12.00pm	–	3.00pm

Open Every Weekday

except the period between Christmas and New Year, and Bank Holidays:

New Year's Day

Good Friday

Easter Monday

Early May Bank Holiday

Late May Bank Holiday

August Bank Holiday

Christmas Day

Boxing Day



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

DAILY ROUTINE

07.45 – 08.30	Nursery opens – Breakfast available
08.30 – 09.00	Free play
09.00 – 10.15	Structured play
10.15 – 10.30	Snack / milk
10.30 – 11.50	Messy room activities / child led activities / outside play / walk
11.50 – 12.00	Story time / singing
12.00 – 12.30	Lunch
12.30 – 2.00	Sleep period / quiet time
2.00 – 3.00	Musical instruments, singing outdoor play or messy play / child led activities
3.00 – 3.15	Snack time
3.15 – 4.30	Adult led activities
4.30 – 5.00	Tea
5.00 – 6.00	Free play until nursery closes

Note:

This routine is always subject to variation in accordance with the needs of the children in our care.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

STAFFING

PROPRIETORS: MR K M HUDSON, FCA AND MRS J E HUDSON

PRINCIPAL: Mrs Stephanie Davies, BA Hons, NVQ 3
Safeguarding Lead
20 years childcare experience

Deputy Mrs Kelly Rogalski, NVQ3
Social Care/Grants Coordinator 25 years childcare experience

Over 3 - Age Group Leader Mrs Sarah Goodman, BA Hons
PGCE (Qualified Teacher Early Years)
20 years childcare experience

Under 3 - Age Group Leader Miss Hayley Chan, CACHE Dip 3
11 years childcare experience

Team Captain - Rising Stars Mrs Sarah Fox NVQ3
and Mrs Jo Jones – CACHE Dip 3 (Job Share)
13 years and 14 years childcare experience

Team Captain - Toddlers Miss Emily Whittington EYE3
7 years childcare experience

Nursery Team Miss Bethany Plank – BTEC Dip 3
4 years childcare experience

SENCO Miss Kayleighann Lintern CACHE Dip 3
10 years childcare experience

Ms Natash Revening NVQ3
13 years childcare experience

Ms Debbie Hopggod EYE3
4 years childcare experience

Mrs Fiona Stevens, NVQ3
11 years childcare experience

Daniel Dines CACHE Dip 3
2 years childcare experience

Miss Emma Bridewell,
Nursery Assistant
5 years childcare experience

Ms Hannah Plank,
Nursery Assistant
3 years childcare experience

Miss Sophie Holmes,
Apprentice Nursery Nurse

ADDITIONAL STAFF: Ms Joyce Lewis, Food Hygiene Cert
Cook



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

Summary of our Childcare offers – From 3rd April 2023

Age 2 - 5 Years

1. **Full Day Care** = All Year = 51 Weeks
Sessions = Full Morning, Afternoon, Day, Week.
Times and Prices – See Scale of Charges.
2 Full Days attendance are recommended.
2. **Term Time Only** = 39 weeks per Wiltshire School Terms.
Sessions = T.T.O. Morning, Afternoon, Day.
Times and Prices – See Scale of Charges.
2 Full Days attendance are recommended.
3. **Partially Funded (Wrap Around - Nursery Only)** = Any attendance greater than the child's F.E.E. entitlement = All Year = 51 Weeks
Sessions = From 2 Full Days to Full Week.
Times & Prices – see All Inclusive Fees (from 03/04/2023)
2 Full Days attendance are **required**.

These chargeable sessions (which include all food and any other charges) are Wrapped Around each eligible child's Funded Early Years Entitlement (F.E.E.).
This F.E.E. element is entirely free of charge and offered up to the statutory limits within the current rules.

4. **Fully Funded (F.E.E. Sessions ONLY - Nursery Only)**
 - (a) **For 2-Year-Old/Universal Funded 3-Year-Old** = 38 Weeks @ 15 Hours per Week, per Government F.E.E. Scheme
Sessions = Restricted to funded weeks per our calendar.
Prices – See Scale of Charges.
 - (b) **For 3-Year-Old with valid 30 Hour eligibility code** = 38 Weeks @ 30 Hours per Week per Government F.E.E. Scheme
Sessions = Restricted to funded weeks per our calendar
Prices – See Scale of Charges.
(Fully funded 30 Hours only places have very limited availability. Application must be made to the Manager and a signed agreement completed before starting.)

