

# Under 2's and Pre-School



The Community Centre, Caldene Avenue,  
Mytholmroyd, Hebden Bridge, West Yorkshire, HX7 5AF

T: 01422 882226      M: 07422 667893  
Info@LittleVillageLearners.com      www.littlevillagelearners.com

Opening Hours 7.30am – 6pm Monday – Friday  
Open 51 weeks per year (closed Christmas week) except statutory Bank Holidays  
and two Staff Training Days (*notifiable in advance*)

Registered Charity No: 1195394  
Ofsted: EY2673474

## **About us**

Formerly known as Mytholmroyd Playgroup & Pre-School, established in 1977, Little Village Learners is a friendly, lively setting situated in the local Community Centre. We offer a safe, stimulating and fun environment for children aged 14 weeks to 11 years old. We are Ofsted approved and have funded places available for children over 3 years and, where eligible, 2-year olds. Our aim is to help your child to socialise with other children and to learn skills through free-play and focused activities. We follow the Early Years Foundation Stage, which is a guideline for development and learning, and within this there are seven areas:

- ✓ **Personal, Social and Emotional Development (PSED)**
- ✓ **Communication & Language (C&L)**
- ✓ **Literacy (LIT)**
- ✓ **Mathematical Development (MA)**
- ✓ **Understanding the World (KUW)**
- ✓ **Physical Development (PD)**
- ✓ **Expressive Art and Design (EAD)**

At Little Village Learners we follow the **British Values** which are Democracy, The Rule of Law, Individual Liberty and Mutual Respect and Tolerance of those with different faiths and beliefs and for those without faith.

We know that leaving your child in the trust of another is a very emotional decision. We always endeavour to provide as much help as a parent needs to feel that their child is in safe, nurturing, hands. We know that your child needs to be in a warm, colourful, engaging environment and be surrounded by a nurturing group of qualified staff who are children led, developmentally aware, perceptive and fun. This enables each child to develop their capabilities in stimulating enjoyable and non-pressured way. We want you to feel that when you are not with your child, you have done all you can to know that they are in the best possible place for their future development while you are apart.

Every Child is an Individual who will grow and develop at their own pace. Quality childhood care and education will develop self-esteem, confidence, and later learning. We hope your child will be happy during their time with us and leave with the skills necessary to continue to thrive at school.

## **Meet the staff**

All staff at Little Village Learners have been carefully selected, not only for their qualifications and experience but also, for their personality and dedication to the care and wellbeing of each child.

We are staffed with full/part time childcare professionals who are qualified to NVQ level 2 or 3. Some of our long-term members of staff are NVQ level 4, 5, Early Years Education (BA) and Early Years Teacher (EYP). We invest in our staff to help them reach their full potential. All staff are first aid qualified, to ensure health and safety at all times and have undergone a DBS security check.

## **Our wonderful staff**

|                           |                                                       |
|---------------------------|-------------------------------------------------------|
| <b>Penny Daniels</b>      | Manager & Safeguarding Officer                        |
| <b>Lyndsey Kata</b>       | Deputy Manager, Early Years Teacher & SENCO – Level 6 |
| <b>Pippa Daniels</b>      | Pre-School Room Leader and Duty Manager – Level 6     |
| <b>Claire Hansford</b>    | Under 2's Room Leader – Level 3                       |
| <b>Melanie McClement</b>  | Senior Nursery Practitioner – Level 5                 |
| <b>Diane Moralee</b>      | SEN Support – Level 7                                 |
| <b>Holly Leyson-Allan</b> | Nursery Practitioner – Level 3                        |
| <b>Jenny Carroll</b>      | Nursery Practitioner – Level 3                        |
| <b>Louise Burton</b>      | Nursery Practitioner – Level 3                        |
| <b>Jenna Davison</b>      | Nursery Practitioner – Level 3                        |
| <b>Jojo Scorr</b>         | Nursery Practitioner - Level 3                        |
| <b>Beth Heald</b>         | Nursery Practitioner – Level 2 - Training Level 3     |
| <b>Emma Kaye</b>          | Nursery Assistant- Training Level 3                   |
| <b>Kayleigh Ashley</b>    | Apprentice - Training Level 2                         |
| <b>Dawn Stanton</b>       | Housekeeper                                           |
| <b>Imogen Lilley</b>      | Cook                                                  |
| <b>Dawn Jennings</b>      | Administrator – Level 7                               |

## **Staff ratios**

Ratios are constantly checked and kept throughout the day to ensure your child receives the most attention and care. We ensure, at all times, that we never fall below the required ratios. There is a contingency plan in place for staff sickness and holidays.

0-1yrs 1 adult: 3 children

2-3yrs 1 adult: 4 children

1-2yrs 1 adult: 3 children

3-8yrs 1 adult: 8 children

For our Early Years Teacher/ Graduate Leader with the support of another member of staff, the ratio is 2: 26 children (3/4 years olds) or, on their own 1: 13 children (3/4-year-olds) Staffing ratios are kept to fully in accordance with national standards of highly qualified staff to children.

