

PROSPECTUS AND REGISTRATION 2024



020 8883 1394

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Contact details

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Telephone: 020 8883 1394

Email: info@littlecricketsdaycare.co.uk

Web: www.littlecricketsdaycare.co.uk

Opening Times

Full Time Day Care

Ages 3 months – 5 years

Monday to Friday 8.00am – 18.00pm
*Closed only on **Bank Holidays***

Statement of Aims

Little Crickets Day Care will:

- Provide a key person to help to meet the individual needs of every child
- Create a safe, secure, friendly and stimulating environment where children can thrive and enjoy their adventures
- Recognise appropriate support from highly qualified adults to move children forward on their learning journeys
- Offer a balance between child initiated and adult directed activities
- Use materials and equipment imaginatively and creatively to expand learning opportunities
- Give children the opportunity to develop their own lines of exploration and enquiry by focusing on their own choices
- Promote experiences that widen children's' worlds into that of their community and enhance each child's cultural capital.
- Provide creative opportunities to stimulate the imagination of all children and excite their senses

Early Years foundation stage (EYFS)

Prime areas of Learning

Personal, Social and Emotional Development:

Making Relationships
Self-Confidence
Self-Awareness and Managing Feelings and Behaviour

Physical Development:

Moving and Handling
Health and Self-Care

Communication and language:

Listening and Attention
Understanding and Speaking

Specific Areas of learning

Literacy:

Reading
Writing

Mathematics:

Numbers
Shape, Space and Measure

Understanding the World:

People and Communities
The World and Technology

Expressive Arts and Design:

Exploring and using Media and Materials
Being Imaginative

Room Structures

Ants Room (Baby Room) 3 months – 16/ 18 months

Babies in this room are from ages 3 months to approximately 18 months. There is a maximum of 15 babies in this room with a ratio of 1:3.

The babies in this room can rest and sleep comfortably in personal cots in a dedicated sleep room joined to this main area.

Babies enjoy a wide range of tactile activities including flour play, rice play and gloop. The babies have sensory play daily with objects such as lights and wind chimes where they can relax or be stimulated developing their senses and have access to a wide range of toys appropriate to their age and development.

Babies are offered fresh chopped or pureed fruit and vegetables whilst weaning. Gradually the staff will introduce carbohydrates and proteins working with parents to ensure the best nutritional benefits for the babies.

Mealtimes are enjoyed in the playroom. The babies are fed in high-chairs where they face each other to interact socially and can learn from each other. They have access to fresh drinking water throughout the day as and when they require it.

The staff within the baby room focus on the babies Personal, Social and Emotional development, they focus on a home away from home sense of feeling and concentrate on the babies feeling secure and happy while in our care. At this stage, they are focused much more on our Key Person approach as this is beneficial for both children and parents to ensure a smooth transition to the environment.

The babies have access to the garden and play area straight from their room and they will go outside or go for a walk using our buggies around our huge grounds.

Parents are asked to provide formula milk, nappies and wipes for their children.

Bumblebees Room (Toddlers): 18 – 36 months

Our toddler room is a large, extensive room that offers a wide range of stimulating opportunities for children to partake in specific learning activities based on the EYFS of their choosing. The children in this room range from approximately 18 months to 36 months.

The maximum number in this room is 35 and the ratio is 1:3 for the under 2's and 1:5 for over 2's. Children of all ages in this room can learn, grow and develop according to their own individual interests and form bonds with their peers.

Our Toddlers can access a range of toys appropriate to their age and participate daily in adult led activities such as painting, sticking, cooking, sand, water, flour play, rice play and gloop.

The children have access to the huge playground straight from their room. They will go outside in the playground or go for a walk around the grounds as often as the day allows or at least twice a day. Particularly during the summer, we encourage a free flow access to outside to take advantage of the natural environment further.