Fully Funded children may incur charges for items/services not included in the F.E.E. Details of these are available in the Scale of Charges on the Offer made, and the Termly Bill.

All sessions are allocated in full (even if not attended for the complete time shown) and will be charged in full.

All hours required to be added at the beginning or end of the published session times, if available, will be treated as additional to the session and charged at the additional hours rate. (Sessions cannot be adjusted by "swapping" hours).

Full Time sessions and prices per the Scale of Charges cannot be substituted for Term Time Only requirements and vice versa.

Change in provision from Full Day Care to Term Time Only or Fully Funded and vice versa requires re-application (See Terms and Conditions) as they are fundamentally different offers.

The above means that a child previously attending on an All-Year contract of up to 30 hours occupancy per week, upon reaching eligibility for 30 funded hours, cannot automatically expect to be offered a contract to continue with the same hours using 30 hours funding, even on a full year basis.

All offers made are subject to our commercial Terms and Conditions.

Please Note: The maximum number of F.E.E. hours permitted on any day is 10.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL FEES

Age 2 - 5 Years

Scale of Charges from 3rd April 2023

These fees are the full amount chargeable before taking into account any grants or allowances that may be correctly due

(To be read in conjunction with our published Terms and Conditions)

In seeking to offer parents as much flexibility as possible – without prejudicing the routines or activities of the children – we offer 2 attendance options:

Full Day Care - All Year (51 weeks) – we close between Christmas and New Year.

Full Morning Session	7.45am – 1.00pm	(Includes cooked lunch)	£ 34.00
Full Afternoon Session	1.00pm – 6.00pm	(Includes high tea)	£ 34.00
Full Day	7.45am – 6.00pm	(Includes lunch and tea)	£ 59.00
Full Week (5 days)	7.45am – 6.00pm		£264.00
Full Time Calendar Monthly Equivalent Rate			£1,122.00

Additional Hours: Added to full morning or afternoon sessions – if available £ 9.00
Hour **or part hour**

Term Time Only - 39 Weeks approx (based on Wiltshire School Terms)

Morning	9.00am – 12.00pm	(Excludes cooked lunch)	£ 27.00
Afternoon	12.00pm – 3.00pm	(Includes cooked lunch)	£ 27.00
Term Time Day	9.00am – 3.00pm	(Includes cooked lunch)	£ 47.00

Additional Hours: Added to term time day – if available £ 9.00
Hour **or part hour**

For further details relating to Fees and Registration please see Additional Terms overleaf and refer to Terms & Conditions.

Adjustments relating to Early Years Funding (or any other grant) will be shown on the “Termly Bill/ Contract” as appropriate.

We aim to maintain these charges for a year from 3rd April 2023 – ie to beginning of Summer 2024 billing period. However, we reserve the right to review Wrap Around Fees each billing period (Spring, Summer, Autumn).



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL FEES

Age 2 - 5 Years Summer Term – From 03/04/2023 Partially Funded (Wrap Around) Fees

All Inclusive Fees – Children accessing up to **15 Hours** (Universal) Funded Early Years Entitlement (F.E.E.)

ATTENDANCE	Total F.E.E Duration	Cost
2 Full Days Wrap Around Session – Weekly 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 11.2 Hrs Per Week Maximum	NIL £ 61.50 Per Week
3 Full Days Wrap Around Session – Weekly 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 11.2 Hrs Per Week Maximum	NIL £120.50 Per Week
4 Full Days Wrap Around Session – Weekly 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 11.2 Hrs Per Week Maximum	NIL £180.00 Per Week
Full Week Wrap Around Session 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 11.2 Hrs Per Week Maximum	NIL £209.00 Per Week

Children eligible for Universal F.E.E. will be charged for all additional hours taken outside the scope of the scheme and Registration costs apply. No increase in the number of Universal FEE hours may be made within a billing period.

