



## Parent information pack January 2014

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# Introduction

## About Us

Millennium Minis is a day nursery caring for children from 3 months to 4 years. It is registered with Ofsted, which is the governing body that sets the standards for care and learning in all children's day care settings. Millennium Minis strictly adheres to the standards set by Ofsted.

Ofsted came to inspect the nursery in May 2013 and we were rated a Good. Our Ofsted report can be found in the reception area of the nursery if you wish to read it, as well as on the Ofsted website.

Millennium Minis aims to provide the highest standard of care for all children, to enable them to develop and grow socially, physically and emotionally, and most importantly, to be happy and have fun!

We are a small nursery, which we feel consequently offers the children a more 'home-from-home' environment. We differ from many nurseries in that, whilst the children are based in rooms according to their age, we also provide them with opportunities to mix with children across the age range, because we believe this is a more natural environment for them to be in. This means that siblings can spend large parts of the day together if they wish, and that the children can access a greater variety of toys and resources.

We believe strongly that childcare is a community asset and we are 25% owned by the Greenwich Millennium Village Residents Association.



## **Our Aims**

Our principal aim is for every child to receive the best possible care and support, in order to develop and grow socially, physically and emotionally and achieve their full potential. We want the children to be happy and have fun, and to look forward to coming to nursery every time. We will always have high expectations of them.

We support the Early Years Foundation Stage curriculum in our aim for the children to stay safe, to be healthy, to enjoy and achieve, to make a positive contribution and to achieve economic well-being.

## **Our Mission Statement**

- We believe that children deserve the best possible start in life, and support to enable them to grow and develop.
- We believe that a good team hold the key to a good nursery, and we are committed to providing caring, qualified and long-term members of staff.
- At our nursery, we offer a safe and secure environment where children are supported to make the most of their abilities as they grow up.
- We will work in partnership with parents and in this, offer assurance in keeping their children safe and helping them thrive.
- We are committed to, and will adhere to, the Early Years Foundation Stage (EYFS) 2012 Curriculum guidance, in the provision of that assurance and will attend further training where required.

## Our Team

### **The Management Team**

The Senior Management team consists of the General Manager, the Nursery Manager and the Deputy Manager. The General Manager is qualified in childcare to NVQ Level 6. The Nursery Manager is qualified to NVQ Level 4 and the Deputy Manager is qualified to Level 3 in Childcare and Level 3 in Management. The Senior Management team ensures that the nursery is operated according to the latest information and legislation in Early Years childcare. There will always be at least one member of the Senior Management Team on the premises.

### **Jo Hutchings, General Manager**

I am the Nursery Manager and the owner of Millennium Minis and I have lived in the Millennium Village since 2003. For the last 3 years I have worked as a child-minder in the village, looking after babies and young children and was graded 'Outstanding' in all areas by Ofsted. As a parent myself, I know how it feels when considering childcare- it can be an anxious time wondering whether your child will be happy and well cared for, as they would be at home. This is why I became a child-minder, because I wanted to provide a high standard of care for children, within the realm of a family environment. I will ensure that Millennium Minis provides the same high standards of care and, equally importantly, offer a family feel that I know children thrive on.

Prior to child-minding, I worked as a nursery and primary school teacher for ten years, specialising in the early year's age group. I have also been a special needs teacher, helping children with autism, dyslexia, speech and language difficulties and behavioural issues. The experiences from child-minding and teaching and also those gained from raising my own two children have served to provide me with a sound understanding of children's needs and development.

I have the following childcare qualifications:

- NVQ Level 6
- ICP trained (Introduction to Childcare Practice)



- BA Honours degree (specialising in Child Psychology)
- PGCE Primary (specialising in the Early Years age group)
- Diploma in Special Education.

I have also attended many training courses including those regarding the safeguarding of children and the Early Years Foundation Stage framework.

### **Sarah Broughton, Nursery Manager**

I am the Nursery Manager of Millennium Minis and have ten years' worth of experience working within the childcare field, looking after children from 3 months to 5 years old. I have worked my way up from a Nursery Nurse to Room Leader of a baby room for four years and then Deputy Manager.

During my work I have gained an excellent understanding of how to promote each child's individual needs following EYFS framework and statutory guidelines; making sure that all babies and children are provided with a safe, welcoming and stimulating environment. Building upon a strong partnership with parents and a strong team of staff to follow the settings ethos and provide a community within the nursery.