Mealtimes are enjoyed in our café section of the Bumblebees room with age appropriate small chairs and tables. Meal times are a great fun social occasion and the children are encouraged to begin to be more independent with feeding themselves and appropriate table behaviour is encouraged. They have access to drinking water as and when they require it throughout the day

The nursery children are changed on our changing tables or they can use the small toilets or potty if and when potty training. There are 2 sinks in the room where they can wash their hands and develop their personal hygiene.

After lunch (or when required) the Bumblebee children sleep on mats with blankets and rugs in their own adjoining sleep room with the supervision from the staff.

The staff within this room will focus their planning the both Prime AND Specific areas of learning taken from the Early Years Foundation Stage (EYFS) according to the child's age and personal development.

Dragonflies (Pre-school) : 3 years – 5 years

Children in this room range from age approximately 3 – 5 years. The maximum number in this room is 27 with a ratio maximum of 1:8.

The pre-school children are encouraged to partake in 'self-registration' and hang their belongings. There is a toilet that is accessed from the room so their personal development is encouraged by using the toilet and washing their hands independently.

Mealtimes are enjoyed in the room with age appropriate chairs around tables. Lunch is a self-serve method and children are encouraged to serve themselves and take their plate and scrape it when they are finished. They have access to drinking water through-out the day as and when they require it.

Pre-school children can access a huge range of activities and toys which are laid out in the seven development areas; these are both the Prime and Specific areas of learning taken from the (EYFS)

Session Fees

The fees from **January 2021** are set out below:

Hours	Price
<i>Full day 8am – 6pm</i>	<i>£92.80 per day</i>
<i>Session 1: 8am – 1pm</i>	<i>£46.40</i>
<i>Session 2: 1pm – 6pm</i>	<i>£46.40</i>
<i>Extra hours</i>	<i>£10.69 per hour</i>

5% off – Set Sessions 25hours or more per week

10% off – Set Sessions 40 hours or more per week

(Set Session discounts are applied to non-Government funded hours only)

Late collection fee - £30.00 per hour calculated on a 'per minute' basis

Invoices are issued using our Baby's Days software system. Upon Registration you will be set up with and provided log-in details so that you can use this application to check against and to pay your personal invoices.

Fees for set contracted sessions are invoiced monthly in advance and the deadline for the payment is the 4th of each month. As we provide a flexible service, often additional sessions are requested by parents. These additional sessions and other costs such as food will be invoiced at the end of the month, payable in arrears. These 'balancing invoices' are due immediately on the issuing of the invoice. Late payment of fees will be subject to a 10% charge. Late fees will apply from the 10th of each month.

Eligible three year olds can receive up to 30 hours free per week in the local authority set term times. These hours will automatically be deducted from the invoice. Any extra hours over and above the hours of entitlement will be charged at the specified session rate.

Little Crickets Kitchen

We have a 5 -star local council food and hygiene rating and are proud of our little Kitchen! Kitchen staff are fully qualified in food hygiene and nutrition specifically for the Early Years. Our menu changes frequently in order to keep little taste buds developing and our chefs creative. We ensure measured quantities, a balance of carbohydrates, proteins and avoid heavy sugar laden foods especially in deserts. All our meals are made onsite and whenever possible are made from free range, organic locally sourced produce. Our weekly menus are posted on Tapestry in the Documents section.

Meals

Breakfast	£1.75
Cooked Lunch	£3.25
Supper	£2.75
Snacks	FREE

*Lunch and Supper are not charged until your child is 12 months old
Breakfast is chargeable for all age groups*

