

**KATIE’S KIDS NURSERY FAQs FOR NEW STARTERS**

Thank you for choosing Katie’s Kids Nursery for your child. We are delighted that we will have the opportunity to work with you in the development of your child. We are aware that there are many questions that parent might have when enrolling their child in a nursery for the first time and that many nurseries operate differently. We have put together a list of possible questions that you may have about how things work at Katie’s Kids. Should you have any further queries please do not hesitate to contact us.

**WHAT ARE THE SESSIONS OFFERED AT KATIE’S KIDS?**

At Katie’s Kids Nursery we offer 3 sessions; A full day beginning at **7.30am** and ending at **6.00pm** – a morning session beginning at **7.30am** and ending at **12.30pm** and an afternoon session beginning at **1.00pm** and ending at **6.00pm**. You are welcome to bring your child in later that the start times of the sessions or pick up earlier depending on your individual needs but sessions will be charged at the full rate. Please note that late pick-ups will be charged at £10 per 15 minutes.

**HOW MUCH DO SESSIONS COST?**

**BABIES FULL DAY: £51 TODDLERS FULL DAY: £49 PRE-SCHOOL FULL DAY: £47**

**BABIES PM OR AM: £31 TODDLERS AM OR PM: £31 PRE-SCHOOL AM OR PM: £29**

**PLEASE NOTE: FEES ARE REVIEWED ON A 6 MONTHLY BASIS AND MAY RISE TO REFLECT ANY RISE IN OPERATING COSTS OF THE NURSERY. ALL PARENTS WILL BE GIVEN A MONTHS NOTICE VIA EMAIL OF ANY FEE INCREASE.**

**WHAT IF I WANT TO CHANGE THE DAYS MY CHILD ATTENDS?**

We try to be as flexible as possible with our families as we know how busy working families are. Should you require a change in days that you wish you child to attend we generally require a 4 week notice period to enable us to arrange or staff in the rooms. Any requests are subject to availability on the days requested.

**WHAT IF MY CHILD CANNOT ATTEND FOR A BOOKED SESSION?**

Unfortunately, should your child not attend a session you will still be invoiced for if it has not been through prior arrangement with the office. We operate with strict child to adult ratios and need to ensure our staff are aware of the children attending their room each day. If your child cannot attend for any reason, please ensure you contact the nursery as early as possible.

**HOW WILL I BE INVOICED FOR CHILDCARE?**

All invoices are sent out at the beginning of the month via email. You are required to pay a month in advance for your child’s place. Payment can be made via cash to the office or a BACs transfer. Please note that all fees are required to be paid by the 10th of the month. Any fees outstanding will be subject to a £25 late payment fee on the next invoice. Should you have a query about your invoice please do not hesitate to contact US.

**HOW WILL I KNOW HOW MY CHILD IS GETTING ON?**

As all nurseries we operate a key person system at Katie’s kids. You child will be assigned a Key Person when they enrol with us. It is the job of the Key Person to plan for your child’s day-to-day provision (based on their interests), to track their progress and to welcome them into the nursery when they are in. They will also provide a handover to whoever is picking your child up in the evening to inform carers and parents of the key events of the day. In addition to this we constantly assess the progress of the children in our care using an online assessment tool called Tapestry. Please see the Tapestry for parents letter in your New Starter Pack.

**WHAT WILL MY CHILD NEED TO BRING TO NURSERY?**

At Katie’s Kids we provide most things for you child however there are a few things we ask you to provide to assist with your child’s care.

**BABY ROOM:** Nappies, wipes, bottles and formula (we will let you know when they are running low) a change of clothes – 2 if possible and suitable outdoor clothes (please see the wet weather kit letter in your starter pack)

**TODDLER ROOM:** Nappies (if your child is still in them), a change of clothes (2 if possible especially if your child is potty training) Wellies and suitable outdoor clothing (please see the wet weather kit letter in your starter pack).

**PRE-SCHOOL:**  A change of clothes (2 if possible especially if your child is potty training) Wellies and suitable outdoor clothing (please see the wet weather kit letter in your starter pack).

We cater for dietary requirements and allergies at Katie’s Kids. All our food is prepared and cooked on site. However, should you require any specific dietary requirements for your child through preference or medical conditions, please ensure that you make this clear on your registration form.

**DO YOU ACCEPT THE GOVERNMENT TAX FREE CHILDCARE SCHEME?**

We understand that childcare is an expense for working families and as a result we are part of the Government Tax Free Childcare Scheme. Please see the link for further details. <https://www.gov.uk/tax-free-childcare?step-by-step-nav=d78aeaf6-1747-4d72-9619-f16efb4dd89d>

**DO YOU ACCEPT CHILDREN ELIGIBLE FOR 24U, 15 HOURS AND 30 HOURS FREE PLACES?**

We accept all free places offered by the government to help you with the cost of childcare. However there are some variations in the way we apply the free hours.

**24U:** Some two year olds may be eligible for 15 free hours childcare a week for 38 weeks of the year depending on family circumstances. If you are eligible you can use your 15hours for a term time place only (38 weeks of the school year) or you can spread them over the whole year (the 51 weeks we are open). Should you require year round care **24U** children are eligible to 11 per week (two half days **or** one full day).

**15 HOURS ENTITLEMENT:** All three year olds in England are entitled to 15 hours free child care per week for **38 weeks of the year**. Please see above as to how we allocate the 15 hours entitlement funding. However, if your child is here over lunch they will be charged a £6.50 supplement for food.

**Please note: your child will be eligible for funding in the school term after they turn three.**

**30 HOURS ENTITLEMENT:** Many families are eligible for **30 hours funding** for children when they turn three. At Katie’s Kids we take children who are eligible. However, we spread the 30 hours across the whole year? This means that you child will be eligible to **2 full days free** at the nursery. We do not offer half days for children eligible for 30 hours funding. On funded days your child will be charged a £3 food supplement.

**Please note: your child will be eligible for funding in the school term after they turn three.**

**FOR ALL FUNDING PLEASE SEE THE IMPORTANT INFO SHEET IN YOUR STARTER PACK. IF YOU ARE ELIGIBLE FOR FUNDING PLEASE FILL IN THE FUNDING SHEET IN YOUR STARTER PACK AND RETURN IT TO THE OFFICE AS SOON A POSSIBLE.**

**USEFUL INFO**

**Bank details for paying invoices**

 **Bank:** Barclays Bank PLC

**Sort Code:** 20-77-85

**Account Number:** 43086208

**Ofsted Registration Number:**

EY478071

 **Website:**

[**www.katieskidsnursery.com**](http://www.katieskidsnursery.com)

**Government Funding Websites:**

**Tax Free Childcare:**

[**https://www.gov.uk/tax-free-childcare?step-by-step-nav=d78aeaf6-1747-4d72-9619-f16efb4dd89d**](https://www.gov.uk/tax-free-childcare?step-by-step-nav=d78aeaf6-1747-4d72-9619-f16efb4dd89d)

**Childcare Funding Information:**

[**http://www.childcarechoices.gov.uk**](http://www.childcarechoices.gov.uk)

**EARLY YEARS CURRICULUM INFORMATION:**

[**https://www.gov.uk/early-years-foundation-stage**](https://www.gov.uk/early-years-foundation-stage)

**SHROPSHIRE SAFEGUARDING TEAM:**

[**http://www.safeguardingshropshireschildren.org.uk/**](http://www.safeguardingshropshireschildren.org.uk/)