



PHOENIX
EDUCATION
DAY
NURSERY

PROSPECTUS

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Welcome



We offer full and part time day care for children aged 3 months to 5 years as well as a holiday club for children aged 4 to 11 years.

We are open Monday to Friday from 07:30 to 18:00 hrs, 51 weeks per year, closing only for the week between Christmas and New Year.

We are extremely proud of the quality of care we offer. Our nursery is light and spacious with a large outdoor play area which we use rain or shine. It is a welcoming environment for children where they can be relaxed, happy and safe.

As a parent, you can be assured that your child will enjoy a wide range of stimulating activities and learn the social skills that they need to progress into independent and confident individuals.



With us, children develop relationships with both carers and other children through play and learning. All children are allocated a 'key person' who not only provides the love and attention they need, but also continuity in the care they receive and constant monitoring of their development and progress.

Staff give individual attention and time to each child, they listen to them and treat them with equality, respect and compassion. We aim to make each child feel special.

We would love to show you around our nursery. We don't require that you make an appointment to come and visit us and meet our staff, please just turn up and see us as we are. We think you'll love our nursery and its open and welcoming atmosphere

Caring for each child, sharing in their future

We, the staff of Phoenix Education Day Nursery, aim to provide, in partnership with parents, a safe and secure environment wherein the social, emotional, cognitive and physical needs of children will be met.

We strive to foster positive attitudes towards learning through engagement in creative play and opportunities designed to stimulate interest and imagination. By celebrating the individuality of every child and simultaneously recognising their differing needs, we intend to create a nurturing educational context within which all children may achieve their full potential.

Care Environment

Puffling & Puffin Rooms 3 months to 2 yrs

Two bright rooms that are friendly and nurturing areas for your baby to explore. Toys and resources are accessible for children to self-select and we offer a variety of activities from baby gyms and walkers to messy craft, soft play, music, dance, story time and sensory fun. A cosy open plan sleep area ensures full supervision at all times.



There is a focus on encouraging communication & language and physical development as children start to find their feet and are able to explore and grow in confidence as they progress through these two rooms.

Regular access to our large garden is always exciting!

Penguin Room 2 to 3 yrs

A creative environment enabling your child to explore and build on their independence. This room offers ever changing activities to stimulate and enhance their imagination and creativity.



During your child's time in this room they will become more independent and show increased confidence in themselves and start to form relationships. At this stage children will progress from nappies to toilet and we will work alongside you during this transition.

Parrot Room 3 to 5 yrs

A large open plan exciting area with access to the nursery garden that is active and fulfilling for your pre-schooler. There is a wider focus on developing areas of learning such as maths, understanding of the world and expressive arts & design.



Activities keep your child busy with role play, construction, mark making and music & movement. Children are encouraged to be inquisitive and their relationships with friends will grow, enabling them to learn and develop the social skills needed for a smooth transition to primary school.

Outdoor Areas



Our large gardens are accommodating for all age groups with both grass and Astroturf for outdoor play in all weather. We have a large outdoor mud kitchen, nature area, bikes and scooters, chalk boards, vegetable patch and plenty of space for free play. We also have an areas dedicated to the use of younger children.

Staff

We pride ourselves on having a high quality team of dedicated staff, most of whom hold an NVQ Level 3 childcare qualification and are fully and continuously vetted as suitable to work with children. Many staff also hold food hygiene and paediatric first aid certificates. We have a low staff turnover which is important when children form close bonds with their key person. We have a good mix of young and mature staff who work together to create a happy atmosphere.



From left to right

Laura Hill – Nursery Manager

"I have worked here at Phoenix since it opened in 2005, giving me over 17 years' experience of working within a nursery. I have a BTEC National Certificate in Early Years and Advanced Level Apprenticeship in Management. Most importantly I have plenty of experience in looking after children, having 3 young boys of my own."