- Additional adhoc private session are charged at £10.69. Requests to change around contracted weekly sessions will now incur an administration fee. For example, a day change from Tuesday to Thursday will now incur a fee of £2.00. If you choose to cancel the requested change and return to the Tuesday, this will then incur a further £2 fee as each time a request is made staffing is required to review and make these revisions.
- The exception to this admin charge will be for any Absence/Holiday Notice/Additional sessions or a permanent revision to your Day Care Contract.
- CDC has two invoicing cycles, the initial invoicing process is to bill for the month ahead. This process starts on the 26th and can complete around the 29th. Settlement of these invoices are requested by the 4th day of the month. - If you are paying by Company/Government Voucher or via HMRC please make sure you take the three-day processing time into account so that funds are with Little Crickets by the due date of the invoice.
- Please note that if you request a day change or add to your sessions and you have an outstanding balance after the 4th of each month, we will not be able to make the change. Only once the account is cleared can revisions be made.
- The second round of invoicing commences when the month has completed and is invoiced in arrears. Parents who have not requested changes over the course of the month, nor had any

movement on their account can ignore this second round of invoicing and will not receive an invoice because the original invoice amount for the month will not have changed. However, parents who have revised/added sessions, had a late collection fee applied, added breakfast/lunch etc will need to pay attention for a further email from us advising that the invoice is now due and is available on Baby days for them to review and settle. It is not an additional invoice; it is the same invoice reissued reflecting the changes and the additional cost of these changes. As we cannot always rely on emails, even if it is not received, we have provided all parents/carers with the Baby's Days application which shows all current and previous invoices, so please do take the time to look through this if you think you may be expecting a revised invoice. If you cannot view previous invoices, please do speak to one of the Management Team and they will run you through how to use the app so you can locate them.

- The process of this second round of invoicing starts from the 2nd of each month and can take up to the 5th day to complete as every child is reviewed, which can take administrative time. Once this invoice is raised it is shown as 'due for payment immediately'.
- Any outstanding invoices post the 10th day of the month will incur the late payment fee.
- As a very last resort, Little Crickets reserves the right to suspend access if an account remains outstanding after the 20th of the month.
- LCDC would like to thank parents for the prompt and timely payments of monthly invoices as it helps us considerably. We do however have a few late payers and for this reason we have to enforce the 10% late payment fee. Please make sure you understand the payment terms that are provided on each invoice issued, as moving forward falling outside the payment terms will have penalties or even restrictions applied. This is an absolute last resort, so we encourage parents to meet the payment terms to avoid these unnecessary charges.
- We aim to offer the freshest ingredients possible and therefore our menu can change depending on the availability of products and will provide the closest alternative possible.
- We will always provide a vegetarian option that is equivalent in nutritional balance as the main menu option.
- We do not use nuts, eggs or pork meats in any of our cooking.
- It is very important that if your child has any allergies or food intolerances please advise us and we will provide an alternative meal option.

Registration Form

Staff use only: Key information

Child room at starting:

Child's start date:

Child's days and sessions:

Deposit paid and method:

Taken by:

Confirmation of placement letter sent to parent Y / N

Date:

Settling in Dates: 1st

2nd

If you are interested in a place for your child please complete and return this form with the **£150.00** (**£50.00** for Government funded ONLY children) Registration Admin fee payable by bacs, card or cash. If we cannot offer your child a place, we will not require a registration payment until a start date has been agreed.

BANK: HSBC PLC

ACCOUNT: Little Crickets Day Care Limited

SORT CODE: 40-02-44

ACCOUNT: 83802221

(Please use the reference of your name or your child's name in the transfer)

Child's Personal Details (PLEASE COMPLETE IN BLOCK CAPITALS)		
First name:	Middle name:	Last name:
Known as:	Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>	Date of birth: (DD/MM/YYYY) Age:
Siblings : YES/NO	Siblings Name:	Siblings D.O.B
Mother's National Insurance Number:	Father's National Insurance Number:	
Child's home address: Town: County:		Post code:

Parent/Carer Personal Details (PLEASE COMPLETE IN BLOCK CAPITALS)										
	1					2				
Title*	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Dr <input type="checkbox"/>	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	Dr <input type="checkbox"/>
First name*										
Last name										
Relationship to child										
Do you have parental responsibility?	Yes <input type="checkbox"/>	No <input type="checkbox"/>				Yes <input type="checkbox"/>	No <input type="checkbox"/>			
Home address if different from child's home address*	Town: County:					Town: County:				
Post code										
Email address										
Mobile no										
Home phone no*										
Work phone no										
Employer										
Occupation										

Emergency Person Contact information

First Name	Last Name	Relationship to Child
Street number	Street address	Post code and Town
Mobile phone	Landline	Work place Phone number

Who has legal contact with the child? (Please provide full name/s including title/s)

Please state which parent or carer the child normally lives with:

How did you hear about Little Crickets Day Care?