## **Admissions**

To admit your child to Little Village Learners please complete and return the contract in this pack. The contract includes information about your child, the family, medical conditions, etc.

Your child must be registered with us to attend. A one-off registration fee of £25.00 is charged per family to secure a place. This is non-refundable and goes towards Insurance and administrative costs. This charge does not apply to funded children.

We would ask you to adhere to your start and pick up times, ensuring that you do not arrive earlier or later than your agreed session, to ensure we comply with our child/staff ratios.

We actively promote equality of opportunity and anti-discriminatory practice for all children. Our nursery is accessible to children from all sections of the local community. We will monitor the gender and ethnic background of children joining the nursery to ensure no accidental discrimination is taking place. The equal opportunity policy will be made widely known.

We only offer *limited Term Time Only* places in the Under 2's. Please make enquiries in advance.

## **Opening hours, session times and fees**

Open 7.30am – 6pm Monday to Friday. Unlike private day nurseries, our setting is a charity and not-for-profit organisation which is why we are able to keep our fees affordable and extremely competitive.

## **Fees**

### **Under 3's – (includes all meals & snacks, except funded sessions)**

|                                               |                 |        |
|-----------------------------------------------|-----------------|--------|
| Full day care (inc all meals)                 | 7.30am – 6pm    | £62.00 |
| Half day care (am) (inc Breakfast and dinner) | 7.30am – 1pm    | £38.25 |
| Half day care (pm) (inc Tea)                  | 1pm – 6pm       | £38.00 |
| Extended school hours (inc dinner)            | 8.30am – 4pm    | £52.50 |
| School hours (inc dinner)                     | 9am – 3pm       | £44.50 |
| Wraparound funding – Breakfast (inc)          | 7.30am – 9am    | £12.00 |
| Wraparound funding – Breakfast (inc)          | 8am – 9am       | £8.00  |
| Wraparound funding – Breakfast (inc)          | 7.30am – 8.30am | £8.00  |
| Wraparound funding – Tea (inc)                | 4.00pm – 6pm    | £16.00 |
| Wrap around funding -Tea (inc)                | 3:00pm-6pm      | £22.50 |

Additional ad hoc half hour £6. Additional ad hoc hours are charged at £8.50 per hour.

Hot lunch (funded session) £2.50.

Nappies and wipes - £1 per change and bedding £1 per day if Nursery provide either.

### **Pre-School – age 3 & 4 year olds (Includes breakfast, snacks and tea. Lunch optional £2.50)**

|                                       |                  |        |
|---------------------------------------|------------------|--------|
| Full day care (inc Breakfast and Tea) | 7.30am – 6pm     | £59.00 |
| Half day care (am) (inc Breakfast)    | 7.30am – 1pm     | £35.75 |
| Half day care (pm) (inc Tea)          | 1pm – 6pm        | £37.00 |
| Extended School hours                 | 8.30am – 4pm     | £50.00 |
| School hours                          | 9am – 3pm        | £41.75 |
| Sessional care (am)                   | 9am – 12.00 noon | £21.00 |
| Sessional care (pm)                   | 12 noon – 3pm    | £21.00 |
| Wraparound funding – Breakfast (inc)  | 7.30am – 9am     | £12.00 |
| Wraparound funding – Breakfast (inc)  | 8am – 9am        | £8.00  |
| Wraparound funding – Breakfast (inc)  | 7.30am – 8.30am  | £8.00  |
| Wraparound funding – Tea (inc)        | 4.00pm – 6pm     | £16.00 |
| Wrap around funding -Tea (inc)        | 3:00pm-6pm       | £22.50 |

Additional ad hoc half hour £6. Additional ad hoc hours are charged at £8.50 per hour.

Hot Lunch £2.50 per day or bring a packed lunch

Nappies and wipes - £1 per change and bedding £1 per day if Nursery provide either.

### **Late Fees**

|                        |                                |           |
|------------------------|--------------------------------|-----------|
| Late pick up after 6pm | First 15 mins                  | £5.00     |
| Late pick up after 6pm | Per 15 mins after 6.15pm       | £7.00     |
| Late payment of fees   | Plus possible place suspension | £50.00pcm |

Otherwise late pick up is charged at £8.50 per hour or the cost of the next session up, whichever is cheaper.

**Fees are payable, in advance and in full – you will receive your first invoice as soon as you start.**

Invoices are issued via email every 4 weeks (approximately). Please pay by BACS transfer (Account number 32211473, sort code 010399) and/or childcare vouchers, cash, cheque or card payment. ***Please use your child(ren)'s name as a reference against any payment through the bank or via vouchers.***

We accept full or part payment by childcare vouchers and are registered with most companies. Please see the Manager if you wish to partake in this scheme. Inflation of fees will be notified in advance. Any additional sessions, or fees incurred, will be invoiced in the following month. Payment should be made by BACS transfer within 7 days of receipt of your invoice.

