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Welcome to Springboard Nursery

Thank you for your interest in Springboard Nursery. Here at Springboard we firmly believe that our nursery should be unique, just like the children.

A little bit about us:

Gail Heelas
Nursery Owner

I am the nursery owner and have been a child minder for 13 years and feel this experience has fully prepared me for the challenges that running a children's day nursery can bring. I have a grown up son who has recently left home to experience the life of university: as a result, I wanted to have a setting located close to home and nestled within the local community, where I can continue to nurture more and more children, preparing them for the next stages of their childhood. I will strive for the nursery and all who work within it to focus upon each child's interests and safety needs, ensuring the child's happiness is at the centre of everything that we do at Springboard, helping promote the personal and social development of your child.

Caroline Parkinson
Nursery Manager

My name is Caroline Parkinson; I have had many years of experience managing a children's day nursery and hold a BA Honours degree in Early Years. I am a mum to three children myself, this experience has given me the insight to appreciate that 'nursery care' needs to be tailored to each individual child. This also has given me the understanding that every child is unique and will develop in different ways. I take a great deal of pride in my work and am totally committed to delivering and managing a setting of the highest possible standard with quality care, ongoing learning and providing children with a variety of enjoyable experiences.

Lizzi Wilkinson
Deputy Manager

Hello, I am the deputy manager. I have worked within nursery's for 9 years throughout all ages and I have enjoyed every minute. I have been here at Springboard since the day we opened helping the nursery grow. I am committed in my job role and put 100% into all I do to ensure yourself and your child have the best nursery experience. My team are a happy, fun and friendly team who thrive to help your children learn and develop ensuring they are ready to take their next journey.

Email: Springboarddeputymanager@gmail.com

Contact Numbers

Office: 01482 353898

Garden Room (Over 3's): 01482 330590

Treetops Room Toddlers (18months–36months) 01482 330591

Treetops Room Babies (0–18months): 01482 330592
**Why choose Springboard Nursery?**

Springboard Nursery (as we’ve already mentioned) is unique. It consists of two playing areas; the upstairs area is for babies and younger toddlers and the downstairs area for older/confident toddlers and pre-school children - allowing them access to 'free flow' play (enabling the child to access the outdoor area).

Upstairs 0-3 years = Treetops

Downstairs 2.5 upwards = Garden Room

Each child is allocated a 'key person', who will liaise and communicate closely with the child and family to build up positive relationships, enabling a positive environment, which will support the nurturing of the child. The 'key person' will support the child through nursery life, right through to making the transition to school.

We are committed to meeting each child’s individual needs and providing children with the best possible care, whilst giving a wide range of experiences, including country days, dance, music, movement, cookery, animals and much more.

Our aim is to give each child in our setting the best possible care, ensuring the best possible start in life. We also operate an 'open door' policy so you may come and go as you please with your child. This will help with the settling in process and provides the opportunity for us as practitioners, to learn about what your child enjoys doing, or what motivates them from you; no-one knows your child better than you. This will benefit your child, as settling quickly means the very best start for your child.

Let’s start from the beginning, work together and build positive relationships.........
Staff at Springboard Nursery

The staff here at Springboard Nursery are carefully selected to ensure enthusiasm and commitment; not only looking after children, but also demonstrating the ability to provide them with differing experiences, to ensure that each child's learning is extended to meet their individual needs.

All members of staff at the setting have attained their Level 3 early years' qualification, or, if this is not the case, have provided us with sufficient evidence that shows they are working towards it. In addition to this, all staff have DBS checks (previously CRB Checks-Disclosure and Barring Service) to determine their suitability for working with children. When accepted, members of staff also undergo a trial period to determine their suitability for working within the team and more importantly, with the children in the setting.

Staff are encouraged to attend beneficial training, in order to update their personal knowledge of the profession; this includes both in-house training as well as Local Authority training. All staff hold Pediatric First Aid, Safeguarding and basic Food Hygiene certificates.

Our approach is positive, friendly, supportive and professional: maintaining the highest quality care.

The staff ratios are: (Staff: Children)

0-2 years - 1:3
2-3 years - 1:4
3-5 years - 1:8
Mealtimes at Springboard Nursery

Mealtimes should be a pleasurable experience for children, where conversation and language skills can be encouraged and developed. We aim to create a positive environment to encourage children to try new foods. The setting will follow the Children’s Food Trust Guide to ensure the children are receiving essential, nutritional requirements on a daily basis. The nursery food will be home cooked and prepared in the nursery kitchen, by our cook Sarah, who will be responsible for cooking healthy meals and also catering for any special dietary requirements.

