

# Information Pack



“Staff provide a range of interesting and inviting activities for the children to explore”

“Staff show skill in forming strong bonds with the children”

- Ofsted



# Honeypots Childcare Ltd

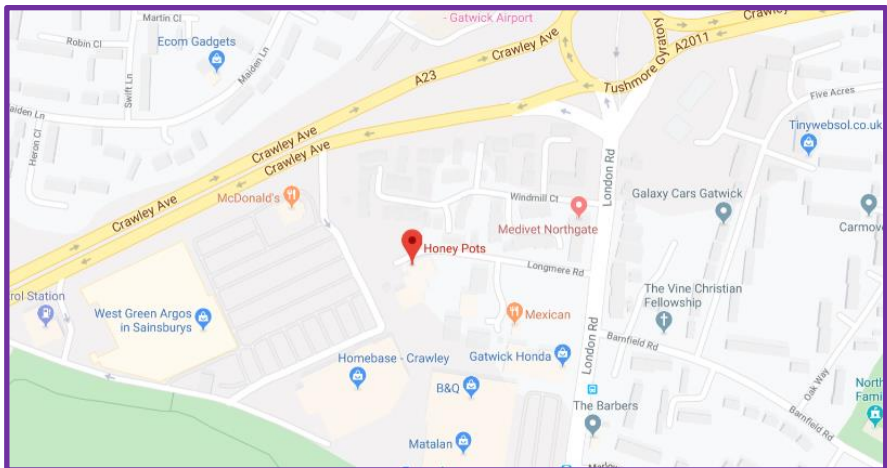
Thank you for choosing to contact Honey Pots Childcare Ltd.  
Let us share a little information about us...

## About us:

- We cater for ages 1-8 years old,
- We are open Monday to Friday, 8am to 6pm (except bank holidays),
- We cater for full time and term time only placements,
- We accept WSCC government funding for 2-year olds, we also accept 15/30-hour government funding for 3 year olds,

## Our location:

Crawley Youth Centre, Longmere Road, West Green, Crawley, RH10 8ND



## About our premises;

- Situated away from the main road,
- Large garden and hardstanding play area,
  - Building adapted for disabled access,
- Two rooms dedicated to certain age groups (1-3 years & 3+ years),
- Kitchen providing fresh meals cooked on site on a daily basis,
  - Onsite parking

## Further contact info;

- Telephone 01293 527532
- Email: [Honeypotschildcare@hotmail.co.uk](mailto:Honeypotschildcare@hotmail.co.uk)
- Website: [www.honeypotschildcareltd.co.uk](http://www.honeypotschildcareltd.co.uk)



## How we work;

We have been open since 2004 and we were originally based in Langley Green until 2005, we then moved to our larger setting here at Crawley Youth Centre that enabled us to provide a wider range of facilities for the children attending our setting.

At Honey Pots we pride ourselves on our ability to provide professional care and learning that is delivered in a warm and caring manner.

We adapt our practice to the needs and interests of the children; we take pride in the way we provide learning opportunities for the children and allow parents to access the children's progress with ease.

## Aiding Learning;



We use Tapestry at Honey pots which is an online based assessment tool that allows a range of evidence to be captured that can be viewed instantly by the staff members and parents. This tool works in conjunction with current government curriculums and is widely recognised within the childcare industry.

At Honey pots we use a key worker-based system that assigns a staff member to an individual child, they will become responsible for assessing that child and creating a special bond with that child to help them grow and learn whilst they spend their time here. In addition, a key part of their role is forming a strong bond with Parents/Carers to ensure the children are receiving the best care possible.

We are inspected and graded by Ofsted on a periodic basis that is set and governed by Ofsted, in our last inspection we received a rating of “Good” which we are proud to be awarded yet still seek to improve and better this rating.

### How we adapt and grow;

We are constantly seeking to update our practices to better the children’s experience whilst at Honey Pots. We do this by rotating our displays, providing visual aids in and around the nursery setting and practicing Makaton with the children.

