

## Performance Charter

### Our commitment to children, parents and carers

- To ensure a safe and healthy environment where children enjoy and thrive
- To establish and maintain good relationships with parents, children and carers
- To understand and respect the diverse needs of each individual child and their family
- To provide and support well trained, motivated and enthusiastic staff
- To value shared information and encourage involvement and feedback from parents
- To ensure that all children are happy and well cared for
- To provide opportunities for children to freely explore their world, enjoy, learn and develop safely
- To build confidence and self-esteem to ensure children achieve their full potential and build strong foundations they can take through life
- Plan – View – Review

### Environment



Parents praise the staff for nurturing their children and providing an exciting environment with a homely and family feel. (Ofsted 2017)

Kids at Heart 

## The School House Nursery

The Green  
Pannal  
Harrogate  
HG3 1LH

Tel: 01423 873 619



Under the management of

**Julie Shaw**  
Proprietor

**Head Office:** Percy Field, Low Moor Lane, Lingerfield, Knaresborough, HG5 9JB

Tel: 01423 862192

Email: [info@kidsatheart.co.uk](mailto:info@kidsatheart.co.uk)

Website: [www.kidsatheart.co.uk](http://www.kidsatheart.co.uk)

Over the years, you will see your child develop from a baby into a confident pre-schooler and beyond. They will master lots of physical and cognitive skills as well as growing up as part of a loving, caring, sharing group. This is achieved through curiosity, asking questions and trying things out as they explore the world around them.

Your child will enjoy a welcoming, vibrant and stimulating environment at this nursery where individual needs are recognised and nurtured. We are committed to promoting equality and celebrating diversity, supporting all children and families to participate in a healthy state of mind and body.

The friendly, supportive environment is conducive to learning safely, encouraging children to be independent, confident and ready to fulfil their individual interests and developmental needs

We place great emphasis on your child's personal, social and emotional development. By the time your child reaches pre-school, they will be an increasingly independent person with their own positive personality and high self esteem. Within this well supported environment, we feel it is also beneficial to demonstrate to each child, the value of taking turns, sharing, being part of a group and caring for each other.

All our childcare and development is monitored, reflected and evaluated to ensure continuous improvement. This is underpinned by strong partnerships with parents, the local community and other settings your child may attend or will move on to, in order to provide continuity for them.

**Staff are very nurturing and attentive to children's needs. All children settle quickly and become secure in their familiar routines. They are very happy and develop warm and trusting relationships with staff who support their emotional well-being effectively (Ofsted 2017)**

## **Staff**

Our practitioners working with your child are carefully chosen to ensure that they are able to develop positive, lasting relationships that children will remember. Your child will have a Key Person who will work closely with your family to ensure they know your child well and understand their needs, giving them a sense of belonging. They will build a familiar, affectionate and trusting relationship you can rely upon – but at the same time, be good role models for fun, friendship, caring, education and positive behaviour!

**Safeguarding is effective. They supervise children vigilantly and the premises is secure. Robust procedures for recruitment and to ensure the ongoing suitability of staff are implemented well (Ofsted 2017)**

Rigorous interviewing and safeguarding checks are in place to ensure enthusiastic, committed and dedicated staff provide the highest standards of care and learning.

The setting is managed by Jackie Slinger and supported by myself, Julie Shaw, who has a BA Hons in Childhood Studies and Early Years Professional Status along with Hannah Richardson who is the Area Manager who has a BA Hons in Young Children's Learning and Development. All staff are either qualified to Level 2 or 3 in Early Years Care and Education, or are working towards qualifications on site through an external training provider. We encourage and support staff on-going training, but as a minimum, all staff will undertake:

- Child protection / Safeguarding training
- Paediatric first aid training
- Prevent Duty – Safeguarding

## Rooms/Outdoors

Our nursery is welcoming, light and airy, set in a peaceful, rural setting, allowing your child to actively enjoy indoor and outdoor activities all year round. There are 3 stages from babies through to pre-school children and each stage offers your child well-equipped facilities to encourage enjoyable experiences and challenges, both indoors and out.

**The Baby room** has its own outdoor patio area attached to the room which enables your baby to explore new toys and interact with other children/adults or sleep in the fresh air outdoors in a secure environment. Indoors there is also a sleep room / changing room. We strive to work closely alongside parents to ensure we are following your routines for feeding/sleeping patterns and any other special requirements you and your baby may have, to help them to settle in quickly and support their learning experiences.



