



CHARTAM HOUSE NURSERY Brochure

part of the Learn Well Nurseries family

Welcome to Chartam House Nursery

Our beautiful nursery offers local families the very best in early years childcare. We are a small, independent family owned Nursery and our Victorian house is home to just 40 children each day aged between 3 months – 5 years old.

We understand what an important decision it is choosing the right Nursery for your child and for your family. At Chartam House, we are committed to helping every child LEARN WELL. Our focus is on small class sizes allowing your child to develop in a loving and nurturing home from home environment. Most importantly, we celebrate every child's individuality to build confidence, creativity and independence through their early years.

We hope that over the coming pages, we are able to give you a flavour of our mission and what makes our Nursery special.

the Chartam House family x

Our ethos

We are committed to ensuring every child at Chartam House benefits from both exceptional learning experiences and an environment which supports their health and well-being.

SIMPLY PUT, WE BELIEVE EVERY CHILD SHOULD



IT IS BECAUSE OF THIS THAT WE INVEST IN THE HIGHEST QUALITY TEAM AND CONSTANTLY REVIEW OUR NURSERY AND ENVIRONMENT TO GIVE EVERY CHILD THE BEST LEARNING EXPERIENCES



IT IS WHY HAVING A CHEF WHO COOKS DELICIOUS, NUTRITIOUS HOMEMADE MEALS FROM SCRATCH, WITH HIGH QUALITY INGREDIENTS IS SO IMPORTANT TO US



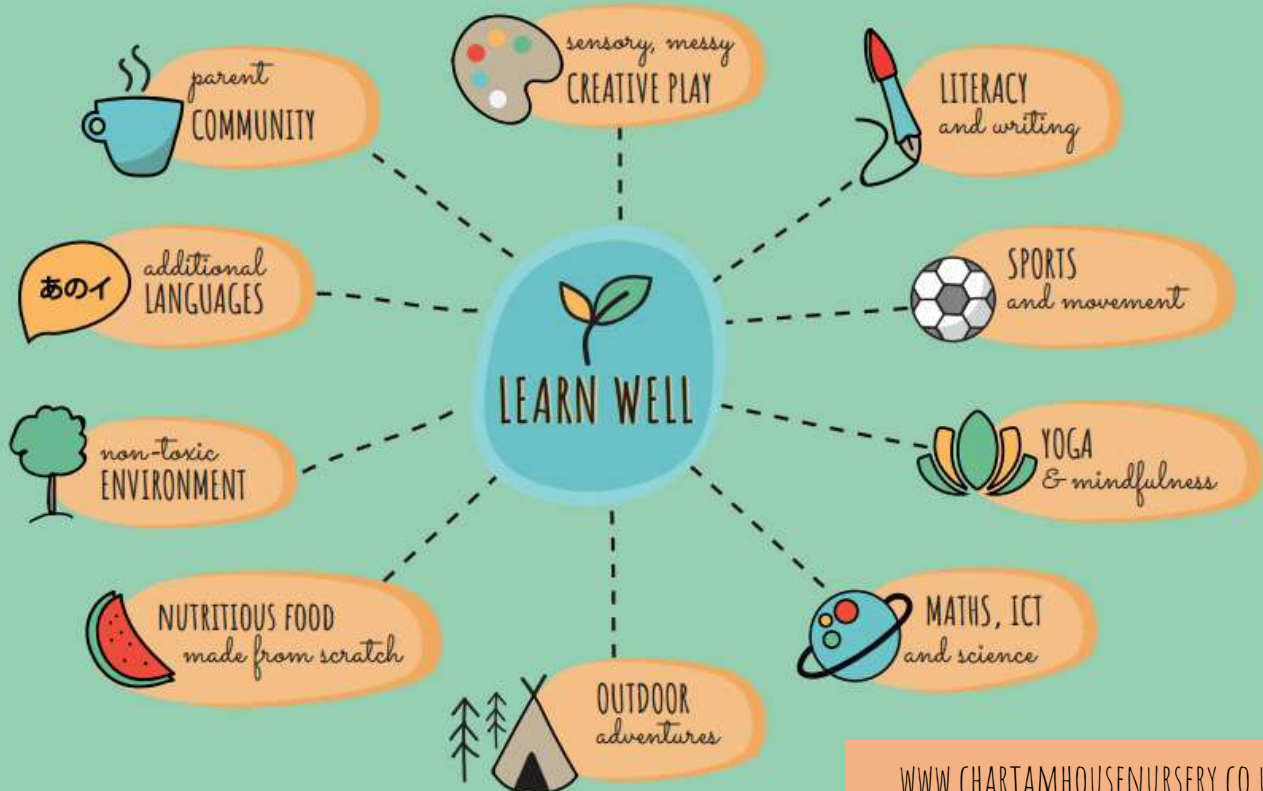
IT IS BECAUSE OF THIS WE STRIVE FOR A NON-TOXIC ENVIRONMENT – ONE WHERE WE CHOOSE TO USE PLANT BASED CLEANERS WHEREVER POSSIBLE, WHICH DO NOT LEAVE HARMFUL RESIDUES ON SURFACES OR FUMES IN THE AIR.



