



STICKY PAWS

Part of YMCA CHELMSFORD



**Our
Prospectus**

Our Mission is that Sticky Paws is a special place for little people. We provide learning experiences that help children to learn and grow, thus building confidence and independence. Our aim is to develop them into individual people.

Our Aims and Objectives are:

- To treat each child in our care as an individual.
- To ensure that our parents have total peace of mind.
- To foster close links between home and Nursery.
- To value all parents and children.
- To provide opportunities to explore and discover.
- To provide base activities around the Foundation Stage.
- To help children leave the Nursery with valuable numeracy and literacy skills.
- To help children to develop respect, courtesy and compassion.
- To help children develop their own personalities and be able to act independently.
- To provide a balanced educational experience with equal opportunities for all.
- To help the children develop the ability to build good relationships.

Children's Charter

Sticky Paws aims to ensure that through its work with children each child will be.....

- ♦ Welcomed into a safe, caring Christian environment with a happy and friendly atmosphere.
- ♦ Regarded as an individual, listened to, and have their feelings respected and opinions valued.
- ♦ Cared for by skilled, experienced staff who understand the needs of children
- ♦ Given praise and encouragement, opportunities to succeed and an environment where positive behaviour is promoted.
- ♦ Encouraged to develop self-discipline and consideration for others and the community.
- ♦ Given access to stimulating, fun and creative activities supportive of each child's stage of development, which encourages emotional, social, physical, intellectual and spiritual growth.
- ♦ Provided with opportunities to realise their full potential to learn new skills, develop confidence and a positive self-image.

Welcome to Sticky Paws

This booklet has been designed for you as parents/carers to have all the information you need to know about us. If you need anymore information or wish to book a visit to come and meet us then please contact us:

T : 01245 355677

E : admin@chelmsfordymca.co.uk

The Premises and Location

The Nursery is based at the premises of YMCA Essex and is an integral part of the services that they offer. The YMCA Board of Directors and staff have a commitment to childcare and education. We aim to give your Child the best possible care whilst they are here.

We are conveniently located in Victoria Road, Chelmsford, close to the bus and train stations and town centre. The nursery can be reached via the staircase off of the main entrance. The nursery occupies the entire first floor and has purpose built free flowing rooms.

Nursery Hours

We are open Monday to Friday, 7.30am until 6.00pm, with the exception of Bank Holidays and a week over the Christmas period. Full or part time spaces are available in all of the units.

Baby Bears - 3 months to 2 years

In Baby Bears, you will find that life is calm and relaxed. We provide a safe, happy, stimulating and loving environment, whilst following your own personal routine as we believe that it is essential to provide the continuity of care.

We are able to cater for each baby's individual needs, providing a home from home atmosphere and helping your child to grow and develop through encouragement, praise and stimulation.

For very young babies, we follow their own individual pattern for feeds and sleeps as we feel this helps them settle better with us. We provide pampers nappies and all formula milk for your baby.

Busy Bears - 2 to 3 years

In Busy Bears the children begin to follow an informal routine. During the day your child will have the opportunity to participate in a number of fun and stimulating activities which will encourage experimentation and exploration.

Our staff will be constantly aware of your child's ability and development and will encourage each child individually.

Bright Bears - 3 to 5years

In Bright Bears the children follow a daily routine based on guidance from the **Early Years Foundation Stage**.

Through play and focused activities the children are encouraged to be independent learners. The staff teach the children social and emotional skills as well as learning to recognise their own name and how to begin to write and count. The children also learn about colours, shapes, countries, different people, disabilities and how to care and respect their things and each other.

Our planning is aimed at giving each child the best possible stepping stone in order to prepare them for school life.

Staff

Sticky Paws is run by qualified and/or experienced staff and is registered with OfSTED in accordance with the Children Act 1989. We are registered to care for fifty-five children aged between 3 months to 5 years. The children are cared for by professional staff, giving you complete peace of mind knowing that your child will be receiving quality care.

Staff ratios

- 3 months to 2 years = 1:3
- 2 - 3 years = 1:4
- 3 - 5 years = 1:8

Pre - Visits explained

Typically we recommend 3 pre-visits to the Nursery Units so that the staff can gain as much information as possible about your child regarding their routines, likes, dislikes and type of formula etc. We will contact you to arrange these visits. We cannot allow children to start without completing at least 1 pre visit.

Baby Bears

Visit 1 - During this visit we will ask you to complete a "New Family Pack". This will give the staff the best information about your child and their routine. You will stay for a short period of time after this with your child.

Visit 2 - This visit lasts for about two hours. You stay with your child for a short while then leave them for the remainder of the visit.

Visit 3 - This visit lasts for an hour. You drop them off then leave them with us for the hour.

Busy Bears & Bright Bears

Visit 1 - This visit lasts approximately half an hour, and both you and your child stay for this visit.