To be eligible for the F.E.E scheme administered by Heathcote House your child must attend for a minimum of 2 full days each week, for 51 weeks per year.

For the benefit of your child, we advise a minimum of 2 days per week attendance.

Wrap around sessions include all food and consumables offered as appropriate to the sessions attended.

For: Registration; Holidays; Discounts; Late Fees; and Notice please see Additional Terms.

Our Fees are based on 51 chargeable weeks per year and Funded Early Years Entitlement is accordingly stretched over all 51 weeks, at a rate of 11.2 hours per week. Bills are issued to cover each of the 3 funding periods (Spring, Summer, Autumn) and are payable by equal instalments calendar monthly in advance.

We offer Universal F.E.E. only sessions (no Registration Fee) subject to availability. These are taken over funded weeks only.

Heathcote House is open 51 weeks per year from 7.45am to 6.00pm Monday to Friday (closing between Christmas and New Year).

We aim to maintain these charges for a year from 3rd April 2023 – i.e. to beginning of Summer 2024 billing period. However, we reserve the right to review Wrap Around Fees each billing period (Spring, Summer, Autumn).



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL FEES

Age 2 - 5 Years Summer Term - From 03/04/2023 Partially Funded (Wrap Around) Fees

All Inclusive Fees – Children accessing up to **30 Hours** (Extended & Universal) Funded Early Years Entitlement (F.E.E.)

ATTENDANCE	Total F.E.E Duration	Cost
2 Full Days Wrap Around Session – Weekly 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 20 Hrs Per Week Maximum	Nil £34.50 Per Week
3 Full Days Wrap Around Session - Weekly 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 22.33 Hrs Per Week Maximum	Nil £93.50 Per Week
4 Full Days Wrap Around Session - Weekly 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 22.33 Hrs Per Week Maximum	Nil £152.50 Per Week
Full Week Wrap Around Session 7.45am – 6.00pm F.E.E. Wrap Around Fees	Up to 22.33 Hrs Per Week Maximum	Nil £ 182.00 Per Week

Children eligible for Extended F.E.E will be charged for all additional hours taken outside the scope of the scheme and Registration costs apply. No increase in the number of F.E.E hours may be made within a billing period.

To be eligible for the F.E.E. Scheme administered by Heathcote House your child must attend for a minimum of 2 full days each week, for 51 weeks per year.

For the benefit of your child, we advise a minimum of 2 days per week attendance.

Wrap around sessions include all food and consumables offered as appropriate to the period attended.

For: Registration; Holidays; Discounts; Late Fees; and Notice please see Additional Terms.

Our Fees are based on 51 chargeable weeks per year and Funded Early Years Entitlement is accordingly stretched over all 51 weeks, at a rate of up to **22.33 hours per week**. Bills are issued to cover each of the 3 funding periods (Spring, Summer, Autumn) and are payable, by equal instalments, calendar monthly in advance.

We offer Extended F.E.E only sessions (no registration fee) subject to availability, and by application to the manager. These are taken over funded weeks only.

Heathcote House is open 51 weeks per year from 7.45am to 6.00pm Monday to Friday (closing between Christmas and New Year).

We aim to maintain these charges for a year from 3rd April 2023 – ie to beginning of Summer 2024 billing period. However, we reserve the right to review Wrap Around Fees each billing period (Spring, Summer, Autumn).



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL FEES

Age 2 - 5 Years

Scale of Charges from 3rd April 2023

(To be read in conjunction with our published Terms and Conditions)
ADDITIONAL TERMS

Registration:

Fee Payable:

Upon completion of the application form for a new place (non-refundable) £ 40.00

Deposit:

Payable (or transferred from previous application less the registration fee) on Registration. Fully refundable when child leaves Heathcote House – provided our terms and conditions have been adhered to.

For attendance levels as follows:

1	Day per week	£150.00
2/3	Days per week	£200.00
4	Days or Full Time	£250.00

Absence and Holidays

All absences are chargeable – any replacement session must be booked as an “Extra” if available.
Swaps are NOT permitted.

