



Welcome Pack

Tiny Treasures Day care and Education T/A Best start Limited

290 Hob Moor Road

B10 9HH

Tel:

0121 439 1716

About Tiny Treasures Day Care & Education

Tiny Treasures Day Care & Education is an Ofsted registered nursery. Tiny Treasures Day Care & Education is part of Best Start Limited and have chain of nurseries registered with Birmingham and North Warwickshire.

To continually improve our service we value your feedback therefore all your suggestions and comments are important to us so feel free to use the suggestion box in the nursery entrance or email The Nursery Management team, on: **hobmoor@tinytreasuresnursery.co.uk**

Our Nursery Team

Karren Doku (Manager)

Saira Begum (Deputy)

Amina Bibi (3rd in charge)

All staff are qualified and hold a relevant childcare qualification (please refer to our staff board within the parents entrance). Apprentices are working towards a relevant level 2 or 3 childcare qualification. All staff receives on-going training. We follow the 12 steps to safer recruitment procedure. **All staff** are DBS checked and cleared, to work with children. Occasionally the nursery will facilitate students who are undertaking a childcare course these students are also DBS checked with the expectation of work experience children.

Our aims

- To provide a service to improve the welfare and development of families and their children, 0-5 years of age, that is stimulating, relaxing and friendly.
- To create a safe environment that encourages children's learning opportunities through play towards individual progress and school-readiness.
- To work in partnership with parents/carers of the children attending.
- To follow and implement the EYFS 2021 statutory Guidance and Ofsted requirements and guidelines.
- To provide support to families with regard to Help Children achieve more agenda and principles of early intervention.

Tiny Treasures Day Care & Education Times:

- Tiny Treasures Day Care & Education operates Monday to Friday 8.00am-3.30pm
Any changes to this, parents will be notified of any unexpected closures.

Safeguarding

Tiny Treasures Day Care & Education operates under a Safeguarding children and safeguarding vulnerable Adults policy. This means that staff will contact children's services or vulnerable Adult's services, as applicable, if concerns arise regarding:

- A child's safety and wellbeing
- A possibility of significant harm to a child or adult
- Allegations against staff or other members of the nursery community including volunteers, parents and visitors.

All staff have received an introduction to safeguarding training and follow a robust safeguarding policy and procedures.

Tiny Treasures Day care and Education has 2 Trained designated safeguarding leads (DSL) who are listed below, at least one DSL is contactable at all times:

Karren Doku (Manager and DSL)
Saira Begum (Deputy and DSL)

Safeguarding and other policies

Our policies and procedures are on our website. www.tinytreasuresnursery.co.uk parent are requested to read our policies,

All members of Tiny Treasures Day Care & Education community are encouraged to share concerns through an open culture of support.

Staff will be able to share concerns with children's services or vulnerable Adults services **without** consent of the individual, parents or child in question to ensure their safety is not compromised. Written copies of all safeguarding documents will be kept (securely).

Relevant contact details are displayed in the nursery and below:

- CASS: 0121 303 1888
- Out of Hours: 0121 675 4806
- Birmingham Safeguarding board : 0121 303 1888
- Police or emergency 999

Tiny Treasures Day Care & Education staff must know who will be collecting your child, so if you are asking someone else to pick up your child, please inform the nursery staff and inform the persons of the child's password. Your child will not be released into the care of someone unfamiliar to the staff or under the age of 16 years.

Tiny Treasures Day Care & Education fee

Session	Time	Fee
Short 3 hours session	AM/PM	Under 3 years £21.00
		3- 5 year old £20.00
Short 3 hours session Monday- Friday	AM/PM	Under 3 years £100.00
		3- 5 year old £95.00
Full Day session	9am-3.30pm	Under 3 years £48.00
		3- 5 year old £42.00 Includes snack and tea
Full Day session Monday-Friday	9am - 3.30pm	Under 3 years £230.00
		3- 5 year old £200.00 Includes snack and tea
5 hours session	9.00am -2.00pm	Under 3 years £35.00
		3- 5 year old £32.00 Includes snack and tea
5 hours session Monday-Friday	9.00pm- 2.00pm	Under 3 years £170.00
		3- 5 year old £150.00
Hourly rate		Under 2 Years £8 an hour
		2- 5 year old £7 an hour
		Breakfast £1 a day
		Snack £2 a week
		Lunch £2 a day
		Tea £1 a day

Prices include all breakfast meals and snacks

Late charges £1 a minute

For any queries in regards to fees, please speak to a member of staff or E-mail:

billing@tinytreasuresnursery.co.uk

Tiny Treasures Day Care & Educations payment of fees:

- You will be asked to book your sessions and sign a session booking agreement form.
- Invoices are issued on a month in advance and payments must be made a month in advance before first day of the month to secure your booked sessions. Refunds will not be given for any nonattendance due to holidays or illness. Sessions are not interchangeable. Additional sessions may be booked subject to availability.
- All invoices will be sent via E-mail from: billing@tinytreasuresnursery.co.uk
- You will be asked to pay monthly via cash or BACS.
- You will be advised to make payments on time, as non-payment of fees will result in the loss of your childcare place.
- If you require extra time/session you should formally inform nursery in advance by informing the staff or via E-mail: billing@tinytreasuresnursery.co.uk
- If you require support by way of a payment plan, please speak to a member of staff.
- All Public Bank holidays will be charged for at a normal fee.
- We may increase our charges. We will give you written notice of any such increase one month before the proposed date of increase.

