



STICKY PAWS

Part of YMCA CHELMSFORD



Our Prospectus – June 2018



Our Mission

Our Mission is that Sticky Paws is a special place for tomorrow's generation. We provide learning experiences that help children to learn and grow, thus building confidence and independence.

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 & YMCA.
- To value all parents and children.
- To provide opportunities to explore and discover.
- To provide base activities around the EYFS.
- 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 can 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.



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 on 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.

The Out of School Clubs are based mainly within the school sites, however on some occasions they are based in a village hall within the catchment area.

Nursery Hours

We are open Monday to Friday, 7.30am until 6.00pm, with the exception of Bank Holidays, two staff training days and over the Christmas – New Year period. Full or part time spaces are available in all our rooms.

Out of School Club Hours

The Breakfast Club is open Monday to Friday, during term time 7.30am until 8.45am and the After School Club from 3.15pm until 6.00pm, with the exception of Bank Holidays, non-pupil days and two staff training days a year. The Holiday Club is open during the holidays 7.30am to 6.00pm. We take weekly or daily bookings.

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 11 years inclusive. The children are cared for by professional staff, giving you, complete peace of mind knowing that your child will be receiving quality care and love.

Staff ratios

3 months to 2 years = 1:3

2 - 3 years = 1:4

3 - 5 years = 1:8

4 - 8 years = 1:8



Our Nursery Provision

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 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 5 years

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 to prepare them for school life.



Nursery Pre – Visit process

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.

Please speak with the room leader to arrange pre-visits and start dates.



Our Out of School Provision

Breakfast Club

At the Breakfast Club we provide a safe, secure and relaxed environment for the children. We provide a range of activities for the children before school. The children are encouraged to be responsible for themselves and grow as individuals with guidance from both qualified and experienced staff. Breakfast is provided for those children attending the Breakfast Club.

Afterschool Club

At the After-School Club we provide a safe and secure environment where the children can relax and have fun. We provide a range of activities both in and outdoors. The children are encouraged to be individuals, responsible for themselves and their actions with guidance from both qualified and experienced staff. A light tea is provided for those children attending the After-School Club. An area is provided for the children to do their homework; staff can provide support to the children in doing this.

Holiday Club

The Holiday Clubs are based at various locations throughout the year, dependent on demand. At the Holiday Club, we have many varied activities which occur throughout the day. There are opportunities for the children to spend time in group games as well as individual ones. The activities that are made available are both inside and outside, providing that the weather is appropriate. The children are able to select the activities that they would like to do; the emphasis is that they have fun.

Trips to various places of interest are organised throughout the Holiday Club. Children are treated as individuals and encouraged to take responsibility for themselves and their actions.



Meals - Nursery

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 - Nursery

Breakfast - 7.45am until 8.30am

Mid-morning snack - 9.30am

Two course cooked lunch - 11.30am until 12.30pm

Afternoon tea - 3.30pm

Meals – Out of School Clubs

Breakfast is served as cereal, toast or bagels with a choice of spreads. If your child attends holiday club you will need to provide them with a packed lunch (containing no nuts). After school, the children are provided with a light tea only. We cater for dietary requirements upon request

Meal times - Out of School Clubs

Breakfast - 7.30am until 8.15am

Mid-morning snack - 9.30am (holiday club only)

Packed lunch - 12.30pm (holiday club only)

Afternoon tea – 4.00/4.30pm

Sun cream – Factor 40 or above

When the weather is nice we like to take the children outside or to the park or beach. So, we require parents/guardians to provide appropriate sun cream for their child. Should your child not have sun cream and the nursery room/OOSC is planning a trip out your child will not be permitted entrance into the nursery or OOSC.

We request that you supply your child with a spare set of clothes, toothbrush and toothpaste, and nappies if applicable.



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.

Buggies, scooters or bikes

As our Nursery is located on the top floor, we ask parents to leave their buggies downstairs in the allocated buggy box. We request that buggies are no bigger than umbrella style ones as we simply do not have space to store lots of large pushchairs. Buggies are left at your own risk and YMCA Chelmsford do not accept liability for theft or damage. Sadly, we cannot house scooters and bikes for the Out of School Club children.

Parking

As our staff use the YMCA car park we kindly ask that no parent/guardian parks in the staff car park for drop off or collection of their child.