Bank / Public Holidays

These are not charged for because: Full week Full Day Care fees are calculated to exclude charges for these days.

Part Time Full Day Care – children may exchange their usual session by request if it falls on a Bank Holiday for a day within 10 days of the Bank Holiday - (subject to availability). However, no reduction to the weekly charge may be made.

Notice:

1. A full-term notice must be received **in writing** for any reduction in times or sessions (i.e., no changes within the term).
2. A full calendar month notice (or payment in lieu) must be received **in writing** before a child leaves Heathcote House.

Sibling Discount -

10% reduction is applied to the fees of the oldest child attending Heathcote House; provided the younger child attends an equal or greater number of sessions per week.

2-Year-Old Rebate -

Full Fee Paying 2 Year Olds will be entitled to a rebate as follows:

½ Day	=	£ NIL per ½ Day
Full Day	=	£1.20 per Day (1-4 Days)
Full Week	=	£5.50 per Week

Prompt Payment Rebate 1.75% rebate will be applied to the termly fee charged and paid in full, at the end of term. All payments for the term must be made in full by the due dates as shown on the termly bill.

Late Collection -

We reserve the right to charge in the case of late collection £10.00 per hour **or part hour.**

Late Payments -

We reserve the right to charge in the case of late payment £25.00 for the 1st week or part week. Interest will be charged thereafter per Terms and Conditions.

These charges will apply from 3rd April 2023 and our aim is to maintain them for at least a year, i.e., to the beginning of the School Summer Term 2024.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

FEES

Age 2 - 5 Years

Scale of Charges from 3rd April 2023

(To be read in conjunction with our published Terms and Conditions)

ADDITIONAL TERMS

Calculation and Payment of Fees

A. Full Day Care & Partially Funded (Wrap Around)

Funding via Government grant is applied 3 times a year. The periods are of unequal length and each one currently matches 2 school terms plus associated holidays. Because all children from age 2 years could be affected, we use this pattern and draw up 3 "Termly Bills/Contracts" each funding year (Summer, Autumn, Spring). Accordingly, a term's notice is required for change in times or sessions.

The value of F.E.E. and all appropriate charges will be set out on the Termly Bill/Contract, which shows the payment value and due dates.

Payment Value

Per Bill/Contract. Charges x number of Weeks Attended in Term ÷ Number of Calendar Months in Term
= Payment Value

This is not the exact fee due each calendar month, but is the figure calculated to be **equal** for each payment in the term.

Each Bill/Contract **must be signed** by the Parent/ Guardian – to agree the attendance pattern and Payment Value.

Actual Fees due are in accordance with our charges as billed for the actual attendance booked. These are reconciled to payments made from time to time and any adjustment required/payment due is notified accordingly.

Fees take into account Bank Holidays – which are not chargeable as:

Full Week Fees are pre-adjusted.

Part Week Fees are charged in accordance with sessions booked. Any session which falls on a Bank Holiday may be exchanged by request for another day within 10 days of the Bank Holiday – subject to availability.

However, no reduction to the weekly charge may be made.

Due date for payment is the 20th of each calendar month payable in advance (i.e. 20th January pays February fees).

Preferred method of payment is Standing Order (forms are provided).



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL FEES

Age 2 - 5 Years

Scale of Charges from 3rd April 2023

(To be read in conjunction with our published Terms and Conditions)
ADDITIONAL TERMS

(B) Term Time Only

Each "Termly Bill/Contract" covers 2 school terms, and both attendance and any fees or grant due match the school term dates.

Bank Holidays are neither attended nor chargeable and are adjusted on the Contract as applicable.

Payment Value = Charges x Number of Weeks attended in Term ÷ 3.

(C) Fully Funded (F.E.E.Sessions ONLY)

- (i) For 2-Year-Old/Universal Funded 3-Year-Old = 38 weeks @ 15 hours per week, per Government F.E.E. scheme.

Sessions = Restricted to funded weeks allocated on our termly calendar. As available and offered by Heathcote House Nursery & Pre-School.