We will encourage the children to have 5 portions of fruit and vegetables a day; this will also be available within the snacks throughout the day. On top of this, we will try to ensure that the children (provided they have no known allergy) drink a healthy amount of milk each day, as this is an essential part of any growing child’s diet.

Healthy food will be given, but the children will also be encouraged to learn about healthy choices and maintaining a healthy lifestyle. This will be incorporated into the daily planning of activities.

Babies will be provided with food to meet their individual needs. With your help, we aim to ensure the babies have the correct texture of food, so that it does not differ from what they receive at home. Additionally, we make sure the babies eat with the toddlers, allowing them the opportunity to learn and observe good practice.

The nursery menus will be displayed in the entrance of the nursery; Sarah will be happy to discuss any alternative options with you. We want the children to help prepare meals and participate in discussions about food, as well as setting out meal times. We plan to make meals educational, fun and a good way to encourage positive manners.

We want children to have ‘hands on’ experiences of making healthy food, this supports the child’s understanding and instills a sense of positive well-being about decisions a child makes.

Our setting was rated a 5 in January 2017 by the environmental health agency.
Safety at Springboard

The safety and well-being of your child is of paramount importance. It is really important to us that you feel confident when you leave your child in our care; that they are safe and in a secure environment.

No-one is allowed on the premises that are not known to staff members. The nursery has excellent security in place throughout all areas of the building. The main entrance has a fingerprint scanner door system, that only staff members are recognised on, and in order for parents or guardians to gain access to the building, the relevant policies and procedures must be followed, ensuring security at all times. Any unrecognised visitors will be challenged. To further this security throughout the building, both doors to the main play areas have key code access, which again, only the staff have access to.

We work in partnership with parents to make sure that children who are dropped off in a morning and collected on an evening, are eligible to do so. We operate not only the fingerprint door system, but a collections policy, which includes a PIN/Password; this may be used in emergencies.

In order to keep the children safe within the setting, we have in place a number of safety gates - one at each end of the stairs and two in the Treetops room, (one separating the babies from the toddlers and the other to stop the children from gaining access to the kitchen.) The outside area is fenced off, allowing the children to play outside, giving you, as parents, the peace of mind that your child is safe.

We regularly carry out practice fire drills to fully prepare both the children and staff, in the unlikely event of a fire taking place. They will know exactly what to do - quickly and safely.

When on trips, we have all relevant measures in place to ensure that your child’s safety is at the core of the trip. For instance, all children wear high visibility reflective jackets, so that they can be easily and quickly identified by our staff, but also can be spotted by cars and other road users when crossing the road.
Here at Springboard Nursery we use a software called 'Tapestry', this enables key practitioners to plan, observe and write progress reports on each individual child.

Tapestry has many benefits these include:

- Parent/ carers receiving emails/ notifications when new observations have been created.
- Receiving photos/ videos when your children is at Springboard Nursery enabling you to see what they are doing at nursery.
- Parent/ carers can share with Springboard Nursery photos/ videos of your child at the weekend or from special events.
- Easy
- Accessible

Four observations will be created each month for each individual child, key practitioners will create a progress report every four months.

Tapestry is recognised by many local schools and nurseries in the area, its high security levels/ passwords makes it a competent tool to use with our precious little children. Confidentiality is abided at all times.

Support is always available by Lizzi Wilkinson (Deputy Manager) to work in partnership with parents helping you get the best from Tapestry.
Funding

Check online to find out more information with regards to tax free childcare - we are registered!


Childcare Vouchers - Are you aware that you can save money on your childcare costs by using childcare vouchers, which you can access from your employer? These vouchers are exempt from tax and National Insurance; a potential saving of over £2,000.00/year.

Vouchers are available from many different organisations and can be used at any childcare setting as part payment for your childcare costs.

See your employer for more details - we can take any vouchers; these can include Sodexo, Computer Share, Kiddivouchers and Busy Bee vouchers.

2-year-old Funding - You may be eligible for 15 hours paid childcare for your 2-year-old child.

You are eligible if you receive any of the following:

- Income Support;
- Income based Jobseekers Allowance;
- Income related Employment and Support Allowance;
- Support under part 6 of the Immigration and Asylum Act.
- The Guaranteed Element of State Pension Credit;
- Tax Credit provided you are not entitled to Working Tax Credit and have an annual gross income of less than £16,190;
- The four week 'run on' of Working Tax Credit due to employment ending.
- Universal Credit.