Johanna Smith – Deputy Manager

"I also have over 17 years' experience of working within the childcare profession, having been a registered child minder for 8 years, then moving on to become Baby Room Leader and subsequently Deputy Manager here at Phoenix. I have a BA (Hons) in Early Childhood Education & Care. I also have 3 children of my own and 4 grandchildren."

Maria Currey – Nursery Manager

"I have worked for Phoenix since 2001 and joined the nursery here at its current site in 2005 as the manager with Laura. I have a BTEC Diploma in Advanced Nursery Management and I am a qualified NVQ Assessor. Outside of nursery I have 2 young girls to keep me busy."

Learning



The Early Years Foundation Stage (EYFS) is how the Government and Early Years professionals describe the time in your child's life between birth and age 5. It is a framework setting the standards for learning, development and care for children during this period. During your child's time with us we will nurture and record your child's development and milestones using this framework.

We use 'ParentZone' an innovative smartphone app where you can log on or enable real time notifications to see what your child has been doing and see pictures and descriptions of their progress. You can even add your own comments and photos and communicate directly with your child's key worker. You will never miss a moment of your child's progress and you will be able to see what they enjoy doing most.



Meals



Our experienced cook offers a healthy and well balanced menu, prepared daily from fresh produce. We do not add salt or sugar to our food and we can cater for most special dietary requirements including vegetarians and most allergies. Your child's full dietary requirements will be discussed during your settling in session, when we will discuss your child's needs fully and complete a thorough care plan.

We follow the Children's Food Trust 'Eat Better, Start Better' guidelines, promoting health and wellbeing from

weaning and beyond. We fully support you in the process of weaning your baby and they will have food from our menu pureed, or an alternative cooked separately if it is unsuitable.

Below is an example of a typical day here at nursery:

Breakfast	07:30-09:00	Selection of cereals and/or toast.
Snack	10:00	Fresh fruit or salad sticks, breadsticks, dips, dried fruit.
Lunch	11:30-12:00	Freshly cooked hot meal cooked on site.
Snack	14:00	Fresh fruit, rice cakes, crackers, cheese.
Tea	15:30-16:30	Freshly prepared meal e.g. jacket potatoes, soup, crumpets.

We provide first stage infant formula milk for babies under 12 months. We do ask that you supply 'follow on' formula milk if you wish your child to have this.



A School Food Trust project to support young children and their families to cook and eat well





Phoenix Education Day Nursery Menu Spring & Summer Menu



Week 1

Vegetable & lentil lasagne with
carrot & cucumber side salad

Orange sorbet

Selection of finger sandwiches &
fresh seasonal fruit

Chicken casserole with garlic &
rosemary roasted potatoes &
steamed broccoli florets

Zingy lemon cheesecake

Pitta bread pockets with a selection
of fresh fillings
Yoghurt with banana slices

Roasted vegetable pasta bake with
fresh salad

Banana, strawberry & marshmallow
kebabs with chocolate dip

Cucumber & carrot sticks with
cheddar cheese & crackers
Shortbread & fruit fingers