All our staff have been trained or are studying to an NVQ Level 2 or higher, this is a standard we set when recruiting new staff members. This enables us to provide a spread of knowledge, experience and enthusiasm throughout our team.

We are highly adaptable and cater for children with additional needs, we regularly update our training and knowledge base to cater for every child’s needs. This progressive attitude towards staff professional development is combined with an extensive experience base that we are always seeking to build upon.



## Our Aim;

*“Our key aim is to provide children with a safe, secure, stimulating and happy environment for the children to learn and grow”*

## Our core values;

- The children’s safety is of the utmost importance at Honey Pots, we ensure the children are kept safe by adhering to current health and safety, safeguarding and childcare standards. We maintain this by thorough practice and continual learning that is shared throughout our staff team.
- We regularly ensure the setting environment is updated, fresh and accessible to all who pass through our doors, we periodically renew our displays and learning resources to ensure the children remain engaged and interested in learning.
- We take pride in the friendly relationship our staff team has with the children and parents/carers that attend our setting, we seek to solve any issues that may arise and will strive to support the families that attend Honey Pots.



## Keeping everyone safe...

At Honey pots we upkeep the highest standards to keep the children safe...

- We regularly conduct Fire drills and retest when new children or staff join our setting.
- We conduct a background check that automatically updates and renews when a new staff member joins us or someone new uses the building when we are open.
- We first aid train every staff member when they join our team.
- We undertake any specialist training that may be required for any persons that has an additional need/condition.
- All of our team are trained and receive regular updates on safeguarding practices, we continually update our knowledge base and awareness surrounding new and existing government guidelines and safety initiatives.

## Routine;

We have a daily routine we follow to create consistency for the children as shown below;

Time	Little Room	Time	Big Room
07.45 - 9.30	Set up, Meet & Greet, Activity prep	07.45 - 9.30	Set up, Meet & Greet, Activity prep
9.30 - 10.00	Playtime	9.30 - 9.45	Circle time
10.00 - 10.30	Snack	9.45 - 10.30	Activity, Free Play, Fruit
10.30 - 11.30	Activity & Free Play	10.30 - 11.00	Playtime prep
11.30 - 12.00	Personal care, Lunch prep & Circle Time	11.00 - 11.30	Playtime
12.00 - 13.00	Lunch Merge with Big room	11.30 - 12.00	Story Time
13.00 - 14.00	Nap time	12.00 - 13.15	Lunch
		13.15 - 14.30	Free Play & Activity Circle time at 13.15
		14.30 - 16.00	Free Play, Activity, Snack at 14.00 Outside play at 15.00
		16.00 - 16.30	Tea
		16.30 - 18.00	Free Play & Self guided learning

## Payment plans and funding;

### We can provide a range of payments options based on your requirements;

- Our fees are due at the beginning of each week on the first session your child attends nursery.
- We require 1 week's deposit; this deposit will be deducted from your final fees when the child leaves.
- If a payment is delayed up to two weeks after payment was due you may be asked to remove your child from nursery until payments are up to date, this is at the manager's discretion.
- We are able to take Cash and Bank payments; this can be arranged to best suit your needs.
- We also accept a variety of childcare vouchers and accept government funded hours.

If the outstanding debit is not paid it will be referred to our debt handling company immediately.

If cheques are returned unpaid there will be a charge of £10.00 added to your payment and if payment is after the 10<sup>th</sup> of the month a further 3% charge will be added to the payment.

**Our fees will be calculated per week and any extra sessions your child attends will be added onto the following weeks fees, we do not charge for bank holidays or the Festive period, dates missed through illness are charged at normal rates. Any holiday taken during usual attendance periods will still be charged.**



## FAQ's

### What happens when my child first comes to nursery, do you have a settling in procedure?

We use a 3-step approach to settle in the children into our nursery, this consists of three warm sessions;

1. 1 hr attending the setting with the parent/carer.
2. 30 Mins without parent/carer present.
3. 1 hr without parent/carer present.

There is no charge for these warmup sessions and your child can have as many as required, as some children will take a while to settle. All of these sessions are flexible to your schedule and staff will always be on hand to help with any queries or questions.

