



MUDCHUTE EAST LONDON COUNTRYSIDE

Mudchute Farm Day Nursery
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Ingrid Best (Nursery Deputy Manager): ingrid@muddy-boots.org

To: All New Parents / Carers

Welcome to our Nursery. We hope that both you and your child enjoy your time at our setting.

May we ask you to spend a short time reading our policies, completing, signing and returning Registration Forms, Terms and Conditions, as well other Consent Forms to us.

Should you require any assistance with the forms or need any further help or information, please don't hesitate to get in contact with us?

Thank you.

Vicky Strong
Nursery Manager

Ingrid Best
Deputy Manager

Contents

Mission Statement.....	3
Our Ethos.....	3
1. General Information	4
2. Admission Policy.....	5
3. Nursery Fees & Opening Hours.....	6
a. Nursery Bank Details	6
b. Registration and Waiting List	7
c. Deposit.....	7
d. Monthly Fees	8
a. Fee Increases	8
b. Late Pickup.....	8
c. Late Payments	8
d. Child Care Vouchers and Tax Credits.....	8
e. Free Early Year Education Hours.....	9
4. Settling Period.....	9
5. Key Person	9
6. Staff	9
7. Dropping Off / Picking Up	10
8. Illness.....	10
9. Absence	10
10. Closures.....	10
11. Clothing, Sun Cream and Personal Property.....	10
12. Birthday.....	10
13. Photography Policy.....	11
14. Disciplinary Procedure.....	11
15. Notice of Termination or Change of Contract	11
16. Extra Days.....	11
17. Confidentiality	11
18. Complaint Procedures	12
19. Insurance.....	12
20. Policies and Procedures	12
21. Terms and Conditions.....	12
22. Become a Member & Contribute to Mudchute Park & Farm	13

Mudchute Farm Day Nursery

Mission Statement

At Mudchute Farm Day Nursery we strive to provide a caring, happy, stimulating environment in which the children we look after are encouraged to reach their full potential. An excellent foundation is offered to cover all children's needs socially, emotionally, physically and educationally, it's our intention for them to have the opportunity to explore and develop new skills within a safe and secure boundary



Muddy Boots

Our Ethos

Our Nursery is warm, cosy, caring and nurturing.

High staff-to-child ratio allows us to meet your child's emotional and physical needs. We wipe noses and bottoms; we give lots of cuddles through tears and tantrums, and join in with their excitement. We praise and encourage their efforts. We provide a safe, caring, secure environment in which your child can gain confidence and become independent.

Most importantly, your child will have fun as part of our structured day and they have time and freedom to choose their activities and play with friends.

Mudchute promotes equal opportunities for all.





1. General Information

We are registered for 76 children. Our comforting Nursery environment has 4 rooms that are separated by age group. The Nursery provides children with wonderful opportunities to find out about the natural world. The outdoor environment is designed to give the children the chance for exploration investigation and play. Each room has access to a stimulating natural outdoor area.

Babies start their Nursery life in our self-contained baby unit which consists of two play rooms, a sleep room and changing facilities. Our Baby room caters for babies as they become increasingly mobile and begin to explore their surroundings. The rooms provide a fun and stimulating environment where babies are encouraged to explore, investigate and learn basic skills they need to help them develop.

Our **Toddler** room provides all the essentials for the inquisitive and active two year old. We ensure these young children are able to enjoy and develop by providing activities they like to do and find interesting. A wide range of exciting activities are on offer from role play, messy play, arts and crafts, dance and movement and lots more to stretch the imagination. Staff in this room carry out a two year development progress report in conjunction with parents/carers.

Pre-school children have a routine that is both suitable for their development age and also prepares them for school life, as we acknowledge the importance of a smooth transition. Our spacious room offers children ample opportunities to access different activities which include a creative area, exploration area, mark-making and a variety of other activities of interest that develop and stretch their abilities.

2. Admission Policy

Mudchute Nursery welcomes children aged between 3 months – 5 years.

We do not discriminate against any child or their families on the grounds of race, religion, ability, sexuality, financial status or ethnicity.

