

Thank you for your enquiry regarding our Nursery. I hope the enclosed will be of help to you.

Orchard Lea Nursery is situated in quiet surroundings with a large garden. Our catchment area is the North/East and East Bristol area, with good access roads to the city centre of Bristol - approximately two miles away.

The Nursery was established in 1990 and enjoys an excellent reputation. We are set away from the main road with pedestrian entry via a private lane from Burchells Green Road.

The Nursery is open Monday to Friday 8.00am - 6.00pm. We close for a week at Christmas and all Bank Holidays.

We accommodate children from 6 months to school age, grouping children into age ranges which promotes learning through play with others of comparable skills. Each group has a mix of free flow activities at group time ensuring that every child has the opportunity to participate in all activities our nursery offers - some of which are:

art and craft	water play	music/singing
register time	construction	story time
outdoor physical play	gardening	indoor physical play
pretend/role-play	circle/review time	problem solving

Our gardens are both secluded and secure with plenty of space for outside play. We have a large open area with a variety of outdoor equipment including a play house, water play and covered area. Adjacent to the building is our decking allowing free flow choice for our children. There is a section reserved for children to gain 'hands on' nature experience and their own vegetable garden. We have a number of pets both inside and out that are cared for by the children.

Our dedicated staff team are either qualified or working towards a qualification. We are a mixture of ages ranging 19-70 many of us having between 1 and 22 years employment at Orchard Lea.

We believe that it is important that staff skills are regularly updated by attending workshops and courses organised in-house or externally. All staff hold certificates in Paediatric First Aid, Food Hygiene, Manual Handling and Safeguarding Children.

At Orchard Lea we provide a stimulating and caring environment that develops each child's social and intellectual skills, helping them to achieve their full potential. Our team encourages all children to develop their own individuality with confidence and independence planning activities which promote and support this.

With a mix of spontaneous child led and keyperson planned activities we fulfill all standards set by the Early Years Partnerships and Ofsted with whom we are registered. Please see separate note in purple book. Our most recent Ofsted report is available online at www.ofsted.gov.uk/Ofsted-home/inspection-reports

We follow the Early Years Foundation Stage Statutory Framework and Practice Guidance which combines Curriculum Guidance for the Foundation Stage, The Birth to Three Matters Framework and the National Daycare Standards. www.education.gov.uk

Parents meetings

We hold open evenings around particular transitions, and the Nursery door is always open for parents to drop in. Parents are very welcome to speak informally to staff during the day – but should lengthy discussion be necessary, please make a formal appointment through the office.

Under 2's

We are registered to take 18 under 2's.
The working child to staff ratio for this group is 3:1.

Our under 2's are divided into Babies (6-17 months) and Toddlers (17 – 24 months). They have separate play rooms but share a quiet sleep area and fully equipped bathroom. Each room leads onto decking with access to the main outdoor area at quieter times for free flow play.

Under 2's are staffed by 5 full time staff who are supported by lunch time helpers thus establishing a high degree of continuity of care, which is particularly important with under 2's.

Baby room

Babies are given every opportunity to develop at their own rate whilst participating in a loosely structured day which introduces them to, art and craft, water play, music, singing etc. This is flexible enough to allow for their individual routines with relevant levels of stimulation.

Toddler room

Activities are planned to introduce the foundation skills. Once again we feel it is important to have a loosely structured day allowing our toddlers to maintain their individual routines yet still participating in our active day.

Over 2's

Each child will have a self registration peg coloured appropriate for their group: Blue = Butterfly, Yellow = Rabbit and Red = Fish. These are stored on boards situated in the lobby area. Please encourage your child to find their own picture when they arrive and return at end of session.

Butterfly Group

The Butterfly group caters for children from 24 months to 36 months. Their play rooms are divided into role play, floor play, creative play and free flow place which is used for snacks, sleep and dance plus many other physical activities. The session activities are planned around our children's individual needs and interests, and establishing basic foundation skills in all areas of learning. The working child to staff ratio for this group is 4:1.