If fees arrive late, we will enforce a charge of £44 per calendar month until the fees are paid in full. If payment is more than 7 days late, we reserve the right to suspend attendance of the child until payment is brought up to date. If you are struggling to pay any arrears, please speak to the Manager, Penny Daniels, to agree a payment plan.

In the event of extreme weather conditions or an outbreak of an illness or disease which includes, but is not limited to, swine flu for example, the setting may need to close due to keeping the correct staff to child ratios and/or to prevent the spreading of any disease. This is an event out of our control and fees will still be liable if we are forced to close.

Please note that no refunds or alternative sessions will be given for sessions missed due to holidays, sickness, or any other absence since the child's place is kept open. The only exception to this is for funded children who, subject to availability, will be offered this service.

We accept full or part payment by childcare vouchers and are registered with most companies. Please see the setting Manager or Finance Co-ordinator if you wish to partake in this scheme.

### **Additional Sessions**

We are unable to 'occasionally swap' sessions around as we are very busy and near full capacity, however you can book additional sessions (subject to availability of space), if you need additional care. Please contact the setting during working hours or use any of our social media to contact us with your request. Please do not contact individual staff directly as they will not have access to the diaries outside of working hours or be able to answer your query via their personal phone during working hours.

### **Late collection**

Please give us a courtesy call if you are going to be late collecting your child. Late collection charges after 6pm will be applied to invoices at the rate of £4.00 for the first 15 minutes and £6 per 15 minutes thereafter. Late collection for other sessions ending before 6pm will be charged for the full additional hour(s) regardless of how early or late into that hour you collect.

### **Notice period**

One month's written notice is required should you wish to terminate your child's attendance at the setting or decrease the number of sessions your child attends. Please note that full fees will continue to be liable during the period of one month's notice.

### **Suspension/Termination**

We reserve the right to suspend attendance, with immediate effect, if any fees are not paid, or if a parent or child displays abusive, aggressive, threatening or otherwise inappropriate behaviour. In all other circumstances, should we wish to terminate a setting place for any reason, we will give one month's notice in writing.

### **Holidays**

If you are going on holiday, you will be required to pay your normal fees for the period of absence. Little Village Learners follows Burnley Road Academy term dates (not including their Training Days). Fees will still be payable for any holidays taken during the year unless you have signed a Term Time only contract. Term Time only children may book in for holiday club, please book this with a member of staff in good time to secure a place.

We close for Bank holidays and for the period between Christmas and New Year. These periods are not charged. Staff training Days will be published in advance and *are chargeable*.

### **Settling in**

It is a good idea to talk with your child at home about starting Little Village Learners as this helps to prepare them. We suggest that you visit us once or twice before your child is due to start and stay and play with your child. All children settle in different ways, with some there are no tears at all. You can leave a comforter with your child, and we would always ring you if we thought your child was too distressed.

We are fully aware that the setting environment will be a new and different environment from home; however, we aim to make the setting as homely and welcoming as possible. You will be encouraged to attend the setting with your child for however long you or your child needs to feel confident and happy. However, staff with knowledge and experience will help and advise you, where necessary, to step back and leave your child in our care to settle into the setting. If you feel anxious about your child, we are more than happy for you to telephone us to see how your child is doing.

We give feedback to you after the settling in session, detailing how your child has settled into his/her group socially and emotionally. This helps with peace of mind during the settling-in period.

### **Key Person**

Each child is assigned a key member of staff when joining the group. This staff member will take responsibility for getting to know your child and help them to settle in. The key person list is on display in the cloakroom area. You can speak to your child's key person about any issues you may need resolving or if you have questions regarding your child's development. An opportunity to discuss your child's progress more formally arises at our parents evening which is held around Easter.

## **Learning Journeys**

Children in our Under 2's and Pre-school rooms are observed whilst in the setting, we keep a note of their individual development and record this in a personal 'booklet' called a Learning Journey. We record Learning Journeys online through a portal called **Tapestry**. Each parent will be given log-in credentials when they join and can see your child's Learning Journey at any time, and you can contribute to it and it is yours to download when you choose. Each parent will *only be able to see their child* on Tapestry. Please make sure you tick the box in the consent page if you are ok to have your child's photos uploaded to the site, remember only you can see those photos.

## **Home observations – help us to celebrate your child's achievements!**

Here at Little Village Learners we get as excited as you do watching your child grow and develop and we would like to celebrate their achievements, whether at home or in the setting. Your child is unique and will grow and develop at their own pace.