I have the following childcare qualifications:

- CACHE Diploma Level 3 in Child Care and Education (2003)
- NVQ Level 4 in Child Care and Education (2008)
- Foundation Degree in Education in Early Years (graduated 2011)
- Introduction to Safeguarding Children, Safeguarding Children Part 1 & 2, Neglect & Effect under 5.
- Early Talk – 'Supporting Communication' Training ('I Can')

### **Claire Broughton – Deputy Manager**



I am the Nursery Deputy Manager and have worked in this position since March 2013. I have 7 years' experience of working with children and have worked my way up over the years, starting as a nursery nurse, then room leader and then a deputy manager.

I have a good understanding of the way children develop under the EYFS and can identify children's individual needs and interests to help them progress through their learning. I believe in building strong positive relationships with both children and parents which can help create a happy and settling environment for the children to grow and develop.

I have the following childcare qualifications:

- NVQ Level 5 in Management (currently training for)
- NVQ Level 3 in Management
- NVQ Level 3 in Childcare
- SENCO Cert 1
- CACHE Level 3 in EYFS
- First Aid
- Safeguarding
- Fire Marshall

### **Room Staff**

There are two Room Leaders, one based in each of the Children's Rooms. They are responsible for ensuring the smooth day-to-day running of the room, and they manage the other adults working alongside them. They are qualified to NVQ Level 3 or higher. The room leaders are also supported by their Deputy Room Leaders, who are responsible for the running of the room, when they are away.

Each child has a Key Person- the member of staff who has the main responsibility for them and is the main point of contact for parents. All staff, however, will look after and play with the children, when appropriate.

We are required by law to ensure that a minimum of 50% of the staff we employ are qualified to at least NVQ level 2, but it is our



intention for *all* staff members to be qualified and we will provide training where necessary. All our staff attend regular training in order to further develop their skills and knowledge. This includes training in first aid, child development, the EYFS, healthy eating and allergy awareness.

Every staff member has been subject to a full CRB check and wears our uniform, so that they may be easily identified by children and parents. Photographs of our team are displayed on the staff information board, along with names and details of each team member.

### **Ratios**

As you may be aware, adult-to-child ratios are set down by Ofsted and are written into the EYFS framework. They are as follows:

Children under 2 years:	1 adult to 3 children
Children 2-3 years:	1 adult to 4 children
Children 3-4 years:	1 adult to 8 children

Millennium Minis upholds these ratios, and indeed there are usually a higher number of adults to children. The Senior Management team are not counted in the ratios and so are available to provide additional care when necessary.

## Our Nursery

The nurseries rooms have been designed by an architect experienced in working with childcare establishments and have been designed to provide as much natural light as possible and are open plan.

The nursery is set out on two levels and the children are based on a level mainly according to their age.

Level One has been designed for children from three months to about 18 months and consists of:

Tinies	3 months to 15 months
Tiddlers	15 months to 24 months

Level Two is for children above 24 months.

Toddlers	24 months to 36 months
Tots	36 months +

The toys and activities in each room are appropriate for these age groups. However, we strongly believe that children benefit from time spent playing with different aged children, rather than spending all their time with the same age group.

Just as in a family group, where siblings of different ages play and interact together, we feel this is beneficial for the children at Millennium Minis. It can support the children's language and social skills and will enable them to play with a greater range of toys.

Children, who develop at a slower pace or are less confident, may enjoy spending time with younger children, whilst other children will enjoy the stimulation of socialising and playing with older children. Therefore, we will provide opportunities for children to play together in mixed groups during the day, although they will *always* be carefully monitored.

### Food & Drink

#### Meals

We strongly promote the health and development of all the children, and mealtimes are a happy, social occasion for children and staff alike. Except with young babies, the children sit and eat together, where they build on social skills, learn how to eat independently and use table manners. The children are encouraged to help lay the tables, and serve and clear the meals, just as they may do at home.

Millennium Minis is committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements. Zebeddes Lunchbox provides the children at Millennium Minis with a variety of delicious, fresh and healthy meals, delivered daily. Menus include fresh fruit and vegetables every day and avoid large quantities of fat, sugar and salt and artificial additives, preservatives and colourings. A sample menu is included for you to view at the end of this section. Further information can be found at [www.zebedees.co.uk](http://www.zebedees.co.uk).