Visit 2 - This visit lasts for one hour. You stay with your child for a short while then leave them for the remainder of the visit.

Third visit - This visit lasts for one hour. You drop them off then leave them with us for the hour.

Meals

Meals are freshly prepared by our cook and are varied and nutritious. The menus have been planned to ensure they are well balanced. Special dietary requirements such as Vegetarian, lactose intolerant or religious requirements can be catered for by request.

Meal times

Breakfast - 7.45am until 8.30am

Mid morning snack - 9.30am

Two course cooked lunch - 11.30am until 12.30pm

Afternoon tea - 3.30pm

Toilet Training

Each child is different when it comes to toilet/potty training. Our staff will always be ready to discuss training your child with you. They will provide support and encouragement to your child whilst working towards this great achievement. They will be on hand to offer progress reports and advice.

Outings

As our Nursery is in the centre of town, our outside space is limited. Therefore within our planning we include outings to the park, library and shops as well as yearly visits to the zoo, seaside or the farm.

Fees

In order to register your child with us you will need to pay a non-refundable registration fee of £25.

Before your child starts you will also need to pay a 2 week deposit that will be held against your account and will be repaid to you at the end of your child's time in the Nursery. If fees are still due at that time, the deposit will be used to offset the outstanding debt. If your account is clear we will arrange to repay the deposit into your bank account.

Fees are paid monthly in advance.

Fees are reviewed Annually.

	Baby Bears	Busy Bears	Bright Bears
Half day fee	£30.00	£28.00	£26.00
Full day fee	£52.00	£48.00	£44.00
Full week fee (10% discount)	£234.00	£216.00	£198.00

2 and 3 year funding

We take both 2 and 3 year funding so please ask staff for details.

Methods of Payment

Direct Debits- We require all parents to complete a direct debit mandate for the fees. An invoice will be issued at the beginning of the month and your direct debit will be taken on or after the 22nd of the month for the balance shown on the invoice. Any queries on the invoiced amount should be questioned before the 12th of the month to allow adequate time to adjust the direct debit.

Other payment methods- In the rare cases where parents may not have a bank account, we will accept cash or cheque (not post dated), and these must be paid in advance. For those parents who do not wish to pay by the direct debit scheme, there will be an additional 2.5% handling charge per month, which will be used to offset against the increased costs of processing cash or cheques through our bank. ***Failure to do so will mean the withdrawal of their child's place in Nursery.***

Cash / cheques will be accepted for the initial deposit and until the direct debit is in place. A bank account must be in place by the third month to allow payment by direct debit.

If fees remain unpaid, we will implement our debt collection process which will result in the debt being passed to our debt collection agency. If settlement is not received, it may result in us taking out proceedings in the County Court. It is our policy to pursue outstanding debts and could result in a CCJ (County Court Judgement) being made against parents. This will impact on the chance of obtaining future credit i.e. a loan or mortgage.

Terms and conditions

All parents/guardians who are using Sticky Paws must be aware of the following criteria:

1. Sticky Paws treat all the children in their care with equal concern and in doing so respect each child's religious persuasions and meet each child's specific needs with regard to their ethnic origin, cultural and linguistic background, gender or disability.
2. Children must be of the minimum age of three months and not more than five years old.
3. All parents/guardians must complete and sign the registration form detailing who has parental responsibility.
4. Children must be of general good health and free from infectious illness or disease. It is recommended that the child is up to date on his/her inoculations. The Nursery reserves the right to refuse admission to children due to ill health. When a child becomes ill at Nursery, every effort will be made to contact you and you will be requested to collect your child as soon as possible.
5. All medication must be clearly labelled with your child's name and dosage required. Details of the medication along with your signature must be entered into the medication folder before it can be administered. We require permission to take children to the doctor in the event of an emergency or to receive treatment as necessary (please see registration forms).
6. Permission is requested by the parents/guardian to take the children off the Nursery premises for outings etc (please see registration forms).

7. Nursery must be given notification if any person other than the child's parents/guardian is to collect the child. You must provide the Nursery with photographs of all persons who will collect your child. Notification is required in writing if any change occurs to your address, contact numbers, work or doctor's details.
8. Children must be picked up no later than 12.30am if attending a morning session and 6pm if attending an afternoon session or full day. Please note that a charge of £10 per 15 minutes will be charged if your child is collected late & charges will be made from 12.35pm & 6.05pm
9. We request that you supply your child with a spare set of clothes, toothbrush and toothpaste and nappies if applicable.
10. All Sticky Paws staff are aware of our Child Protection Procedure and a copy of this can be found in the Policies and Procedures Handbook.
11. YMCA Essex will not tolerate verbal or physical abuse towards its staff from parents or children. Such events may cause your space to be terminated.
12. The Childcare Manager or the YMCA Chief Executive reserve the right to terminate a child's space at the Nursery.
13. If for any reason you wish to complain, you should in the first instance speak to the Childcare Manager. If you are still dissatisfied, you should seek an appointment with the YMCA Chief Executive. In some cases you may wish to put forward a written complaint; in this case, please address your letter to The Childcare Manager or the YMCA Chief Executive.
14. The full policies and procedures must be adhered to at all times without exception. A copy of this document will be given to you upon request or you can download it from our website. **www.Chelmsfordymca.co.uk**

Direct Debit Information

Direct debits – How do I pay?

