



Are you looking for a nursery to care for your child with love and all-round personal attention?

Then you have come to the right place! We provide a caring and warm-hearted family atmosphere for all children with fantastic facilities. We have the use of huge rooms together with natural garden space. Nursery Of Happy Stories is conveniently located in the heart of the Hackney community.

We aim to support your child's personal development and prepare him or her for the future.

Nursery of Happy Stories offers a unique and high-quality childcare. We care passionately about ensuring that every child can explore and fulfil their potential. Our philosophy is to use nature and nurture to help children grow.



## Vision, Mission and Values

Our vision is for every child to have the opportunity to explore, enquire and investigate in order to develop strong foundations for lifelong learning.

Our mission is to provide a safe, stimulating and engaging environment, where we scaffold children's learning based on their unique interests.

Our enquiry led curriculum encourages children to build on and lead their own learning, carefully guided by skilful caring professionals

### Our Values are...

- 1 - The holistic needs of each child are at the centre of our practice
- 2 - We protect our children's rights and keep them safe
- 3 - We value learning through play and enquiry
- 4 - We are kind and respectful to each other
- 5 - We work in partnership with families and our wider

### We are committed to:

- Offering a rich and varied curriculum
- Creating a stimulating environment, accessible to all in which it is fun to learn and where every child can reach their potential
- Promote equality of opportunity and anti-discriminatory practice
- Working in partnership with parents in respect to their child's learning
- Provide early intervention for those who need additional support

### Our Curriculum

The EYFS curriculum helps early years practitioners to provide appropriate play experiences to enable children to develop in all areas. It enables us to recognise your child's strengths and areas they need more support to develop new skills. It ensures consistency to learning and has a play-based approach.



# Three prime areas of learning:

## COMMUNICATION AND LANGUAGE

- 🌱 "Giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations".

## PHYSICAL DEVELOPMENT

- 🍌 "Providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity and to make healthy choices in relation to food.

## PERSONAL, SOCIAL AND EMOTIONAL DEVELOPMENT

- 🍒 "Helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities".

# Four specific areas of learning:

Our vision is to ensure that children are always at the heart of every decision that is made. We will encourage children to participate in planning with ideas, topics, and activities they would like to explore.

## LITERACY

- 🌱 "Encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interests".

## MATHEMATICS

- 🌱 "Providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures".

## UNDERSTANDING THE WORLD

- 🌱 "Guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment".

## EXPRESSIVE ARTS AND DESIGN

- 🌱 "Enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role play, and design and technology".



# A TYPICAL DAY AT NURSERY OF HAPPY STORIES



A daily routine gives children a sense of security. Therefore, we ensure each day is structured while leaving enough time for spontaneous activities & routines that are part of nursery life.

Throughout the day children explore and play indoors and outdoors, providing them with the opportunity to access resources to support and extend their learning.

## On arrival

children are encouraged to hang up their coat and bag on their peg

## Breakfast

is available between 8.00 and 8.45am. A selection of food is available, including cereal, yoghurt, fresh fruit, toast and porridge, with milk or water to drink.



## Circle Time

we set aside a short amount of time each morning for children to speak freely with peers and adults about their ideas or experiences. This is done in the age groups: 2-3 yrs. and 3-5 yrs. We also cover days of the week, letter sounds, topics of interest or learning about the weather.

## Snack Time

snacks are served from 10.00am and includes fresh fruit with water or milk

## Activities

these may include free play, time spent outdoors, or a teacher led activity. Children are encouraged to free flow between the various activities available, choosing those they like or to try something new.

## Lunch

is at 11.45pm or 12pm and is always a freshly cooked main meal and a dessert. All children are encouraged to feed themselves, although there is always someone to lend a hand when needed. The babies have the same food which is blended down for them.

## Sleep Time

for those children who need an afternoon nap, sleep time pre-set during keyworker / parents' discussions.

## Snack Time

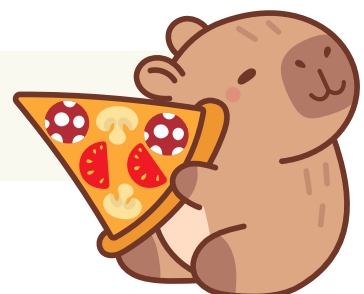
snacks are served from 2.00pm

## Tea

is at 4.30 pm.

