



Brochure

Find out all about us.....

Terms and Conditions



1. All about us

- 1.1. Wiggles & Giggles Day Nursery is a purpose built development that opened in August 1999. It is located on the Hagley Road West (A456), one of the main commuter routes to Birmingham. It can accommodate 74 children of ages 0-5yrs in six separate air-conditioned classrooms grouped according to age and development.

- 1.2. Wiggles & Giggles Day Nursery operates an open door policy where it actively encourages parents to 'drop in' at any time. It is committed to providing a professional childcare service, which meets the needs of the children, their parents and its staff.

2. Hours

- 2.1. Wiggles & Giggles Day Nursery is open 52 weeks throughout the year, with the exception of Bank Holidays and 3 days over the Christmas period. The daily hours of opening are 7.30am to 6.30pm. Bookings for full week and part week placements are accepted. Part week placements must be 2 full days or more.

- 2.2. Collection of your child must take place before the nursery closes at 6.30pm or a standard £15 late charge will be issued for the first 10 minutes then a £1 a minute additional charge will be added for each minute after 6.40pm. (Please refer to full policy and procedure for more information). Please be punctual as the nurseries insurance does not cover your child after this time.



3. At Wiggles and Giggles we aim to.....

- 3.1. Provide a happy and healthy secure environment which combines maximum fun and stimulus, whilst developing children's own personalities and supports them in reaching their full potential.
- 3.2. Deliver outstanding quality and consistent child, parent and employee care.
- 3.3. Provide a secure foundation through learning and development opportunities which are planned around the needs and interests of each individual child as directed within the Early Years Foundation Stage (EYFS).
- 3.4. Work closely with parents at all times respecting and valuing their views and opinions as prime carer of their child.
- 3.5. Treat children as individuals to ensure they feel respected, valued and confident.

4. Wiggles and Giggles Ltd is committed to.....

- 4.1. Safeguarding and promoting the welfare of children and young people and we expect all staff to share its commitment.
- 4.2. Respecting and valuing each child's individual needs taking into account their race, gender, ethnicity, religion, home language, disabilities, family background, lifestyle or dietary needs.
- 4.3. Keeping our health & hygiene standards very high, we are proud to have been rated a 5 star award from the Food Standards Agency.
- 4.4. Providing home-made nutritious meals, produced by our onsite cook, that cater for all children's dietary needs and stages of development.
- 4.5. Employing qualified/experienced practitioners who are eager to spend time individually with each child initiating learning and educational skills in preparation for school.



- 4.6. Providing resources, inside and out that are carefully chosen and maintained to a high standard allowing children to progress and develop at their own pace. There are no televisions at our nursery.

5. Working with Parents as Partners

- 5.1. Our nursery recognises that working with parents as partners is of major value and importance in enabling the nursery to provide a quality caring environment for children and their families.
- 5.2. Our doors are always open to give advice, answer any concerns and listen to suggestions that could improve the childcare service we provide.

6. Our Families Can Expect:

- 6.1. Respect, we value our parents/carers and your opinions. Your knowledge of your child is essential to help us understand what your child can do.
- 6.2. Honesty.
- 6.3. Confidentiality.
- 6.4. A named key person who is responsible for supporting and building relationships with you and your child. Your key person will ensure we take the very best approach to your child's learning and development and will also provide guidance and support for home learning.
- 6.5. To be kept up to date with your child's progress through regular daily communication. Daily diaries, parent's evenings, termly progress reports, newsletters, emails, Parents in Partnership meetings, photographs and displays of the children's work.



- 6.6. Two-way communication is encouraged to be open, honest and regular. Our doors are always open to give advice or second opinions, answer any concerns that parents may have or to listen to suggestions that could improve the childcare service we provide.
- 6.7. Enthusiastic practitioners who actively seek to liaise with other settings or childcare providers your child may attend to ensure stability in their care.
- 6.8. An open door policy for prospective and present parents.
- 6.9. A Complaints Procedure, which includes the contact number for Ofsted.
- 6.10. Access to all the setting policies and procedures at any time.
- 6.11. Access to your child's records at any time.
- 6.12. A written contract outlining level of fees, times and days of attending the nursery, sickness arrangements, holidays, period of notice required to terminate contract.
- 6.13. Provision of the latest Ofsted report.