Children will only be accepted into the Mudchute Nursery once they have met the following conditions:

- Parents/Carers sign and agree to adhere to the Mudchute Nursery Terms and Conditions
- Parents/Carers supply relevant information on their child including home address, home/work and emergency telephone contact numbers, any medical conditions and dietary requirements; a copy of birth certificate and proof of address will be required; all consent forms must be obtained

Matters taken into account in deciding which child can be offered a place in the Mudchute Nursery:

- Availability of spaces taking into account the staff/child ratios; the age of the child
- When the application form is received (priority is given to those who have been on the waiting list longest)
- Priority will be given to parents/carers who have children already attending Mudchute Nursery
- The Mudchute Nursery's ability to provide the facilities for the welfare and care of the child
- Special circumstances affecting the child's welfare or his/her family
- Funded foundation stage places are available; these are subject to availability
- Priority will be given to parents that require full time childcare; this will ensure that the Mudchute Nursery is running to full capacity, in order to maintain sustainability of the service whilst keeping fees affordable

Registration details of children of parents/carers requiring a place at Mudchute Nursery will be placed on a waiting list until a suitable place is available.

Every parent/carer enquiring about a place at Mudchute Nursery is requested to make a visit before accepting a space. This enables parents/carers to be confident that the staff have the abilities, training, qualifications and experience to take care of their child, and are able to promote activities that will benefit their child.

Parents/Carers will also be asked to bring their child along to visit the Nursery prior to admission, in order for the child to become familiar with their Key Person, and the environment.

3. *Nursery Fees & Opening Hours*

OPENING HOURS: 8:00 AM to 6:00 PM

The setting does not offer part time places; parents/carers have to take on a minimum of three days or more.

The below fees include all meals, snacks, drinks and some educational trips; parents may be asked to make a small contribution for some trips.

NURSERY FEES

BABY ROOM 3 MONTHS – 2 YEARS	Weekly	Per Day
Full Day Care Weekly	£ 280.00	£ 56.00
Four Days Full Day Care	£ 244.90	£ 61.22
Three Days Full Care	£ 205.30	£ 68.44
TODDLER ROOM 2 YEARS – 3 YEARS	Weekly	Per Day
Full Day Care Weekly	£ 265.00	£ 53.00
Four Days Full Day Care	£ 232.60	£ 58.14
Three Days Full Care	£ 195.80	£ 65.26
PRE-SCHOOL ROOM 3 YEARS – 5 YEARS	Weekly	Per Day
Full Day Care Weekly	£ 255.00	£ 51.00
Four Days Full Day Care	£ 224.60	£ 56.15
Three Days Full Care	£ 189.90	£ 63.30

a. Nursery Bank Details

Bank Name: Barclays
Account Name: Mudchute Association
Sort Code: 20-26-46
Account Number: 90481963

Please remember to include your child's name as reference.

b. Registration and Waiting List

Effective 15th of February, 2016, there is a **mandatory £10 Registration Fee (non- refundable)** that must be paid before or at the time of registration. Payment can be made via Bank Transfer, Cash or Cheque.

For payment via bank transfer, please do not forget to mention payment code as: "APP: <Your Child's Name>". All cheques are payable to "Mudchute Association".

PROCEDURE:

- Parents are responsible to ensure that both the Registration Fee of £10 and the Registration Form are successfully received by our office for their child to be considered for a Nursery Place. The registration will remain pending should either of these not be received.
- The waiting list operates on a First Come, First Served basis however we do give priority to siblings of existing Nursery children.
- A confirmation email will be sent once your registration is complete.
- You will receive a phone call or email once a space becomes available.



c. Deposit

When you accept a place for your child we ask you to leave a deposit of two weeks. This will secure your child's place for a limited time (this is negotiable with the manager). The deposit is non-refundable and if the space is not taken up in the agreed time you will forfeit your deposit. Your deposit will be taken off your last month's fees, providing one full calendar month written notice is given or one calendar month's fees in lieu. Failure to give the written notice will result in you forfeiting your deposit. If a child's fees are one month in arrears the Nursery has the right to terminate his / her registration.

d. Monthly Fees

Our fees are calculated on 52 weeks on the year. Fees are due on the first working day of each month. Payment can be made by bank transfer, cheque, cash or childcare vouchers; the Nursery does not have a facility for accepting credit or debit card payments. Fees include all meals provided by the Nursery. Nappies and wipes are not included and must be provided by parents/carers. Fees are still payable when a child is absent from the Nursery due to illness or holidays. Additional charges will be applied for the late collection of children (please see below for details).