**The Play Room** has a lovely room with space for imaginative, constructive and musical play. As your child continues to explore and develop their all-round abilities in different areas of learning, there are a wide variety of toys and resources to stimulate and support them. They also have the outdoor play area which allows your toddler the freedom to explore in the safety of the garden, while still allowing them to see their younger friends.



**The Pre-School Room** is fully equipped for the transition between toddler and pre-schooler. Your child is free to choose from the wide range of easily accessible toys and resources which help develop, stimulate and support them as they become increasingly independent. There are opportunities to be creative, use ICT, construction toys, imaginative and musical play as well as sand and water activities. All of this, of course, in comfortable relaxed child friendly surroundings.



There are also the rich learning opportunities in the garden which has different areas of grass, paving and messy play sections. Your child can access these each day as they are supported to take risks and explore in challenging, playful opportunities. Alternatively, they can also enjoy the tranquillity as they sit outside and look at books or dig in our vegetable plot.



## Food – Healthy lifestyle – Chef

A healthy lifestyle is firmly established within the nursery, which involves teaching your child about self-care, making informed decisions and understanding the fundamentals to managing their own health. Our vision of this is to positively promote exercise through physical play as well as great care being taken by our in-house Chef to provide nutritious, well balanced meals each day. Your child will be offered breakfast (depending on the time of your arrival) a choice of healthy mid morning snacks, milk or water and a hot meal at midday. Tea is served from 3.30pm onwards and water is available at all times throughout the day. Babies' meals are adapted and individual diets are catered for. Our menus are seasonal and copies of menus are available for parents to see. We are committed to helping to combat tooth decay in all children so this means that our meals, snacks and drinks are carefully chosen to ensure that they do not contain hidden sugar (where possible). Desserts are served to your child amongst other options, however, fruit is always available as another healthy option. Wholemeal flour, brown rice and wholemeal pasta is used when possible.



Children follow good hygiene routines and learn about the benefits of healthy eating and exercise (Ofsted 2017)

## **The Early Years Foundation Stage – Principles into Practice**

A well balanced Early Years Foundation Stage framework ensures that all the areas of learning and development are incorporated based on the 4 themes. These four **Themes** express important **Principles** underpinning effective practice in the care, development and learning of young children. Each **Principle** is supported by four **Commitments** which describe how the Principle can be put into practice. The four Principles are:

**Unique Child** – Every child is a competent learner from birth who can be resilient, capable, confident and self assured.

**Positive Relationships** – Children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person.

**Enabling Environments** – The environment plays a key role in supporting and extending children's development and learning

**Learning and Development** – Children develop and learn in different ways and at different rates and all areas of Learning and Development are equally important and inter-connected.”(Early Years Foundation Stage framework - Principles into Practice)

Together we would like to ensure your child is supported to reach their full potential – indoors and outdoors. Putting all of the above principles into practice

Each stage of your child's development is recorded and used to plan for their next steps. Photographs and observations are recorded on Tapestry which is an online learning journal which helps nurseries and parents record, track and celebrate children's progress in their Early Years education. On Track assessments will be available for you to pass on to school. This link with the school also helps to effect a smooth transition for your child from Pre-school.

Staff are committed to professional development and access a range of training opportunities to further enhance their knowledge. This has a positive impact on the outcomes for children. The manager monitors children's learning carefully to help identify any gaps in their development. (Ofsted 2017)

Children's self-esteem is boosted as they are praised for their efforts, achievements and positive behaviour. (Ofsted 2017)

## **Settling In**

### **How can we work together to help your child with settling in and transitions?**

It is our aim to ensure all children are given the opportunity to settle into Kids at Heart in their own time to accommodate for their individual needs. We work in partnership with parents and carers to encourage a positive start in this new environment.

Approximately one month before your child starts nursery, arrangements will be made for some free settling in sessions so that your child can familiarise him/herself with the nursery, the staff and the children.

The amount of introductory sessions needed will differ to accommodate the individual needs to the child and cater for parents attachment needs.

During the first few settling in sessions, parents / carers may stay until their child feels settled and are comfortable leaving.

Upon starting nursery, your child will be allocated a key person with whom they will form a strong bond / attachment and this will help them feel safe and secure while at nursery.