Free Entitlement

3- and 4-year olds:

FE sessions are available (funded hours)

15/30 hours free nursery place available from the term after your child's third birthday.

The table below shows when your child will become eligible for their free early learning place.

If your child is born between:	They are eligible for a free place from:
1 st April and 31 August	1 st September following their third birthday or the beginning of the Autumn* school term
1 st September and 31 December	1 st January following their third birthday or the beginning of the Spring* school term
1 st January and 31 March	1 st April following their third birthday or the beginning of the Summer* school term

2-year-olds

Some 2-year-olds in England can get free early education and childcare.

You must be getting one of the following:

Income Support

income-based Jobseeker's Allowance (JSA)

income-related Employment and Support Allowance (ESA)

support through part 6 of the Immigration and Asylum Act

tax credits and have an annual income under £16,190 before tax

the guaranteed element of State Pension Credit
the Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)

Universal Credit

Children are also entitled to a place if:

they're looked after by a local council

they have a current statement of special education needs (SEN) or an education health and care plan

they get Disability Living Allowance

they've left care under a special guardianship order, child arrangements order or adoption order

If your child is eligible, you can start claiming after they turn 2. The date you can claim will depend on when their birthday is.

If your child is born between:	They are eligible for a free place from:
1 st April and 31 August	1 st September following their second birthday or the beginning of the Autumn* school term
1 st September and 31 December	1 st January following their second birthday or the beginning of the Spring* school term
1 st January and 31 March	1 st April following their second birthday or the beginning of the Summer* school term

There will be no fee charged for the Free Entitlement 15/30 hours a week, if there are any additional hours that are required over your child's Free Entitlement weekly hours then the parent will be liable on making payment towards the extra hours used.(see fee list)

If a child leaves before the Headcount Day, the parents will be liable to pay Tiny Treasures Day Care & Education for the sessions already taken.

Should you not make any payments towards the charges then you can lose your child place until payment is made in full. This is in conjunction with the debt management policy.

Changing back from Stretched Term

Our Sessions Times:

- Full week & day 8.45 am – 3.30 pm
- Morning session 8.45am – 11.45 pm
- Afternoon session 12.30pm – 3.30 pm

If you have, any other requirements do not hesitate to contact us.

About our Activities

We provide a range of activities that meet the Interest and Developmental needs of the children in accordance with the EYFS 2021. There is a plan of activities displayed on the notice board in each room. Occasionally we will take children on local visits, e.g. to the local park, shops etc. You will have prior notice of these visits giving you all relevant details, with consent forms that will need to be sign and return.

Please remember that some of the activities at nursery may involve paint/glue, so please do not send children to nursery in their best clothes. **It would be useful if you could bring a spare set of clothes for your child, which will be kept in the nursery if there is a need for your child to be changed.** Please provide items in a back pack NOT a plastic bag or drawstring bag due to health and safety.

Other items you will need:

- A spare set of clothes.
- A coat
- Nappies and wipes (for your younger children) please provide items in a back pack and not in a plastic bag or drawstring bag due to health and safety.
- Sun cream and hat.
- A water bottle.
- All children belongings must be label. (Please ensure all your child's belongings are labelled)

Please do not allow your child to bring in any personal items e.g. toys, games as they may be lost or damaged. However if your child is settling in we are happy to discuss the use of comfort toy or other objects from home.

Food and drink

Morning snack at 10am

Lunch from 12.00pm

Afternoon snack at 2pm

For a copy of our current snack menu, please ask a member of staff.

Additional Charges

- The following fee will be charged for all children which preferably to be paid every half term.
 - Snack 1.50p a week

Complaints & compliments:

Anyone wishing to make a complaint or compliment is welcome to do so. Please contact:

- Karren Daku (Manager) hobmoor@tinytreasuresnursery.co.uk
- Request for a compliments/complaints form.
- There is a compliment and complaints box attached to the wall on the entrance area where you can post a note or letter for attention of management or via E-mail: yasmin@beststartlimited.co.uk (Director).
- Should you wish to raise any issues or make a complaint, it is our policy aim towards a quick resolution to avoid any further dissatisfaction or disappointment.
- Should you feel your complaint had not been dealt with by management within the 14 days period then you are entitled to contact Ofsted by phoning 0300 123 1231. Further information can be obtained from the following link: www.ofsted.gov.uk
- Please note that we operate under a zero tolerance policy to violence, discriminatory comments and abusive language.
- Your views will be always respected, as we encourage parents to share their views and opinions to help us to improve our service, therefore your feedback (positive or negative) is crucially important.

