

# **Little Angels Fun Club and Nursery Ltd**

## **History**

Established in 1999 by Deborah Wylie, Little Angels is situated in the quiet conservation area of Cramlington's Old Village. Deborah Wylie established the company after she was unable to locate a childcare setting for her young son. Teaching in a Cramlington First School gave first hand information from many parents about what they wanted in the way of childcare. Deborah's own experience as a parent of childcare for her son brought a parent's perspective to the way that the nursery was set up. Elements which were quickly incorporated into the ethos of the company was that children should be given a holistic start to life. If children are happy and secure in their environment they will reach their full potential in relation to their learning.

## **Fees**

Little Angels has a staff pay policy which rewards staff who perform well with regard to the standards of care they offer to the children and their parents. Length of service and experience is also taken into consideration. We review staff salaries annually in line with inflation and with regard to local needs. There is a detailed contract that parents need to enter into with regard to the payment of nursery fees. It is the nursery fees which pay for our staff and so we welcome regular feedback from parents in the form of our evaluation sheets. Some of the information from evaluation sheets have been used in the past to give positive feedback to staff on their annual appraisals. A common practice in early years settings was to charge parents across the full year for their child's fees. Understandably for a child's place to be retained - even though they are away on holiday- most nurseries charge for 50 or 52 weeks of the year. Little Angels commits to charge parents for only 47 weeks of the year giving 5 weeks holiday.

## **Our staff are our greatest asset**

At Little Angels we pride ourselves on creating the right environment for our staff to reach their full potential as well as our children. Staff are actively encouraged to train on a range of different courses both externally and internally. Little Angels is working through a range of schemes to gain recognition for our staff development programmes. Staff are recruited not only for their childcare qualification but for demonstrating through our interview process that they are dedicated and committed to caring and educating young children.

## **Investors in People**

Little Angels achieved its 'Investors in People' award in September 2004. Our inspector said 'All individuals interviewed were clear about what was expected of them in their role and were able to make links between what they do and what

the company is trying to achieve. People emphasised time and again the importance of stimulating the children to help them reach their full potential, communicating effectively with parents and working as a team to ensure the organisation is operating at the highest level.'

The full report is available for viewing on request.

### **Ofsted Report**

The outcome of our Ofsted report in July 2005 was 'outstanding' in all areas. Please find a copy of our full report in this brochure and on our website.

### **Parents as Partners**

Parents are recognised by Little Angels to be the children's first educators and we extend a warm welcome to all parents and carers who join. Our detailed partnership with parents programme gives a range of opportunities for parents and carers to become involved with their child's learning at all levels.

### **Nursery Care**

Little Angels cares for babies from 6 weeks of age. All staff are carefully selected to provide a balance of skills and experience within each team. Little Angels has nearly 90% of its staff qualified to level three or the equivalent standard in early years care. This is well above the statutory minimum of 50%. Pamela Park our nursery manager brings over ten years experience of nursery nursing to Little Angels alongside her invaluable experience of being a mum to three lovely children. Our staff in the under threes unit have recently embraced the government's Birth To Three curriculum which has seen for the first time ever a streamlining of achievements across four areas of learning.

### **Nursery Education**

Little Angels is registered to provide nursery education for three and four year olds. We are the only private setting in Northumberland to employ a dedicated nursery teacher to our early years provision. Working within the same framework as the maintained nurseries using the Curriculum Guidance for the Foundation Stage we are committed to early years education although we believe that it is essential that care and education go hand in hand. Children are given opportunities to develop self expression and to make secure bonds within our key worker system. Each child has their own profile which parents can share with their child and can add to by bringing in information from home which can reflect and celebrate what children achieve in their home environment.

### **After School Care**

To ensure that we can provide continuity of care and a 'seamless' care for individual children we offer out of school care to children once they start school. Our out of school staff are currently undergoing training in playwork which is very different to nursery care and education. It is important to realise that children coming back to Little Angels after a busy day at school need time

and space to relax and pace their day themselves. We offer the opportunity for a two course hot meal as soon as they arrive, or they can bring in a packed lunch. Our out of school club has had the opportunity during holiday time to run their own sport club. They have enjoyed excursions and themed days which they have been wholly and fully involved in.