Fees are still payable if a child's day falls on the day the Nursery is closed due to:

- all UK Bank Holidays
- three INSET days per calendar year
- any emergency closures up to a maximum of two days per year

a. Fee Increases

In order to ensure the sustainability and quality of care at Mudchute, fees are reviewed annually and increases will be made in accordance with budgeting requirement. Parents/carers are informed in writing at least one month in advance of fee increases.

b. Late Pickup

If your child is collected later than their arranged time, you will be charged a late fee of £15.00 per quarter of an hour. So we suggest that if you are going to be late you should try to make alternative arrangements. Please let us know if someone else is going to pick up your child and a password will also have to be given.

c. Late Payments

The Nursery is committed to supporting parents/carers who encounter unexpected financial difficulties by allowing them to set up short term repayment plans. However, the Nursery reserves the right to discontinue providing child care where fees fall into arrears. Regular late payment of fees is deemed as breach of contract and nursery places can be terminated as a result. The Nursery will endeavour to collect any outstanding fees once a child has left.

d. Child Care Vouchers and Tax Credits

The Nursery is registered with various agencies that provide payment vouchers for childcare via employers which provide means of tax relief against childcare fees. Parents/carers need to provide the Nursery registration details to the agency they will be using. Information about the various voucher agencies that the Nursery is registered with can be obtained from the Nursery admin team (admissions@muddy-boots.org).

Parents/carers whose children attend Mudchute Nursery can claim childcare tax credits against their fees by liaising directly with HMRC. The admin team can assist both parents and HMRC with duplicate invoices, letters confirming attendance etc.

e. Free Early Year Education Hours

The Nursery is registered to provide Early Education Funded places for children aged three to five years of age attending our Pre School or Playgroup. Parents/carers are informed how the funding is claimed by us and the saving passed on to them to cover the funded part of the day. Mudchute adheres to the Code of Practice on the provision of Free Nursery Places for three and four year olds. The Nursery can also accommodate children eligible for Two Year Old Funding; all offers of places are dependent on availability within the provision.

Children will receive the free hours from the term after their third birthday.
For more information please enquire with our Nursery Team.

4. Settling Period

It is very important for children to go through a settling-in period, especially if they have never been separated from their parents/ carers before.

Before your child is due to start at the Nursery, we will contact you and arrange a visit for you and your child. Normally, children will attend on four or five days for an hour at first increasing to seven hours. This helps your child to get use to the Nursery environment and start to build relationships with the staff and other children. The settling-in period is free of charge, but parents must stay with their child during this time, or until staff advise them to leave.

5. Key Person

When you accept a place for your child he/she will be introduced to their Key Person. This member of the staff will have a particular interest and responsibility for your child. The Key Person will keep you informed of your child's progress and development. Parents/carers with any worries or questions about their child should speak to their Key Person first. A second Key Person will be nominated to your child, just in case your Key Person is not available.

6. Staff

At Mudchute we have a very diverse staff team that reflects our community in which we live, we are committed to employing high quality staff with relevant qualifications.

We pride ourselves on the fact that we have male workers within the setting who carry out the same duties as our female staff. There is a possibility that your child could be assigned a Male Key person who will play a major part in your child's development.

If you are uncomfortable with a male worker caring for your child, you may need to consider whether this is a suitable setting for you.

DBS checks are carried out on all members of staff including students / placements.

7. Dropping Off / Picking Up

Please make sure you hand over your child to Nursery staff in the morning or at the beginning of your session. If you are unable to collect your child yourself please let us know immediately of these changes. We will require the password on collection.

8. Illness

If your child becomes ill at Nursery, every effort will be made to contact you. We have a policy for administering medicine at the Nursery: we are only able to give medicine prescribed by a doctor. Children are not permitted into the Nursery if they are suspected to be suffering from an infectious disease or if the child has anything contagious, for example conjunctivitis, diarrhoea, sickness, etc. Please see the Nursery sickness/medicine policy for clarification.

We do have a sickness policy that we adhere to, so please make sure you have read this carefully.

9. Absence

The Nursery must be notified if your child will be absent, due to illness or if a holiday is planned. Fees must still be paid if a child is ill or on holiday.

10. Closures

We are open from 8.00am to 6.00pm, Monday to Friday, for 51 weeks of the year except for Bank Holidays, Christmas and New Year. The Nursery also has three scheduled INSET days during the year when the Nursery is closed; parents/carers are still liable to pay their fees for all these periods of closures.

11. Clothing, Sun Cream and Personal Property

Please make sure your child wears comfortable clothing, and be aware that although we provide aprons, clothes will sometimes get dirty. A tray and peg will be provided for your child. We would ask that they have a complete change of clothing extra knickers pants or nappies. We ask parents to provide wellington boots and in the summer a sun hat and sun cream for hot days (hopefully). We prefer children not to wear jewellery as it can be dangerous and we cannot be responsible for its loss.

