Community Family Services Ltd

*Supporting families and the local community*

Head Office – BNENC Breckfield Road North, Liverpool, L5 4QT

[Info@communityfamilyservices@yahoo.co.uk](mailto:Info@communityfamilyservices@yahoo.co.uk)

0151 345 5155

**Nursery Information Booklet**

In the first instance, you must apply for a place by completing our registration form. You can do this online via email or call in to the nursery for a form. You will not be able to access the nursery until this is completed and you receive confirmation of your child’s place.

We are registered and inspected by Ofsted. Some families may be able to help claim back some of the costs by using our Ofsted number.

**Nursery information**

**Hours**

We open our doors at 8am. In line with our insurance, children are not allowed on the premises before this. You can come in anytime from when the doors open.

**Staffing**

We employ early year’s qualified staff to work within the nursery. We also have some apprenticeship places available. Children will see lots of familiar faces during the day but will stick with their own room staff and key person. We operate on a ratio of 1:3 for babies 0-2 years, 1:4 for toddlers 2-3 years and 1:8 for children 3+ years. In line with Ofsted guidance we employ a Management team with Early Years training and all staff have an enhanced DBS check, paediatric first aid training, safeguarding and food hygiene as mandatory training.

**Food/drink**

We will provide nutritious food throughout the day for your child. Please note, if your child is in receipt of 2 or 3 year funding, additional charges will be made to cover the cost of lunch. Or you have the option to provide your own packed lunch.

Please ensure when completing your registration form you alert staff to any allergies your child may have. If your child does have an allergy please fill in the medication and treatment section on your form so staff would know what to administer should an allergic reaction occur. If the menu does not meet your specific allergy requirements parents must provide their child’s own food e.g. brand of alternative dairy product/ milk.

**Bookings/ payments**

You must book your sessions and pay for them in advance of your child’s stay. It is **4 weeks written notice** to swap or change your days. Payments will still accrue until written notice is received. Bookings can be taken in person, telephone or email. Once booked your place will continue from term to term, until you tell us to stop. Holiday requests are a maximum of 2 weeks per year.

If you pay weekly - the week ahead must be paid for or if you pay monthly - the full month payment will be due before you start. You may pay with cash, online bank transfer, tax free system or childcare vouchers.

Failure to pay or continued missed payments will result in the loss of your child’s place. We will endeavour to claim back any outstanding fees through a debt collection agency which may affect your future credit rating.

Thank you. Please read and sign that you agree to the terms and conditions. Please retain a copy for your records.

**Nursery Terms and Conditions**

1. Time and location
   1. Nursery will operate for 50 weeks per year. Close down for approx. 2 week Christmas break.
   2. From BNENC, Breckfield Road North, Liverpool L5 4QT.
   3. Sessions run from: full day 8am – 5.30pm/ half day 8am-12.30pm or 1pm-5.30pm/ 3 hour session 9am-12pm or 12pm-3pm.
2. Charges and booking
   1. Full day £53.00 per session.
   2. Half day £45.00 per session.
   3. 3 hours £35.00 per session.
   4. A regular place must be booked and paid for in advance.
   5. Payment is still required if your child should be absent.
   6. 4 weeks written notice is needed to swap or change days.
   7. Only 2 weeks unpaid holiday leave may be taken within the year. All holidays must be put in writing to [info@communityfamilyservices.co.uk](mailto:info@communityfamilyservices.co.uk) for the attention of the manager.
   8. Payment must be made in advance.
3. Emergency attendance
   1. We do have some space for emergency places on occasion but it is not guaranteed and payment will be due on collection of your child.
   2. Emergency places must be confirmed through the manager before your child attends that day.
   3. Emergency places do not affect your set days.
4. Food
   1. Funded lunch fees still apply in the event of sickness or absence.
   2. Children will be offered breakfast, lunch and afternoon tea plus drinks of water and milk throughout every day.
   3. Breakfast options will typically include a selection from the following –

* Cereal and milk
* Toast (with butter)
* Croissants and pastries
* Milk or water
  1. Lunch options will typically include a selection from the following –
* Spaghetti bolognaise
* Roast dinner
* Tuna and pasta
* Scouse
* Chicken curry
* Fish and veg
  1. Afternoon tea options will typically include a selection from the following –
* Sandwich, pitta or toastie (ham or cheese)
* Beans on toast
* Soup and bread
* Crackers and cheese
* Fresh fruit
* Cold drink (milk or water)
  1. A cold packed lunch may be provided by parents if preferred.
  2. Parents must provide their own food if it is not on our menu for any child who may have a food allergy/ specific dietary requirement.

1. Facilities
   1. A range of activities will be available during the day, in playrooms that have:

* Quiet corner/reading area
* Arts and craft
* Dressing up
* Cookery
* Games and puzzles
* Construction
* Access to Ipads (supervised internet access)
* Outdoor activities

1. Behaviour and code of conduct
   1. Parents will be expected to adhere to the nursery rules and maintain a good code of conduct when onsite.
   2. We reserve the right to withdraw a place if behaviour is not acceptable.
   3. All nursery policies and procedures apply. Available upon request.
2. First Aid and medical
   1. A paediatric first aid trained member of staff will be in every playroom.
   2. The majority of our staff hold paediatric first aid certificates.
   3. If a child becomes unwell during the day, parents will be contacted to arrange for their child to be collected.
   4. If needed, we will administer one dose of emergency Calpol to prevent any febrile convulsions.
   5. If your child needs medication throughout the day, we will only accept prescribed medicine in date and in its original packaging.
   6. Children who require medication such as an inhaler or epipen will need an additional set of medication to be left at the nursery.
   7. A medication form will need to be completed and signed before the child’s stay.
3. Contacting the nursery
   1. Our telephone number is on your registration pack. 0151 345 5155.
   2. You may also like to email [info@communityfamilyservices.co.uk](mailto:info@communityfamilyservices.co.uk)
   3. Submit a contact form on our website [www.communityfamilyservices.co.uk](http://www.communityfamilyservices.co.uk)
4. Drop off/collection
   1. Children must be dropped off at the nursery front entrance.
   2. Prams and car seats are unable to be left inside nursery but can be left outside in the pram shelter at the side of the building at the owner’s own risk.
   3. At least 2 different working numbers must be provided as a contact for any child attending nursery in case of an emergency.
   4. Children **must** be collected by 5.30pm.
   5. A fine of £30.00 will be charged to any parent arriving late to nursery.
   6. Continued late arrival will result in the loss of your child’s place.

We/I have read and fully understand the terms and conditions. We/I agree to the following terms and conditions set out as listed in this booklet.

Parent of…………………………………………………………………………………………………………………………………………………………

Signed……………………………………………………………………………………………………………………………………………………………..

Date…………………………………………………………………………………………………………………………………………………………………