- (ii) For 3-Year-Old with valid 30-hour eligibility code = 38 weeks @ 30 hours per week, per Government F.E.E. scheme.

Sessions = Restricted to funded weeks allocated on our termly calendar. As available and offered by Heathcote House Nursery & Pre-School.

For 2-Year-Old fully funded places:

There is currently No Charge.

For 3-Year-Old Universal (15 hours) fully funded places:

We charge for items/services not included in the F.E.E. in accordance with our Offer and our commercial Terms & Conditions. E.g. we charge the appropriate Daily Meal/Subsistence Package.
(Other charges may be applicable, please see our Offer)

For 3-Year-Old 30-Hour Fully Funded places:

Fully funded 30-hour places have very limited availability. Application must be made to the Manager and signed agreement completed before starting.

We charge for items/services not included in the F.E.E. in accordance with our Offer and our commercial Terms & Conditions.

Payment amounts, where applicable, are as shown on the Termly Bill.

Payment Dates are fixed for Term Time Only and Fully Funded Places.

Summer Term	=	20 th April, 20 th May, 20 th June
Autumn Term	=	20 th August, 20 th September, 20 th October
Spring Term	=	20 th December, 20 th January, 20 th February

All offers made are subject to our commercial Terms & Conditions.

These Charges will apply from 3rd April 2023 and our aim as previously is to maintain them for at least 12 months, i.e. until the beginning of Summer Term 2024.



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

Age 2 - 5 Years

CHILDCARE VOUCHER / TAX FREE CREDIT INFORMATION

Heathcote House accepts Childcare Voucher payments covering all or part of the cost of childcare. There are various companies who provide the service via your employer's personnel / payroll department in accordance with HMRC rules.

The voucher payments are issued in place of part of your salary which is "sacrificed".

This is now being phased out and replaced over time by Tax Free Childcare Credit (see www.gov.uk).

Under the new scheme HMRC will add the appropriate credit to your funds held in a special bank account for the payment of day care provision.

There are currently nearly 20 childcare voucher payment providers – of whom the best known are:

Allsave, Care 4, Computershare, Edenred, Kiddivouchers, Fideliti, Sodexo

We do accept voucher payments from other providers, but please check that we hold an account with them first.

Please note: It remains the parent's responsibility to ensure that we receive the voucher payment / Tax Free Childcare payment by the due date in accordance with our Terms & Conditions