The Nursery cannot accept any liability for any loss or damage to property or clothing belonging to your child whilst at Nursery. This includes any toys brought into the Nursery; we do ask that toys belonging to your child not be brought into the Nursery for this reason.

12. Birthday

Children are welcome to bring a cake to share with their friends. This will be handed out to parents/carers when they come to collect their child.

13. Photography Policy

Upon having a child accepted for the Nursery, the parent with whom the Nursery contracts is asked to agree to the child being photographed on occasions by a member of staff or individual validated by the Nursery. This enables the Nursery to proceed with the taking of photographs for publicity shots and special occasions.

Every parent has the right to refuse this request, in which case the child must not be photographed by any member of staff, by parents, or by any outsider without the express permission of the parent/carer.

Where pictures are taken of the whole Nursery (for example on outings), the parents of children who have opted out of having the child photographed will be contacted to allow them to rescind their decision.

14. Disciplinary Procedure

It is necessary for the Nursery to have a disciplinary procedure to ensure the smooth running of the Nursery. The management reserves the right to suspend or terminate a child's place at the Nursery if there is consistent failure to adhere to the rules of the Nursery. In extreme circumstances a place may be terminated immediately if parents demonstrate any threatening or intimidating behavior. "THIS IS FOR THE PROTECTION OF BOTH STAFF AND CHILDREN"

15. Notice of Termination or Change of Contract

We require one full calendar month's written notice should you wish to vacate your child's place or a month's fee in lieu. The Nursery will also give you one month's notice if your child is asked to leave for any reason. Newly registered children will have to be registered with the Nursery for six months before any change of days will be considered and all changes will be made at management discretion.

16. Extra Days

Please be aware that if you require an extra day at nursery, there will be a charge for this and it will be subject to space availability. Parents/carers please also understand you cannot swap days at the nursery.

17. Confidentiality

Information received by the Nursery regarding children or their families is strictly confidential and will be kept in the appropriate place. Only authorised persons will be allowed access to this information. However should a possible Child Protection issue arise, then the dedicated Child Protection Officer has a "Duty of Care" to report this to the appropriate authority.

18. Complaint Procedures

We recognise that where children are concerned problems and concerns can often arise. If this happens or a parent is unhappy about the actions of a staff member, they should first approach the Nursery Room Leader. If for any reason this is not possible or not satisfactory, the parents should then contact the Nursery Management who will endeavor to sort out the problem, usually in conjunction with the staff. This procedure applies to any problem or suggestion parents might have.

In the unlikely event that any problem cannot be satisfactorily resolved, the matter can be referred to Margaret Tracey (0207 538 8456).

Complaints can also be referred to Ofsted the regulating body at:

Early Years

Ofsted

Royal Exchange Buildings

St Ann's Square

Manchester M2 7LA

Tel: 0300 1231231

FOR THE SMOOTH RUNNING OF THE NURSERY IT IS IMPORTANT THAT PROBLEMS AND COMPLAINTS ARE DEALT WITH IN THE CORRECT MANNER

19. Insurance

Mudchute children's Nursery has full specialised nursery insurance. The Nursery exceeds all the legal requirements for children, staff and other areas of the Nursery.

20. Policies and Procedures

We ask all parents to read the policies and procedures carefully for the Nursery. These are located at the main entrance to the Nursery, in the main office and in the staff/parent resting room.

21. Terms and Conditions

Parents are strongly advised to read through the Terms and Conditions relating to the registration of your child. Once you have read and signed this document, it will act as a legally binding contract.

22. Become a Member & Contribute to Mudchute Park & Farm

Muddy Boots Nursery is an integral part of Mudchute Park & Farm, a registered community charity, park and working rare breeds farm.

By choosing Muddy Boots for your children, you are directly supporting the Mudchute Park and Farm and its many projects. We thank you for this.

If you love Mudchute and would like to become more involved, we would suggest joining us as a member (as little as £10 per year). Simply fill out the Membership Form below and return it to our Nursery Office with your Nursery registration form.

Alternatively, you can sign up online: www.mudchute.org/support-us/membership

We would also recommend enquiring about volunteering possibilities, corporate (www.mudchute.org/corporate) as well as individual (www.mudchute.org/support-us/volunteering).

Mudchute has been built by volunteers and continues to run on the efforts of kind souls. If you have some spare time to give, we would greatly appreciate your assistance!