Although we have included an element of information in this brochure, what is more important for prospective parents to take on board is only to be seen at the nursery by visiting. This will give parents an opportunity to look around nursery, watching the unique relationship that children have with their carers. The children enjoy a choice of activities throughout their environment and we encourage independence and decision making at a very early age as these are some of the key life skills.

### **Complaints Policy**

Little Angels works within the Ofsted framework and we are monitored through the inspection process for the care and education that we deliver. We do have a complaints procedure for parents to follow should there be any cause for concern. We like parents to develop a relationship with their child's key worker and so would ask that the following process is followed. Of course if at any stage the issue concerned merits intervention from senior management we would ask that you feel free to telephone us or put the complaint in writing as soon as is possible.

- In the first instance discuss the issue with your child's key worker.
- Then take the issue to the team leader or team manager.
- If queries or issues still remain please put in writing to the nursery manager who will then make an appointment at a mutually convenient time.
- In the final instance forward a copy of the complaint in writing to the company director who will investigate the issue and reply in writing within 7 working days.
- If the company has not dealt with the issue to your satisfaction you are welcome to seek further information from our regulatory body Ofsted which can be contacted on 0845 601 4772.

## Fees Schedule 2007 -2008

Our fees schedule is based on the assumption that the nursery is open every working day of the year except bank holidays and the week between Christmas and New Year. Fees are charged on a sessional basis.

The morning session runs from **7.45am** until **12.45pm** and the afternoon session runs from **12.45pm** until **5.45pm**. We also run an **early and late club** which parents can book and pay for separately. We require all children to have a minimum placement of either 2 full days or 4 half days a week.

	Cost	Cost after yearly holiday discount
<b>Early Club</b> (7am - 7.45am)	<b>£2.50</b>	
<b>Late Club</b> (5.45pm - 6.30pm)	<b>£2.50</b>	
<b>Under three years</b>		
Morning or afternoon session	<b>£21.00</b>	<b>£18.98</b>
Whole day session	<b>£36.00</b>	<b>£32.54</b>
<b>Nursery School for 3 and 4 year olds</b>		
Morning or afternoon session	<b>£16.00</b>	<b>£14.46</b>
Whole day session	<b>£32.00</b>	<b>£28.92</b>
Morning or afternoon session with education	<b>£ 8.00</b>	<b>£7.23</b>
Whole day session with education	<b>£24.00</b>	<b>£21.69</b>

The term after children turn three they are entitled to 5 free two and a half hour nursery school education sessions each week, during term time, which are funded by the government.

Fees are calculated on a monthly basis. We are the only nursery we know that gives 5 weeks holiday across the year at no cost. We can only do this by requesting that parents inform us of their holiday times at least four weeks in advance. Below are the monthly fees for the different age groups after the holiday allowance has been taken into account.

Sessions	Under 3 years	Nursery school (with 1 education session per day)
<b>2 full days</b>	£282	£205
<b>3 full days</b>	£423	£307
<b>4 full days</b>	£564	£410
<b>5 full days</b>	£652	£474

We also give discounts to families who place two or more children within the nursery and have a 'full time' discount, which is included in the monthly costs above. There are a number of employee voucher schemes that we accept as payment for nursery fees. We have also seen a huge uptake of the government's childcare tax credit and working tax credits that can help with childcare fees. Fees are reviewed once every calendar year around April.



# Little Angels Fun Club & Nursery

## Mission Statement

### ANGELS

Affordable high quality childcare

Nursery environment that is safe and secure

Growth and development through new experiences

Empowering individuals to fulfil their potential

Liasing with parents and professionals to ensure best care

Staff who are approachable, loving and caring

To ensure that we can continue to achieve these, we aim to follow 5 C's in caring for children

**Care** for the children in a safe, loving home from home environment, using staff who share a love for children and who are trained to support the children

**Challenge** the children through a range of activities, which support them and encourage them to each, develop at their own rate of progress

**Communicate** well with parents, with other carers and with visitors demonstrating what we understand to be good practice in all we do

**Coordinate** our human and physical resources to be able to develop excellent practice in our care and education of children

**Cooperate** within our organisation and with external agencies in all we do, when it is deemed to benefit children, either in the short term or long term or in both

## Services at Little Angels

At Little Angels we are striving to offer a holistic service for families alongside childcare which is central. We have outlined below some of the major services that we offer.