Start Dates and Set Contracted Sessions:

Proposed commencement date:	Day:
Please select the type of sessions/days/meals that you require	
Set contracted sessions:	
Session 1: 8am -1pm <input type="checkbox"/> Session 2: 1pm - 6pm <input type="checkbox"/> Session3: 8am-6pm <input type="checkbox"/>	
Set Contracted Days:	
Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/>	
Additional sessions can be provided on request as per our availability	
Set contracted Meals:	
Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner <input type="checkbox"/>	
Any Additional information:	

Government Childcare Funding Eligibility

Has your child attended any other Day Care or pre-school? If yes, please provide details.			
N/A	<input type="checkbox"/>	Age 2 Years 15 Hours	<input type="checkbox"/>
	<input type="checkbox"/>	Age 3 Years 15 Hours	<input type="checkbox"/>
	<input type="checkbox"/>	30 Hours	<input type="checkbox"/>
<i>(Further documents required and proof of eligibility to be provided by parents)</i>			

Proof of identity for parent (Please tick)

Birth Certificate Passport Driving License Other (state)_____

Parent 1 - Please bring with you documents on Registration visit

Parent 2 - Please bring with you documents on Registration visit

Proof of identity for Child (Please tick)

Birth Certificate Passport Other (state)_____

I/We hereby state that the information we have provided on this form is accurate as at the date of submission to the Day Care.

Signed Parent/Carer 1

Name Parent/Carer 1 Date.....

Signed Parent/Carer 2

Name Parent/Carer 2 Date.....

Data Protection and Privacy: In compliance with current UK General Data Protection Regulation, any information you provide to us will be kept secure and treated confidentially according to our Data Protection and Privacy Policy. This data collected will only be used by Little Crickets Day Care Ltd and stored by our third party suppliers and will not be disclosed to any external sources without your prior consent. By completing and sending this form to us, we will presume you agree to our Data Protection and Privacy policy.

Medical information

Doctors name: _____

Doctors address: _____

Telephone number: _____

Health visitor name: _____ Telephone number: _____

Local Heath Service Centre: _____ Telephone number: _____

Dentist name: _____ Telephone number: _____

Social worker: _____ Telephone number: _____

Immunisations (Please select)

Polio:
MMR:

Diphtheria:
Tetanus:

Whooping cough:
BCG:

Measles:
HIB:

Please bring named child's Red Book and any other records of infectious diseases at time of registration.

Allergies

Please list all dietary requirements/food preparations and any/all allergies, including whether medical, cultural, allergic, never tried or other (Please state all that applies)

1) _____

2) _____

3) _____

Additional needs

Please say below if you feel your child requires an additional need of support. If yes, please state what kind of support would you like and our level of involvement.

TERMS & CONDITIONS

Registration - A **non refundable** Administration fee of £150 is payable on acceptance of the Booking Form and confirmation of a place for your child.

On termination of the contract the Administration fee will be refunded for **Government Funded ONLY** children that have also provided the appropriate contractual notice to terminate the contract and confirmation that any funding is not being claimed at another setting.

Confirmation of Place - The child's place will be confirmed to you in writing. The confirmation will include details of the child's commencement date along with the set contracted sessions offered.

Fees - Are charged in advance on a calendar monthly basis, invoiced are raised in the last week of the month prior, and are payable by the 4th of the month following. No charges apply for Bank Holidays.

Eligible three year olds can receive up to 30 hours free per week in the local authority set term times. Eligible hours will be deducted from your monthly invoice automatically. Any extra hours over and above the free hours entitlement will be charged at the usual rate as set out in our fees structure.

