

JETS

Nursery

Welcome Pack

Main Office:

JETs Centre

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Waterloo

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Dear Parents/Guardians and Children.

Hello and welcome! Thank you for showing an interest in our Nursery. Our aim is to provide a quality service to you and your child.

Let me tell you a little about us.

Our Nursery Manager is Ashley, and her Deputy is Laura, and they work alongside our Room Leaders, Paula and Dee, who supervise the Early Years Practitioners.

J.E.Ts operates Nursery, Breakfast, Afterschool , Holiday Club, for children from the ages of 2years to 11 year olds.

We have two settings.

* J.E.Ts Centre-Oxford Road, for Nursery, Wraparound Care, for children from the ages of 2, 3, years of age over 50weeks of the year. From 7.30am till 6.00pm
* J.ETs Centre- Oxford Road, for Breakfast, Afterschool, Holiday Club for children from the ages of 4 to 11years of age over 50weeks of the year. 7.30am till 6.00pm (Holiday Club is from 7.45am)
* St Nicholas Primary School, Blundellsands, for Breakfast Club 7.30am till 8.45am
* St Nicholas Parish Hall, Harlech Road, for Afterschool Club from 3.05pm till 6.00pm

If your child does not attend St Johns, St Edmund s and St Thomas Schools, St Nicholas, Ursuline we do offer our services to other schools in the local area.

If we do not collect from the above schools. Parents/Carers can arrange for them to be dropped off.

Holiday Scheme is also available for all children across the Sefton Area. This will operate every school holiday **except Christmas (2weeks).**

The Centres Nursery maintains a high standard of childcare with the emphasis on the individual child, working with our staff who fully trained, qualified, and experienced employees.

We are registered by Ofsted to provide a day care for children thus ensuring that we comply fully with Ofsted regulations.

We aim to be as flexible as possible to cater for all parents and children’s requirements and we are always open to suggestions on how we can operate to suit all.

 **Nursery**

**What we offer**

Our Nursery is based at J.E. Ts Centre, for our 2,3,4-year-olds. Offering the free Nursery places for children/families who are entitled the Nursery Educational Grant.

Holiday Club Services for children from ages 2, 3and 4 years old will be based in the main Nursery Room.

JETs require your child to attend at least two sessions per week. This helps us get to know your child better, build strong relationships, provide the EYFS curriculum to support your child’s learning and development and meet the statutory guidelines required by Ofsted.

**Introductory Sessions**

Before your child begins full days or sessions at **JETs** we ask for a minimum of three settling in sessions. This means your child and their parents/carers will come into our setting and spend some time getting to know the staff, children, and routine. Then on a second and third visit, we ask for your child to be left on their own with us for an agreed amount of time.

JETs would never expect a Parent /Carer to leave their child if they feel uncomfortable and they are always allowed to remain within the setting, until everyone is happy for the child’s sessions to begin. Additional settling in sessions can be arranged if Parents/Carers and HETs staff feel this is necessary and the is not charge for these introductory sessions.

*“Children learn very quickly that nursery is a fun, friendly place to be therefore the settling-in period is rarely as difficult as you might imagine.”*

**Progress Reports/Learning Journals**

Each child at **J.E.Ts**, have their own learning journal which staff complete regularly to record your child’s milestones and achievements. Learning Journals can be viewed on Tapestry an online learning journal using your individual password and PIN, which will be emailed out to Parents/Carers after 6-8 weeks of the child attending JETs. Parents will be able to view photographs and observations of their child at play, which gives parents a better understanding of what their child participates in, and the experiences they enjoy at the nursery.

We understand the Parents/Carers are the child’s main care giver and know their child best. We would really appreciate if you could upload any photographs of your child at home, make any comments on their observations and let us know of any ideas/suggestions to help improve our setting.

You will receive two progress reports per year detailing your child’s progress and development and you are welcome to view your child’s portfolio at any time.

**Activity Planning**

The nursery staff plan activities to meet the children’s individual learning and will link to the Early Years Foundation Stage. These plans are flexible and respond to your child’s individual interests, needs and developmental stage. There will be a broad, balanced range of activities.