### **The Role of a Key Person**

Children need to build strong relationships with their carers, this allows them to feel secure, explore their environment and take risks with confidence knowing that a trusted adult is nearby to support their learning, present new challenges in a safe environment, and offer praise and encouragement which will build confidence and self esteem.

A Key Person is chosen to both match your child's attendance pattern to provide continuity of care and development but is also dependant on a natural bond that your child develops with a particular member of staff. They will be very interested in your child's likes / dislikes, routines and family life so that they can plan learning opportunities to cater for his / her individual needs and then add photographs, observations and personal achievements into his / her online Learning Journal.

The caring and nurturing staff help children to feel emotionally secure. Children settle quickly at the start of the day and immediately find friends and activities to enjoy. (Ofsted 2017)

## What is Tapestry?

Tapestry is an easy-to-use online learning journal which helps nurseries and parents to record, track and celebrate children's progress in their early years education.

Our nursery is fun packed with many different educational play activities from mud kitchens, willow dens, story sacks to creative work. Each child will have their own unique online learning journal within this software package, allowing us to capture and share these experiences as well as monitor development and learning.

This software package is a safe and secure application with its own web address specifically for The School House Nursery, Kids at Heart.

Unique access codes for each individual child will be provided to allow you to view your child's progress online as it is recorded.

This will allow you to view photos and observations, as well as comment and give personal feedback on your child's development and activities throughout the day, helping to build on the home/nursery link.

The children concentrate on the Prime and Specific areas of the EYFS (Early Years Foundation Stage Framework) and are observed on the Characteristics of Effective Learning, which shows how a child engages with other people and their environment.

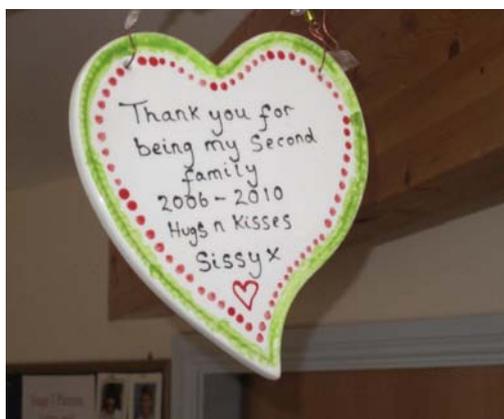
All children make good progress which helps to prepare them well for their next stage in learning or school. Children are confident, keen and enthusiastic learners who enjoy exploring the wide range of activities available to them (Ofsted 2017)

It's always sad when the time comes to say goodbye to children as they leave to go to school – but we consider it a privilege to be part of their early years, to see them develop and grow into great little people. We hope they will come back to see us, even if it is just to pop in to say hello and let us know how they're doing. Please feel free to do the same – visitors always welcome!

Thank you for taking the time to read about our nursery. We hope to welcome you and your family to visit us soon.

Julie Shaw  
General Manager

Jackie Slinger  
Nursery Manager



## Frequently asked questions:

**How long has Kids at Heart been established?**

The School House Nursery in Pannal has been operating since 1995 and Woodlands Kids' Club opened in the same year. Nidderdale Nursery (in Knaresborough) has been operating since 1994

**Are you Ofsted registered and what does this mean?**

All our settings are registered separately as required by Ofsted. The purpose of the Ofsted inspection is to identify strengths and weaknesses so that we, as providers, can improve the quality of educational provision and help children achieve the Early Learning Goals for children's learning on entering compulsory education. It is also to assure parents and the public that the nursery education funded by the Government is of an acceptable quality. Currently this allows 15 / 30 hours of funded entitlement (subject to eligibility) for all children from the term after their 3<sup>rd</sup> birthday. This entitlement is applied term time only.

**Do you accept government funding for 2, 3 and 4 year old children?**

We accept funded 2 year old children providing they meet the criteria and are in receipt of a 'Golden Ticket' .This offers a maximum of 15 hours of weekly universal funded entitlement (depending on availability) this is applied term time only.

For eligible 3 and 4 year old children, we offer 15 universal hours per week with up to an additional 15 hours of extended entitlement per week (where eligible) This funding is applicable the term after their 3<sup>rd</sup> birthday, (depending on availability). These entitlements are currently only applied term time only as we do not currently offer a stretched entitlement, however we are able to make your monthly payments equal each month (per term) by spreading your payments (as an agreed amount) to allow flexibility of budgeting throughout the year. If you were to leave, increase or decrease your sessions within any term, the fees would be pro-rata'd and re-calculated. This allows the flexibility of changes to your sessions if required.