Local Offer

Please find our Local Offer on our website www.chelmsfordymca.co.uk



Fees

To register your child with Sticky Paws the following fees are applicable:

- A non-refundable registration fee of £25.
- Two weeks fee deposit that will be held against your account and will be repaid to you at the end of your child's time with Sticky Paws. Upon leaving Sticky Paws, if fees are still due the deposit will be used to offset the outstanding fees. If your account is paid up to date or in credit we will arrange to repay the deposit into your bank account.

Fees are to be paid monthly, in advance.

Fees are reviewed Annually (normally in April)

Fees outstanding from the previous month will be addressed via our overdue payment process. Please note that where possible we will work with families that are experiencing financial difficulties, however failure to keep to payment plan or to pay your fees on time will result in your child space being terminated.

Please see our fee chart below to work out your approximate childcare costs.

April 2018	Baby Bears	Busy Bears	Bright Bears	Breakfast club	Afterschool club	Holiday Club
Half day fee	£31.00	£28.75	£26.75			
Full day fee	£54.50	£50.50	£46.25	£6.15	£12.50	£30.00
Full week fee (10% discount)	£245.25	£227.25	£208.13		£56.25	£135.00
Approximate monthly cosy of daily fees						
1 day per week monthly fee	£236.17	£218.83	£200.41			
2 days per week monthly fee	£472.33	£437.66	£400.83			
3 days per week monthly fee	£708.50	£656.50	£601.25			
4 days per week monthly fee	£944.66	£875.33	£801.66			
5 days per week monthly fee	£1062.75	£984.75	£901.89			

Late collection fees:

A late collection fee is charged to your account at £10 per 15 minutes. This charge will start 5 minutes from the time your child's session ended. Persistent lateness may result in the termination of your child's space.



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 variable 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- We accept childcare vouchers and bank transfers, and 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 pay via cash or cheque, 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 your 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.

Overdue Fees Collection Process

Your childcare fees are expected to be paid by the last working day of the month. If your account is not cleared at the end of each month, we enter you into our Overdue Fees Process. We will then write to you to request the outstanding amount to be paid within 7 days. If this remains unpaid and we have had no luck in contacting you to arrange a repayment plan we will then write a second reminder in which you will have 7 further days to pay. After this time, we will remove your child's space at the club and then send your account to a debt collector agency.

If fees remain unpaid, we will implement our Overdue Fees 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.

If you require more information please visit www.directdebit.co.uk



Funding

Sticky Paws offer a variety of 2, 3 & 4-year-old funding options. Please read the section below that applies to your child.

2-Year-old funding

As Sticky Paws is rated "GOOD" with Ofsted we are able to offer families that qualify **15 hours** funding per week, for 38 weeks per year. Please speak with your local Children Centre to check the qualifying criteria.

This funding can be taken up via the following options:

2 x 7.5-hour sessions

7.30-3.00

9.30-5.00

10.30-6.00

3 x 5-hour sessions

7.30-12.30

9.30-2.30

1.00-6.00

If your child attends 3 or more full days the 15 hours funding cost will be deducted from your invoice. Please speak with our Childcare Administrator if you wish to have these costs worked out.

3 & 4-Year-old funding

All children that are 3 years old are entitled to the universal amount of **15 hours** funding at Sticky Paws. Children are eligible from the term after their 3rd birthday. This funding is offered for 38 weeks per year.

This funding can be taken up via the following options:

2 x 7.5-hour sessions

7.30-3.00

9.30-5.00

10.30-6.00

3 x 5-hour sessions

7.30-12.30

9.30-2.30

1.00-6.00

If your child attends 3 or more full days the 15 hours funding cost will be deducted from your invoice. Please speak with our Childcare Administrator if you wish to have these costs worked out.



We are also able to offer families that qualify **30 hours** funding per week, for 38 weeks per year. Please read the below information from Direct GOV to check if your eligible:

Will I qualify for 30 hours free childcare?