Home observations help us to build a 'well rounded' picture of your child's interests and ability. We can use them in our planning to enhance learning and can put them into your child's learning journey. Home observations can tell us many things, for example, your child's favourite bedtime story, or what they built with Lego. You can also note down things that they do or say:

| Home observation                                      | Home observation                             |
|-------------------------------------------------------|----------------------------------------------|
| Sophie picked up her toy phone and said "Hello Nanna" | Jack counted five cars on the way home today |

Home observations -You can also add your own observations to Tapestry.

## **What does my child need to bring?**

A named bag should be placed on your child's hook and should contain:

- > spare clothes appropriate for the season
- > nappies
- > sun cream
- > nappy cream
- > bedding in a labelled pump bag (top and bottom sheets)
- > sun hat/winter hat
- > wipes
- > Wellies

Please send your child with a coat and suitable outdoor footwear. Please hand any medicines to a member of staff, including teething gel and paracetamol-based medicines. If your child brings a packed lunch, this should be placed on our blue trolley in the corridor. **Please put your child's name in EVERYTHING** that could get misplaced or mistaken as another child's.

Please note, that should you forget to bring Nappies, wipes or bedding with your child, a charge will be applied as per below.

| Item              | Charge              |
|-------------------|---------------------|
| Nappies and wipes | £1 per nappy change |
| Bedding           | £1 per day          |

## **Meal times**

Breakfast will be served on arrival until 8.30am (cereals, porridge, toast and milk or water).

Snacks are provided during the morning and afternoon sessions. This will normally be milk/water and fruit/breadsticks. Any contributions for snack time would be greatly appreciated (fruit/breadsticks etc) and can be put in the receptacle in the corridor (sealed packs ideally please). There is also a pot for monetary donations.

Hot Food - We take great pride and care in the high standard and quality of the food we offer. We have a 4-week rolling menu for Lunch and Tea and use fresh produce. We change our menus to make them seasonal. Homecooked meals are made daily. Lunch costs £2.50 per day. Alternatively, you may send a packed Lunch. In the event of a child forgetting their packed lunch we can make one, which is also chargeable at £2.50

Special diets and vegetarian options can be catered for daily. All children have access to milk and drinking water and our menus are focused around a balanced diet, but also caters for what the children like. A child that eats a well-balanced diet makes a healthy, happy, energetic little person!

Please let us know on your child's contract if they have any allergies or dislikes.

|           |                                       |
|-----------|---------------------------------------|
| Breakfast | 8.15am – 8.30pm                       |
| Lunch     | 11.20am (11.15am in Under 2's room)   |
| Tea       | 4.30pm (4.15pm in the Under 2's room) |

### **Sleep times**

Pre-school day time sleeps are between 12 and 1pm. This is to ensure we meet the needs of all the children in the setting and that each room is operating within their staff ratios. A permanent rest area is available for your child, if needed.

This does not apply to children in the under 2's room, where the child's home routine is followed as closely as possible.

### **Funded hours for working families**

We are delighted to be able to offer 15/30 hours childcare for families who meet the eligibility criteria. At Little Village Learners we offer this between the hours of 8:30am and 4:00pm. Wrap around breakfast and tea can also be provided-please see the fee structure.

### **Funding for 3- & 4-Year-Olds**

From the term following your Childs' 3<sup>rd</sup> birthday, all children become entitled to attend an early years setting for 15 hours per week. At Little Village Learners we can offer the 15 hours flexibly to suit your needs. Please discuss your requirements with us shortly before your Childs' 3<sup>rd</sup> birthday. Some eligible families could be entitled to 30 hours funding per week.

### **Funding for 2-Year-Olds**

Some 2-year-olds are entitled to up to 15 hours childcare a week. The following website outlines the criteria for this provision. Some families will receive a letter notifying them of this or you can contact your local council family's information service to check your eligibility. A home visit is required before your child starts and a leaflet is available at the setting that explains what will happen.

[www.childcraechoices.gov.uk](http://www.childcraechoices.gov.uk)

### **Special Educational Needs and Disabilities**

If your child has a disability or you are concerned about a delay or difficulty, you can speak to their key person in the first instance. The Special Educational Needs Co-ordinator is Lyndsey Kata. You may wish to meet with them to discuss your concerns. We are able to make referrals for external services and in some cases additional funding can be sought to help meet the additional needs of your child.

### **Policies and procedures**

Please read carefully through all our policies and procedures. These can be found in the black folder in the office, or a copy can be emailed to you on request. If you would like more details, please do not hesitate to ask a member of staff.

- *Safeguarding* – Little Village Learners & Fun Track aims to work with children, parents, and the community to ensure the safety of children in our care and give them the best possible start in life. All staff have attended safeguarding training.
- *Health & Safety* – Little Village Learners & Fun Track will take all reasonable steps to ensure that a healthy and safe environment is provided.
- *Inclusion and equal opportunities* – we value the individuality of all our children and families, irrespective of ethnicity, attainment, age, disability, gender, or background. We aim to be an inclusive setting and actively seek to remove any barriers to learning or participation. Within our setting we have a special needs co-ordinator (SENCO) who monitors individual educational plans, assessment and recording and advises and supports the staff in regular room meetings.