Over 3's area

This area has large and bright playrooms that are used by these groups. During a daily routine there are free flow times in each session where children can decide what and where they want to investigate, then returning to their base rooms for group time. We believe that it is important children are encouraged to tidy away after each session.

Rabbit Group

The Rabbit group caters for children from 36 months and their planned activities continue to build upon each child's individual skills and interests. Learning at their pace, giving them confidence and enjoyment in all activities. The working child to staff ratio for this group is 8:1.

Fish Group

The Fish group is for pre-school children whose structured day is very similar to reception class. This group is usually more readily prepared for school making this transition easier. They are always confident and motivated to learn having acquired all the necessary pre-school skills. The working child to staff ratio for this group is 8:1.

As your child moves groups in the main nursery they will be given an information sheet which explains the differences in the new group and who their new Key Person will be.

Daily Routine

Our daily routine is not "set in stone" and may change to accommodate other activities at Nursery, new learning opportunities, weather, visits etc.

Sessions

We operate various sessions:

4 hour - half day sessions, am or pm

Half day sessions start – 8.00, 8.15, 8.30, 9.00 a.m. and 1.15, 1.30, 1.45 and 2.00pm

Lunch session - 12.30pm – 1.30pm (stand alone lunch session)

Full day sessions - 8, 8½, 9, 9½, or 10 hour day

Full day sessions start – 8.00am, 8.15am, 8.30am, 8.45am or 9.00am

Examples:

AM Session – 4 hours

8.00am – 12.00pm

8.15am – 12.15pm

8.30am – 12.30pm

Lunch Hour

12:30pm – 1:30pm

PM Session – 4 hours

1.15pm – 5.15pm

1.30pm – 5.30pm

1.45pm – 5.45pm

Day Session

8.00am – 6.00pm (10 hour day)

8.15am – 5.45pm (8½ hour day)

8.30am – 4.30pm (8 hour day)

9.00am – 6.00pm (9 hour day)

Charging Structure – per session

Half day rate

Under Five hours:

Children under two - £5.25 per hour

Children over two - £5.00 per hour

Fifth Hour or more:

Children under two - £4.25 per hour

Children over two - £4.00 per hour

Full day rate (8, 8.5, 9, 9.5 & 10 Hour days)

Children under two - £4.25 per hour

Children over two - £4.00 per hour

Meal charges:

Hot 2 course lunch – meal charge £2.40

Tea – meal charge for children here after 5.30pm - £1.00.

Charges Examples:

	Under 2's	Over 2's
4 Hour Morning or Afternoon	£21	£20
4.5 Hour Morning or Afternoon	£23.63	£22.50
5 Hour Morning or Afternoon with Lunch	£27.65	£26.40
5.5 Hour Morning or Afternoon with Lunch	£29.78	28.40
8 Hour day with Lunch	£36.40	£34.40
8.5 Hour day with Lunch	£38.53	£36.40
9 Hour Day with Lunch	£40.62	£38.40
9.5 Hour Day with Lunch	£42.78	40.40
10 Hour Day with Lunch & Tea	£45.90	£43.40

Discounts

5% discount on 5 x 1/2 day booking pattern.
10% discount on full time all day booking patterns.
e.g. Monday – Friday same hours every day.

A sibling discount of 5% is given to eldest child.

Families are entitled to take four weeks no charge holidays per year (four weeks notice required please).

No charge is made for Nursery closure between Christmas and New Year.

Bank Holidays are charged at full rate, but can be taken from your holiday entitlement or swapped for an alternative session if we have the availability. We know that trying to balance a busy life of work, home and family is hard, we will try to swap sessions or to extend / modify bookings on a weekly basis.

We are registered for the Nursery Education Grant (applicable for children the term after their third birthday) and accept Salary Sacrifice Voucher Schemes.

Nursery Education Grant

As a setting that is open all year round, we deliver 12 hours of Free Entitlement per week over the whole year. A Nursery year will be:

- 47.5 weeks of funding.
- 4 weeks of no charge holiday (bank holidays automatically booked out unless swap required, see below for more information).
- Half a week of no charge Christmas close (period between Christmas and New Year). (Funding is not allocated during this Christmas close period).