The initial payment - Fees will be determined on a pro rata basis from the child's commencement date with us and will include all sessions booked from that date for remainder of that particular month.

Snacks - Morning and afternoon snacks are included in the fees. The Day Care will also provide cow's milk for those children of an appropriate age if they choose.

Consumables - Nappies, wipes and formula milk are to be provided by the child's parent/carer.

Payments - May be made by Bank Transfer, Childcare Vouchers or Cash.

Returned Bank payments - May incur an administration charge equal to any charges the Day Care may be charged by the bank

Please Note: On commencement of a child attending the Day Care the initial payment of fees shall be made in full.

The Day Care reserves the right to review the fees and terms and conditions at any time. In the event of any changes one calendar month's written notice shall be provided. Written notice can be provided using our communication software, newsletter or by email.

Refunds - A refund of session fees will not be given where a child is absent from the day care due to sickness, holiday or for any other reason if parents/carers decide not bring in their child on that day.

If fees remain outstanding for more than 10 days:

1. The Day Care reserves the right to charge a late payment fee of 10% on any outstanding balance
2. The day care may restrict entry of the child to the setting until any such outstanding fees are settled in full.
3. The Day Care may serve notice in writing to terminate the contract. Upon termination of this contract the child shall cease forthwith to be admitted to the Day Care and this notice to terminate shall be regarded as a formal demand for all outstanding monies.

Types of Sessions & Conditions of Booking:

Set contracted sessions are permanently booked recurring sessions or days requiring one full calendar months' notice in writing should you wish to change. On completion of the notice period the Day Care will remove, or try and change the set contracted session(s) to another available session. If no sessions are available you may be placed on the waiting list.

Extra Sessions/Hours We are happy to offer extra sessions on an adhoc basis if they are available. Once these sessions are booked and confirmed they are subject to our usual terms and conditions and cancellation policy. Any extra session requests must be submitted via email to the office. Parents will then receive a confirmation of the extra session booking via email.

1. Please try to give as much notice as possible if you require any extra sessions so that we can organise staff and food for your child. This is not a guarantee that we can fulfil the request, but an indication of our best efforts.
2. Extra sessions booked but not taken are not refundable or transferable unless agreed by the Day Care Manager due to exceptional circumstances.

Cancellation/Termination of Contract

When Settling-In has been completed (or the set contracted sessions have commenced) either party may terminate this contract by giving one full calendar months' notice in writing. This period is subject to the termination not being due to non-payment of fees. During that said one month period the Day Care undertakes to continue to admit the child, and the parent/carer undertakes to pay for all fees due. In the event of the parent/carer failing to pay the month's fees the child's place shall be immediately withdrawn and the Day Care shall be entitled to serve a formal demand for payment of such monies.

In the event of the parent/carer giving notice of withdrawal of the child and immediately withdrawing the said child there shall be due to the Day Care one calendar month's fees in lieu of notice. Failure by the parent/carer to provide one calendar months' notice or any notice at all shall render the parent/carer liable to the Day Care for one month's fees.

Notice must be made in writing via email to the Office.

Deferments – This contract between both parties will terminate when your child is of an eligible age to attend School. Any request for a deferment to School Reception must be submitted to the Day Care in writing.

Late Collection Policy - Little Crickets reserves the right to charge parent/carers when they do not collect their child at the agreed time at a charge of £30.00 per hour calculated on a 'per minute' basis after the scheduled collection.

Notification of Absence/Lateness – The parent/carer is expected to notify the Day Care if their child is going to be late or absent. Sickness or absence will be charged at normal contracted rates.

Scheduled Holidays - Little Crickets will offer a 50% reduction on set contracted fees if provided with one calendar months' notice advance of holiday/absence. So that we can guarantee quality of care and staffing we operate on an all year-round basis including school holidays.

Unforeseen Closure – In the event of the full closure of the Day Care due to extreme weather conditions, transport difficulties, flooding, loss of utility supplies, or other causes beyond the reasonable control of the Day Care you will not be charged and any credit on your account for that period of closure will be advanced to the following month.