Children staying all day will be provided with breakfast, lunch and afternoon tea. They will also be offered a healthy snack in the morning and afternoon. Children are not given junk foods except in rare circumstances, such as a party. Fresh water and cows' milk are constantly available and frequently offered to children to drink.

#### Specialised Diets and Food Allergies

A child's personal, cultural, religious, medical and dietary requirements will always be adhered to. Individual dietary requirements are respected. We will work with parents regarding their child's dietary needs, including any allergies. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child. If your child requires a specialised diet, has a food allergy, or there is anything on our menu that you do not wish your child to

have, you may be asked to provide an alternative. Please discuss this with the Nursery Manager.

If your child has a severe food allergy or intolerance, you may need to provide all the food for your child, including milk and snacks. Due to an increase in food allergies and the risk of anaphylactic attacks, we cannot always cater safely for these children.

### **Weaning**

The Department of Health recommends that all infants should be weaned at around 6 months. We will work closely with you during this period and share information about the foods your child is eating.

### **Breast Feeding**

You are welcome to come in during the day to feed your child, or supply us with milk to use.

### **Formula Milk**

If your child has formula milk, you are requested to provide the correct number of bottles with cooled boiled water each day. Your child's Key Person will then add the correct amount of formula powder to a bottle as required. Alternatively, parents are welcome to provide the correct number of ready-made formula milk cartons per day.

## Sample Menu from Zebedees's Lunch Box

# ZEBEDEE'S LUNCH BOX

## NURSERY MENU

ZL 10/11

MENU A				
Menu A	Main Course	Contents	Side Dish	Dessert
Monday	Roast Chicken Breast & Cellentani Pasta	Roast diced chicken, cellentani pasta twists, carrot, tomato, tomato puree, onion, swede & basil	Homemade Baked Beans	Raspberry Cheesecake Mousse
Tuesday	Turkey Meatballs & Vegetable Gravy	Turkey meatballs, tomato, tomato puree, carrots, peas, sweetcorn & gravy	Baby New Potatoes	Plas Farm Vanilla Ice Cream & Fruit Purse
Wednesday	Tuna & Pumpkin Pasta Bake	Tuna, grated pumpkin, carrot, sweetcorn, peas, onion, garlic, cream, cottage cheese, bechamel sauce & mezza penne pasta	Cucumber Smiles	Chocolate & Orange Sponge with Chocolate Custard
Thursday	Sussex Beef Chilli	Locally reared minced beef, onion, tomato, carrot, sweet potato, kidney beans, peas & tomato puree	Fluffy Rice	Turners Farm Dairy Blackcurrant Yoghurt
Friday	Zebedee's Banie Shepherds Pie	Locally reared minced lamb, mashed potato, mint, cabbage, tomato, swede, onion, provencal herbs, haricot beans, carrot, apricot, redcurrant jelly & garlic	Wholemeal Bread & Spread	Apple & Rhubarb Oaty Crumble with Custard

MENU B				
Menu B	Main Course	Contents	Side Dish	Dessert
Monday	Tuna, Mackerel & Tomato Basil Casarecce Pasta	Dolphin friendly tuna, mackerel, casarecce pasta, red lentils, onion, tomato, butternut squash, swede, sweet potato, basil, courgette & sweetcorn	Cucumber Smiles	Melon, Apricot, Pineapple, Peaches & Pear
Tuesday	Sussex Beef & Apricot Stew	Locally reared diced beef, potato, red pepper, onion, celery, carrot, dried figs, pearl barley, onion, tomato, tomato puree, swede, mint & apricot	Wholemeal Bread & Spread	Sultana & Raisin Pudding with Custard
Wednesday	Speldhurst Kent Sausage with Parsnip & Apple Mash	Pork sausage, parsnip, apple & mashed potato	Homemade Baked Beans	Turners Farm Dairy Strawberry Yoghurt
Thursday	Organic Soya & Vegetable Bolognaise	Minced organic soya, spaghetti, carrots, swede, butternut squash, onion, courgette, tomato, red lentils, tomato puree & mixed herbs	Grated Cheese	Banana & Apricot Flapjack with Custard
Friday	Roast Turkey, Baby New Potatoes & Gravy	Sliced turkey, baby new potatoes & gravy	Peas, Carrots, White Cabbage & Sweetcorn	Plas Farm Wild Cherry Frozen Yoghurt