### Do you have a structured routine throughout the day?

We do follow a daily routine, this is displayed earlier on in this leaflet, the routine can sometimes change due to special events, weather and other occasions. On the whole we do follow a routine as we find it creates a stable and secure atmosphere for the children.

### Do I need to supply nappies and clothes for my child whilst at nursery?

Whilst at nursery we do ask for parents/carers to provide personal hygiene items such as Nappies, Spare clothes and any cleaning items such as wet wipes.

Often spare clothes are necessary as we actively encourage play that explores the children's environment. We also provide opportunities that allow the children to access messy play and activities that uses resources with different textures.

Spare clothes are often advised especially when children are learning to use the toilet independently, we are happy to support and give any guidance during this time.

We also actively encourage outside play, so we ask that you provide the children with adequate clothing and items such as gloves, scarves and wellies during the winter months.

*Do I need to inform anyone if I would like someone else to collect my child?*

If you would like someone else to pick your child up, the parent/carer needs to make arrangements with the manager or supervisor, this can be done over the telephone. You will need to give us the person's Name, Address and Telephone number, they will need to bring a proof of identity and know the relevant password. The child will also have to recognise the person collecting them. If we are in any doubt, we will not let the child go until we have contacted one of the child's parents/carers.

*Do you have policies/procedures for your setting?*

We have a variety of policies and procedures that are regularly updated and scrutinised. We invite every parent to read the policies and have supplied some of the key policies at the end of this prospectus, you are welcome to read the policies and if you have any queries please just ask.

*Do I have to attend a set number of sessions?*

Your child may attend nursery from two sessions a week up to five sessions per week there is no set session requirement. For children under 3 we recommend your child attends at least two sessions a week. You may change the sessions once your child is attending, for these changes in sessions we require 1 weeks' notice.

*Can my child bring a toy?*

Your child may bring a toy or comfort object during the settling in period, we suggest once the child has settled toys are left at home as we cannot accept responsibility for any loss or damage to the toys. A small comfort object may be left in the child's bag. In the event of your child feeling unwell they may be given their preferred comfort object.

*Will I still have to pay if my child is of ill?*

Unfortunately, we will still require payment for the period your child is ill, if it is a long-term illness please make us aware. We then may be able to make adjustments, please ask to see a manager to discuss viable options.

### *What are the food options?*

We provide home cooked style meals on site on a daily basis using fresh ingredients ordered on a weekly basis.

The setting provides;

- Morning Snack at 10.30am – Fruit, Milk/Water
- Lunch at 12pm – Meals vary and cater for special dietary requirements
  - Afternoon Snack at 2.00pm – Fruit, Milk/Water
- Afternoon tea at 4pm – Sandwiches or an alternative, Yogurt, Fruit, Milk/Water

We have a weekly menu plan; this will rotate and be updated on a monthly basis.

### *What if my child needs medication?*

We can administer certain medications whilst your child is attending Honey Pots. We can store and administer short term medications in addition to having the facility to store and administer special medications. Regarding special medications we will need to meet with a parent/carer to discuss the measures that we will need to take to administer/store the medication.

Please see a manager to discuss any medical requirements.

### *What if my child is ill and you are unable to contact the named person on the registration form?*

If we were unable to contact the named emergency contact and the child were to fall ill and we were concerned, we then would contact your local doctor or follow our first aid procedures.

### *When should I not bring my child to nursery?*

We ask you not to bring your child to nursery if they have one of the following:

Sickness and Diarrhoea

High Temperature

Suffering from infectious illness/diseases

A rash that has not been examined by a medical professional and been deemed non-infectious.

*If my child has one of the above, how long is the time period before they can return?*

Your child may return to nursery when they are fit and well. The child will need to be no longer contagious. We ask for a 48-hour grace period after the last bout of sickness or diarrhoea, otherwise your child may pass the infection onto other children in the nursery. (See enclosed sheet)

*What happens if my child needs to go to hospital?*

A member of staff will go with your child to hospital, while another member of staff will contact the parent/carer, the member of staff at the hospital will stay with your child until a parent/carer arrives, under no circumstances would your child be left at the hospital on their own.