**Illness**

For the health and wellbeing of all children attending **J.E.Ts**, your child should not come to nursery if they are suffering from an infectious illness.

If your child suffers from a non-infectious illness or an allergy, we will endeavour to accommodate any special requirements they may have.

**Medication**

Signed Parental permission is required for all medication to be administered at **J.E.Ts** Any medication brought in should be prescribed and have a clear prescription label on with child’s name.

**Lunch**

All children should bring a packed lunch during their sessions within JETs, they will also be provided with small snacks throughout the day.

Nappies, wipes, and any creams are to be provided by the child’s parents/carers.

**Transition to Reception Class.\***

Our nursery staff are aware of the important step a child takes when beginning Primary School therefore we ensure that each child is supported in this transition.

A developmental report is completed by our staff for your child’s Reception Teacher. You will be given a copy of the report to read and comment on prior to your child’s school receiving it.

**Promoting Positive Behaviour**

Positive behaviour is promoted at **J.E.Ts** through praise and encouragement from the nursery staff.  Children receive little attention for negative behaviour; therefore, they quickly realise that the positive behaviour will be rewarded.

Our staff will keep you fully informed if your child requires support in this area at any time.  If a pattern of behaviour causing more concern develops, we will discuss this with you and agree steps to move forward in the best interests of your child and the nursery.

**Additional Needs**

If your child requires extra support for any reason, either on a temporary or permanent basis, we will make every effort to provide this support.  The nursery staff are experienced at working closely with parents and other professionals such as Health Visitors, Speech and Language Therapists and Paediatricians to help your child reach their full potential.

**Clothing and Personal Property**

Your child will be involved in messy activities at nursery and although the staff will encourage them to wear aprons whenever possible, we would advise that your child does not wear ‘good / expensive’ clothes to nursery as accidents can happen. It is helpful if you mark all your child’s belongings with their name as it can be difficult for our nursery staff to locate unnamed items.

We would also recommend that your child does not bring toys from home as they do become upset if items become mislaid or broken.  Favourite books and comfort toys are of course always welcome.

**What do I Bring?**

Depending on our child’s age and stage of development you will need to provide, soft indoor shoes, suitable outdoor clothing, and a change of clothes.  If your child has a comfort toy, blanket, or a dummy you should also bring these to nursery.

**Parents Evenings**

JETs also hold two Parents/Carers evening throughout the year, this means you will be invited in, to spend some time with your child’s key person and discuss their learning and development. On Our first evening you will receive a short progress report. On the second evening, you will receive a more detailed end of year report about ow your child has progressed over the year.

**Registration-** It is most important that you completed all the details requested on the forms before your child attends**.**

**Confirmation of Place:** The child’s place will be confirmed in writing. The confirmation will include details of the child’s commencement date along with the required sessions.

**Nursery Fees:** Fees are charged on a calendar monthly basis and are payable on the 23rd of the month in advance. \*\*

The club recognizes that childcare can be costly, so we encourage eligible parents/carers to claim the childcare element of the Working Tax Credit.

**Tax Credits and Childcare Costs**

If you work or return to study and you are responsible for a child or children and pay for childcare, you may be able to get extra help with the costs through the childcare element of **Universal Credit element, where you can get help with up to 70% of your childcare costs.**

**Through Childcare Tax Credits Element, you could get up to 85% of your childcare costs.**

For more information or to request a claim pack please phone the helpline on the Tax Credit Helpline on 0345 300 3900, any HM Revenue and Customs Enquiry Centre [**www.hmrc.gov.uk/taxcredits**.or](http://www.hmrc.gov.uk/taxcredits.or) [**www.childcarechoices.gov.uk**](http://www.childcarechoices.gov.uk)

**Nursery Fees:** The nursery reserves the right to review the fees. In the event of there being changes to the fees.

Fees are charged on a calendar monthly basis and are payable on the 23rd of the month in advance. (Please contact the Nursery for Prices). Prices are subject to change, prices for Holiday club are due statutory requirements for this age group.

Payment may be made by Standing order, Childcare Vouchers, Card, and Cash.