Childcare for children from babies up to 14 years of age in our nursery or our Out of School club once they start school.

Nursery education for three and four year olds in our nursery school, with the support of a qualified nursery teacher.

Neighbourhood Nursery childcare linking in with the government's Neighbourhood Nursery Initiative

An open door policy for health professionals who parents wish to visit throughout their child's day should it be difficult for parents to get to the health visitor. (Parents must give us written consent for this to happen)

Community links with St Nicholas' Church, for Easter and Christmas events.

Information and 'signposting' for additional services that parents may wish for themselves and their children.

We also manage the Out of School Club at Hareside First School which delivers 'wraparound care' for three and four year olds attending local maintained nurseries, alongside out of school care for older children.

Our minibus can escort children to and from local schools. We currently have over 8 local schools that are on our 'school runs'.

We are currently undergoing a nationally recognised Quality Assurance scheme that will lead to the 'Investors in Children' award. This will work alongside our 'Investors in People' award.



# Little Angels Fun Club & Nursery

## Policies and Procedures

### Enrolment procedure

On Initial Contact we would take the following information to log in our enquiries book:

- Full address
- Postcode
- Telephone number
- Child's DOB
- Possible start date and sessions.

An information pack would then be sent out including a working families tax credit leaflet.

A visit to the setting must be arranged with our nursery manager, Pam Park, before any placement agreement can be made. You can arrange a visit to the nursery at the usual times of 10am or 2.30 pm by telephoning us on 01670 737274. Alternative visit times may be made.

During the visit parents will be informed that additional support for parents is available in filling out our enrolment forms and reading and understanding any of our letters and documents. Large print versions of all of our documents are available on request.

### Information discussed during visit:

- Uniform / bags / door entry
- Fees
- Planning / children's files
- Free education places
- Partnership with Parents
- Menu
- Daily routines
- Children's Files
- Questions from Parents

We then ask parents to submit a letter of interest, if they wish to find out about availability, including the following information:

- ❑ Child's name and date of birth
- ❑ Full address with postcode
- ❑ Sessions required
- ❑ Preferred start date

A written offer of a place will then be issued if a place is available

Parents will then need to return all the relevant forms with a deposit of £150 to secure the placement.

On receipt of this information we will send written confirmation of:

- ❑ Deposit received
- ❑ Days allocated
- ❑ Start date
- ❑ Information about what happens next depending on how far in advance the child is being booked in.

Children's information is then put into our software for availability.

A place is not guaranteed until a deposit is received and a letter of receipt and confirmation is issued. The deposit will be reimbursed from the first month of fees as long as the start date does not change and the place is not cancelled before the first full month (full details in the nursery contract).

One month before the child's start date we will arrange the following:

- ❑ Fees statements and standing order form.
- ❑ Inform parents of their key worker, team leader, ensure contract is signed and all relevant paperwork is in file.
- ❑ Arrange introductory visits and inform parents to bring along completed new child information sheets.

An evaluation form is then sent out to identify any areas for improvement or development.



# Little Angels Fun Club & Nursery

## Visitor Evaluation form

Did you enjoy your visit to Little Angels?

What did you enjoy the most during your visit?

What did you enjoy the least during the visit?

Were you given enough information during your visit?

Did you feel welcome and relaxed?

How would you describe the atmosphere within the Nursery?

As a visitor is there anything that you feel could have improved your visit to Little Angels?

We would like to thank you for taking the time to complete this evaluation. We hope that you did enjoy your visit and invite you to get in touch if you need any further assistance. Little Angels is committed to delivering quality services and provision through evaluation and reflective practice.