MENU C				
Menu C	Main Course	Contents	Side Dish	Dessert
Monday	Fruity Chicken Curry	Diced chicken breast, carrot, pepper, tomato, tomato puree, onion, peas, aubergine, apricot, pineapple, cauliflower, garon masala, ginger, 'Tumeric' & mild curry powder	Fluffy Rice	Turners Farm Dairy Peach & Pear Yoghurt
Tuesday	Poached Salmon & Sweetcorn Chesy Macaroni	Filets of fresh salmon, macaroni pasta, spinach, onion, basil, sliced carrot, red pepper, butter beans, peas, sweetcorn, parmesan, cream, bechamel sauce & cottage cheese	Cucumber Smiles	Apple, Lemon & Apricot Oaty Crumble with Custard
Wednesday	Sussex Beef & Bean Casserole with Dumpling	Diced Sussex beef, potato, pepper, peas, butternut squash, onion, tomato, swede, apple, apricot, haricot beans, flageolet beans, black eye beans, wholegrain mustard, thyme, basil & bayleaf	Crinkle Carrots	Chocolate Mousse & Peaches
Thursday	Roast Ham & Mashed Potato	Sliced roast ham, mashed potato & gravy	Peas, Carrots, Savoy Cabbage & Green Beans	Mandarin Jelly
Friday	Around The World Theme Lunch	See attached Around The World Menu	Around The World Theme Side Dish	Around The World Theme Dessert

## **Sleeping Children**

Many children will require a sleep during the day and all children are given the opportunity for a sleep/rest time after lunch. We will always try to encourage your child's sleep routine from home, particularly for babies, although most children adapt to the general sleep routine at nursery as they get older.

Children who do not sleep will be provided with 'quiet' activities, such as listening to stories. Please note that if your child does not sleep after lunch and becomes tired towards the end of the day, they will be allowed to sleep.

## **Safeguarding**

Millennium Minis has a duty to safeguard the children we care for, and their physical and emotional wellbeing is of paramount importance to us. We aim to protect all children from abuse, whether this is physical abuse, emotional abuse (including bullying and harassment), sexual abuse or neglect. There are 4 Safeguarding officers within the nursery, the manager, deputy manager and the two room leaders.

It is our legal duty to report to the Children's Services Initial Response and Assessment Service (IRAS) if we suspect that child abuse has been or is happening to any child in our care. The Nursery Manager is responsible for implementing our safeguarding policies. All staff in the nursery are trained to recognise and understand the indicators of abuse and have regular training in our safeguarding policies and procedures.

If a child arrives with any signs of bruising, bumps, cuts, etc, we will record this information, including a description of the injury and the cause. This system is in place to protect parents as well as the child. If we have any concerns regarding a child, we will try at all times to share them with parents. We will only deviate from this course of action if we believe that the child's welfare will be placed at risk.

To ensure our own staff members are suitable to care for children, they undergo an enhanced Criminal Records Bureau (CRB) check

prior to being given unsupervised access to children. Staff members also have to provide two suitable written references. They are regularly monitored by the Management Team. They are not permitted to have mobile phones in the rooms with children. In the future, our staff will be included in the Vetting and Barring Scheme and will be vetted by the Independent Safeguarding Authority (ISA).

### The Learning Journey - Early Years Foundation Stage (EYFS)

Legislation states that children from birth to five years must have access to the Early Years Foundation Stage (EYFS) curriculum in all registered childcare settings. There are 4 guiding principles behind the EYFS framework, to shape practice in early years settings:

- every child is a **unique child**, who is constantly learning and can be resilient, capable, confident and self-assured;
- children learn to be strong and independent through **positive relationships**;
- children learn and develop well in **enabling environments**, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and/or carers;
- **children develop and learn in different ways and at different rates**. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.

From September 2012, the EYFS sets out seven key areas for children's learning and development, through planned, purposeful play:

The *Prime* Areas:

1. Communication and Language
2. Personal, Social and Emotional Development

### 3. Physical Development

#### The *Specific Areas*

#### 4. Understanding the World

#### 5. Literacy

#### 6. Mathematics

#### 7. Expressive Arts and Design

The EYFS curriculum aims to help children achieve five outcomes

- to stay safe
- to be healthy
- to enjoy and achieve
- to make a positive contribution
- to achieve economic well-being.