Returned payments from the bank may incur an administration charge equal to any charges the nursery may be charged by the bank. (from £5.00+)

**Please Note: On commencement of a child attending the nursery, the nursery fees shall be made in accordance with the recent invoice, and any voucher payments made will be deducted from subsequent months.**

We would reserve the right to refuse entry to the club. (CR6.5)

A refund will not be given where a child is absent from the nursery due to sickness or holiday. ( or anything that is out of our control)

* We do require **a £25.00** deposit to secure your place within the Nursery, this will be returned to you at least 4 weeks of your child attending their permanent sessions.
* Fees should be made by Standing Order; details will be sent to you by our Accounts Department. If for some reason this cannot be set up, you much seek advice from our Accounts Department, who will advise you of other options available.

We do accept cash and electronic transfer.

* Fees are charged for booked sessions **whether the child attends or not**.
* We offer 3% discount for 3 or more siblings (within the immediate family).
* Fees are reviewed half yearly or annually by the registered person. The club will consider requests for variation to payment terms on an individual basis.
* Where there is no explanation for repeated late payment, the Accounts Manager will contact the parents/carers to discuss payment options.
* The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child’s place at the club to be withdrawn.
* If the fees remain unpaid after all the above options have been explored, the club reserves the right to cancel the child’s place.
* Should your fee not be paid on the day an immediate administration charge of £5.00 will be added and then a further £5.00 for every week or part of until the account is brought up to date per late/non-payment.
* There is a late collection charge of £5.00 per child who stay after 6.00pm till 6.15pm

And £10.00 for every fifteen minutes or part of thereafter, which will be added to the next invoice.

**If fees remain outstanding for more than 5 days:**

* The nursery reserves the right to charge a late payment fee of £5.00 on any outstanding balance.
* 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.
* Set sessions are permanently booked recurring sessions or days requiring one full calendar months’ notice in writing should this be necessary to change.
* **Extra Sessions/Hours:** We are happy to offer extra sessions and hours if they are available, we do not transfer “swap” your allocated days.
* Please try to give as much notice as possible if you require extra sessions so that we can organise staff.
* Extra sessions booked but not taken 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/club 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 shall be due to the nursery one calendar month’s fees 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 to the nursery Manager.
* **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 £5.00 for the first 15min then £10 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).
* **Sickness/Emergency Treatment (CONT):** 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 had not been able to reach them immediately.
* **Complaints Procedure:** The nursery complies with Ofsted’s standards for complaints. Our complaint’s policy is available upon request from the office. If you may wish to complain, please do so by emailing or requesting complaints form from one of our team.

* **Safeguarding Children Policy:** The Nursery follows guidance set out by the Local Authority and Ofsted. Within JETs our Designated Safeguarding Team is Louise, Carolyn, Ashley, if you have any Safeguarding concerns you can speak to any member of staff, who can give you advice on who to contact. If a child makes a disclosure to our team, our procedure is to document it and report to our Safeguarding Officers, who will then discuss the situation with the Parents/Carers or the Multi Agency Safeguarding Hun (MASH) team. If you would like a copy of our Safeguarding Policy, it can be found in our reception area or online at [www.jetscentre.co.uk](http://www.jetscentre.co.uk).

**Previous Injury Forms:** Part of our Safeguarding Policy requires us to complete previous injury forms. This means if a child has an accident off our premises, we will speak to he Parents/Carers about the injury and document down what happened.

* **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 yourself with all policies and procedures. If you require clarification on any policies / procedures, then please speak to the management team. The policies will be reviewed on a yearly basis.
* These ‘Terms and Conditions’ can be downloaded as a pdf form, and can be filled in prior to your child’s enrollment:  [Terms and Conditions](http://www.littledreamsnursery.com/download/761/)
* ***Please note with your child attending St Edmund s and St Thomas’s’ Nursery, or J.E.Ts this does NOT guarantee your place within the school.***
* ***You will have to follow the Schools Admission Procedure. We do NOT have any influence on your child attending the school.***
* ***Nursery fees are reviewed either half yearly or annually.***