- *Behaviour management policy* – we believe in promoting positive behaviour, we aim to encourage self-discipline, consideration for each other, and for our surroundings and property. We are very much aware of children's individual needs and that any policy must be age appropriate. We recognise that children develop at different rates and that they have varied temperaments. However, children need to acquire basic social skills to enable them to get on with others, particularly in a group situation. Children will be positively motivated through an environment that offers constant praise and encouragement.

***Please sign the acknowledgment at the end of this pack to say you have read the policies and procedures and return it with your contract.***

### **Illness**

If your child becomes ill please could you inform Little Village Learners as soon as possible and pass on any details regarding contagious illnesses. **Please note fees are still payable if your child is ill.**

The following table is designed to allow you to see at a glance our policy on enforced time needed away from nursery in relation to specific illnesses. This list is not exhaustive; any illnesses not listed are at the discretion of the manager.

| Illness                   | 24 hrs | 48 hrs | 72 hrs | Symptom free | Completely recovered | Manager's discretion |
|---------------------------|--------|--------|--------|--------------|----------------------|----------------------|
| Gastroenteritis           |        |        |        |              | X                    |                      |
| Sickness/Diarrhoea        |        | X      |        | X            |                      |                      |
| Ear infection             |        |        |        |              |                      | X                    |
| Eye infection (see notes) |        |        |        |              |                      | X                    |
| Measles                   |        |        |        |              | X                    |                      |
| Mumps                     |        |        |        |              | X                    |                      |
| Rubella                   |        |        |        |              | X                    |                      |
| Scarlet fever             |        |        |        |              | X                    |                      |
| Whooping cough            |        |        |        |              | X                    |                      |
| Ringworm                  |        |        |        |              | X                    |                      |
| Temperature               |        |        |        |              |                      | X                    |
| Thrush                    |        | X      |        |              |                      |                      |
| Chest infection           |        | X      |        |              |                      |                      |
| Common cold               |        |        |        |              |                      | X                    |
| Impetigo                  |        |        |        |              | X                    |                      |
| Chicken pox               |        |        |        |              | X                    |                      |
| Meningitis                |        |        |        |              | X                    |                      |
| Scabies                   |        |        |        |              | X                    |                      |
| Herpes simplex            |        |        |        |              | X                    |                      |
| Tonsillitis               |        | X      |        |              |                      |                      |
| Slapped Cheek Syndrome    |        |        |        |              | X                    |                      |
| Hand, foot and mouth      |        | X      |        |              |                      |                      |

If your child has been prescribed antibiotics, we require them to have been taking their medication for 24 hours before returning to pre-school. This is to ensure that an allergic reaction does not occur. In severe cases of conjunctivitis, we would expect eye drops to have been administered for a minimum of 24 hours to prevent the spread of infection to other children and staff. Staff can administer prescription medicines only if a consent form has been signed by a parent/carer at the beginning of the session.

### **Bumps and bruises**

If your child has sustained any injuries at home, could you please inform a member of staff when you drop your child off. We can then make a note of it to avoid confusion that the injury was sustained at Little Village Learners. Likewise, any minor injuries sustained at Little Village Learners will be recorded and you will be notified at the end of the session.

## **The Committee and Trustees**

Little Village Learners & Fun Track is a committee run organisation which means that it is managed by a group of parents and community members. We are a charity and the committee are the voluntary managers of this charity. The Committee have a constitution, which is a set of rules that are followed, and are member of the Pre-school Learning Alliance (PLA).

*What they do?* The Management Committee manage the setting and are answerable to Ofsted. The committee are responsible for managing funds, deciding on outings, organising events, fundraising and making decisions about future planning.

Voluntary providers do not receive any financial help from the Government or local councils and, as such, largely rely on fundraising events organised by the Committee. These fundraising events provide resources for the children and keep fees low.

*Who they are?*

Trustees:- Mike Halstead, Claire Wardley, Natalie Kata & Lyndsey Kata.

Plus, other co-opted members made up of current and former parents.

*How often are meetings?* Meetings are held, on average, once a half term, plus the AGM. Additional meetings for emergency situations and fundraising events are held when needed.

*What happens if no officers volunteer?* Without office bearers there cannot be a viable committee and Little Village Learners could be closed following the AGM.

*Why have a Committee?* Little Village Learners & Fun Track is a charity and, like all other charities, is directed by a board of trustees. By remaining a charity, we can ensure the setting is run for the benefit of the children and fees are kept low.

*Who are the trustees and what do they do?* Trustees have overall control of a charity and are responsible for making sure it's doing what it was set up to do.