Millennium Minis adheres to the EYFS Guidance and Curriculum Planning. We strongly support children's development and learning through purposeful play, both child-led and as modelled by an adult. Many activities are based upon the children's interests as we believe in the importance of a child-centred approach to learning. We account for children's developmental differences and individual needs by providing a balanced curriculum, and supporting them to progress at their own pace.

#### **Planning**



Planning takes place on a weekly basis and is displayed upon the white board in each room. This is so parents are able to view and add if required to the planning of their child, especially if there is a specific area of development that you would like us to focus on. The planning is based on the specific needs and interests of the individual child to support their progression through the areas of learning development.

### **Observations and Record Keeping**

We observe the children's development in the 7 key areas and keep records of these observations. This is done by writing down the observations and supporting them with relevant evidence, for example, something your child said, a photograph of your child participating in an activity, or a piece of their art work. This helps the staff members to track your child's development closely and plan appropriate activities.

### **Assessment**

Observations help us to assess how the children are progressing, what they like and dislike doing, and what activities we need to plan to encourage their further development. These records are available for parents to see, and they may also be shared with other professionals such as an Ofsted inspector or a speech and language therapist, for example.

From September 2012, practitioners will review the progress of children aged between two and three, and provide parents/carers with a short written summary of their child's development in the prime areas. It will list any strengths and emerging concerns. Parents are encouraged to share this progress check with other professionals, including their health visitor.

### **Record Books**

We will provide record books upon request from the parents.

## **The Learning Journey- Your Child's Day**

When your child first starts at the nursery, they will be assigned a Key Person- the person who will look after them during the day. The Key Person will discuss with you and record your child's 'starting points', for example, whether they can eat and drink

independently, crawl or walk, favourite toys and activities, sleeping patterns, etc.

### **Indoor Activities**

Your child will have access to a range of toys designed to stimulate the imagination, challenge intellectually and encourage independence in learning. The activities, equipment and toys will be appropriate to your child's developmental stage and will provide opportunities for him/her to build upon previous skills and develop further in the course of play and exploration. If a child has a favourite toy/activity, for example, cars, they will be able to play with them as often as they like. Their Key Person will encourage them to build on this interest, and in this example, may provide a garage to use with the cars or read a selection of stories featuring cars.

Activities include mark-making, ICT, sticking, painting, dressing up and role play, play-dough, cooking, story-time, singing, construction, physical play and free play. Many of the toys and resources are stored at a low level, enabling your child to select toys independently and to put them away when finished or when wanting to move on to something new.

Our youngest children, the 'Tinies', will be provided with activities designed to stimulate their senses. For example, sparkly lights, music, cause and effect toys, materials of different textures and lots of bubbles!

Our oldest children, the 'Tots', will be gradually prepared for starting school, by practising their alphabet, numbers, shapes and other skills through games and play.

### **Outdoor Activities**

We strongly believe that being outside is very important for children's physical and emotional well-being and we ensure that they go outside *every* day. We have 'wet weather' clothing and footwear, to ensure that children can be outside and have fun in all weather conditions. We have nearby access to a large outside area, where the children can play safely, under careful supervision, in their natural environment. We also take along parachutes, kites and a variety of rackets, balls and beanbags for them to play with.

The children go on river walks, visit the ecology park and the local play park- all five minutes away and without needing to cross any roads!

## **Outings and Experiences**

Your child will have opportunities to visit local facilities, such as the library, Greenwich Maritime Museum, the O2 and the Ecology park. We take the children to shop locally for things they need or have been learning about. This enables them to learn about their community and to have access to a wider range of learning opportunities. It also gives the older children a chance to write for a purpose by making shopping lists or writing down ingredients and recipes.

In the near future, we will be setting up a Forest School, where learning and development takes place using only natural resources. We also offer dance and movement for the older children and sing and sign for the younger children.

## **The Learning Journey- Supporting Individual Children**

### **Behaviour Management**

We believe that children feel most secure and confident when they know how they are expected to behave. Children learn this through interaction with caring adults who show them respect and value their individual personalities. All members of staff will be consistent in how they talk to children and deal with situations. Positive, caring and polite behaviour will be encouraged and praised at all times in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, and encourage children to deal with conflict peacefully.