*Do I have to pay for bank holidays and any other holidays?*

You do not have to pay for bank holidays, we will be closed over the Festive period. Any other holiday taken during usual attendance times will be charged at normal rates.

*If I arrive early can I leave my child with you?*

Unfortunately, you cannot drop off your child before 8.00am as staffing levels will not be adequate to provide care before this time. If you need to drop off the child earlier than your session time, please see a member of staff regarding availability.

*What if I collect my child late?*

If you are aware you may be late then please telephone and inform us as to when you will be arriving, we do ask that pick up times are followed to best your ability.

*Will I have to pay extra if I collect my child late?*

If you are more than 15 minutes late collecting your child there will be a charge of £5.00 for every 15 minutes that pick up is delayed, If you know you will be 5 minutes late please telephone and let us know.

### *How are the fees calculated?*

The fees are calculated on a weekly basis, based upon sessions that are agreed prior to that week. If you are claiming funding for your child on a Full times basis and the child attends during half terms, then the usual rate of fees will be applied for the sessions attended during Half term periods.

Fees are generally due on a weekly basis; we ask that fees are paid and kept up to date. Often payment at the end of every week or the child's first session allows fees to be kept up to date.

### *What if I make a late payment?*

If there is a late payment a £10.00 charge will be added to your fees each week, if your payments are not kept up to date or persistent late payments are made then we may ask you no longer attend or will refuse to provide care.

### *What if my child no longer attends and I have fees outstanding?*

You will be contacted by letter regarding the outstanding balance, if this is not settled within the allocated period or no further contact made then the debt will be forwarded to a debt collector.

### *What if I decided to change from Full Term sessions to Term Time only sessions?*

If changing from Full time sessions to Term time sessions, we ask that sessions are altered at the end of term or during half term breaks.

### *What if I no longer wish my child to attend the nursery and I am claiming government funding for 3-year olds?*

If you are claiming funding and the fees are processed via WSCC after the start of the term, there will be a £20.00 administration charge to transfer your funded hours allocation.

*Information changes we would need to know about:*

- Please let us know if your contact numbers or addresses have changed so we can contact you in the event of an emergency.
  - If your child has been immunised.
  - If your child is receiving medical treatment.
- Any changes that you feel we would need to be aware of surrounding the child's welfare
  - If your child is under specialist care/assessments or requires any additional input, we have a depth of experience in dealing with outside agencies and are willing to support the children and parents/carers whilst at Honey Pots.

*What if I have any concerns or queries about a child's development?*

If you have any concerns about your child's development or wish to seek advice regarding a child's progress, please just ask.

Often there can be many factors that can affect a child's progress many are common, and some are not. We have a depth of experience working with parents/carers and other agencies.

If you require support or guidance, we can help you find the correct support and pathways to gain the best support possible.



## Parents/carers comments;

- *The standard of care is excellent the staff are conscientious and caring they have a lovely nature with the children and are approachable and very friendly.*
- *A wonderful team of very caring & professional individuals my child could not be in better hands.*
- *The team at Honey Pots is exceptional and should be very proud of the standard of care they are achieving, they should be recommended by everyone for the hard work, patience and dedication to their jobs.*
  - *A super place to leave my child.*
- *My child continues to enjoy and be happy at nursery, which makes it easier for myself as a working parent.*
  - *Very friendly atmosphere, not too large and great staff.*
- *I just wanted to say a massive thank you to you and your girls for this week. My daughter got very very upset every morning apart from this morning when I dropped her off. She has never got so upset before and several members of your team all comforted her, when I left. They are all an asset to you and I am so grateful she is looked after by you and your nursery. Thank you xxx*
- *We really appreciate the work that you are doing with the children. We've seen a great improvement with our daughter since starting full time. Wishing you the same success with all the children you come in contact with.*
- *Thanks for taking very good care of my baby....I am so relieved that he is now in good hands :))*
- *You guys are simply great...Please pass my sincere thanks to all of his aunties !!!!*