7. Staffing

- 7.1. The Directors of Wiggles & Giggles are Jane Jackson and Adam Jackson however the day to day running of the setting is the responsibility of the Manager, Sarah Coleman. Sarah is also the lead practitioner of the Early Years Foundation Stage and responsible for the review of all processes, and point of contact for OFSTED. She oversees the implementation of all Policies and Procedures, the development, supervision and training of all staff. Lucy Hindle is the Deputy Manager, her role is to support the Manager for day to day running of the setting and is the point of contact for classroom and peer performance, Equality and Diversity (ENCO) and Safeguarding.
- 7.2. The setting also has two Management Support Officers Marie Priest and Hetty Stevens, who support the Senior Management Team as required. Marie Priest is point of contact for Parents in Partnership and is also the Fire and First Aid Marshall. Hetty Stevens is point of contact for Special Educational Needs including Behaviour and supports all staff and parents in developing strategies to support our children.
- 7.3. The Management Support Officers are positioned so that both the nursery house and nursery building are supported by a member of the Senior Management Team and having 2 Management Support Officer's offers this effectively.
- 7.4. A team of 22 highly motivated childcare staff with relevant qualifications or equivalent experience supports them. In addition we have a full-time cook and 2 domestic staff.

8. Staffing ratios:

Babies	0-2yrs	1-3
Toddlers	2-3yrs	1-4
Pre-School	3yrs+	1-8

These are **minimum** staff ratios and will in most circumstances be higher.



9. Admission Policy

- 9.1. Places at the nursery will be allocated as fairly as possible and families will not be discriminated against because of gender, race, culture, special educational needs or disability.
- 9.2. Places will be awarded on the basis of availability within their specific age group, the following priority considerations for admission are:
 - a. Siblings of existing children
 - b. Full time placements
 - c. After consideration of the above, places will then be allocated on a 'first come first served' basis.
- 9.3. Once the decision has been made to send a child to Wiggles & Giggles then a registration form **must be fully** completed detailing:
 - Full name, address and date of birth.
 - Name by which the child is known if it is different from the birth name.
 - Next of kin details.
 - Known allergies and ailments requiring prescribed medication.
 - Special dietary requirements.
 - Ethnic origin, first language, religious and cultural requirements.
 - Special educational needs.
 - Parental contact numbers and emergency arrangements.
 - Parents current email addresses that can be used to send out essential information.
 - The identification of persons authorised to collect the child in the absence of the parents.
- 9.4. If offered a place at the nursery a deposit of £250.00 will be required, which will be refunded within the first month's fees.
- 9.5. A settling in period will be provided for the child before their official start date at the nursery. A gradual introduction to the setting, practitioners and our routines ensures that when the child starts they feel happy and confident and have begun to build on their relationship with their key person. It is aimed that a flexible approach will be adopted to make the transition from home to nursery as stress free as possible.



10. Fees and invoices

- 10.1. All fees are payable, in advance of childcare received, by standing order, cheque, cash, bank transfer or workplace vouchers and must be received by the 7th of each month. If you choose to pay weekly please be aware that fees are payable at the beginning of every week.
- 10.2. Any payments received after the 7th of the month will incur a £25.00 late payment charge. Weekly payments must be received by the 1st day of the payment week. Late payment charges will automatically be added to your next month's invoice.
- 10.3. Failure to meet payments will result in the termination of the nursery place.
- 10.4. Bank Holidays & Christmas closures will be charged for.
- 10.5. Fees will be payable regardless of any absences arising from illness, occasional days off or holidays.
- 10.6. One calendar months' notice, in writing, will be required for withdrawal of the child from the nursery or to alter the child's days.
- 10.7. In September each year there will be an increase of approximately 5% to the fees.
- 10.8. There is a 5% discount for the second and further siblings attending the nursery at the same time.
- 10.9. All invoices will be sent out at least five days prior to the 1st of the month. If invoices have not been received by the 1st it is the responsibility of the parent to inform the nursery.



11. Fees relating to Sept 2014-Aug 2015

Ages	Day rates/weekly rate
Babies 0-2 years old	£49.50 per day £237.50 full week
Toddlers 2-3 years old	£46.00 per day £220.00 full week
Pre-School 3-5 years old	£44.50 per day £212.50 full week

Ages	Monthly amounts
Babies 0-2 years	2 days = £429.00
	3 days = £643.50
	4 days = £858.00
	Full time = £1029.17
Toddlers 2-3 years	2 days = £398.67
	3 days = £598.00
	4 days = £797.33
	Full time = £953.33
Pre-school 3-5 years	2 days = £385.67
	3 days = £578.50
	4 days = £771.33
	Full time = £920.83

12. Nursery Education Funding (NEF)

12.1. Nursery grant funding is available for all 3 and 4 year olds, for a maximum of 15 hours, from the term following their third birthday. This funding is provided for 38 weeks a year if the child's birthday falls before 31st August and is spread out over the 12 months to ensure you still make 12 equal monthly payments. Please note, placements are not offered solely for these hours, a top up fee will be required for the hours funding is not available. Please see below the amount deducted from the monthly fees depending on when they are eligible from:

