



59 Mochdre Industrial Estate
Newtown
Powys
SY16 4LE

Tel: 01686 610993

Information for Parents and Carers

Statement of Purpose

Hope Day Nursery was established in 2007 by Hope Church, and aims to provide high quality care for your child in a friendly and caring Christian environment. We operate on a not for profit basis, as part of the charitable work of Hope Church. We welcome children and their families regardless of race, culture, ethnic background or religion.

While Hope Church undergoes an exciting and extensive building project we are situated in our temporary premises on an Industrial Estate on the outskirts of Newtown. When the new building is complete Hope Day Nursery will move back onto the church site, into our purpose built new facilities.

If you would like to know more about the project being undertaken by Hope Church please visit our website, hopenewtown.org. We are able to provide care for up to 45 children in our self-contained and secure premises.

We can care for:
9 under 2's
20 two year olds
16 three year olds

We are pleased to be able to provide places under the Flying Start scheme and the Foundation phase scheme.

We are a predominantly English speaking nursery with Welsh used, for example, greetings, songs, stories and games.

Our Mission Statement

We exist to provide high quality childcare in a Christian environment.

We aim to:

- help each child reach their full potential
- support families by providing a service they can trust
- provide a rewarding and fulfilling environment for staff

Opening Times

We are open Monday to Friday from 7.45 a.m. to 5.45 p.m. We are closed for all Bank Holidays, and at Christmas from Christmas Eve to New Year Bank Holiday inclusive.

Our Facilities

We have special adapted facilities which enable us to provide for your child's physical and developmental needs. These include:

- Two over 2's playroom with plenty of space and equipment.
- A separate base room for the under two's
- A secure and extensive outdoor play area, accessible directly from the main playroom.
- A separate and quiet sleep room with cots.
- Child sized toilets and sinks, and a nappy changing area.
- A kitchen to prepare drinks, snacks, and meals.
- Separate staff facilities, including office, staff room and kitchen, and staff toilets.

Our Staff

We ensure that we always meet or exceed the staffing ratios set out by the CSSIW (Care and Social Services Inspectorate for Wales). These are:

- one adult to three children under two years
- one adult to four children aged two years
- one adult to eight children aged three to seven years.

Our Nursery Manager is Amy Bucknall and our Joint Deputy Managers are Karrie Humphreys and Jessica Williams. Our under 2's are led by Leanna Hughes. Our two year olds are led by Jessica Williams. Our Flying start leader is Karrie Humphreys.. Our three year olds are led by Salome Williams. Full details of our staff, their qualifications and experience can be viewed on the noticeboard in the entrance area.

All our staff are DBS (Disclosure and Barring Service) checked, First Aid trained, and hold Food Safety Certificates. Our staff regularly attend training in various aspects of childcare that are relevant to their responsibilities. All volunteers have also had a DBS check and training relevant to their role.

Special Needs

We welcome children with disabilities or special needs and will do our best to accommodate your child. If your child needs extra care or equipment we will try to source funding for this. Please discuss any particular needs your child may have with our Nursery Manager.

Admissions Policy

A number of factors affect our ability to offer your child a place. The following is taken from our Admissions policy which can be viewed on request.

- availability of spaces, taking into account the staff/child ratios, the age of the child and the registration requirements.
- when the application is received (extra weight is given to those who have been on the waiting list the longest).
- the nursery's ability to provide the facilities for the welfare of the child.
- a child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability.
- extenuating circumstances affecting the child's welfare or the welfare of his/her family.
- children who have siblings who are already with us.

We operate an equal opportunities policy and ensure that children have access to nursery places and services irrespective of gender, race, religion, colour or creed.

Booking a Place for your Child

In order to book a place for your child you will need to fill in an enquiry form. When we have received this we will contact you to tell you if we are able to offer you a place. If we offer a place, we will write or email to confirm this.

We require a non-returnable deposit of two weeks fees, within twenty eight days to secure the place. If the deposit is not paid we regret we cannot keep the place available. This deposit will be held by the nursery for the duration of the child's stay at the nursery and will be refunded at the end of the child's stay provided four weeks notice is given in writing prior to a child leaving the nursery and all fees are paid up to date.

Daily Routine and Activities

We recognise that children need routine to be happy, safe and secure. We will keep to your child's own routine for feeding, sleeping etc. as much as is possible.

We have a flexible timetable which provides a framework for our nursery day. Free play is available at all times, and throughout the day the children have access to a variety of play opportunities including creative, construction, messy, small world, mark-making, outdoor, role play and I.T. Our staff also

provide a wide range of activities planned to meet your child's individual learning and developmental needs. Pictures of our activities are often posted on our Facebook page, where you can also keep up to date with the latest news from the nursery.

