

Smartys Day Nurseries Limited

Laughter, Learning and Lots of Love

**Head office: SMARTYS DAY NURSERY, Lichfield Road, Stone, Staffs. ST15 8QU
Telephone number: 01785 817974**

Welcome to Smartys:

Smartys Day Nursery is a well established family run business with over 17 years experience of providing high quality childcare for hundreds of families across Staffordshire.

We are the largest and only nursery in Stone to be able to provide your child with individually designed environments for all age groups of children in their own unique buildings.

We are open daily from 7:30am until 6:00pm Monday to Friday. We are only closed on bank holidays.

We have 6 locations. Three of our nurseries are located on the Lichfield road in Stone, these are our babies in the bungalow which is a single storey building caring and nurturing 21 babies from the age of birth to 2 ½ years old. Our babies share access to our outdoor play area within our toddler nursery along with going on walks within the local community.

Close by is our toddlers playhouse which is two storey situated in Taverners Drive caring for 32 active fun toddlers from the age of around 12 months to three years, all children here share access to a large fully enclosed outdoor play area and finally our pre-school at Eden court which is also a two storey building with a secure outdoor play area providing a caring and educating environment for 40 children from the ages of 2 to 5 years.

Our new purpose-built sensory nursery called Smartys Little Stars will be opening in May 2014 situated along Tilling Drive in Walton, Stone. Smartys Little Stars will be the only nursery from Smartys to open from 7am until 6pm. Our new nursery will be an innovative and unique purpose-built sensory based baby and toddler nursery, caring for young babies and children from birth to 2 1/2 years of age. They will then be able to make the smooth transition across the road to our Pirehill preschool nursery.

Our sister pre-school nursery is situated within the grounds of Pirehill first school caring for 30 children from the ages of 2 to 5 years. This nursery operates within a classroom environment with its own facilities and secure outdoor play area, this is an ideal choice should you wish to send your children to school at Pirehill First School.

All of our children who attend Smartys are looked after by long serving, fully qualified, experienced and dedicated nursery staff.

So please do come and look around one of our provisions to see why Smartys really is the "SMART" choice for your childcare.

**For more information please phone the baby / toddler nursery number on: 01785 817974,
our pre-school nursery at Eden Court on 01785 288992 or
Our Pre-School at Pirehill nursery on 07896345033**

Our Nursery Fees:

BABY BUNGALOW, LITTLE STARS AND THE TODDLER NURSERY:

These are fixed fees for the year and are based on the number of days each child attends.

These are based on full days 7:30am - 6:00pm

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|-----------------------------|---------|----------------|
| 1 day a week = | £37.50 | |
| 2 days a week = | £74.00 | (£37.00 a day) |
| 3 days a week = | £108.00 | (£36.00 a day) |
| 4 days a week = | £135.00 | (£33.75 a day) |
| 5 days a week (Full Time) = | £165.00 | (£33.00 a day) |

School day (9-3:30) = £31.50

Mornings and afternoons are only available for existing parents = £25.00 each session.

We now have very limited TERM TIME ONLY places available, these are subject to availability. These places and fees must now be discussed individually at the time of the booking.

The fees listed are only for all year round places.

PRE-SCHOOL AT EDEN COURT AND PIREHILL NURSERIES:

These are fixed fees for the year and are based on the number of days each child attends.

Daily rate (730-6) = £36.50

Daily school day rate (9-330) = £29.00

Morning rate (730-1) = £22.75

Afternoon rate (1-6) = £21.75

Fulltime weekly rate (ALL YEAR ROUND) = £172.50

(All of these fees above will need the 15 hours government funding deducting from the figures.)

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The fees listed are only for all year round places.

Fees information continued:

To secure your place with us a deposit of £50.00 is required. For a funded only place then a £20.00 deposit is required. All deposits are non refundable should you not require the place. All other deposits are deducted from your final week's fees when you leave the nursery.

Smartys are eligible to claim nursery THINK 2 government funding for all eligible 2 year olds and for all 3 and 4 year olds that attend the nursery.

Smartys are able to offer discounts for more than 1 child attending the nursery this can be discussed individually before you start.

All fees must be paid in advance on the 1st of every calendar month by standing order unless prior arrangement has been made with the owner; failure to do this will result in a £10.00 administration fee.

All nursery fees are to be paid whilst you are on holiday and if your child is absent from the nursery for any reason, this is to maintain staffing levels and to keep your place with us. Please can we ask that you notify the nursery manager of any holidays or when they are off for whatever reason? Alternatively fees can be paid by cheque, voucher (we do accept most schemes) and cash. (This must be authorised by the nursery first)

Fees will be revised annually on the 1st April each year.

Should you wish to leave the nursery then a written month's notice is required. Your deposit will then be used towards your final month's fees.

Answering the door:

Only senior members of nursery staff will answer the door to all parents. Should it be someone in which, they do not know then the officer-in-charge or the deputy will answer it. Your child's safety is of our up most importance.

Collection of Children:

Should you wish for anyone else to collect your child / children then this is fine however we would require a password to be given if we have not met that person, if we have already met them then we do ask for you to inform us if someone else is going to collect them. Should anyone other than yourselves arrive then we will always make contact with you.