## Home Time: 6:00pm

if your child stays for the whole day, you can be sure they've had a busy and exciting time at nursery.



# FOOD NUTRITION

We are committed to providing healthy, nutritious and tasty food and drinks for children throughout the day. The nursery manager, chef and staff will ensure that all food and drink is safely prepared and sensitive to the dietary, religious and cultural requirements of all children. Our winter/summer – three weeks menus will be displayed at our information board for you to view.



Our nursery is proud to share our delicious and nutritious meal plans for our little ones. We believe that healthy eating habits are an important part of a child's development, as this sets the foundations for future health, wellbeing and oral hygiene. We are committed to providing meals and snacks that are both tasty and nourishing.

# Settling In Sessions

At Nursery of Happy Stories we aim to ensure every child's start is calm and enjoyable. We have qualified team in place to ensure we can see to each individual child and family. We offer three settling in sessions. We aim to help every child settle in well into the nursery and ensure they are well prepared for their full sessions.

## First Settling in Sessions (1 hour)

You will be invited to visit nursery for a settling in session, where you will be able to stay and do activities with you child. As well as having the opportunity to talk to our team about child's routines and anything else you feel is important to share. We advise parents to fill out our 'All About Me' form to help team members familiarise themselves with your child and help build a strong bond.

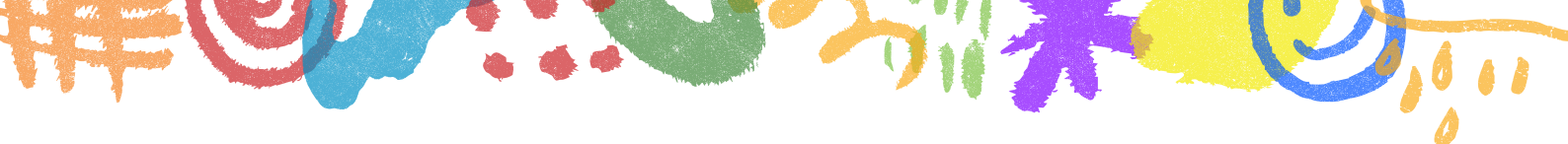
## Second Settling in Sessions (1 hour)

During the second settling in session, we advise parents to leave their children at the preschool with their key person. At these settling in sessions staff will help your child get used to their new surroundings, allow them to explore the nursery and help build confidence to get ready for full sessions.

## Third Settling in Session (2 hours)

During the third session, we aim to understand your child's routine, likes and dislikes, their favourite story, activities which they like to do and how they like to be comforted. During the visits, you will be introduced to your child's key person. This person will be your main point of contact and will look after all your child's care and learning needs. Your child will be well looked after by all members of the team, but your key person will keep a close eye on your child's progress.





# Opening Times and Fees

We are open from 8am to 6pm, closing over the Christmas period, bank holiday and three 'Inset Days'.

Fees are calculated so that they are the same amount each month irrespective of the number of days in each month. The weekly fees are multiplied by 51 (Because we are closed for one week at Christmas, please note that parents are not charged for the Christmas week) and then divided by the 12 months to make 12 regular amounts payable each month.

Please refer to our [Terms & Conditions](#).

We offer funded places for eligible children 15 and 30 hours and accept tax free childcare vouchers. Please view our full [Fees Structure](#).

## **Additional Information**

### **Birthday Celebrations**

The nursery celebrates birthdays. It is optional whether parents/carers wish to bring a cake to be shared between all the children attending on that day. Cakes must be shop bought for staff to check all ingredients and plan for children with allergies. Please ensure that cakes do not contain any traces of meat/fish/nut/egg.

### **Spare Clothing**

Please provide a spare change of clothes for your child. These can hang in a bag on your child's allocated peg. Much of our activities take place outside or involves 'messy' play. Please bear in mind that we will be going out in all weather!

### **Toileting**

Every effort should be made for your child to be toilet trained before starting preschool. If there are concerns in this regard, it can be discussed during nursery visit. Children often become engrossed in an activity and forget to go to the toilet on time. If your child does have an accident, do not worry, we will deal with it sensitively.