Fire Safety

All parents must abide by the fire safety procedure and be aware of the fire escape routes, which are displayed around the building. Our fire assembly point is located at

The rear of the building in the play area by the main entrance

The fire alarm sound is a very loud and constant electronic siren. Please ensure you abide by the instructions of the nursery staff that has Fire Safety and/or Fire Marshall training. **The nursery fire Marshall is Karren Daku and Saira Begum.**

Accidents and Incidents

All accidents will be recorded on accident forms and will be filed in the accident form folder. A first Aid box is located in the nursery is always kept fully stocked, only staff have access to the First Aid box and only a trained First Aider will be able to administer first aid. **The appointed first aiders for the setting are Karren Daku and Saira Begum.**

Parents/Carers will be shown the accident forms and will be asked to sign the form.

It is your duty as parents to inform the nursery of any incidents/injuries your child incurs away from the nursery and you will be asked to fill out an existing injury form.

Health and safety

All staff aim to ensure that any potential risks are minimised through rigorous risk assessment. We believe Health & safety is everybody's responsibility and we encourage parents to report any issues to a member of staff to ensure the smooth running of services and minimise any disruption. The Health and safety officer for the setting is Karren Daku.

Late charge

At Tiny Treasures Nursery we are flexible to parents needs and can accept a 5 minute lateness providing that you call and inform the nursery before hand, however in circumstances where we don't receive a phone call and if lateness is not authorised and is occurring, there will be a late charge fee this is charged at £1 per minute and you will also received a phone call from management.

Absences/sickness

Regular attendance is very important. If your child is arriving late for any reason, or will not be attending, we would appreciate you informing the nursery staff on 0121 439 1716 (calls will be answered during opening hours as stated above) If your child receives funding irregular or bad attendance will result in the loss of your child's funded place.

Privately paying parents will be charged according to the booked sessions for their child regardless of attendance; however, a discount of 25% will be applicable if a medical note is provided. A months notice is required to terminate or change your child's agreed sessions. Please ensure you keep us informed to avoid incurring additional charges. If your child is going to be absent for longer than 4 weeks, they may lose their place. Please discuss with the nursery manager.

Key persons system

Tiny Treasures Day Care & Education operates under a key person policy. Each child will be assigned a key person. Your child's key person will:

- Work in partnership with you
- Have regard for your individual needs and values
- Ensure regular communication is given to parents/carers
- Be responsible for monitoring and supporting your child's learning and development.

Parent partnership

At Tiny Treasures Day Care & Education we understand the value of parent partnership and the positive impact parental involvement has on children's learning and development. Your child's key person will keep you informed of your child's progress and you will be asked to contribute by attending workshops to involve in activities with your child and to gain knowledge on child development.

Writing comments in your child's online learning Journey on Tapestry, which is freely accessible to you via your email address.

Research has proven that parental involvement in learning is the most important factor in ensuring children makes progress effect upon your child and supports us to ensure we meet your child's developmental needs.

Special Educations Needs and Disabilities (SEND)

Tiny Treasures Day Care & Education is an inclusive nursery provision. We value each

child as a unique individual and aim to promote every child's health, welfare and development. Staff are trained to meet the needs of children with SEND and we seek the support of external/specialist agencies in order to ensure a child-centred approach is in place reflective of individual needs. If you have a child with additional needs please speak to Shameem Bi who is the setting SENCO (Special Education Needs Co-ordinator).

TERMINATION OF THIS CONTRACT BY THE PARENT

Permanently terminating a nursery contract will require a notice period of one month. The notice **MUST** be made in writing and addressed to the nursery manager. Any future childcare will be subject to availability and the waiting list if appropriate.

Changes to contract

- Should a permanent reduction in sessions be required a notice period of 4 weeks is required, this change request must be made in writing and addressed to the nursery manager.
- Should a permanent change to increase sessions be required customers are required to make this request in writing which should be addressed to the nursery manager, where there is availability sessions may be offered immediately, where there is no availability customers will be informed of this and may request to wait for them to become available.
- Customers who are already registered with the Nursery will take priority in terms of the waiting list.

If the Nursery has to close due to events or circumstances outside the control of the Nursery, we are not obliged to provide alternative childcare. Where a closure affects a contracted session the Nursery will endeavor to replace this session outside the contracted period. Where this is not possible due to full time attendance, a credit will be allocated to the account.

TERMINATION OF THIS CONTRACT BY THE NURSERY

If fees are overdue, you must make an arrangement to clear the arrears. If no such arrangement is made within 14 days of the due date or if the arrangement is not adhered to, the Nursery will give only one week's notice to terminate the contract.

Should you have any queries that the information above has not covered please ask management at any time through the contact on the first page of the prospectus.