Parents of three and four-year olds will need to meet the following criteria in order to be eligible for

30 hours free childcare:

- They earn or expect to earn the equivalent to 16 hours at National Minimum or Living Wage over the coming three months.
- This equates to £120 a week (or c.£6,000 a year) for each parent over 25 years old or £112.80 a week (or c.£5,800 a year) for each parent between 21 and 24 years old and £56 a week for apprentices in their first year.
- This applies whether you are in paid employment, self-employed or on zero hours contract.
- The parent (and their partner where applicable) should be seeking the free childcare to enable them to work.
- Where one or both parents are on maternity, paternity, shared parental or adoption leave, or if they are on statutory sick leave.
- Where one parent meets the income criteria and the other is unable to work because they are disabled, have caring responsibilities or have been assessed as having limited capability to work.
- Where a parent is in a 'start-up period' (i.e. they are newly self-employed) they do not need to demonstrate that they meet the income criteria for 12 months.
- If one or both parents is a non-EEA national, the parent applying must have recourse to public funds

A parent will not meet the criteria when:

- Either parent has an income of more than £100,000
- If one or both parents is a non-EEA national and the parent applying does not have recourse to public funds

What happens if a parent loses eligibility?

- They will receive a 'grace period' – this means they will be able to keep their childcare for a short period.
- Once the 'grace period' has lapsed, the parent should be entitled to the universal 15-hour entitlement.



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This funding can be taken up via the following options:

3 x 10-hour sessions

7.30-5.30

8.00-6.00

Please note that if your child is eligible to 30 hours funding we cannot allow them to attend Sticky Paws on their funded days for more than 10 hours per day, so if your child normally attends 7.30-6.00pm you will need to adjust the drop off or collection time on funding days.

4 x 7.5-hour sessions

7.30-3.00

8.30-4.00

9.30-5.00

10.30-6.00

5 x 6-hour sessions

7.30-1.30

9.30-3.30


12.00-6.00


If your child attends 3 or more full days the 30 hours funding cost will be deducted from your invoice. Please speak with our Childcare Administrator if you wish to have these costs worked out.





Terms & Conditions


All parents/guardians who are using Sticky Paws must be aware of the following criteria, any breach in these terms and conditions could result in the termination of your child's space.


-  Children must be of the minimum age of three months and not more than 11 years old inclusive.


-  All parents/guardians must complete and sign the registration form detailing who has parental responsibility and parents/guardians must provide a valid birth certificate to prove their child's identity.

-  Where applicable parents/guardians may be asked to prove their right to live and work in the UK.


-  Where children are subject to court orders or residency actions we must be provided with this information.


-  Parents/guardians must provide the nursery with the correct and up to date contact information. If you have moved or changed your details the nursery/OOSC must be informed immediately.


-  Parents/guardians must be contactable whilst your child is at nursery or OOSC. Failure to be contactable may result in the termination of your child's space. We take this very seriously as in order to care for your child, we may have to contact you to ask permissions for medication or to ask you to collect your poorly child. It will cause concern if we cannot contact you after repeated try's. Should your working day be very busy, and you will likely be unable to be contacted, please nominate a second contact in case of emergencies.


-  Children must be of general good health and free from infectious illness or disease. It is recommended that your child is up to date with his/her inoculations. The Nursery/OOSC reserves the right to refuse admission to children due to ill health. When a child becomes ill at Nursery/OOSC, every effort will be made to contact you and you will be requested to collect your child as soon as possible.





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-  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 in 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).


 -  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.

 -  Permission is requested by the parents/guardian to take the children off the Nursery premises for outings etc (please see registration forms).


 -  Nursery/OOSC must be given notification if any person other than the child's parents/guardian is to collect the child. Notification is required in writing if any change occurs to your address, contact numbers, work or doctor's details.


 -  You will still be charged at the normal rate if your child is absent from Nursery, Out of School Clubs or Holiday Clubs for any reason. All booked sessions including bank holidays, school non-pupil days, any school closure days, Bad weather days where nursery/OOSC has to close and two staff training days a year are payable for and sessions cannot under any circumstances be swapped.


 -  Please note that a charge of £10.00 per 15 minutes will be charged if your child is collected late & charges will be made 5 minutes from the time your child's session ended.


 -  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.



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-  If for any reason you wish to complain, you should in the first instance speak to the Deputy Childcare Manager or 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.

 -  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.

 -  The Childcare Manager and/or the YMCA Chief Executive reserve the right to terminate a child's space with immediate effect if required at the Out of School Clubs or Nursery.

 -  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.ymcaessex.org.uk**

Thank you for taking the time to read this prospectus and we hope you have found it useful. All previous versions should be discarded.

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**



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.