### **When children behave in unacceptable ways:**

Nursery rules are concerned with safety and care and respect for each other. How a particular type of behaviour is handled will depend on the child's age, level of development and the circumstances surrounding the behaviour. It may involve the child being asked to talk and think about what he/she has done. It may also include the child apologising for their actions. The adult will make it clear that it is the behaviour we don't like and not the child.

Physical punishment such as smacking or shaking is *never* used, although it may be necessary to restrain a child on occasion to prevent personal injury. Confidential records are kept on any serious negative behaviour that has taken place. Parents will be informed and asked to read and sign any entries concerning their child.

### **Inclusion and Special Educational Needs (SEN)**

The nursery has a designated SENCO. This person will work with the staff in observing the children, planning activities to support the children's development and will also liaise with outside agencies if extra support is needed with a child. We will only use this support if parents have given us permission to seek extra help.

At Millennium Minis, we believe that *all* children are special and *all* have individual needs. We aim to include every child, whilst ensuring the needs of other children will not be disadvantaged.

It is our policy to admit children with special needs, provided that we can adequately meet a child's needs and that the support required is identified, and the equipment, resources and strategies are in place before the child begins. As parents clearly know their child best of all, we would aim to work very closely with them.

It must also be made clear, however, that we may not be able to accept children with particularly challenging needs, because we have to consider the needs of *all* the children in our care. It should also be understood that care could not continue if the health and safety of anyone in the nursery was compromised, and may be withdrawn without notice for health and safety reasons.

### **Equal Opportunities**

The Nursery Manager is the Equal Opportunities Coordinator. All staff members are aware of the Equal Opportunities Policy and they implement it daily. We regularly review childcare practice to ensure the policy is effective.

We promote equality of opportunity and anti-discriminatory practices for all children. We treat all children fairly, with equal concern and respect. Children are treated as individuals with individual needs and preferences. We value and celebrate differences and diversity. We do not discriminate against children on the grounds of race, religion, culture, language, disability, gender, sexual orientation, age, class or family status.

To promote equal opportunities in the nursery we encourage positive attitudes and celebrate differences and diversity, and challenge any inappropriate practices and attitudes. We provide books, toys and resources about different religions and family cultures, which are made available to all the children. Children participate in multi-cultural celebrations, including Black History Month, Chinese New Year, Christmas, Diwali and Eid, by making cards, eating associated foods, etc.

Children speaking English as an additional language have opportunities to use their home language at the nursery. For example, we read stories written with dual texts, and we may say “hello”, “goodbye”, and “thank you” in a child’s home language.

## Partnership with Parents

### **Supporting You and Your Child**

We recognise and appreciate that parents are the first and main caregivers of children and we aim to work in close partnership to meet the needs of children. Our shared goal is to support children's growth, development and well-being. Please tell us if there is new information about your child, or if there has been a change in circumstances. Similarly, if you have any concerns or feel we can make improvements, please discuss them with us.

Wherever possible, we will try to work with you to care for child according to your values and practices, preferences and attitudes. Family customs and beliefs about dress code, hair and skin care, dietary requirements, toilet training, etc, are respected. We will endeavour to help parents with English as a second language as much as possible when required. Parents are welcome to bring a translator to the initial meeting and at any subsequent time, should they wish to.

Effective communication is essential in developing a working partnership and consistency for your child. Verbal communication is the main way, but we will also communicate with you via written communication (daily records), email updates, monthly newsletters and parent information events. We may share aspects of your child's day, by sending photos to your mobile phone.

There are 2 parents' evenings per year, where you can meet with your child's Key Person to discuss their development and progress and to look at their Learning Journey books. You can also find out more general information, such as how the curriculum works. You can, however, request a meeting with your child's Key Person or the Nursery Manager at any time.

### **Information for Parents**

We want to provide as much information to you as possible. Around the nursery, you will find information on menus, topic planning, members of staff and health and safety. Copies of our policies and procedures are available to view in the nursery. Comments or complaints from parents are contained in a folder, which the Nursery Manager can make available upon request. We welcome your suggestions or feedback regarding all aspects of the nursery.

The nursery will have an Ofsted inspection approximately every 3 to 4 years. Ofsted reports can be downloaded from the Ofsted website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk). The latest Ofsted report will be displayed on the parents' notice board.