Sickness/Emergency Treatment - Children must not attend the Day Care when they are unwell or suffering from a contagious illness or infection. In the event of a child becoming ill whilst at the Day Care, the parent or nominated carer will be contacted to arrange to take their child home. If requested, parents MUST come and collect their child.

In the case of an infectious condition the recommended exclusion time must lapse before the child can be readmitted to the day care (the Day Care will advise on this in accordance to National Health guidelines).

In the case of an emergency Day Care staff will call health professionals. A senior member of staff will accompany the child to the hospital until the child's parent/carer arrives. The Day Care will continue to make contact with their parent/carer if they had not been able to reach them immediately.

Complaints Procedure - The Day Care complies with a written complaints procedure, a copy of this is held in the Day Care in compliance with Ofsted requirements.

Safeguarding Children Policy - The Day Care observes the Children Act 2006.

Ofsted Registration - Little Crickets is registered with Ofsted and complies with all Ofsted procedures. Ofsted Registration number is EY547649 (Play On Kids Limited)

Loss or Damage The Day Care does not accept responsibility for any loss or damage of property on its premises or in the surrounding ground including the carpark.

Employment- Any client who wishes to employ a current or former employee of Little Crickets Day Care will be subject to an introduction fee of £1,500.00.

The Day Care reserves the right to change the above Terms & Conditions. One month's notice will be given in writing for any required changes.

As parent/carer I acknowledge that I have read and agree to the Terms & Conditions set out above.

Signed Parent/Carer 1

Name Parent/Carer 1 Date.....

Signed Parent/Carer 2

Name Parent/Carer 2 Date.....



TAPESTRY

AGREEMENT FORMS

Tapestry builds a very special record of a child’s experiences, development and learning journey through their time with us at Little Crickets. Tapestry is used to track child development through the Early Years Foundation Stage which include observations, activities and daily feedback to parents via photos, videos and messages. This platform is our main way to communicate with parents and we send memo’s and post important documents such as our food menus. This communication between staff and parents that Tapestry enables, helps build a shared understanding of how every child can reach their full potential.

As part of Ofsted requirements, some observations will include group activities and therefore there may be pictures/video’s of other children partaking in the same activity as your child. All information held in the platform is stored securely, and can be downloaded and shared as required. Parents are able to view online their child’s progress and how much fun they’re having, whilst also uploading their own comments and media.

Pictures/video’s will only be used for the above purposes and will not be used for marketing or shared with any other parties.

- I give permission** for my child to be included in group observations using Tapestry and am aware that other parents may also see my child in a photo/video in the group observations.
- I DO NOT give permission** for my child to be included in group observations using Tapestry and do not wish my child’s photo/video to be seen by other parents.



Baby’s Days is used at Little Crickets to hold parent/carer personal information and to record children’s daily attendance register. We use the register to create Invoices that are then sent to parents using the Baby’s Days

Application. Parents can log on, check their personal details are up-to-date, check their child’s register and use the invoices to pay against.

- I give permission** for parent/carer and child details to be stored on Baby’s Days.
- I DO NOT give permission** for parent/carer and child details to be stored on Baby’s Days.

CHILD NAME: _____

PARENT NAME: _____

PARENT SIGNATURE: _____

DATE: ____/____/____

Visitor Questionnaire

We would really appreciate any feedback that you want to give us about your visit to the Day Care.
Your feedback is very valuable to us and it helps us to improve our service for the parents and the children at the Day Care.

What were your first thoughts about Little Crickets Day Care?	
When you arrived at our setting were you greeted by a member of staff and did you feel welcomed into the Day Care?	
How would you rate the atmosphere within our setting?	
Did you feel the show round was informative and all your questions were answered?	
Can you suggest any ways in which we can improve in any areas at Little Crickets Day Care?	

Thank you for your time

The Team @ Little Crickets Day Care