Children must be in attendance at the point of 'Headcount Week' to ensure we can claim a funded entitlement for that term. The dates vary throughout the year and we will inform you of this when you apply for a place with a funded entitlement. Fees are payable in advance on 1<sup>st</sup> of each month for all children, including those with a funded entitlement. The funded entitlement hours are 'free' however parents are asked to pay for all additional services that are not covered by the funded entitlement. Please ask us for more details on how we calculate our pricing structure for this.

**What times do sessions run?**

The School House Nursery is open from 8am to 6 pm with sessions running up to, or from, 1.00 pm.

**Is the nursery open throughout the year?**

The nursery is open 51 weeks of the year. We are closed for the week between Xmas and New Year, Public Holidays and weekends

**Can I book extra sessions if I need more care?**

Yes, we will do our best to provide extra sessions, subject to availability

### How many children and carers are in each room?

Each room is different and following initial Ofsted guidelines, the numbers of children are determined by the floor space and the age of the children. The number of carers will be determined by the amount and age of children. Our minimum staff:child ratios requirements are as follows:

0-2 years 1:3

2-3 years 1:4

3-5 years 1:8

Where there are children with additional needs, staff to child ratios will be increased to appropriately meet the particular needs of these children. In calculating ratios of staff to children, students on placement will not be counted although they may be involved as occasional helpers within the group as part of their training.

### Will my child have the same Nursery Practitioners each session?

The nursery has a team of Practitioners working together with the Nursery Manager. The teams are carefully put together to ensure a diverse range of qualifications, experience and personalities. Key Persons within the team are appropriately matched to the children with regard to days they both attend

### How are staff selected/screened/trained?

Rigorous interviewing and robust safeguarding checks made through the Disclosure Barring Service (enhanced DBS) are carried out for each new member of staff. Julie Shaw, Hannah Richardson and Jo Hammond (Head Office HR Co-Ordinator and Administrator) have all completed a course in 'Safer Recruitment' to ensure measures are met relating to child protection and the screening at recruitment and job offer stage. All staff are qualified or working towards a childcare qualification as well as on-going internal and external short courses. All staff work under the guidelines of written policies and procedures to ensure consistency, high quality and safety standards. Policies and Procedure manuals are available for inspection in reception at any time. Our policies and procedures are reviewed annually and are updated more regularly if required. Staff are given such policies on a monthly basis to ensure they are kept up to date with any changes

### Are all staff qualified and/or experienced?

All staff are qualified, or working towards a qualification, in childcare. Staff are also trained in Child Protection, Paediatric First Aid and Prevent as a minimum. We strongly encourage and support all staff training and have staff trained from NVQ/Diploma level 2 in Early Years Childcare and Education, up to post graduate Early Years Professional status.

### Do you update me on my child's progress?

Observations and assessments are carried out on your child on a regular basis to ensure that they are working towards, meeting or exceeding the Early Learning Goals. These observations provide the next steps in our planning for your child's development. Our online learning journal (Tapestry) enables us to track and celebrate children's progress in their Early Years education. Parents are also able to view, like and comment on observations as they are added to their individual child's journal.

### How often do the children go outside?

Every day – whenever possible. We believe strongly in a healthy lifestyle which includes fresh air and exercise, and that includes babies through to Pre-school children. We ask you to bring wellies, warm waterproof coats, hats and scarves – although we also have a selection of waterproofs, wellies and sun hats available. Curiosity is a key disposition for learning that we want to foster in young children. Within our secure garden environment, curious children, from a very early age, explore the world around them through touching, smelling, listening and looking. Through asking questions and trying things out, children make sense their world and develop their skills as independent learners. We aim to provide them with opportunities to find out about themselves, significant people in their lives, their immediate environment and the natural and man-made world.

### What's included in the fees?

Nursery care, meals (breakfast, hot lunch and tea where applicable) and snacks and drinks. For children with a funded entitlement, additional services such as non funded hours, all meals, snacks, drinks, admin, baby wipes, forest school type activities, waterproofs, wellies, baking equipment, ingredients etc (this is not an exhaustive list) are a chargeable cost, however this will never exceed the cost of our daily session rate that we charge for non funded children.

### What else do I need to bring?

You will need to provide nappies, formula milk (if appropriate) Please also ensure your child has an appropriate coat. We provide spare clothes, wellies and sun hats, however, if you would prefer to use your own, feel free to bring those too.