*Want to get involved?* We are always on the look-out for enthusiastic new members. Anyone with an interest in the setting, such as Parents, Guardians, Grandparents or Local Councillors may join (subject to DBS clearance). Please let a member of staff know if you are interested in joining the committee.

Fundraising events include:

- Autumn Photo Fair
- Bags 2 School
- Halloween Disco
- Easter Disco
- Egg and Spoon Races
- Dock Pudding

### **Liability**

We will not accept responsibility for loss or damage of any personal toys or items brought to Little Village Learners. Every reasonable effort will be made by staff to ensure this does not happen.

We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason, this applies to absence due to sickness, holidays and Bank holidays.

We accept no responsibility for children whilst in their parents care on Little Village Learners premises.

### **General**

Parents agree that they shall not at any time, whether throughout the continuance of this agreement or for a period of 3 months after its termination, directly or indirectly (via agencies) employ/entice away an employee with whom they have had contact or dealings with at the setting. In the event that a parent does employ a member of staff, 25% of their salary may be payable to the setting.

### **Complaints**

At Little Village Learners & Fun Track we aim to provide an excellent standard of care for the children attending. We welcome any suggestions, at any time, on how we might improve our service.

If you have a complaint or concern relating to any aspect of your child's care, please speak initially to your child's key person about this who will try to resolve the matter. You can request to do this privately if necessary. If this does not produce a satisfactory outcome you may wish to put the concern in writing. This should be addressed to the setting Manager. All correspondence will be kept confidential and only shared with those persons who need to be involved.

If the nature of your complaint relates to concerns about the leadership and management of the setting, please contact our chairperson Lisa Thwaites on 07506 785996 who will take appropriate action.

All complaints/concerns are taken seriously and will be brought to the attention of our committee at a formal meeting. A complaints record will be completed, and a decision will be reached on how to take the matter forward. You will be notified of the outcome and will receive details of this within 21 days.

If you continue to have concerns and an agreement cannot be reached through the methods stated above, you may wish to request a mediation session where a non-biased representative can be sought to attend a meeting. This will be a professional person from The Pre-School Learning Alliance or Family Services. This person will listen to both sides of the dilemma and offer their advice.

If a complaint arises which involves the direct safety and/or welfare of a child using our services, this will be reported to OFSTED immediately by the Little Village Learners Manager. OFSTED registers and inspects childcare for children aged from birth to 17 years and, as a registered childcare provider, we must meet requirements that relate to safety, care and the organisation of the childcare.

If you wish to contact any professional body regarding our setting you can find their contact details below.

Pre-School Learning Alliance  
Friends Meeting House  
Clare Road  
Halifax  
HX1 2HX  
Tel: 01422 321368

Family Services  
Northgate House  
Northgate  
Halifax  
HX1 1UN  
Tel: 01422 392510

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 0300 123 1231

### **Stay in contact**

We like to stay in communication with our parents on a very regular basis and we don't want you to miss any of our notifications. Please link to all of our communication media below to stay informed.



**Little Village Learners**



**@RoydPlaygroup**



**[www.LittleVillageLearners.com](http://www.LittleVillageLearners.com)**



**LittleVillageLearners2018**

Please make sure that we have an up-to-date email address for you – we send our invoices and our Termly Newsletter to you all via email – this helps our costs and is also more environmentally friendly. 😊

*Intentionally blank*

Office use only:- Birth Cert QB DB OL Tr Reg Kit File Fee

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐



## **Little Village Learners & Fun Track - REGISTRATION CONTRACT**

***Please detach this contract and return to Little Village Learners with the Registration Fee.***

Child's full name: \_\_\_\_\_

Name known as: \_\_\_\_\_

Date of birth: \_\_\_\_\_ Current age: \_\_\_\_\_

Home language: \_\_\_\_\_ Religion: \_\_\_\_\_

Home address: \_\_\_\_\_

Home tel: \_\_\_\_\_ Email: \_\_\_\_\_

### **Named persons who have parental/legal responsibility for your child**

1) \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address (if differs from one above): \_\_\_\_\_

Home tel: \_\_\_\_\_ Mobile tel: \_\_\_\_\_

2. \_\_\_\_\_ Relationship to child \_\_\_\_\_

Address (if differs from one above): \_\_\_\_\_

Home tel: \_\_\_\_\_ Mobile tel: \_\_\_\_\_

### **Who is responsible for paying the fees**

Please give details below of the person responsible for paying your child's fees.