Homemade fishcakes with brown
rice & mixed vegetables

Summer berries with Greek yogurt

Mediterranean couscous with mixed
peppers
Sultana sponge

Pan-fried lambs' liver & bacon with
creamy mash, green cabbage &
gravy

Peach flan with cream

Baked beans on wholemeal toast
Fresh melon & blackberries

Week 2

Baked fish with a herb crust,
seasoned potato wedges and
garden peas

Sliced pears with chocolate sauce

Cheese & ham rolls with fresh salad
fromage fraise

Bacon & mushroom 50/50
wholemeal/white pasta with tomato

Strawberry mousse

Toasted crumpets with butter
Apple & pear slices

Mild vegetable curry with courgettes
& white rice

Banana meringue & cream

Tuna & sweetcorn pasta salad
Jam tarts

Creamy kale & mixed mushroom
tagliatelle

Chocolate courgette cake with
natural fromage fraise

Salad batons with hummus & pitta
fingers
Malted fruit loaf with butter

Minced beef cobbler with herb
scones, mixed vegetables & gravy
sauce

Mixed berry trifle

Toasted teacakes with butter
Fresh Satsuma slices

Week 3

Cheesy pasta penne with salmon &
dill

Strawberry cheesecake

Vegetable crudites and flat breads
with cream cheese dips
Melon slices

Vegetable & chicken Fajitas with a
spinach, tomato & avocado salad

Fruit cocktail medley with custard

Fruit scones with butter & jam
Sliced grapes & banana

Spaghetti Bolognese with 50/50
wholemeal/white spaghetti

Eton Mess

Cheese, ham & salad wraps
Chocolate brownie slice

Coriander chicken with couscous &
steamed broccoli florets

Orange jelly & mandarins

Seafood sticks, wholemeal bread &
cucumber with seafood dip
Fruity yogurt

Potato, cheese & spinach bake
with diced carrots and sweetcorn

Mango sorbet

Toasted muffins with butter
Fruit shortcake & fromage fraise

Week 4

Toad in the hole with creamy mash
& steamed green cabbage

Peach melba

Summer salad and crusty bread
Yoghurt with banana slices

Pea & mint
wholemeal spaghetti with side salad

Sliced banana and custard

Selection of finger sandwiches &
fresh seasonal fruit

Chorizo & chicken paella with sugar
snap peas

Raspberry ripple mousse

Crumpets with cucumber sticks &
cherry tomatoes
Jam tarts

Macaroni cheese with garden peas
and leeks

Pancakes, syrup & vanilla ice cream

Mexican rice & bean salad
Melon & apple slices

Mackerel & tomato fishcakes with
brown rice & green beans

Ice cream roll

Selection of finger sandwiches &
fresh seasonal fruit

Eat Better
Start Better



Public Health
England



Phoenix Education Day Nursery Autumn & Winter Menu



Week 1

Tuna and sweetcorn wholemeal pasta bake with garlic bread
Raspberry ripple mousse
Baked beans on wholemeal toast
Fresh fruit & fromage fraise

Quorn & vegetable potato pie with steamed cabbage and gravy
Banana slices with banana angel delight
Toasted buttered crumpets & salad sticks with fruit sponge

Beef and vegetable casserole with couscous
Orange jelly with mandarin segments & cream
Crackers, cheddar cheese and cucumber with melon pieces and fruit thins

Chicken supreme with vegetable rice
Eve's pudding & custard
Vegetable soup & warm crusty baguette
Apple slices and jam tarts

Vegetable & lentil lasagne with Side salad
Warm pancakes with golden syrup and cream
Fruit scones with jam
Milk and banana pieces

Week 2

Spaghetti Bolognese with 50/50 wholemeal/white spaghetti 'hidden vegetable' sauce
Pears and chocolate sauce
Jacket potatoes with tuna or cheese
Apple pieces & fruit yoghurt

Home made fish pie with garden peas
Semolina and prunes
Warm vegetable wholemeal wraps
Banana slices and shortbread

Caribbean mango and coconut curry with rice
Sticky toffee pudding and custard
Creamy cheese pasta
Grapes and fromage fraise

Lamb cobbler and herb scones with carrots
Fruit flan and cream
Selection of finger sandwiches
Lemon cake & orange segments

Tuna and butter bean pie with green beans
Creamy rice pudding and jam
Toasted buttered teacakes, melon slices & strawberry jelly

Week 3

Three bean chilli con carne with rice and tortilla chips
Strawberry cheesecake
Toasted fruit loaf with butter
Fruit salad and yogurt

Chinese chicken with noodles and prawn crackers
Pineapple upside down cake and custard
Sandwich selection,
Fruit salad and strawberry mousse

Butternut squash and macaroni cheese bake
Fruit trifle
Homemade vegetable soup with bread and butter
Fruity malt loaf