### Do the children come in for an introductory session before they start?

The Nursery Manager will contact you to arrange introductory sessions before your child's start date. This will give you and your child the opportunity to come into the nursery a few times for an hour or two to familiarise yourselves with the carers and the new environment and it will also allow you to sit down with your child's Key Person to share information about your child's developmental stage, routine, personality, likes, dislikes, allergies etc that may require a care plan.

### What happens if my child needs to sleep during the day?

Each room has sleeping arrangements and we will follow your routine as closely as possible. The babies and younger children use the room, the older children join the toddlers in their quiet room for a chance to recharge their batteries.

### What's the menu like?

The menus are carefully drawn up to ensure nutritious, well balanced meals which the children will enjoy. The menus are seasonal to ensure as much fresh produce as possible. Babies' meals are adapted from the main menu and individual diets are catered for wherever possible. We want to help to combat tooth decay in all children and endeavour to avoid hidden sugars in food and drinks where possible. Although we have delicious desserts as a treat, there is always yoghurt and fruit healthy options available.

## Help with fees?

Many families are entitled to help with nursery fees. For more information, contact Childcare Choices or Family Information Services. You may be entitled to access help with childcare costs through Employer Supported Childcare, Childcare Vouchers, Tax Credits or Universal Credit, all of which we are registered with. Tax Free Childcare is open to all qualifying parents. Visit Childcare Choices for more information. This is a scheme whereby you can get up to £500 every 3 months (up to £2000 a year) for each of your children to help with the costs of childcare. This goes up to £1000 every 3 months if a child is disabled (up to £4000 a year) If you get Tax-Free childcare, you'll set up an online childcare account for your child. For every £8 you pay into this account, the government will pay in £2 to use to pay your provider. You can get Tax-Free childcare at the same time as 30 hours funded entitlement if you're eligible for both. We accept 2 year old funded entitlement and offer up to 30 hours funded extended entitlement for 3 and 4 year old children. (providing the criteria is met and a nursery space is available) Please ask for more details. We also offer 10% sibling discount when 3 full days or more are booked for each child (this does not apply when your child gets a funded entitlement)

## How do I know what my child has been doing?

Babies and toddlers who attend will be given a written daily report sheet detailing sleep, feed times and nappy changes; reports for Pre-School will be verbal. Staff from your child's room will be available at the beginning and end of each session to tell you about your child's day. Each child will have their own unique online learning journal within the 'Tapestry' software package that we use, allowing us to capture and share your child's experiences as well as monitor development and learning.

Monthly newsletters are sent out by email giving details of what's happening in nursery and what's coming up. These are also available to collect from nursery. Parents' are invited to come into nursery to enable you to discuss your child's progress with their Room Head or Key Person. However, senior staff are available on a daily basis, or an appointment can be made for a more comprehensive discussion.

We believe that an open access policy is the best way of encouraging participation with parents. Parents are welcome to view the policies and procedures file at any time. They are also welcome to see the records kept on their child, but as this would require withdrawing a member of staff from their usual duties, arrangements should be made in advance to ensure staff availability. We welcome the opportunity to share your child's learning with you.