Name: \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address: \_\_\_\_\_

Place of work: \_\_\_\_\_

Home tel: \_\_\_\_\_ Work tel: \_\_\_\_\_

Mobile tel: \_\_\_\_\_ NI Number: \_\_\_\_\_

Email: (invoices will be emailed) \_\_\_\_\_

## **Collectors Details**

Children may only be collected by the people named below [any exceptions must be notified in writing]. These people may also need to be contacted in case of emergency. **Please show at least one parent/carer.**

**1<sup>st</sup> collector:** \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address: \_\_\_\_\_

Place of work: \_\_\_\_\_

Home tel: \_\_\_\_\_ Work tel: \_\_\_\_\_

Mobile tel: \_\_\_\_\_

**2<sup>nd</sup> collector:** \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address: \_\_\_\_\_

Place of work: \_\_\_\_\_

Home tel: \_\_\_\_\_ Work tel: \_\_\_\_\_

Mobile tel: \_\_\_\_\_

**3<sup>rd</sup> collector:** \_\_\_\_\_ Relationship to child: \_\_\_\_\_

Address: \_\_\_\_\_

Place of work: \_\_\_\_\_

Home tel: \_\_\_\_\_ Work tel: \_\_\_\_\_

Mobile tel: \_\_\_\_\_

Any details concerning collection or additional information regarding the care of your child:

\_\_\_\_\_  
\_\_\_\_\_



**Sessions Required** [please fill in all the boxes that are relevant]**UNDER 2's** (all meals are included in the fees)

|           | Morning Session<br>7.30am – 1pm | Afternoon Session<br>1pm – 6pm | Full Day<br>7.30am – 6pm | School Hours |
|-----------|---------------------------------|--------------------------------|--------------------------|--------------|
| Monday    |                                 |                                |                          |              |
| Tuesday   |                                 |                                |                          |              |
| Wednesday |                                 |                                |                          |              |
| Thursday  |                                 |                                |                          |              |
| Friday    |                                 |                                |                          |              |

Term Time only place [ ]

All year place [ ]

Additional requirements regarding sessions: \_\_\_\_\_

Required start date: \_\_\_\_\_

**PRE-SCHOOL**

|           | Full day<br>care | Half day<br>care (am) | Half day<br>care (pm) | School<br>hours | Session<br>(am) | Session<br>(pm) |
|-----------|------------------|-----------------------|-----------------------|-----------------|-----------------|-----------------|
| Monday    |                  |                       |                       |                 |                 |                 |
| Tuesday   |                  |                       |                       |                 |                 |                 |
| Wednesday |                  |                       |                       |                 |                 |                 |
| Thursday  |                  |                       |                       |                 |                 |                 |
| Friday    |                  |                       |                       |                 |                 |                 |

Term Time only place [ ]

All year place [ ]

Additional requirements regarding sessions: \_\_\_\_\_

Required start date: \_\_\_\_\_

Lunch Arrangements?

Cooked Meal £2.50 [ ]

Packed lunch [ ]

**HOLIDAY CLUB ONLY [ ]** Forms to be filled in for each holiday period

**Please note:** We do not permit Session swaps however you may book extra ad hoc sessions subject to availability. If you need to change your child's weekly sessions for any reason, please speak to the Room Leader or Manager. A period of **4 weeks' notice** is required for termination of your child's place or a permanent change of any session.

**Policies and Procedures – Acknowledgement**

Child(ren)'s name: \_\_\_\_\_

I confirm that I have read, understood and accept Little Village Learners & Fun Track's Welcome pack and accept the policies and procedures, including the use of your data in line with GDPR regulations.

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_ Date: \_\_\_\_\_

### **Childs Health Details** [Confidential]

Doctor: \_\_\_\_\_ Tel: \_\_\_\_\_

Health visitor: \_\_\_\_\_ Tel: \_\_\_\_\_

Are your child's immunisations up to date: Yes [ ] No [ ]

Please list any medical problems: \_\_\_\_\_

Please list any food allergies/requirements or dislikes e.g. vegetarian, allergy to egg, materials, plasters etc: \_\_\_\_\_

Dental Practice: \_\_\_\_\_ or Not yet registered. ☐

#### **Authorisation:** *(please tick)*

- I consent to sun cream being applied in hot weather. [ ]
- I consent to my child being taken off the premises on accompanied trips. [ ]
- I consent to the application of plasters. [ ]
- I consent to the administration of calpol (if applicable and provided by parent/carer). [ ]
- I consent to the administration of nappy cream (if applicable and provided by parent/carer). [ ]
- I consent to the administration of my child's own medication, as prescribed by the doctor. [ ]

#### **I consent to any:** *(please tick)*

- emergency first aid or medical treatment necessary whilst in the settings care, administered by trained staff; [ ]
- staff member contacting the NHS to discuss my child's symptoms; [ ]
- staff member in an emergency, calling an ambulance to attend to your child; [ ]
- photographs taken of my child for use within the setting; [ ]
- photographs added to Tapestry (Online Learning Journey) [ ]
- photographs for use within press releases/settings social network page. [ ]

Signed (parent/carer): \_\_\_\_\_

Print name: \_\_\_\_\_

### **Tapestry – Online Learning Journey**

You will be given access to the Portal to view and interact with your child's Learning Journey. Please agree to the following guidelines:-

- Not publish any of my child's observations, photographs or videos on any social media sites.
- Understand that my child's image may be in another child's Learning Journey if they were engaged in the same activity. This image will not be shared by the other parent (see above).
- Keep the login details of any email account personal and private, in accordance with safe online behaviour.
- Speak to a member of staff if I experience any difficulties accessing my child's Learning Journey.