We no longer deliver Term Time only places, if you require this provision please contact our linked setting Speedwell Nursery School and Children's Centre on 0117 9030329.

These 12 hours can be allocated as:-

- 3 parcels of 4 hours (but two parcels cannot be added together to make a day – Government Guideline).
- 2 parcels of 6 hours split as 3 hours in the morning and 3 in the afternoon.

If your child is accessing nursery free entitlement on a day that falls as a bank holiday, it will automatically be booked out as part of your holiday entitlement (to ensure your free entitlement is not used on a day when we are closed). If you want to swap your session instead of using holiday entitlement, please contact the office.

General Information

Learning at Nursery

At nursery the needs of the group/individuals within the group will dictate the role of the room at the time. We find that this varies from day to day/season to season etc. We believe that Nursery, although developing firm foundations for future learning, should be fun, dynamic, caring and above all able to change, modify and adapt to the needs of those who use its services.

Sometimes for learning to be effective our planning is a combination of our children's interests and a variety of activities that will help with their development needs.

Individual "Learning Diaries" (purple books) are used for all our children. This is a detailed record of a child's learning including observations made at Nursery with photographs, pictures, mark making and creations from them. The aim is for this book to support, not replace verbal communication between nursery and home and vice versa.

Under two's also have Homelink books with detailed pages completed each day on child's routine such as sleeps and nappy changes. These two-way communication tools help us to get a fuller understanding of their interests and needs and we hope that you enjoy contributing to them too.

Nursery Outings

Nursery organises outings to compliment our activities for learning. Parents will always be sent home written details for the outings/staffing ratios and a consent form that needs to be completed, participation is at the parent's discretion.

Food and drink

Our lunches are provided by Early Years Catering www.earlyyears catering.co.uk who specialise in food for the under 5's. They provide nutritional balanced meals using organic and locally sourced produce.

These main meals are complimented by two healthy snacks during the day and a late tea if needed. All dietary requirements can be catered for. We offer organic fruit and milk or water to drink.

The menu is displayed on the notice board in the inner hall. This is a 4 weekly cycle and changed with the seasons.

All children have free access to drinking water throughout the day. Frequent drinks/ice lollies are given during warmer weather.

At meal times we try to promote a relaxed environment with compatible levels of conversation and eating, this is also a good social skill that children use to encourage independence. A simple grace is said and signed before eating – 'thank you for our dinner'. The children are encouraged to try their dinner – even if just a small taste. This is followed by pudding. Second helpings are always available.

We usually find that even poor eaters will try their dinner during the sociable nursery dinner time. Good table manners are always encouraged.

Individual warm face clothes are handed around at the end of lunchtime so that children can clean their own face and hands.

Bathroom routine

Hand Washing, all children are encouraged to wash their hands during the day particularly after using the toilet, before meals and cooking and after feeding/handling our pets.

Toilet time, we are working towards greater levels of independence, - help is always at hand and younger/potty training children are fully supervised.

Soiling of clothes, accidents can happen at any age and are part of our day. Children are dealt with in a reassuring manner and Nursery has a supply of spare clothes.

Illness/Medications/Accidents

Obviously Nursery is not the best environment for an ill child and parents/carers will be contacted in the first instance. A child will not be accepted at Nursery with any contagious childhood illnesses e.g. conjunctivitis, impetigo or diarrhoea and sickness. Please see Illness policy.

Medications can be administered at Nursery providing a consent form and medicine logged in has been completed. Ask staff for help if needed. Please hand over all medicines directly to staff so that they can be stored safely and details entered on medicine board. Please see Medication policy.

Accidents, all staff have taken a paediatric first aid course and their certificates are updated regularly. All accidents once dealt with are entered into the accident book which you will be asked to sign and given a copy of confirming that you have been informed. In the rare case where we feel that a child may need further medical attention, you will be notified immediately. Should you be unobtainable, any other contacts given on your registration form will be notified immediately.