3-5 years	Sept-Aug 38 weeks	Jan-Aug 23 weeks	April- Aug 12 weeks
2 days 12 hours pw	- £153.90	- £139.73	- £116.64
3 days+ 15 hours pw	- £192.38	- £174.66	- £145.80



13. General Information

- 13.1. Parents are requested to inform the nursery of any changes to information kept in the nursery.
- 13.2. Parents are requested to ensure all emergency contact numbers are relevant and contactable. Any changes to address's/contact numbers/email addresses must be given to the nursery as soon as possible.
- 13.3. Parents are requested to keep us updated about any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/allergy in writing on a regular basis.
- 13.4. Parents must provide details, in writing, of the severity of the reaction/allergy and must continue to inform the nursery of any changes/progress to the condition, in writing, when they become aware.
- 13.5. Parents are requested to inform the nursery of any changes to their child's medical condition or long term medications their child may require in writing as soon as possible.
- 13.6. Parents must provide details in writing about the condition or medications been used, including signs and symptoms of illness or side effects of the medication. They must continue to inform the nursery of any changes/progress to the condition in writing, when they become aware.



14. Accidents and illness

- 14.1. We reserve the right to administer basic first aid treatment when necessary.
- 14.2. Parents will be informed of all accidents and will be required to sign an accident form. For accidents of a more serious nature, involving hospital treatment, all attempts will be made by the nursery to contact the parents but failing this, we are hereby authorised to act on behalf of parents and authorise necessary treatment.
- 14.3. We will administer prescribed medicines if parents complete a 'Medication Form' however, the first dose of medicine must be given at home and parents must take all medicines home at the end of each day apart from pain relief medicines which can be stored on site.
- 14.4. We may require parents to collect their child from nursery if it is considered that the child is not well enough to attend.
- 14.5. We may ask parents to collect their child from nursery, if we have reasonable cause to believe that they are or maybe suffering from or has suffered from any contagious disease/infection and there remains a danger that other children at the nursery may contract such a disease/infection.
- 14.6. We accept no responsibility for children contracting contagious diseases/infections. Parents are requested to inform the nursery if their child is suffering from any illness, sickness or allergies before attending nursery.
- 14.7. We have a realistic attitude to the needs of working parents but we reserve the right to contact parents if their child becomes ill during nursery hours.



15. Security

- 15.1. Under no circumstances will any child be allowed to leave the nursery with anyone unknown to nursery staff unless the parent has previously arranged this.
- 15.2. If the parent has made alternative arrangements by telephone, the nursery will require the name and description of the person permitted to collect the child and upon arrival at the nursery will be required to provide the child's secure password provided at time of registration.
- 15.3. A list of responsible adults who are authorised to collect the child should be given to the nursery, it is the parents responsibility to inform the nursery if any information changes.
- 15.4. Parents are required to inform staff as soon as possible if someone other than themselves will be collecting their child even if they are authorised.
- 15.5. Parents will always be contacted if someone comes to collect their child who we have not been made aware of and the child will not be permitted to leave until we have their permission.
- 15.6. The nursery is covered by CCTV cameras in all the classroom and corridors. These are present for the safety of all the children, parents and staff. All the main entrances and exits are covered by the cameras and staff are able to monitor these from their classrooms.
- 15.7. We enjoy outings and trips with all the children in our setting and try to make local visits to the shops, park, library etc. to extend learning opportunities. Parents are always informed and written permission is always gained prior to the outing.



16. Early Years Foundation Stage (EYFS)

- 16.1. All our classes follow the Early Years Foundation Stage (EYFS) framework within the setting. The EYFS is a framework that sets the standards for learning, development and care for children from birth to five. The early years have a major effect on a child's future life chances and the EYFS aims to provide a foundation for children to make the most of their abilities and talents as they grow up.
- 16.2. The overarching aim of the EYFS is to help young children achieve the five Every Child Matters outcomes of staying safe, being healthy, enjoying and achieving, making a positive contribution, and achieving economic well-being.
- 16.3. The principles of the EYFS that guide the work of all practitioners are grouped into four themes:
- A Unique Child:** this recognises that every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.
- Positive relationships:** this describes how children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person.
- Enabling Environments:** this explains how children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and carers.
- Learning and Development:** this recognises that children develop and learn in different ways. The framework covers the education and care of all children in early year's provision, including children with special educational needs and disabilities.
- 16.4. The seven areas of learning and development covered in the EYFS are split into two groups as follows:
- The Prime Areas,
- **Personal, Social and Emotional Development**
 - **Physical Development**
 - **Communication and Language**



These Prime Areas are the fundamental areas of development and are essential for the development of all other areas. Our children who are under the age of three will mainly focus on developing these.

By the age of three the children should be well developed in the Prime Areas and our practitioners will then begin to focus more on the Specific Areas,

- **Literacy**
- **Mathematics**
- **Understanding the World**
- **Expressive Art; and Design**

These Specific Areas include essential skills and knowledge for children to participate successfully in society.