Eligibility rules for 30 hours free childcare:

- Your child will be aged 3 or 4 in September 2017
- Both parents must be working - or the sole parent is working in a lone parent family
- Each parent earns on average a weekly minimum equivalent to 16 hours at national minimum wage or national living wage (parent aged 21-24 weekly average at least £111.20. For a parent aged 25+ at least £115.20 a week.
- Each parent must have an annual income of less than £100,000
- You live in England
# Springboard Nursery Fees: January 2017

<table>
<thead>
<tr>
<th>Session</th>
<th>Times</th>
<th>Cost per session</th>
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<tbody>
<tr>
<td>Full Day</td>
<td>10 hours</td>
<td>£37.50</td>
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<tr>
<td>2 Full Days</td>
<td>10 Hours per day</td>
<td>£75.00</td>
</tr>
<tr>
<td>3 Full Days</td>
<td>10 Hours per day</td>
<td>£112.50</td>
</tr>
<tr>
<td>4 Full Days</td>
<td>10 Hours per day</td>
<td>£150.00</td>
</tr>
<tr>
<td>5 Full Days</td>
<td>10 Hours per day</td>
<td>£175.00</td>
</tr>
<tr>
<td>Half day sessions</td>
<td>7.45-12.45 or 13.15-18.15</td>
<td>£25.50</td>
</tr>
<tr>
<td>Breakfast Club</td>
<td>07:45-09:00hrs</td>
<td>£6.00</td>
</tr>
<tr>
<td>After School Club</td>
<td>15:30-18:15hrs</td>
<td>£10.00</td>
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<tr>
<td>Hourly rate</td>
<td></td>
<td>£8.00</td>
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The nursery will be open from 07:30 hours and will close at 18.15 hours. The children's meals will be included within the price for that session chosen. E.g. morning session will include breakfast, snack and a home cooked lunch.

The nursery will be open all year, excluding Bank Holidays and a week at Christmas.

**Please note:** There will be a £50.00 non-refundable, registration fee; this will secure your child's place.

I hope you have found this information useful. If you have any questions, please feel free to contact us, or email on: springboardnursery@gmail.com/ 01482 353898
## Application Form

<table>
<thead>
<tr>
<th>Child’s name:</th>
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<tr>
<td>Child’s preferred name:</td>
<td></td>
</tr>
<tr>
<td>Child’s date of birth:</td>
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<tr>
<td>Home address:</td>
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<tr>
<th>Parent name (1):</th>
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<tr>
<td>NI number</td>
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<tr>
<td>Mobile number:</td>
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<tr>
<td>Place of work:</td>
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<tr>
<td>Work number:</td>
<td></td>
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<tr>
<td>Home number:</td>
<td></td>
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<td>Email:</td>
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<tr>
<th>Parent name (2):</th>
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<tr>
<td>NI number</td>
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<tr>
<td>Mobile number:</td>
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<td>Place of work:</td>
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<td>Work number:</td>
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<td>Home number:</td>
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<td>Email:</td>
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Does your child have any known allergies or medical conditions YES/NO – Please specify below:

Start date required:
Please tick the sessions required:

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<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<tr>
<td>AM (7:45-12:45)</td>
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<tr>
<td>PM (13:15-18:15)</td>
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Please note full days are 10 hour sessions. 7:30 starts are also available.

Are these sessions term time or all year?

Does your child attend any other setting?

Are you claiming any of the following?

- 3 & 4 year old funding (If so how many hours?)
- 2 year funding (If so how many hours?)
- Care to learn
- Other?

Which method of payment will you be using?

Please note... The first months fees are to be paid upfront prior to your child starting.

- Standing order
- Vouchers (Please state which voucher company)

Where did you hear about the nursery?

- Website
- Internet
- Local
- Poster/Leaflet
- Friend/Family
- Other?

Print name: ___________________________ Date: __________
Signature (Parent 1)

Print name: ___________________________ Date: __________
Signature (Parent 2)
# Springboard Nursery - Terms and Conditions

These terms and conditions focus upon the rules in which we agree to provide childcare services to you.

## 1. OBLIGATIONS - Springboard Nursery

**We will:**

- (a) Inform you as soon as possible whether your application for a nursery place has been successful. You must confirm within 7 days of receiving notification that you still wish to take up the nursery place. If you do not, the place will be withdrawn.
- (b) Try and accommodate any requests you may make for any additional sessions and/or extended hours of childcare at the nursery.
- (c) Communicate effectively with you - providing you with verbal updates on your child's progress upon request.
- (d) We will notify you as soon as possible of any days on which the nursery may be closed.
- (e) Try and make available additional places for siblings. However, we cannot guarantee that a place will be available. (Dependent on availability and ratios.)