Should you be able to support us and our projects with a donation, please follow the link below:

www.mudchute.org/support-us/donations

THANK YOU!

Mudchute Park & Farm

Pier Street

Isle of Dogs

London

E14 3HP

Phone: 020 7515 5901

Email: info@mudchute.org

Web: <http://mudchute.org>

 [@mudchute](https://www.instagram.com/mudchute)

 [/MudchuteParkFarm](https://www.facebook.com/MudchuteParkFarm)

[@mudchute](https://www.twitter.com/mudchute) farm



MEMBERSHIP

FORM

About Mudchute

Set in 32 acres of countryside in the heart of East London, the Mudchute is a community charity, with a working farm, stables, a children's nursery and a wide range of education activities. We are open every day, free of charge.

Why join?

The Mudchute Association is a registered charity (284907) and membership organisation with membership open to all. Members are invited to join in volunteer programmes to assist in the running and development of Mudchute. As a member, you may even get elected to our Board of Trustees. If you love Mudchute, please join us by becoming a member today. Whatever your interests are here at

Mudchute, we are delighted to have you with us!

How your membership helps

The Mudchute Association could not exist without its supporters and members. Your help enables us to:

- preserve 32 acres of open space in the heart of East London.
- continue to provide recreational and educational opportunities.
- provide year round 'free' open access.
- protect, restore and manage habitats for birds and other wildlife so that they can flourish and people can get closer to nature.

Types of membership

There are three types of membership which are automatically determined by a member's residence.

Island Member - Resident of the Isle of Dogs with voting rights.

Tower Hamlets Member - Resident of the London Borough of Tower Hamlets (not Isle of Dogs) with voting rights.

Associate Member - Resident outside Tower Hamlets (non voting rights).

Gift Membership

Membership to the Mudchute Association makes a wonderful gift for your loved ones. If you are purchasing membership as a gift, please provide the gift recipient's details when completing the form.

Costs

Basic membership of the Mudchute Association is £10 per year, or £5 for senior citizens. As a charity we are dependent on your support and greatly appreciate your donations.

Can you give regularly?

From £2 a month you can make a difference to Mudchute Association. We welcome regular donations and are grateful for any greater contributions.

The costs cover postage and membership administration with

- help people enjoy the natural world and learn more about it.

MEMBERSHIP FORM

Title _____

First Name _____

Last Name _____

Address _____

City _____

County _____

Postcode _____

Telephone _____

Email _____

Basic membership of the Mudchute Association is £10 per year, or £5 for senior citizens. As a charity we depend on voluntary support and would welcome any further donations you are able to make. Please tick one of the following:

___ £10/year

___ £5 /year (senior citizens)

___ £5/month

£2/month

a small surplus going towards the charitable activities of the farm.

How to Join

To join today, please complete the membership application form and return by post. You can also join online, paying securely through PayPal from our membership page (mudchute.org/support-us/membership) or by standing order (see enclosed leaflet).



___ £10/month ___ £20/month

Other: £ _____ / _____

Signature (s) _____ Date (dd/mm/yyyy): _____

I confirm I have paid or will pay an amount of
Income Tax and/or Capital Gains Tax for
each tax year (6 April to 5 April) that is at
least equal

to the amount of tax that all the charities or Community Amateur Sports
Clubs (CASCs) that I donate to will reclaim on my gifts for that tax year. I
understand that other taxes such as VAT and Council Tax do not qualify.

I understand the charity will reclaim 28p of tax on every £1 that I gave up
to 5

April 2008 and will reclaim 25p of tax on every £1 that I give on or after 6
April 2008.

I want The Mudchute Association to treat the enclosed donation as a gift
aid. For every pound you donate we can claim an extra 28p from the
Inland Revenue.



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STANDING ORDER MANDATE

Your Bank Details

To: The Manager Your Bank/Building Society

Address: _____

Post Code:

--

Account Holder(s)

--	--

Sort Code

--	--	--	--	--	--

Account No. _____

Quoting reference (will appear on your bank statement):

The Mudchute Association Membership fee

Please pay the account number 30667234 at Barclays Bank,
1 Churchill Place, London, E14 5JP. Sort code 20-26-46 the sum of:

Amount (in figures) _____

Amount (in words) _____

Date of first payment _____

Payment due date _____ / _____ / _____

Frequency _____ / _____ / _____

Signature _____

Name (block capitals): _____

E-mail address: _____

Address _____

Telephone: _____