Gnocchi, spinach & mozzarella bake with carrot salad
Chocolate courgette cake & ice cream
Toasted buttered muffins,
Banana smoothie & shortbread fingers

Roasted gammon, herbed potatoes and roasted vegetables
Bananas with meringue and cream
Buttered crumpets,
Fruity flapjack & apple pieces

Week 4

Toad in the hole, creamed potatoes and garden peas
Peaches and cream
Toasted cheesy muffins,
Sultana sponge and fromage fraise

Lasagne with fresh salad
Fruit cocktail and yogurt
Jacket potatoes with tuna or cheese
Fresh Fruit smoothie

Sicilian squash and chickpea stew with wholemeal couscous
Chocolate and beetroot sponge with chocolate custard
Selection of finger sandwiches
Pears and yogurt

Mackerel fishcakes and mixed vegetable rice
Mixed berries with Greek yogurt
Creamy chicken soup with crusty bread
Pineapple chunks and oat biscuits

Creamy turkey casserole with fluffy dumplings & steamed cauliflower
Apple and sultana crumble
Tomato pasta with garlic bread,
Fromage fraise

Eat Better
Start Better



Public Health
England

Fees

We are open Monday to Friday 07:30 to 18:00hrs, 51 weeks per year, closing for the week between Christmas and New Year and all bank holidays.

We require a one-off registration fee of £75 to secure a place for your child. This fee secures a space for your child on your chosen start date, a full settling-in plan and registration onto our ParentZone software.

Our prices are fully inclusive of all meals and formula milk. We offer the following choice of sessions and require that you select a minimum of 10 hours per week (you can bring and collect your child any time during each session that you have booked):

	Times	Duration	Cost (All Ages)
Full day	07:30 to 18:00	10.5hrs	£53.50
Morning session	07:30 to 13:00	5.5hrs	£36
Afternoon session	13:00 to 18:00	5hrs	£36

1. Calculate your standard monthly charge as follows:

$$\frac{\text{Total weekly fee} \times 51 \text{ weeks per year}}{12 \text{ months per year}} = \text{your monthly charge}$$

2. Apply the following monthly deductions if applicable, in order:

- 2yr old 15hrs funding (provided free for 38 weeks of the year) please ask for details.
- 3/4yr old 15hrs funding applicable to all children (£197.60 monthly reduction)
- 3/4yr old 30hrs funding applicable to eligible children (£395.20 monthly reduction)
- 10% sibling discount to the eldest child if siblings attend
- 5% discount for full time placement

Please be aware that when claiming your 38 weeks of government funding for 15hrs and 30hrs through us, that your claim is stretched over the 51 weeks that we are open, and so the difference that you pay is comprised of care provided outside of the 38 weeks of term time and an additional Quality Premium. By allowing us to claim the funding for you, you are agreeing to pay the fees quoted. Please refer to our terms and conditions.

All fees are payable in advance by standing order to reach the nursery's account by the 1st of the month. We accept all forms of childcare vouchers and tax free childcare payments as full or part payment of fees.



Please visit childcarechoices.gov.uk to check the options available to you to reduce your childcare costs. This includes your eligibility for 'Tax Free Childcare' and any funding entitlement.

Registration Form

A non-refundable registration fee of £75.00 is required along with this completed form to secure your child's place and guarantee the start date that you require. You will receive a Parent Information Pack telling you everything you need to know about bringing your child to nursery, and be offered two 'settling in' sessions each lasting 2 hours. You will also be introduced to your child's keyworker and registered onto our ParentZone software.

Child's name: _____

Date of birth: _____

Parent/Carer name(s): _____

Home address: _____

Post Code: _____

Telephone: _____

E-mail: _____

Start date required*: _____

I/we wish to register my/our child for the following sessions (please tick as appropriate and ensure you select sessions amounting to a minimum of 10hrs per week):

	Monday	Tuesday	Wednesday	Thursday	Friday
Full Day (10.5hrs)					
Morning Session (5.5hrs)					
Afternoon Session (5hrs)					

I/we apply for a place at Phoenix Education Day Nursery.