### **Parent Nursery Association**

The nursery has set up a Parent Nursery Association (PNA), where meetings are held with nominated parents 3 times per year. This is to obtain parents' views, and share information on the nursery's development. Minutes from the meetings will be shared with all parents via email and a copy will be displayed on the Parents' Information board. If you would like to join the PNA, please speak to the Nursery Manager.

There are regular fun days and charity fundraising activities and we welcome the assistance of parents in organising these activities.

### **Concerns/Complaints**

If you have a concern or complaint in relation to your child, this should be raised immediately with your child's Key Person or the Nursery Manager, who will work with you to reach a solution.

Parents are welcome to make a complaint in writing, if preferable. A complaint will be treated sensitively. It will be thoroughly investigated and we will keep a written record. It will remain confidential unless an Ofsted inspector asks to see it.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us, you should contact Ofsted on 08456 404040/ [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

## Partnership with the Community

Millennium Minis is proud to have forged links with the local community.

### **Ecology Park**

Children visit the Ecology Park every week, where they gain an appreciation for plants and animals. They use binoculars to observe the birds and play in the house made of straw.

### **The Library**

We visit East Greenwich Library, where the children take part in story and singing sessions.

### **Emergency Childcare & Babysitting**

We provide 'Emergency Childcare' for parents who require urgent childcare at short notice. This is to benefit parents whose usual childcare has broken down, or if a parent is unwell or has an appointment. This is subject to staff availability.

Under consideration is a 'babysitting' service, to be offered on the first Friday of each month. Children would be looked after at the nursery in the evening and be collected by 10:30 pm. This service would operate on a first-come, first-served basis and be at an additional cost.

### **Extended Opening Hours**

We are now running extended opening hours, which means the nursery will stay open until 6:30 for any parents that have booked their children in to do so. This will be at an extra cost of £5. Please let us know in advance of the days that you wish to use this service so that we can allocate the appropriate members of staff to stay with the children.

### **Greenwich Millennium Village Residents Association (GMVA)**

Millennium Minis provides a 25% share of annual profits to Greenwich Millennium Village, in order to support the development of



the local community.

**Greenwich Millennium Village Residents**

A section of the nursery is available for community use for two evenings in the week and at weekends and is run by us on a not-for-profit basis on behalf of the local community.

# Registration & Fees

## Registration

### Admissions

To apply for a nursery place, you are required to fill in a registration form with the desired start date. There is a non-refundable registration fee of £30. Full and part-time places are offered, subject to availability, which you will be informed of by telephone and in writing.

When we offer you a place, we will arrange a meeting to sign contracts and discuss policies and procedures. We will ask questions about your child, including likes and dislikes, any developmental or other concerns, special needs, dietary needs, religious/cultural practices and about your child's personality, etc. Please ensure you have fully read and understood the terms and conditions of your nursery contract before entering into an agreement with us. The terms and conditions are not negotiable. If you have any questions, please speak to the Nursery Manager.

Once you have been informed that a place is available you will be required to pay a deposit equivalent to one calendar month's fees to secure the place. If you then decide not to take up the place, the first month's fees will be refunded, but you will forfeit the deposit.

### Settling-In Period

We recognise and understand the anxieties for both parents and children when starting at nursery. We want to ensure that each child settles smoothly into the nursery and is happy to come every time. We also want parents to feel completely reassured that their child is happy to be left in our care.

Every child is different in how they settle, with some settling immediately and others requiring a number of settling sessions. We

offer 3 free settling in sessions, which should take place in the week before the child is due to begin nursery. As we recommend that children should be introduced gradually and build up the length of time they stay, in the first session, your child will stay for one hour whilst you remain nearby. In the second session, your child may stay for two hours and have a meal/bottle, and the third session, stay for four hours which may include a meal and a sleep.

Building up the time gradually is helpful, because your child's Key Person is then able to ask any questions and resolve any problems quickly. It may be helpful to bring along something familiar to your child like a toy or comfort blanket, to help reassure them. However, please think carefully about any items you may bring, because we cannot accept responsibility for lost or damaged personal items.

You are welcome to call or text during the course of the first few days to feel reassured that your child is settled. If your child has a sibling or knows another child in the nursery, we will ensure that they will be able to be together for at least a part of every day.