What is direct debit?

A direct debit is a simple, safe and convenient way to manage your household bills or make regular or occasional payments from your bank account. You agree with the organisation the amount to be collected and the date of payment. From then on, the amount will be deducted from your account as agreed. If they need to change the amount or collection date, they have to notify you first.

How do I set up a direct debit?

You can either complete a direct debit instruction obtained from the organisation you wish to pay, and return it to them, or with some organisations you can set up direct debits over the telephone or via the internet. The organisation will then forward your instructions onto your bank authorising them to allow payments to be collected from your account to them.

What information do I need to set up a direct debit?

You will require the following information:

- Your name and address
- The name and address of your bank or building society
- Our bank or building society account number
- The branch sort code of your bank or building society
(see your cheque book)
- The name(s) on the account.

Can direct debits be paid from any account?

Most current accounts at banks and building societies can be used to make direct debit payments. Some special deposit accounts also allow them - just ask at your branch.

Direct debits – How do I pay - continued

Once it is set up, do I have to do anything?

No, other than making sure you have sufficient funds in your account when the payment is due. To assist with this, the organisation will give you advance notice of the collection dates and amounts, whether you set up a direct debit by the telephone, internet or by completing a paper instruction. It is a good idea to check your bank statement regularly to ensure that all your direct debits are going out as shown on your advance notice.

Will the payment always be on the same date every month?

Normally payments will be made on the same date each month, quarter or annually according to the payment frequency. If any payment due date falls at a weekend or on a bank holiday, the organisation is obliged to debit your account just after that due date unless they notify you in advance of a change of date.

What if changes are needed?

If either the amount you owe, the frequency or the payment date changes, the organisation concerned has to notify you in advance (normally 10 working days) of your account being debited. This gives you time to get in touch with them if necessary.

How do I cancel a direct debit?

If you need to cancel a direct debit, simply write to your bank or building society. It is also a good idea to send a copy to the organisation concerned. Your bank or building society can make the cancellation up to and including the due date, but try not to leave it until the last minute or you run the risk of a payment being made. Remember that cancelling the direct debit simply stops paying the organisation. If you carry on receiving the goods or service, then you will have to organise an alternative payment method.

Direct debits – How do I pay - continued

Can I cancel a direct debit over the telephone or via the internet?

Usually, however written confirmation may be required. We also recommend you notify the organisation concerned.

Who actually controls direct debit payments?

The bank or building society that holds your account is responsible for all aspects of the running of that account. They are therefore answerable for all payments, including those made by direct debit.

Who makes sure that the organisations collecting money are reputable?

All organisations using the direct debit system are sponsored into the scheme by their bank or building society. They are checked for integrity, sound financial standing and administrative capability before being permitted to offer direct debit to their customers.

What is the Direct Debit Guarantee?

The Guarantee is offered by all banks and building societies that accept instruction to pay direct debits. If there are any changes to the amount, date or frequency of your direct debit the organisation will notify you (normally 10 working days) in advance of your account being debited or as otherwise agreed. If you request the organisation to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

Direct debits – How do I pay - continued

If an error is made in the payment of your direct debit, by the organisation or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when the organisation asks you to. You can cancel a direct debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify the organisation.

How do I get back any money paid in error?

If any payment is made in error, you should contact your bank or building society who are responsible for giving you a full and immediate refund - even if the original error was made by the organisation collecting the payment.

How can I be sure my account is safe from fraud?

It's very unlikely that this will ever occur because organisations using the direct debit scheme go through a careful vetting process before they're authorised, and are closely monitored by the banking industry. But if money were to be drawn from your account fraudulently, you'd be protected by the Direct Debit Guarantee, and would be entitled to an immediate refund from your bank or building society.

If you require more information please visit

www.directdebit.co.uk

Thank you for taking the time to read this prospectus and we hope you have found it useful.

Don't forget to download the full policies and procedures from our website.

We look forward to meeting you and your family.

Any questions?

Call us on **01245 355677**

Email us at **reception@ymcachelmsford.org.uk**

Website **www.ymcaessex.org.uk**

Sticky Paws is the operating name of YMCA Chelmsford



YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

YMCA Essex. Company No. 3171206 Registered Office: Victoria Road, Chelmsford, Essex, CM1 1NZ. Registered Charity No. 1054070
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