Please provide an email address you would like to use with Tapestry if different from the billing email address. \_\_\_\_\_

Please *initial and tick this box* if you agree to the above regarding Tapestry. ☐ \_\_\_\_\_

Please *initial and tick this box* if you **do not** wish to access your child's Learning Journey in this way.

☐ \_\_\_\_\_

**Child's ethnicity (please tick)**

***White***

- ☐ English / Welsh / Scottish / Northern Irish / British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other White background, please describe .....
- .....

***Mixed / Multiple ethnic groups***

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed / Multiple ethnic background, please describe .....
- .....

***Asian / Asian British***

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background, please describe .....
- .....

***Black / African / Caribbean / Black British***

- ☐ African
- ☐ Caribbean
- ☐ Any other Black / African / Caribbean background, please describe .....
- .....

***Other ethnic group***

- ☐ Arab
- ☐ Any other ethnic group, please describe .....
- .....
- ☐ I'd rather not say

**Payment**  
(Setting Copy)

Fees are payable, in advance and in full, by BACS transfer and/or childcare vouchers.

Any additional sessions, or fees incurred including meals, will be invoiced in the following month. Payment should be made by BACS transfer within 7 days of receipt of your invoice.

Inflation of fees will be notified in advance.

If fees arrive late, we will enforce a charge of £44 per calendar month until the fees are paid in full. If payment is more than 7 days late, we reserve the right to suspend attendance of the child until payment is brought up to date. If you are struggling to pay any arrears, please speak to the setting Manager or Finance Co-ordinator to agree a payment plan. We use a Debt Recovery Agent to retrieve unpaid fees.

We accept full or part payment by childcare vouchers and are registered with most companies. Please tick here if you wish to partake in this scheme. [   ]

**Registration fees**

A one-off registration fee of £25.00 is charged per family to secure a place. This is non-refundable and goes towards Insurance and administrative costs. This charge should be paid by BACS transfer (Account number 32211473, sort code 010399) and returned along with your signed contract. This charge does not apply to funded children.

Please tick how you intend to pay your fees (tick all that apply)

- ☐ BACs (standing Order/Direct Debit – details above. Regular payments are preferred).
- ☐ Cash (please make regular payments in a labelled sealed envelope or direct to the office).
- ☐ My child will access funding.
- ☐ Childcare Vouchers (please name your provider below).

Childcare voucher provider \_\_\_\_\_

*Please note that when making a payment via the bank or childcare vouchers you **must use your child(ren)'s name** as a reference to identify your payment.*

I understand and accept all of the conditions as outlined in the Welcome Pack

Signed (parent/carer): \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

*Intentionally blank*

## Payment

# (Parent/Carer Copy – please keep)

Fees are payable, in advance and in full, by BACS transfer and/or childcare vouchers.

Any additional sessions, or fees incurred, including meals, will be invoiced in the following month. Payment should be made by BACS transfer within 7 days of receipt of your invoice.

Inflation of fees will be notified in advance.

If fees arrive late, we will enforce a charge of £44 per calendar month until the fees are paid in full. If payment is more than 7 days late, we reserve the right to suspend attendance of the child until payment is brought up to date. If you are struggling to pay any arrears, please speak to the setting Manager or Finance Co-ordinator to agree a payment plan. We use a Debt Recovery Agent to retrieve unpaid fees.

We accept full or part payment by childcare vouchers and are registered with most companies. Please tick here if you wish to partake in this scheme. [   ]

### Registration fees

A one-off registration fee of £25.00 is charged per family to secure a place. This is non-refundable and goes towards Insurance and administrative costs. This charge should be paid by BACS transfer (Account number 32211473, sort code 010399) and returned along with your signed contract. This charge does not apply to funded children.

Please tick how you intend to pay your fees (tick all that apply)

- ☐ BACs (standing Order/Direct Debit – details above. Regular payments are preferred).
- ☐ Cash (please make regular payments in a labelled sealed envelope or direct to the office).
- ☐ My child will access funding.
- ☐ Childcare Vouchers (please name your provider below).

Childcare voucher provider \_\_\_\_\_

*Please note that when making a payment via the bank or childcare vouchers you **must use your child(ren)'s name** as a reference to identify your payment.*

I understand and accept all of the conditions as outlined in the Welcome Pack

Signed (parent/carers): \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_\_

# (Parent/Carer Copy – please keep)