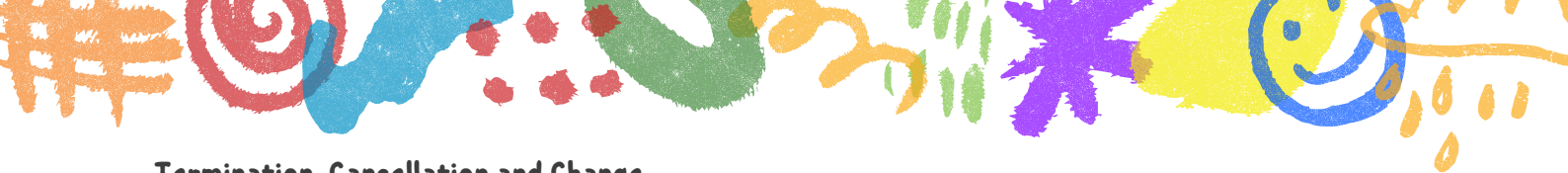
### **Jewellery**

We do not allow any jewellery of any description to be worn by the children. This is purely in the interest of the children's safety.

### **End of the Day**

Please try to be prompt when collecting your child. Children may get very anxious if they are persistently the last to be collected. If anyone, other than yourself, is to collect your child from school please let us know for obvious security reasons.





### **Termination, Cancellation and Change**

One month's notice is required by either party for any change of sessions or termination of agreement. If parents choose to leave prior to the end of their notice, fees are nonrefundable. The minimum period for any permanent change of sessions is one month. If the parent changes the notified start date, we reserve the right to charge from the original start date notified on the Agreement form.

### **Parental Involvement**

Nursery of Happy Stories recognises and support parents as their child's first and most important educators, and to welcome them into the life of the preschool.

Our aim is to develop an honest, open, and supportive relationship with you which complement life in your home. We are aware of our influence as role models for your child. Without your extensive knowledge of your child, we would not be able to enhance your child's development. Our team are always available to discuss your child and their development.

### **Tapestry**

Tapestry is an online learning tool which we use to record photographs and observations of your child throughout. When your child starts you will be given the required information to start a new account for your child. Please feel free to add your own comments and photographs of things they have been doing outside of school.

### **Key Person**

As part of developing relationships with the setting your child will be allocated a key person. Who will ensure consistent continuity of care, enabling you to have a direct member of staff to talk to and ask any questions or concerns.

### **Newsletters**

Keeping parents updated on what has been happening at the preschool and events planned.

### **Parent Questionnaires**

Handed out yearly, inviting parents to give their honest opinion about the service we provide and an opportunity to share their comments and ideas for improvement.

### **Coffee Morning**

This is an opportunity to meet with your child's key person. During this time, you will be able to see the progress your child is making though their own personal learning journey, including observations made by staff, photo evidence and work pieces produced.

### **Trips and Events**

The nursery has an events calendar, which includes main celebrations on a cultural, religious, national, and child-specific basis. We also have our internal celebrations, which involve onsite events and trips.







### **Information and Records**

You will be made aware of what information is kept on your child and who is able to access that information.

### **Consent Slips**

Written consent for some nursery activities including some trips and outings, any medication, first aid and photographs.

### **Parents Evening**

Will be held yearly to help parents have a clearer understanding of the nursery curriculum, including planning, observation, and assessment.

### **Complaints Policy**

The nursery has a procedure for parents to follow in the event of a complaint.

### **Workshops**

Staff plan activities suited for your child and invite the parents to take part, explaining the benefits of each activity and how it links with the planning. These are fun activities to take part in such as water play, clay, paint, construction etc.

### **Support**

Our team at Nursery of Happy Stories have been chosen for their friendly and approachable manner. They will do their utmost to offer parents their support where necessary.

### **Parents Association**

This is run by parents, who meet separately from the staff to discuss the provision, and then feedback suggestions and questions to the nursery manager. Nursery of Happy Stories would help to establish, support, and promote a parent's group. New parents would be encouraged to join this group by the nursery manager.

### **Safeguarding**

If we are concerned for the wellbeing of any child in our care, we have a duty to inform the Children and Families Hub at Hackney County Council. Our aim is always to work with families. We will inform you of any plans to make onward referrals and will work alongside you and support you. However, we do not have to inform you first if we believe that in doing so, we may put the child in additional danger. Please see our Safeguarding Policy for more information.

### **Policies & Procedures**

We have available for parents copies of our Safeguarding and Complaints policies. Other policies and procedures are stored in the reception. Parents are welcome to have copies if they request them. We also have them easily available on our website.

Certain policies and procedures in place such as – Accident and First Aid, Allergies, Behaviour, Camera, mobile phones, recording devices, Medicine Sickness and Illness, will be sent to you by email before your child starts with us.