Discipline

Is very age related and children should be beginning to understand differences between right and wrong and acceptable behaviour. An explanation will always be given and your child will be engaged in a more absorbing activity elsewhere in the room. Should the same problem re-occur we immediately adopt "a warning and then time out" philosophy – sitting by a staff member for a few minutes – on reflection circle. Allowances are made for out of the ordinary behaviour or occasional off days. Should any minor upsets occur during their day you will always be told – major incidents are recorded in the Incidents Book which you will be asked to sign on collection and given a copy of. Please see our Behavioural policy.

Orchard Lea promotes a respect of/for ourselves, each other and our environment.

Child protection

We have a duty of care to protect our children, therefore we will record unusual occurrences and marks seeking explanations from parents/carers.

Clothing

Nursery has a supply of spare clothes that can be used in case of accidents etc but it is always useful for you to pack your child's bag with their own spare.

Belongings

To avoid loss all belongings should be clearly labelled with your child's name.

Toys/Comforters, we do not encourage toys from home being brought into Nursery as things can easily get lost amongst Nursery toys.

However, should your child be particularly upset or need a comforter, it is helpful if items are placed in their bag or shown to staff so that we can identify items later. (Please SEN policy regarding the use of comforters during the day).

Lost property

Lost property basket is located in main lobby – please check for missing items.

Staffing

Staff – Photos board is situated inside the main hallway, all staff can be clearly identified by their uniform. A Key Person system operates throughout the Nursery and staff will introduce themselves to you.

Thorough references and CRB checks are completed for all staff. We are very fortunate that we do not have a high turnover of staff. Many of us have been here for over ten years.

Students - we believe that the Nursery should be involved in the future training of staff and throughout the year students from varying courses are placed here. Students are always directly supervised and can be identified by their name badges or t-shirts.

The childcare team is supported by part time lunch assistants, kitchen staff, office administration, handy person, gardener, and domestic/cleaning staff.

Garden

We use the garden/decking areas throughout the year and ask that children bring in a coat in the winter and a hat in summer.

All carers must complete a sun cream consent form and we assume all children have sun cream applied when they arrive at the setting.

Communication with Nursery

It is important to update Nursery with any changes that may be happening at home, something we feel is of little consequence, may greatly affect a child's behaviour.

On our Parents Notice Board you will find Nursery policies, Ofsted report and current information and updates for your reference.

As there are so many Policies, we do not photocopy and send to all, but please ask for a copy if there is one that you particularly want to see and we can email it to you.

We also have an Information Board which you will be able to find out what daily activities/ special events/ visits and "things happening" at Nursery.

Star moments

These stars contain information about something they have done well or tried hard at or anything good.

Blank stars are available for you to take home and write on; these can then be brought in and shared at circle time before attaching to the board.

All stars will be stuck in your child's Learning Journey at the end of the week.

News bubbles

A plain sheet of paper will be placed into your child's Learning Journey (purple book) on the last session of the week. It would be lovely to find out what they have been doing whilst not at Nursery. This could be at another setting, with you or member of your family, parties or special events. We can then share this information at circle time and plan activities from your child's experiences. The bubble can then be dated, cut out and stuck into purple books. Please do not feel pressured into writing lots, as you would be amazed at the conversations and discussion which start from a simple sentence or just a single word.

We are a linked setting with Speedwell Nursery and Children's Centre and are a Sure Start Centre.

There are many other things that we could mention: here are just a few - outings, bought in workshops for music, dance, yoga and baby massage. Educational Display Companies and visitors who offer a range of hands on experiences and/or resources to enhance children's learning.

Why not drop by and meet us all. Appointments are not necessary but please avoid our busy lunch time – 12.00p.m to 2.00p.m.

Further information can be viewed on our website at www.orchardleachildcare.co.uk

Hope to see you soon. **Orchard Lea**
Please detach and return slip below.

I would like to reserve a place at Orchard Lea nursery following a recent visit. Please send me Registration forms.