Security of the Nursery:

We have got doorbells on all of our buildings that we ask all parents to use when dropping off and picking up, this is to maintain the safety of all the children in our care. We also have gates at our nurseries that we ask all of you for your full co-operation in closing them behind you when leaving or entering the buildings.

The Nursery Car Park:

We do ask for your full co-operation in using the car parks to there full capacity by parking in all the spaces provided particularly during our busy times of the day. You are able to park outside the two garages by the toddler nursery however we do ask all parents not to park in Taverners Drive where possible.

Administering Medicines and children's illness:

At Smartys we are able to administer medicines. Each child has their own individual medicine diary sheet and this will be completed each day you require them to be given. We are only able to administer paracetamol based (calpol) or prescribed medication.

Should your child be poorly then we do ask you to use your own discretion as to whether or not they should be in the nursery? We would always make contact should your child become poorly whilst with us. We do however ask that if they have a sickness bug then it is our policy to ask you to keep your child away from the nursery for 48 hours to keep the infections to a bare minimum.

Contact numbers for children:

We do ask for all up to date contact numbers to be kept on file and should yours change then please can you let us have them. We do update our details for all parents every year however please can you inform the nursery should they change in the mean time. We cannot express how important it is that we have the correct details for each child.

Our Meals:

All of our food is prepared daily on the premises by our nursery cook. We use fresh and organic produce at all times. We have weekly menus, which are displayed on the menu boards for you to view at any time. We also provide food for weaning stages and for any dietary requirements that you may have. We have achieved the silver healthy eating award and all of our nurseries have been graded 5 stars with the rate my place food agency.

Personal property:

Please can we ask that all parents label all of their children's clothing and belonging's? We would suggest that children do not wear their best clothes to nursery as most of our activities are messy and whilst we try to protect them with aprons accidents do happen!

Discipline within the nursery:

All of the staff working in the nursery are under no circumstances allowed to use any forms of physical punishment or to raise their voices to any of the children in which they are looking after. We have sensitive ways of dealing with children's behaviour. The only exception where physical intervention would take place would be if a child was in danger however you would always be informed of any situations if they occur.

Confidentiality:

Any information, records or data will be kept confidential at all times. Parents may have access to their own child's information but not on any other child. We shall only be able to pass on information to a third party with your prior consent.

Parental involvement and information:

We actively encourage parents to contribute their own skills and knowledge to activities being held in our nursery. We provide a suggestion box in all of our nurseries. We also keep all of our parents up to date with information by displaying information on our parent's notice boards, any forthcoming events will be displayed and letters given out, we hold regular open evenings and parent evenings along with topic and theme letters. All children are given daily report sheets at the end of each day to inform you of their day at nursery.

Policies and Procedures:

All of our policies are working documents; therefore all staff, follow these at all times. They are reviewed on a regular basis and each year. All staff attend regular training sessions throughout the year and all staff members contribute to these documents. These are also available for parents to view and contribute should you wish to.

Education and learning:

We believe that a child's early years should be nurtured and treasured within warm safe surroundings. Our education is delivered through play as we believe that the more fun a child has the more they will learn.

We have an education co-ordinator who has achieved early years teacher status who alongside our other degree qualified staff supports all of our nurseries to ensure that all of the children receive an educated day in a caring and fun way.

All of our children follow the early years foundation stage (EYFS) curriculum, every activity is planned to meet the needs of the individual child. We progress and monitor each child by completing observations and development profiles on each child. These can be shared with you at any time. We complete 2 year progress checks for all of our children aged from 2 to 3 years old. We do ask for parents to advise us when their child's 2 year health check is.

Complaints advice:

Although it is Smartys aim to provide high quality childcare at all times there are occasions when it may be necessary to bring to our attention an area of concern or specific grievance.

We welcome any such matters as it is only by addressing areas of complaint that we can ensure that high standards are maintained at all times.

Any parent's who may have any concerns are always encouraged to contact the nursery staff (This being your child's key worker, room supervisor) who will be more than happy to help you, this may mean referring you straight to the nursery manager where they will speak to you straight away or arrange a more convenient time to discuss your concerns.

The manager will then bring the matter to the proprietor to either be resolved if it has not been done so or to inform them of the parent's concerns.

However there may be occasions when you need to make a more formal complaint in writing.

We will investigate such complaints and report back to you within 28 days.

Should a complaint not be resolved following the above then the parent has the option to take the matter to Ofsted's complaints department.

It is the nurseries policy to review all complaints and to keep an accurate record of these and to ensure that repeated incidents can be monitored, resolved and prevented from recurring.

IT IS SMARTYS AIM TO RESOLVE ALL COMPLAINTS BY HOLDING DISCUSSIONS WITH PARENTS

New Parents Checklist:

Nappies / Pull-Ups, Wipes or cotton wool, any creams to be used where appropriate

Bottle or Sachets of Calpol for all ages please,

Any milk feeds or bottles of milk

Spare change of clothes if appropriate, any comforters (Dummy, teddies or Blanket)

Anything else you feel your child / children will need whilst they are with us.

We hope we meet all of your needs as new parents. Should you feel there are any areas in which can improve our services to you then please do let us know as we value all of your opinions?

Thank you for choosing Smartys to look after your child / children, we look forward to you joining Smartys and hope to make lots of happy memories for you during your time with us.

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