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

Age 2 - 5 Years

TERMS & CONDITIONS

1. Upon Registration and our acceptance of the deposit the place is secured. Any delay of more than 1 month to the start date requested by the parents may mean we are unable to hold the place open. Non take up of the place forfeits the deposit. Registration fee is payable for each new place applied for (Change in type of provision i.e.. between Full Day Care and Term Time Only or vice versa will require a new application, as will change from Paid for Sessions to Fully Funded).
 2. Fees are payable in accordance with the current published Scale of Charges. Failure to comply with these financial requirements constitutes a breach of contract and may result in your child being refused entry to Heathcote House.(See Below). We will issue a notification of monthly charges upon joining, then a bill/ contract at the beginning of each term, and finally, upon your child leaving we will produce a full reconciliation which takes into account any anomalies ie part weeks, and under/over payments. Other "Invoices"/Reconciliations may be provided on request, but these will **incur a charge of £25.00 each**.
 3. **Employment of Heathcote House Staff:**
If during the period of your child's attendance or within a period of 9 months thereafter you directly or indirectly employ or engage the services of or permit or allow any member of our staff to provide childcare for your child (or by your endeavours for a child known to you) such that their services are withdrawn from us, then you shall pay us a figure representing not less than 33% of the relevant gross annual salary as compensation for the cost to us of disruption and recruiting and training a suitable replacement.
 4. Childcare Voucher Payments/Government Tax Free Credit payments are accepted for payment of all or part of the Nursery fees (See Childcare Voucher Payment/ Tax Free Credit Information). **However, the parent remains responsible for ensuring that total fees due are paid by the due date** in accordance with our Scale of Charges (wherever they may be paid from).
 5. Education Grant/F.F.E. This is partial provision. It is administered via the Local Education Authority but is subject to overall control and change by Central Government. Currently it consists of part days and part year only, commencing in the "term" after the child's third birthday. Parents should refer to the relevant C.S.F. publication (currently "Pre-School and Nursery for 2,3 & 4-Year-Olds"). Term dates, length and number of sessions are all subject to change. We identify the F.F.E. on the relevant Termly Bill/Contract where applicable. Please note it does not cover the cost of meals or any other services provided, which remain chargeable to the parent.
 6. Sibling Discount. Reduction will be applied to the oldest child's fee, while the younger child attends for a greater or equal number of sessions per week.
 7. Absence and Holidays – no reduction in fees is made.
 8. Bank/Public Holidays and the week between Christmas and New Year. The Nursery is closed, and no charge is made for these periods. Fees are pre-adjusted or alternative days may be offered as appropriate; however, no reduction may be made to the weekly charge.
 9. Extra sessions (subject to availability) may be booked and will be separately billed and must be paid separately from fees for routine attendance.
 10. Session swaps are NOT permitted.
 11. Late Collection of Child. We reserve the right to make a charge (see Scale of Charges). Please note that if you fail to contact us until after the session is finished, we are required to notify Social Services.
 12. Late Payment of Fees. We reserve the right to levy a charge immediately in the case of late payment. This charge will cover a delay in payment up to one week, from the payment date shown on your bill. If full payment of fees due and late payment charges have not been received within an additional week, we reserve the right to refuse your child entry to Heathcote House. Additional charges of 8% of the balance outstanding will be added weekly. We urge parents who may experience temporary difficulties to contact our administration office before they miss a payment or as soon as possible afterwards so that we may help formulate a solution. **Late payment could result in your child being refused entry to the Nursery.**
 13. Notice.
 - a) A full calendar month notice **in writing** is required before leaving. **Payment in lieu** will otherwise be required and any deposit held may be used towards this.
 - b) A full-term notice is required **in writing** for any reduction in times or sessions.
 14. Inclusive Provision
 - (a) Our Full Day Care fees include provision of all hot food, snacks, and refreshments (including government funded milk) during the day. We work with parents to ensure children with allergies and compelling (e.g. religious) preferences can be accommodated. Parents are requested not to allow their children to bring snacks or sweets into Heathcote House, to avoid adversely affecting anyone else.
 - (b) Our fees include provision of nappies, wipes, and associated creams. Should parents require a brand of nappy different to our usual supply they may supply their own. There is no reduction of fees if items are supplied by parents.
 - (c) The same provision is made for Term Time Only children – as appropriate for the time of day attended.
 15. Your child will only be released into the care of two persons named on the Applicant Record, the only exception being the Local Emergency Contact if necessary (and suitable password/security procedure will be followed).
 16. Before acceptance of your child into Heathcote House a member of staff must see a copy of the child's Birth Certificate and the Red Book of Immunisations. Full and up to date Vaccination is required unless there is a medical reason to the contrary confirmed by your family doctor.
 17. In the interest of the welfare of all the children, entry may be refused to your child for any period during which he/she is diagnosed as infectious. (See Health & Safety Policy).
 18. Medication will only be administered in accordance with full written instructions from the Doctor/Parent/Guardian (See Medication Procedure Policy).
 19. Your child must bring a complete change of indoor clothes, clearly marked, to be retained at Heathcote House, in a bag provided for emergency use, and wear adequate outdoor clothes for outdoor play in the prevailing weather conditions.
 20. We ask that the children do not bring their own toys (except for special "Show and Tell" times) as broken or lost toys cause disappointment.
 21. Heathcote House will organise activities outside the Nursery premises from time to time. These will be conducted with at least the child:staff ratio recommended by the Children and Families Act 2014. Parental consent is required before the child can participate.
 22. Heathcote House Nursery is unable to accept any liability for any loss or damage to personal property brought onto its premises.
- Note:** Reference to: Parents, you, your, all relate to the Parent/Legal Guardian
Reference to: Heathcote, we, our, the Nursery: all relate to Heathcote House Nursery & Pre-School



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

COMPLAINTS PROCEDURE

A. Care/Welfare of your child

1. Make initial complaint to appropriate member of staff.
2. If not satisfied, write to the Principal.
3. If still not satisfied write to the Proprietor.