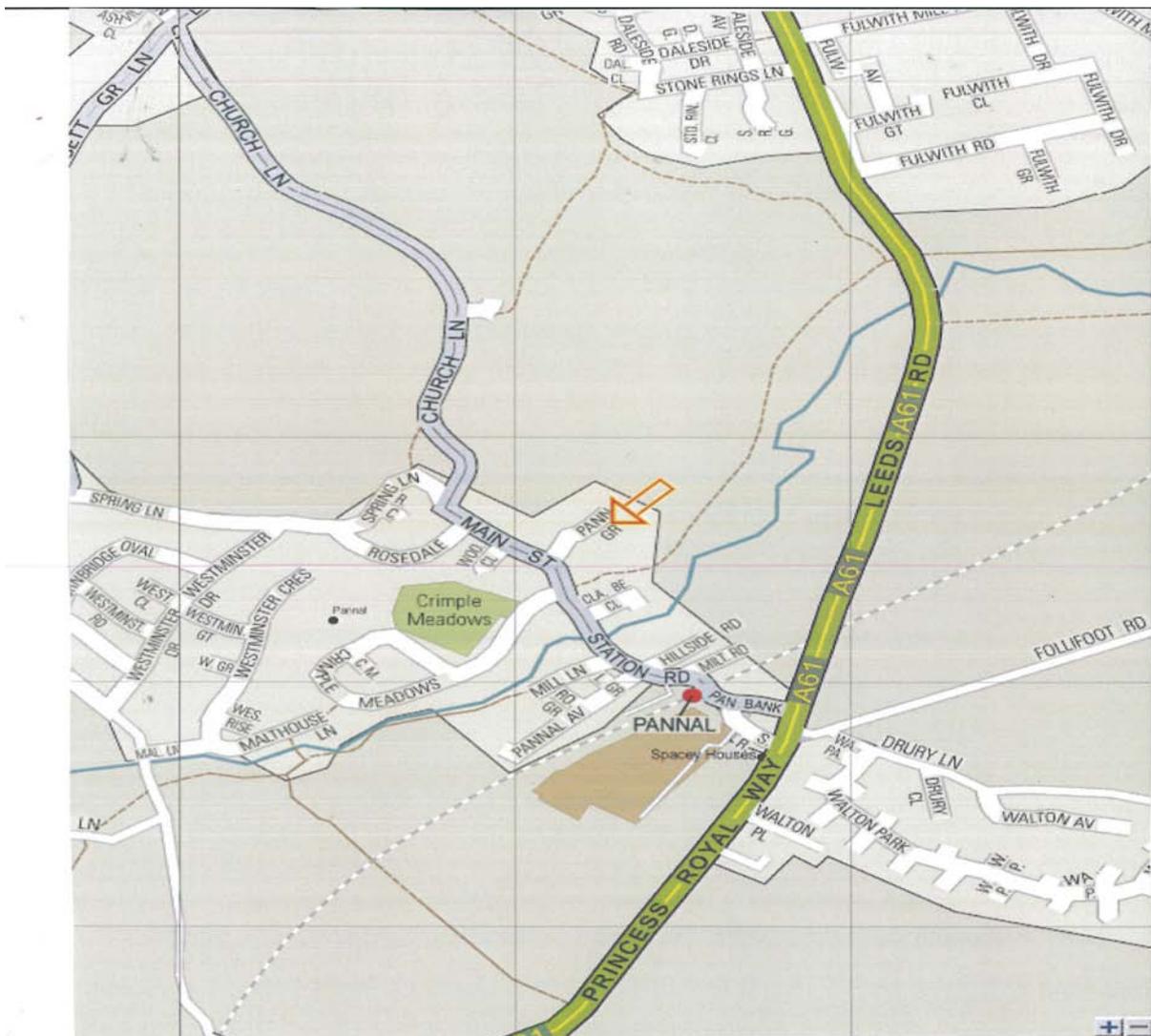
# Kids at Heart



## How to find us

**The School House Nursery  
The Green, Pannal  
Harrogate  
HG3 1LH**

**Tel: 01423 873 619**



# The School House Nursery

## Application for Nursery Placement

Nursery places will be offered subject to availability and will be offered on a first come first serve basis.

Your data will be collected as part of processing your child's nursery place .

If you subsequently do not agree to be contacted by the company please advise.

Name of Child(ren)			
Date of birth		Expected date of birth	

Parents name			
Home Address			
Postcode		e-mail	
Telephone Number		Mobile	

Please mark below sessions required.

A.M. sessions run from 8.00 a.m.– 1.00 p.m.

P.M. sessions run from 1.00 p.m. – 6.00 p.m.

I require a full-time place

	A.M.	P.M.
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Requested commencement date
-----------------------------

Upon receipt of this application you will be sent a Childcare Agreement form, Conditions of Placement form and an invoice for our registration fee of £35.00 along with your first months full fees (these payments are non-refundable should you later decide to not take the place)

These must be returned along with the payments to secure your nursery place. If these are not returned within 7 days, your place may be offered to somebody else.

Please sign below to acknowledge our booking criteria

**Parent Signature**

**Date**



Complete a Nursery Application Form, giving your child's details and preferred sessions and return to us along with the registration fee of £35

## **Step 2**

We will contact you to confirm whether your preferred sessions are available or to discuss any alternative sessions.

## **Step 3**

We will post out a Childcare Agreement and Conditions of Placement form and an Admission form, along with details of the amount for your first full months fees to be paid to secure the place. Once the forms have been signed and returned along with the fees paid, your nursery place is then confirmed.

**All starter paperwork must be returned before your child's first trial/introductory session.**