# Registering your Child

1

When you contact us, we will arrange a visit at convenient time for you to look around. Before or after the visit we will send you, our Welcome Parents' Booklet and Copy of our Policy and Procedures via email.



2

A member of staff will contact you as soon as a place for your child becomes available. Once the place has been accepted and deposit and registration fee has been paid, we will provide you with our parent pack which includes – Contract, Terms and Condition and Policy Agreement.



3

Once you have completed and signed the paperwork you must then bring in:

1. Child's birth certificate
2. Parent address proof
3. Parent ID

4. Immunisation records

If you are claiming for the 9 months or 2 years old free early education sessions, you must bring:

Evidence of eligibility



4

A member of staff will contact you around 2 weeks before your child's starting date to arrange settling in sessions.



5

After the first session we will give you to complete a pack of forms which will provide us with in depth information about your child. This will help us to meet your child's needs effectively and provide the care you wish for your child.





# Terms and Conditions

**Registration:** A non -refundable registration fee of £100 and a deposit is payable on acceptance of a private place. This would also be applicable if a child transfers from a funded only placement to a private placement.

**Deferral:** If you wish to delay your child's start date, one month notice, is required. If less than one month notice is given, then half of the private nursery fees will be charged, as well as an administration charge of £30.

You may postpone your child's place once; the nursery has the right to request your child being placed back on our waiting list if it is delayed for longer than one month. Please note, if government funding has already been claimed by Nursery of Happy Stories, you may not be able to claim at an alternative setting for that term.

**Deposit:** A deposit of £200 is payable by the parent on acceptance of a place. If the place is cancelled one month or more weeks in advance of the agreed start date the deposit will be returned. If the place is cancelled less than one month before the agreed start date, the deposit will not be returned. At the end of a child's time at nursery, the deposit will be transferred to the parent's fees' account as a credit and final payments will be re-calculated accordingly.

**Confirmation of Place:** The child's place will be confirmed in writing via email. The confirmation will include details of the child's commencement date along with a couple of complimentary settling-in sessions.

**Nursery Fees:** Fees are charged on a calendar monthly basis and are payable on the 2nd of the month in advance. The initial payment of fees will be determined by the child's commencement date with us and will include all sessions booked from that date, up to, and including the remainder of that particular month. Depending on the period of daily attendance, lunch, along with morning/afternoon snacks and tea are included in the fees. Nappies and formula milk are to be provided by the child's parent/carer.

**Payment:** Payment must be made by Standing order / Direct Debit or childcare vouchers.

Returned payments from the bank may incur an administration charge equal to any charges the nursery may be charged by the bank.

**Please Note: On commencement of a child attending the nursery, the nursery fees shall be paid in full, monthly in advance.**

The nursery will review/increase nursery fees every January, but we reserve the right to review the fees throughout the year if necessary. In the event of there being changes to the fees, one calendar month's written notice shall be given.





# Terms and Conditions

**A refund will not be given when a child is absent from the nursery due to sickness or holiday.**

If fees remain outstanding for more than 5 days:

\*If fees are in arrears on the 5th working day of the month, a £25 late payment charge, will be added to your bill. On the 8th working day, if payment still not received, a child's place may be suspended or terminated.

\*The nursery may serve 14 days' notice in writing to terminate the contract. Upon termination of this contract, the child shall cease forthwith to be admitted to the nursery and the nursery's notice to terminate shall be regarded as a formal demand for all outstanding monies.

**Types of Sessions & Conditions of Booking:** The session types available are set sessions. Further details of these, accompanied by the Fees Schedule, can be obtained from the nursery or viewed online. Set sessions are permanently booked and if any changes to sessions are required, then we must receive one full calendar months' notice in writing via email.

**\*Extra Sessions/Hours:** We are happy to offer extra sessions and hours if they are available:

Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.

Extra sessions booked must be paid for in advance and if not taken they are not refundable or transferable unless agreed by the Nursery Manager due to exceptional circumstances.

**Cancellation/Termination of Contract:** After the child's initial admission to the nursery either party may terminate this contract by giving **one calendar months' notice in writing**. This period is subject to the termination not being due to non-payment of fees as outlined above. During that said one-month period, the nursery undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay the month's fees, the child's place shall be immediately withdrawn, and the nursery shall be entitled to serve a formal demand for payment of such monies.