There will be an internal investigation led by the Principal. The complainant will be notified of the outcome within 28 days of the nursery having received the initial complaint.

4. Should there still be a problem you should contact the Ofsted Helpline on 03001231231 or write to them at:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester, M1 2WD

E-mail: enquiries@ofsted.gov.uk

B. Administration/Fees/Funding concerning your child

1. Make initial complaint to the Business Manager.
2. If not satisfied write to the Director.

There will be an internal review led by the Business Manager. The complainant will be notified of the outcome within 28 days of the initial complaint.

3. Should there still be a problem you should contact Wiltshire Early Years Team:

Telephone: 0300 003 4561

By post:

Early Years and Childcare
Commissioning Families and Children
County Hall
Bythesea Road
Trowbridge
BA14 8JN

Email: earlyyears@wiltshire.gov.uk



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

PRIVACY NOTICE

(General Data Protection regulation 2018)

Heathcote House Nursery School (We) may collect and hold information about you (The Parent); your partner; and your child. This is done for the purpose of providing day care for your child – in accordance with our prospectus and terms and conditions. Data is also collected so that we may assist you to participate in Government/Local Authority schemes concerning either the health and welfare of your child, or financial benefits to you. We ask you to notify us of any changes as quickly as possible and will ask you to confirm details from time to time.

An up-to-date copy of this notice will be obtainable by writing to the: -
Lead Compliance Clerk, Heathcote House Nursery & Pre-School, 6 Lemsford Road, St Albans, AL1 3PB

We will notify you of any significant changes to this Notice.

We will only collect information from the following:

- You (or someone appointed by you)
- Government Agencies/Departments
- Credit Approval / Debt Collection Agencies
- Previous Day Care Providers

We do not seek information about you from any unrelated third, party, and will never share it with any third party (beyond the agencies mentioned above).

We never transfer your data abroad; we never sell it; we have procedures in place; to safely store it as long as is legally required, and eventually securely destroy it.

We will never ask you for your bank account details.

All data collected and held, is retained in our own administration office and the appropriate room for your child, and for the purposes above. We do not use e-mail or social media to transfer your data. The only exceptions to this are:

1. Via encrypted file to one of the above agencies.
2. To you, in reply to your request for information.

You have the right to access the data, and rectify any inaccuracies.

Any complaint concerning data protection should be addressed in writing to:
Lead Compliance Clerk, Heathcote House Nursery & Pre-School, 6 Lemsford Road, St Albans, AL1 3PB



HEATHCOTE HOUSE NURSERY & PRE-SCHOOL

SAMPLE WEEKLY MENU

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack	Dried Fruit	Pineapple & Breadstick	Melon & Digestive	Malt Loaf	Apple Wedges & Ritz Cracker
Lunch	Spaghetti Bolognese Broccoli (Veg Bolognese) Baked Jam Sponge & Custard	Chicken Curry & Rice (homemade) Fresh Fruit Salad	Tuna & Tomato Pasta Bake & Mixed Vegetables Baked Rice Pudding	Baked Ham & Pineapple, Peas, Boiled Potatoes Lemon Pie	Quiche Lorraine, Carrots, Sweetcorn Apple & Raisins with Cream
Afternoon Snack	Apple Wedges & Rich Tea	Cheese Spread on Crackers	Carrot sticks and Breadstick	Cheese & Apple	Pitta Bread & Marmite
Tea	Crudit�: Cucumber sticks Baked beans with bread and butter Fresh Fruit	Crudit�: Tomato Wedges Cheesy Pizza & Salad Fresh Fruit	Crudit�: Courgette Jacket Potato Yoghurt	Crudit�: Red Pepper Cous Cous Fresh Fruit	Crudit�: Mushroom Mixed Sandwiches Fresh Fruit

Note: An alternative will be prepared separately for children with medical conditions