- 16.5. All these areas are as equally important and depend on each other to support a rounded approach to child development. The areas are delivered through planned, purposeful play, with a balance of adult-led and child-initiated activities. The opportunities provided are based on observation and assessment of each child's achievements, interests and learning styles.



17. Early reading, writing and understanding in our setting

- 17.1. The 2 programmes that we use in our setting to develop early literacy skills are 'Letters and Sounds' and 'Jolly Phonics'.
- 17.2. The 'Letters and Sounds' program teaches children how the alphabet works ready for reading and writing. It does this by helping us encourage and develop children's speaking and listening skills so that they are prepared for learning phonic skills. All our classes support children to participate in small and large group activities within which they are encouraged to listen to their friends and to develop the confidence to speak out and give their ideas and opinions.
- 17.3. There are 7 topics covered by the activities carried out within letters and sounds these are:

General sound discrimination

1. Environmental sounds: Encourages children to listen and name sounds they can hear in their environment.
 2. Instrumental sounds: Encourages children to listen and name instrument sounds they hear.
 3. Body percussion: Encourages children to make sounds using their body.
 4. Rhythm and Rhyme: Singing rhymes and songs using the correct words.
 5. Alliteration: Making up rhymes and words that begin with the same sounds.
 6. Voice sounds: Using their voice to make different sounds which can be quiet or loud, high or low, long or short.
 7. Oral Blending and Segmenting: Developing the ability to join letter sounds to make words for reading or hear the sounds of letters in words so they can be broken down for writing
- 17.4. We use 'Jolly Phonics' to introduce the 42 letter sounds used within the English language to the children.



- 17.5. 'Jolly Phonics' teaches children the alphabetic code of English and is a multisensory method of teaching so each letter will be introduced to your child using stories, songs and actions.
- 17.6. We are mindful within our setting that it is our role to encourage the basic skills of reading, writing and understanding. Children will use these developed skills when they get to school and build upon them. The activities and opportunities we provide are fun and enjoyable for the children as this embeds a positive approach to literacy later in their education.
- 17.7. Jolly Phonics materials can be easily purchased online if you would like materials for home use or for more information take a look at www.jollylearning.co.uk.



18. Wiggles & Giggles Policies

18.1. Our policies are always available for you to read in the meeting room, they consist of;

- Behaviour Policy and Procedure
- Complaints Policy and Procedure
- Safeguarding Policy and Procedure
- Equal Opportunities & Diversity Policy and Procedure
- Health & Safety Policy and Procedure
- Parents in Partnership Policy and Procedure
- Sun Protection Policy and Procedure
- Exclusion Policy and Procedure
- Confidentiality Policy and Procedure
- Sleep Policy and Procedure
- Food & Drink Policy and Procedure
- Child Illness Policy and Procedure

19. Personal property and belongings

19.1. We cannot be held responsible for any loss or damage to children's property. However every reasonable effort will be made by all nursery staff to ensure the children's belongings are not lost or damaged.

19.2. Practical 'inexpensive' clothing is strongly recommended for children attending Wiggles and Giggles. It is the parent's responsibility to name and clearly label all items of clothing.

19.3. Please be mindful when allowing children to bring toys, books or other equipment from home that they are suitable for use within the setting. Children are encouraged to share any toys they bring with their friends or to store them safely within their bags to go home.



20. Insurance

20.1. Wiggles and Giggles Ltd has extensive insurance cover – full details of the insurance is available upon request from the nursery Manager.

21. Liability

- 21.1. We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the nursery being temporarily closed or the non-admittance of your child to the nursery for any reason, this applies to absence due to sickness, holidays and bank holidays. We accept no responsibility for children whilst in their parents care on nursery premises, i.e. prior to arrival or after pick up.
- 21.2. We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parents property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.
- 21.3. We will make reasonable endeavours to keep parents and/or children's property in good order. Liability for damage of such property is excluded except where caused by our negligence.

Thank you for requesting our prospectus

Wiggles and Giggles pride its self in being a self-evaluating nursery that continually reflect and endeavour to improve our practise. We would love for you to feel confident to make suggestions that can improve or develop our service to our families.

Thank you for requesting our prospectus and it is hoped that Wiggles & Giggles can be of service to you in the future. Should you have any further questions/queries then please do not hesitate to contact us.

Agreement

These Terms and Conditions and the signed contract within your registration form represent the entire agreement and understanding between the parents and the Nursery. Any other understandings, agreements, warranties, conditions, terms or representations, whether verbal or written, expressed or implied are excluded to the fullest extent, permitted by law. We reserve the right to update / amend these Terms and Conditions at any time. Two months' notice will be given of any changes made.