I/we enclose a non-refundable registration fee of £75.00 to secure a place.

I/we have read, understand and accept the Terms and Conditions.

I/we understand that the setting will hold, process and may share personal data under GDPR with essential third parties such as the local authority, healthcare professionals and other educational providers.

Signature of Parent/Carer: _____

Date: _____

****I/we understand by signing that a place will be reserved and fees will become due from the start date given.***

For office use only:

- ☐ Registration fee
- ☐ Welcome email
- ☐ Connect registration
- ☐ Birth certificate
- ☐ Parent Info Pack
- ☐ ParentZone invitation

Terms and Conditions

We ask that you sign to confirm your acceptance of the following Terms and Conditions. By signing, you also indicate acceptance of our policies. These are available to view in our reception area and are reviewed and updated regularly.

1. Arrivals and collection

- 1.1 You may arrive at any time during the session that you have paid for.
- 1.2 You must collect your child by the end of the session that you have paid for. Any parent arriving after the end of the session that they have paid for will be charged an initial fee of £25 for late collection up to and including the first 10 minutes, followed by £5 per five minutes or part thereof. This fee is payable to the member of staff on duty at the time.
- 1.3 If you wish a person other than a parent or main carer to collect your child you must provide prior written permission of this arrangement and a password, mutually agreed between the parents/carers and this must be used upon each collection. We may require proof of identity. If we are not reasonably satisfied that an individual is allowed to collect your child, we will not release the child into their care.

2. Absence and illness

- 2.1 You must inform the nursery if you do not intend to bring your child in for a session that you have paid for e.g. due to illness or holiday. You must inform us as far in advance as possible of any dates your child will not be attending.
- 2.2 If your child is ill you must not bring them into nursery. Following any of the following symptoms children must be kept at home for a minimum of 24 hrs before returning to nursery: sickness and/or diarrhoea, eye infections or elevated temperature.
- 2.3 In cases of Impetigo and chicken pox, we require that the infected area or blisters are dry before returning to nursery.
- 2.4 If you bring your child to the nursery and in the opinion of the manager, your child is not fit or is too unwell to remain at nursery, you will be asked to collect your child immediately. Whether your child can remain at nursery is entirely at the manager's discretion.
- 2.5 If your child becomes ill whilst in our care, we will endeavour to inform the parent/carers as soon as possible. With your permission, a trained member of staff may administer one dose of paracetamol suspension (Calpol). Should your child remain unwell and/or a high temperature persists, you will be required to collect your child.
- 2.6 Prescription medication will be administered at the discretion of the manager. Prescription medication must be clearly labelled with dosage instructions and the name of whom it has been prescribed for.
- 2.7 You must ensure that staff are informed of any medication you wish to be administered to your child. You must complete and update the necessary forms on a regular basis to give permission for this.
- 2.8 You must immediately inform us if your child contracts a contagious disease. You must not bring your child into nursery if they have contracted such a disease; this is for the benefit of other children within the nursery.
- 2.9 All accidents occurring at nursery will be reported on an accident form. You will be required to sign this form detailing the events upon collection of your child. Please refer to our accident policy for further information.

3. Confidentiality

- 3.1 We will take precautions to preserve the confidentiality of information relating to parents/carers and children. We do however have a legal obligation to report to the necessary authorities, any instances where we consider a child is at risk e.g. through neglect or abuse. We may report such information without your consent and without informing you.