We take the children on regular outings, for example on walks to the library, park and local community garden. All outings are undertaken on foot and are risk assessed.

All children have an online learning journey which records activities, sleep times, meal times, new achievements etc, and is also used to exchange information between nursery and home.

All meals are served in the playrooms, with children and staff sitting together, so that children learn social skills in a relaxed atmosphere.

We provide a variety of healthy foods at snack time and a well balanced, nutritional meal for lunch and tea. We offer milk and water to drink. We can cater for differing dietary requirements, eg allergies, food intolerances, cultural and vegetarian. Fresh drinking water is always available.

Meals will be served to all children who are in nursery at mealtimes:

<i>Breakfast</i>	<i>8 a.m. – 8.30 a.m.</i>
<i>Morning Snack</i>	<i>10 a.m.</i>
<i>Lunch</i>	<i>12 noon</i>
<i>Afternoon Snack</i>	<i>2 p.m.</i>
<i>Tea</i>	<i>4.15 p.m.</i>

Babies will be fed according to their own routines and needs. We will provide formula milk which will be made up fresh for each feed. We ask that you provide us with empty labelled bottles for your baby, which we will sterilise between each use.

Delivering and collecting your child

When you arrive at nursery please hand your child over to a member of staff, and register them. When you collect your child, a member of staff will tell you briefly about your child's day, and answer any questions you may have. We take your child's safety very seriously and will not let your child leave with an unauthorised person.

Key Worker System

Your child will be cared for by our team of dedicated staff who work closely together. We recognise the need for continuity of care and will allocate a key worker for your child. Your child will spend a significant amount of their time in nursery with their key worker, who will be responsible for keeping a record of your child's development and achievements. This will be available for you to view on request.

Visitors

Parents and carers are always welcome in our nursery at any time. All visitors will be required to sign the visitor's book on arrival and departure. Unknown visitors will be required to show I.D. to gain entry. Visitors will not be left unsupervised near children.

Arrangements in Case of Emergency

In the unlikely event of an emergency which requires us to evacuate the building we will take the children to a safe place and contact you or your emergency contact to collect your child.

Constructiv Clothing at Unit 50 Mochdre Industrial Estate, have kindly agreed that we can take the children to a suitable room there if necessary.

Quality of Care

We are committed to providing the very best care that we can for your child, and carry out an annual Quality of Care Review, a report of which is made available to all parents and carers.

Terms and Conditions

Please refer to the Terms and Conditions and Fees Policy which are provided with this information pack.

We will review and update this Statement of Purpose annually, and at other times as necessary. We will inform CIW of any changes to our Statement of Purpose.

Fees

Current Fees

Our current fees (April 2018) are:

Session name	Time	under 2's cost	over 2's cost
Full day	8am- 5.45pm	£40.80	£39.78
Short day 1	9am - 3pm	£32.64	£32.64
Short day 2	8 – 3.30	£35.70	£35.70
Morning	8am - 11.30am	£16.32	£16.32
Lunch time	11.30am - 1.30pm	£11.73	£11.73
Afternoon	1.30pm - 5.45pm	£20.40	£20.40
short afternoon	1.30pm - 4pm	£11.73	£11.73
occasional booked extra hour		£5.50	£5.50
late collection (per 15 mins)		£2.50	£2.50
late collection after 5.45 pm (per 15 mins)		£5.00	£5.00

We also provide nappies and wipes at 50p a day.

We do not charge for days we are closed, such as Bank Holidays and our Christmas holidays.

We offer a discount of 2% for prompt payment. Please ask for details.

If you receive Working Tax Credit or Universal Credit you may be eligible for help with the cost of childcare. We would be happy to offer help or more information on this if you would like it.

We are also happy to accept childcare vouchers.

Complaints Procedure

We hope that you and child will be very happy with the standard of care we provide, if you are not, please tell us. Initially any problems should be discussed with your child's key worker or room leader who will work with you to find a solution. If you are still not happy then please speak to the nursery manager about your concerns. We will do our very best to resolve the situation to your satisfaction. We have a complaints procedure which can be viewed in our Policies and Procedures file, a copy is also available on request.

If your complaint is still unresolved you have the right to refer it to the registering authority:

Care Inspectorate Wales
South West Region
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Tel: 0300 7900126



Wales Pre-school
Providers Association
Cymdeithas Darparwyr
Cyn-ysgol Cymru