

# Little Angels Nursery Brochure



1-4 Paradise Row,  
Cramlington Village,  
Northumberland,  
NE23 6QF.

Tel: 01670 737274

Tel: 01670 739861

Email: [contact@littleangels.info](mailto:contact@littleangels.info)

# 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.

## Achievements

The outcome of our last 3 Ofsted reports in March 2011, May 2008 and July 2005 were 'Outstanding' in all areas. Please find enclosed a copy of our full report from March 11 (this is also available on our website and at [www.ofsted.gov.uk](http://www.ofsted.gov.uk)). We were awarded the NDNA (National Day Nurseries Association) quality assurance scheme 'quality counts' in November 2008 and achieved the highest grade 'level 3'. We were also awarded the national award 'NDNA day nursery of the year 2009' in May 2009, which is a prestigious achievement judged using comments from parents, our recent Ofsted grading and a site visit. This award has been celebrated by staff, parents and childcare alike!

## 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 nineteen years experience of nursery nursing to Little Angels alongside her invaluable experience of being a mum to three lovely children. All of our staff have embraced the 'Early Years Foundation Stage' which came into force in September 2008, replacing the 'Birth to three' curriculum and supporting a smooth transition through the different age groups.

## Nursery Education

Little Angels is registered to provide nursery education for three and four year olds. We employ a nursery teacher who advises our nursery staff alongside the two staff who have achieved 'Early Years Practitioner status'. Working within the Early Years Foundation Stage framework we are committed to early year's

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. This takes place at Little Angels for those with siblings in the nursery or at either of our Out of School Clubs which are based at Hareside and Burnside Primary Schools. The majority of our out of school staff have 'playwork' qualifications which are very different to nursery care and education. It is important to realise that children coming back to a setting 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. During the school holidays our Out of School Clubs join together to enjoy excursions and themed days which the children help to plan and run.

### **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.

### **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.

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.

## **Complaint Policy**

Little Angels/CVPS believes that children and parents are entitled to expect courtesy and prompt, careful attention to their individual needs. We welcome suggestions on how to improve the nursery/school and will give prompt and serious attention to any concerns about the running of the nursery/school. We anticipate that most concerns will be resolved quickly by an informal approach to the keyworker or Team Leader. If this does not achieve the desired outcome, we have procedures for dealing with those concerns, and these would be referred to the Nursery Manager/school leader, or Officer in Charge. We aim to bring all concerns about the running of the nursery/school to a satisfactory conclusion for all of the parties involved.

### **Complaints procedure**

We will maintain a record of complaints for 10 years detailing Complaint / Action / Outcome.

#### **Stage 1**

- Any parent who has a concern about an aspect of the nursery/school's provision can discuss their concern firstly with the keyworker or Team Leader.
- Most concerns should be resolved amicably and informally at this stage.

#### **Stage 2**

- If this does not have a satisfactory outcome, or we are unable to resolve the problem then the concern or complaint should be made in writing to the Nursery Manager/School Leader. The manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints book, together with an action record sheet which will detail the nature of the complaint and any actions arising from it.

#### **Stage 3**

- If the matter is still not resolved, a formal meeting will be held between the manager, parent and the officer in charge to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

#### **Stage 4**

- If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.  
Parents may contact Ofsted on 0300 123 1231

A record of complaints will be kept in the nursery/school. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted/Children's Services will have access to this record at any time during visits to ensure actions have been met appropriately.

## **Fees Schedule 2010 -2011**

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** offering care from 7am and care up to 6:30pm, 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.

### Sessional rates (please turn overleaf for the monthly rates)

	<b>Cost</b>	<b>Cost after yearly holiday discount</b>
<b>Early Club</b> (7am - 7.45am)	<b>£2.75</b>	
<b>Late Club</b> (5.45pm - 6.30pm)	<b>£2.75</b>	
 <b>Under three years</b>		
Morning or afternoon session	<b>£24.00</b>	<b>£21.69</b>
Whole day session	<b>£42.00</b>	<b>£37.96</b>
 <b>Nursery School for 3 and 4 year olds</b>		
Morning or afternoon session	<b>£20.00</b>	<b>£18.08</b>
Whole day session	<b>£40.00</b>	<b>£36.15</b>
Morning or afternoon session with education	<b>£10.00</b>	<b>£ 9.04</b>
Whole day session with education	<b>£30.00</b>	<b>£27.12</b>

### Nursery education sessions

The term after children turn three they are entitled to 6 free two and a half hour nursery school education sessions each week, during term time, which are funded by the government. Your child can attend for morning nursery education sessions (9 - 11:30am) and/or afternoon education sessions (12:30-3pm). Alternatively your child can attend for 3 longer days (9am - 3pm) for the cost of **£16.50 per week**, which covers the hour lunch period plus a homemade lunch. If your child attends for full day care we deduct the education discount for these sessions from your monthly fees (see the next page for monthly fees)

### Discounts and vouchers

We 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 below. There are also a number of employee voucher schemes that we accept as payment for nursery fees, please ask for details. We can also provide an information leaflet regarding the government's childcare tax credit and working tax credits which can help with childcare fees.

Fees are reviewed once every calendar year around April.

### **Monthly rates**

Fees are calculated over 47 weeks of the year and then divided into 12 equal monthly payments. 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.

<b>Sessions</b>	<b>Under 3 yrs</b>	<b>Nursery school (3-4yrs) with education discounts</b>
<b>2 full days</b>	£329	£199 (with 4 education sessions)
<b>3 full days</b>	£494	£298 (with 6 education sessions)
<b>4 full days</b>	£658	£455 (with 6 education sessions)
<b>5 full days</b>	£761	£566 (with 6 education sessions)



# 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.

We also manage the Out of School Clubs at Hareside Primary School and Burnside Primary School which deliver before and after school care for older children with transport to school and care during school holidays. We currently coordinate school runs to and from 8 local primary schools.

We have achieved the highest grade for a nationally recognised Quality Assurance scheme (NDNA quality counts)

We have been awarded the NDNA Nursery of the Year Award 2009

Little Angels has strong links with the local 'Children's Centre' team and through this we are able to provide information and 'signposting' for additional services that parents may wish for themselves and their children. This includes links with local health visitors, the jobcentre, specialised training courses for parents and much more!



# 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.