Name: _____

Date: _____

Address: _____

Are there any Policies you would like emailed a copy of?

Terms and Conditions

Orchard Lea Nursery Ltd
Company Registration No: 6560638

Trading Hours

1. The Nursery is open between 8.00am – 6.00pm Monday to Friday, excluding Bank Holidays and Christmas closing.
2. We ask you to collect your child promptly at the end of their session. Should you be delayed, please telephone us to advise. Please see Late Collection Policy.
3. Children will not be released to persons unknown. Please give Nursery notice of changes in collection details or complete a "permission to collect slip". **(Strictly adhered to)**.

Fees

4. Invoices are sent out on the 1st of each month via email, (with password protection) covering that month's fees. This is payable on receipt. Balance to be cleared funds by 14th of each month. We reserve the right after this due date to suspend your child's place at Nursery if payment is not made or an arrangement discussed. We will pass your account details onto our debt collecting agency for recovery. (If you are experiencing problems with payment, please contact the office to discuss further).
5. Where possible, seven days notice is required for extra or extended sessions.
6. Extra or extended sessions can only be granted to those accounts that have no arrears.
7. A charge of £1 per minute will be levied for **continual** late collection. Late collection without notification will be charged at £2 per minute. You may be suspended for continual late collection without any notification.

Absences

8. In cases where absences are notified in writing or a holiday form completed, giving four weeks notice, a reduction to zero rate is made.
9. Annual holiday (January – December) – four weeks pro-rata at no charge. Four weeks notice is required for holiday bookings.
10. Public/Bank Holidays are charged at full rate and Nursery is closed. Bank holidays can be booked out as part of your holiday entitlement, or swapped (subject to availability) for another session.
11. No charge for Nursery closure over the Christmas period (usually 3 days).
12. All other absences incur payment at full rate.
13. All permanent changes in attendance patterns require four weeks notice.

Medical

14. Medication forms should be completed and accompany any prescribed medicines or inhalers to be administered at Nursery. Prior consent forms for medication and emergency treatment must be completed. All items must be clearly labelled with Child's name and dosage to be given. All medication should be handed over to staff - not left in children's bag. Please see Medication Policy.
15. Failure to comply with our Illness Guidelines may result in suspension of your child's place at Nursery (eg. 48 hours exclusion for sickness and diarrhoea). Please see Sick Child Policy. Health Updates are regularly posted on Parents Notice Board and doors.

16. In the event of an incident that requires further medical attention should parents/carers or other emergency contacts be unavailable Nursery will take any appropriate further action (eg. visit to doctor / hospital). Please see Sick Child Policy.
17. It is your responsibility to inform the office in writing, via a notification of change form or an email, of any changes in your child's circumstances i.e. dietary, medical needs etc.

Personal belongings

18. Please ensure that all articles of clothing are clearly named. Unclaimed property will be disposed of after 30 days. Nursery cannot accept responsibility for loss or damage to children's belongings.
18. Please supply nappies for your child. If Nursery nappies have been used please replace on next session.

Cars and Parking

20. Vehicle access to the Nursery is restricted to Disabled badge holders only.
21. Please park sensibly, remembering that the Nursery is located in a residential area. Consider our neighbours when setting down and collecting children and do not park in or obstruct the access lane, side roads or pavements, anyone reported as parking irresponsibly will be suspended from Nursery.

Notes

22. Nursery has a statutory legal obligation to report to Social Services, Ofsted and Riddor various incidents and occurrences including : concerns for a child's welfare, unexplained and recurrent historic injuries, accident / injuries requiring further medical treatment, notifiable diseases and late collected / uncollected or lost child. Please see Specific Policies / Procedures.
23. Should you have any comments or complaints, please contact Sarah or Rachel directly at Nursery. Should you feel that your concerns are of a serious nature or have not been resolved fairly please contact: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone: 0300 1231231. Please see Complaints Policy.

Please retain this for your reference.

I agree to the Terms and Conditions set out above. I understand that my child's place may be suspended should I not adhere to them.

Child's full name: _____ Date: _____

Signature: _____