4. Payment of fees

- 4.1 Your fees are payable monthly in advance by standing order to reach the nursery's account by the 1st of the month. You need to allow at least 3 working days from the money leaving your account to reach the nursery's account in time.
- 4.2 We calculate the amount payable by you each month by multiplying your weekly fee by 51 and dividing the total by 12. This gives 12 equal monthly payments.
- 4.3 You are not charged for the period that the nursery is closed between Christmas and New Year.
- 4.4 No refund is given for times when your child does not attend the nursery for example due to holiday or illness.
- 4.5 The nursery is closed on all bank holidays and no refund is given for these days.
- 4.6 We may review our fees at any time and shall inform you of the revised amount at least one month in advance of them taking effect. If you do not wish to pay the revised fee you may end this agreement by providing one month's written notice.
- 4.7 Payment of fees is via cash, card payment or standing order only. Cheques are not accepted.
- 4.8 You may pay all or part of your bill using childcare vouchers. It is your responsibility to ensure that payment or part payment of your fees through this method reaches the nursery's account by the 1st of the month.
- 4.9 If you request extra sessions at short notice, the extra fee is payable immediately by cash or card payment to the manager.
- 4.10 If you fail to make payment in full by the due date we reserve the right to charge an interest rate of 2% above the base rate for every day that the invoice remains unpaid, along with an administration fee of £20.

- 4.11 We reserve the right to cancel any child's sessions without notice if fees are not paid in accordance with our terms and conditions.
- 4.12 Where (and if) your fees are reduced once your child becomes 2 years old, the reduced rate will come into effect from the first day of the month following the month in which your child has their birthday.
- 5. Government Funded Childcare**
- 5.1 When claiming 15hr and 30hr government funding on your behalf, you understand that your funding claim for 38 weeks is being stretched over 12 months, due to us only offering 51 weeks provision and not term time only care.
- 5.2 You accept that you are prepared to pay the difference in cost between the government's compensation and the nursery's fees, referred to as our *Quality Premium*. You agree that you are aware that you are at liberty to select another childcare provider to claim your funded childcare should you wish to do so and therefore not pay our Quality Premium.
- 5.3 Where you are required to supply us with a code from the government to enable us to claim funding, it is your responsibility to ensure that this code is, and remains, at all times valid. Should it become invalid and in the event we are unable to claim funding for your child, you will be liable to pay the nursery fees for childcare you have taken or are booked to take at the full rate.
- 6. Liability and insurance**
- 6.1 We do not accept responsibility for accident, injury or loss of possessions whilst on our premises, unless this is caused through our negligence.
- 6.2 We maintain to keep insurance policies prescribed by law.
- 7. Termination or suspension**
- 7.1 You may end your agreement with us by proving at least one month's written notice.
- 7.2 We may end this agreement immediately if you fail to pay your fees or if you have breached any of the terms and conditions. We may also end the agreement immediately if you behave unacceptably towards our staff or if your child's behaviour is unacceptable and endangers the safety and wellbeing of our staff or any other children at the nursery.
- 8. Emergency closure**
- 8.1 If we take the decision to close due to events or circumstances that are outside our control (e.g. extremes of weather), we shall be under no obligation to provide alternative childcare facilities to you. If the closure exceeds 3 days in duration (excluding any days in which the nursery would ordinarily be closed) we will refund your fees for the number of days the nursery is closed in excess of 3 days.
- 9. Employment of Staff**
- 9.1 If, during this agreement and for a period of 6 months after the termination of this agreement you (directly or indirectly) employ or otherwise engage in childcare services of any member of our staff who has had contact with your child under these terms and conditions in the last 6 months, then you shall pay to us a figure representing 20% of the relevant member of staff's gross annual salary at the time they left our employment. This figure represents the costs to us of recruiting a suitable replacement member of staff.
- 9.2 We do not condone the employment of staff for childcare outside of the setting nor for babysitting services and request that you do not approach staff with such requests.
- 10. General**
- 10.1 It is your responsibility to inform the nursery manager of any known allergies or intolerances that your child may have.
- 10.2 You may change your child's attendance sessions, subject to availability, with written notice to the manager. This notice must be given one month in advance of when you wish the change to take effect. Your invoice for the following month will be adjusted accordingly.