## 2. OBLIGATIONS - by you, the parent / carer

**You will:**

- (a) Complete and return to us the standard health record/children's personal details prior to your child starting nursery. You must inform the nursery immediately of any changes that may occur in relation to your child's health.
- (b) Complete a medicine consent form should you require our staff to administer any medication to your child. (Please note: we can only administer medicines prescribed by a doctor)
- (c) Immediately inform us if your child is suffering from any contagious diseases - you are obliged to follow the policies and procedures set out by Springboard Nursery in relation to sickness.
- (d) Immediately inform us of any changes to your contact details.
- (e) Keep us informed as to the identity of the persons collecting your child from our nursery. If the person collecting your child is not usually responsible for collecting them, we will require proof of identity and a password. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release them into their care.
- (f) Immediately inform us if you are unable to collect your child at the specified time. (Please see the late collection policy, as there are charges for late collection of a child.)
- (g) Inform us if your child is the subject of a court order and provide us with a copy of such order on request.
- (h) Inform us if your child will not be attending the setting for any particular reason.
- (i) Provide us with one month's notice of your intention to decrease the number of hours your child spends at the nursery, or to withdraw your child from our nursery and end this agreement. If insufficient notice is given, you will be responsible for the full fees for your child, for one month from the date of any change, as if their hours had not decreased.
- (j) Put any changes in writing.

## 3. Payment

- (a) When a place is offered, a registration fee of £50.00 is to be paid, this is to secure your child's place and is non-refundable.
- (b) Nursery fees are to be paid by standing order (s/o) by the 1st of each month, any additional days/hours may be paid by cash to the office and a receipt will be issued.
- (c) We will provide you with a s/o form to take this to your bank/building society or alternatively you can make bank transfers or pay by cash or cheque.
- (d) Payments are calculated over 51 weeks of the year. Bank holidays are still paid for however the nursery is closed.

## 4. Suspension/termination

We may suspend the provision of childcare to your child and add on one month’s notice at any time, if you have failed to pay your fees.

### 4.1 We may immediately end this agreement if:

- (a) You have failed to pay your fees.
- (b) You behave unacceptably. We will not tolerate any physical or verbal abuse towards the staff.
- (c) Your child's behaviour is unacceptable or endangers the safety and well-being of any of the other children at the nursery.
- (d) We take the decision to close your child's nursery. We will give you as much notice as possible of such a decision.

### 4.2 You may immediately end this agreement if:

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Parent Information Pack 2017. Telephone Number: 01482353898. Email: Springboardnursery@gmail.com
a) We have breached any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period after you have drawn to our attention; or we suffer any event of insolvency.

### 5. General

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<tr>
<td>a)</td>
<td>We have an obligation to report any instances where we consider that a child may have been neglected or abused, to the relevant authorities. We may do so without your consent and/or without informing you.</td>
</tr>
<tr>
<td>b)</td>
<td>If the nursery has to close or we take the decision to close due to events or circumstances which are outside our control, we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), we will credit you with an amount that represents the number of days the nursery is closed, in excess of 3 days.</td>
</tr>
<tr>
<td>c)</td>
<td>If you have any concerns regarding the services we provide, please discuss these with your child’s Key Person. If these concerns have not been resolved to your satisfaction, please contact the Nursery Manager, as customer satisfaction is of paramount importance to us and any concerns/complaints will be reported to the manager and owner.</td>
</tr>
<tr>
<td>d)</td>
<td>We carry a wide range of toys and equipment at our nursery. Unless we specifically request otherwise, your child should not bring any of their own toys to the nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.</td>
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<tr>
<td>e)</td>
<td>From time to time we may photograph the children who attend our nursery. These photographs may be used for promotional purposes. If you do not wish your child to be included in these photographs, you should express this to the nursery manager in writing.</td>
</tr>
<tr>
<td>f)</td>
<td>As the number of children with nut allergies is increasing and with the support of parents, we aim to keep the facility NUT FREE. Parents are requested not to send food or empty food packaging into the facility.</td>
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Please note - there is a £50.00 registration fee to secure your child’s place. This may be paid by cash or cheque.

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<tr>
<td>Manager/Owner:</td>
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<td>Name:</td>
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<td>Signature (Parent 1)</td>
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<td>Name:</td>
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<td>Signature (Parent 2)</td>
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