### **Key Person**

As mentioned, your child will have a 'Key Person'- a specific adult with whom your child will have the opportunity to bond with closely. The Key Person will ensure your child's individual needs are met, share information with you about your child, and will monitor your child's learning and development. Members of staff look after an equal number of children, but if your child shows a particular attachment to someone, then where possible, they will become your child's Key Person.

### **What to Supply for your Child**

We ask that you supply your child with:

- Spare set of clearly labelled clothes, to be kept at the nursery and restocked as necessary. This should be a vest, t-shirt, socks, trousers/skirt, and underwear (if relevant).
- Sun cream, clearly labelled with your child's name on it.

- If your child requires formula milk, please provide us with your preferred brand of formula powder and the correct number of bottles for the day made up with cooled, boiled water. Your child's Key Person will then return the bottles to you at home time. Alternatively, you may prefer to supply us with the correct number of ready-made formula milk cartons for the day/week.
- If your child wears nappies, please supply us with your preferred brand of disposable nappies. Your child's Key Person will inform you when they need to be restocked. Unfortunately, we are unable to accept reusable nappies at the nursery.
- If your child wears nappies, please provide Sudocreme, clearly labelled with your child's name on it.

Millennium Minis provides *all* meals and snacks, separate bedding, wet weather clothing and wet wipes, although you are welcome to provide any of these items for your child if you prefer.

## Fees

The nursery requires payment **in advance** by standing order to reach the account before/on the 1st day of each month. Childcare vouchers must also be set up to reach the account before/on the 1st day of the month, which may mean setting up the payment a few days prior to this date. You will be charged for every session you have booked, regardless of whether your child attends. Refunds or replacement sessions will not be given for unattended sessions. Fees are also payable if the nursery is closed for staff training or for any event beyond our reasonable control, such as lack of essential services or weather conditions.

### Millennium Minis Fee Scales for 2014

Daily Fees	Under 2's	Over 2's
Full time (5 days per week)	£58.4	£48.2
Part time (2-4 days per week)	£66.6	£56.4



Fees are calculated by taking the annual fee and dividing that into 12 equal payments. In the same way that equal salary amounts are paid irrespective of bank holidays, annual leave, etc. so also the same fees are due each month. Extra days are charged pro rata. Fees are reviewed each September.

## **Discounts and Funding**

### **Fee Discount**

If you pay for 6 months in advance, we offer a 5% discount. There is a 2.5% discount for payments of 3 months in advance.

### **Sibling Discount**

If you have two children at nursery, the younger child or nominated twin will pay the standard price, and there is a 5% discount for the second child.

### **Childcare Vouchers**

This scheme is offered by many employers to help working parents save on registered childcare costs. All working parents whose employers operate the scheme are eligible. An amount is deducted from your gross salary and is exempt from National Insurance and Income Tax. Millennium Minis accepts childcare vouchers. There are further details available at [www.hmrc.gov.uk/leaflets/ir115.pdf](http://www.hmrc.gov.uk/leaflets/ir115.pdf).

### **Tax Credits**

90% of families are eligible for some financial assistance through the Child Tax Credit and Working Tax Credit. The amount you receive will depend upon your circumstances. There are further details available at [www.direct.gov.uk](http://www.direct.gov.uk).

### **Nursery Education Grant**

The government introduced the Nursery Education Grant to provide a free early education place for most 3 and all 4 year old children. The scheme is now being extended to include some 2 year old children. There are further details at [www.direct.gov.uk](http://www.direct.gov.uk).

## **Other Information**

### **Additional Sessions**

Additional sessions can be booked subject to availability. You must give at least 48 hours' notice to cancel an extra session or you will be charged for the session.

### **Emergency Childcare**

Emergency Childcare is available for parents who require urgent childcare at short notice. This is subject to staff availability.

### **Notice period**

There is a six week notice period required to cancel your child's nursery place or reduce your child's sessions. The deposit will be used to pay for the final calendar month of the notice period. If six weeks' notice is not given, you may lose your deposit and are liable to pay the outstanding fees.

### **Closures**

The nursery is closed for 1 week during the Christmas period, and for the 5 annual bank holidays. You are not charged for these days in the fees. There are 3 annual staff training days, when the nursery will be closed. These days are included in the fees because they support your child's well-being.