\*In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child, there will be one calendar month's fees due to the nursery in lieu of notice. Failure by the parent/carer to provide one calendar months' notice or any notice at all shall render the parent/carer liable to the nursery for one month's fees. One month's notice must also be given if sessions are requested to be reduced.

**Notice must be made in writing via email to the Nursery Manager.**

**Sibling Discount:** Where there is more than one child from the same family attending the nursery on a full-time basis a discount of 10% will be applied to the second child.







# Terms and Conditions

**A refund will not be given when a child is absent from the nursery due to sickness or holiday.**

If fees remain outstanding for more than 5 days:

\*If fees are in arrears on the 5th working day of the month, a £25 late payment charge, will be added to your bill. On the 8th working day, if payment still not received, a child's place may be suspended or terminated.

\*The nursery may serve 14 days' notice in writing to terminate the contract. Upon termination of this contract, the child shall cease forthwith to be admitted to the nursery and the nursery's notice to terminate shall be regarded as a formal demand for all outstanding monies.

**Types of Sessions & Conditions of Booking:** The session types available are set sessions. Further details of these, accompanied by the Fees Schedule, can be obtained from the nursery or viewed online. Set sessions are permanently booked and if any changes to sessions are required, then we must receive one full calendar months' notice in writing via email.

**\*Extra Sessions/Hours:** We are happy to offer extra sessions and hours if they are available:

Please try to give as much notice as possible if you require extra sessions so that we can organise staff and food for your child.

Extra sessions booked must be paid for in advance and if not taken they are not refundable or transferable unless agreed by the Nursery Manager due to exceptional circumstances.

**Cancellation/Termination of Contract:** After the child's initial admission to the nursery either party may terminate this contract by giving **one calendar months' notice in writing**. This period is subject to the termination not being due to non-payment of fees as outlined above. During that said one-month period, the nursery undertakes to continue to admit the child and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay the month's fees, the child's place shall be immediately withdrawn, and the nursery shall be entitled to serve a formal demand for payment of such monies.

\*In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child, there will be one calendar month's fees due to the nursery in lieu of notice. Failure by the parent/carer to provide one calendar months' notice or any notice at all shall render the parent/carer liable to the nursery for one month's fees. One month's notice must also be given if sessions are requested to be reduced.

**Notice must be made in writing via email to the Nursery Manager.**

**Sibling Discount:** Where there is more than one child from the same family attending the nursery on a full-time basis a discount of 10% will be applied to the second child.







# Terms and Conditions

**Late Collection Policy:** The nursery reserves the right to charge parent/carers when they do not collect their child at the agreed time, a charge at the rate of £10 for the first 15 minutes and then £15 for every 15 minutes thereafter.

**Notification of Absence/Lateness:** –The parent/carer is expected to notify the nursery if their child is going to be late or absent from the nursery.

**Unforeseen Closure:** – In the event of closure of the nursery due to extreme weather conditions, flooding, loss of utility supplies, heating failure, or other causes beyond the reasonable control of the nursery, the nursery will close, and the parent/carer accepts that no refund of fees will be made due to continued operational costs.

**Sickness/Emergency Treatment:** – Children must not attend the nursery when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the nursery, the parent or nominated carer will be contacted to arrange to take their child home. In the case of an infectious condition, the recommended exclusion time must elapse before the child can be readmitted to the nursery (the nursery can advise on this). In the case of an emergency, nursery staff will call health professionals. A senior member of staff will accompany the child to the hospital until the child's parent/carer arrives. The nursery will continue to contact their parent/carer if they have not been able to reach them immediately.

**Complaints Procedure:** Please view our "Complaint's Procedure" for full details.

**Child Protection / Safeguarding Children Policy:** Nursery of Happy Stories operates a child protection policy which ensures that the welfare of every child is paramount. We observe its legal obligations and best practice in relation to safeguarding children.

**Loss or Damage:** The nursery does not accept responsibility for any loss or damage of property on its premises.

**Nursery Policies and Procedures:** All nursery policies and procedures can be viewed online or, they are available at the nursery. It is parents' responsibility to read these and familiarise themselves with all the policies and procedures. If you require clarification on any policies/procedures, then please speak to the management team.

The policies will be reviewed/updated every year or as / when legislation/guidance changes or updates.

These terms and conditions may be altered from time to time by Nursery of Happy Stories and we will notify you of any alterations.