IT IS THE REASON WE INTRODUCE ACTIVITIES WHICH SUPPORT EVERY CHILD'S OVERALL WELL-BEING FROM AN EARLY AGE...FROM SPORTS, SING AND SIGN AND ADDITIONAL LANGUAGES

Learning at Chartam House

Our diverse Curriculum is rooted in the Early Years Foundation Stage (EYFS) and inspired by our Learn Well ethos.







Meals at Chartam House

Food is so important at Chartam House – after all, the children need plenty of energy for their busy days.

Our Nursery chef cooks delicious and nutritious homemade meals, using high quality and carefully sourced ingredients. Our varied menu includes dishes from around the world and plant-based meals, all developed to tantalize children's little taste buds.

WE ARE A NUT FREE NURSERY AND ARE ABLE TO SUPPORT CHILDREN WITH SPECIFIC DIETARY REQUIREMENTS.

Our Promise

-  Balanced menu full of wholegrains, high quality proteins, healthy fats and lots of fruit & veg
-  Made with love by our Nursery chef
-  High quality ingredients including organic meat and dairy, with active reduction in products and ingredients containing anything artificial & no excess sugar or salt
-  Developed to engage the children through fun & creativity

Sample Menu

BREAKFAST	SNACK	LUNCH	TEA
Variety of Cereals Wholemeal Toast Organic Yoghurt and Fresh Fruit	Oat cakes with Hummus and Cucumber	Baked Paprika Salmon Roasted Mediterranean Vegetable (v) Vegetable Rice Carrots Fresh Fruit	Baked Potato with Herby Cottage Cheese and Cucumber Cherry Tomato (v)

Important Information

OPENING HOURS:

8.00 – 18:00 Monday – Friday

Nursery is closed on Bank Holidays and for one week between Christmas & New Year (24th December 2024 – 1st January 2025 inclusive), plus 1 staff inset day per year

Chartam House Nursery offers the Working Parent Entitlement Funding, as well as 3-4 year old funding for eligible children. Please contact us directly for funded fees.

2024 MONTHLY FEES BASED ON WEEKLY ATTENDANCE

	2 days	3 days	4 days	5 days
Under 2 years	£704	£1033	£1368	£1698
Over 2 years	£664	£986	£1307	£1634
Ad Hoc Extra Day	£87 per day			

- Please see Full Terms & Conditions for more information
- Sibling discount: 10% on eldest child's fees on equivalent days of attendance
- Children will move into the Over 2's fee bracket from the month after they turn 2 years old
- Nursery closure including on Bank Holidays and Christmas week are factored in to fees and pro-rated across the year.
- No refunds or swaps will be given for any reason, including for sickness or holidays.
- For information relating to Working Parent Entitlement Funding, Universal 15 hours and Extended 30 hours funding, please speak to the Nursery Manager
- Fees are inclusive of all meals, snacks and milk, as well as consumables such as sun cream, nappies and clothes
- You may be eligible for tax-free childcare, and you can find out more at www.gov.uk/get-tax-free-childcare

FAQ's

WHAT ARE THE STAFF TO CHILDREN RATIOS ACROSS THE AGE GROUPS?

We comply to ratios as defined by Ofsted. These are

- 1 member of staff: 3 children for those under the age of 2 years
- 1 member of staff : 5 children for those aged 2 -3 years
- 1 member of staff: 8 children for those aged 3 years and above

We choose to employ qualified staff as far as possible in order to maintain outstanding learning experiences for every child. We may employ apprentices who are studying for their Level 2 or 3 qualifications as we are passionate about supporting the training and development of the next generation of teachers. The qualifications held by our team significantly exceed the requirements set by Ofsted.

For the health & safety of all of children, our team also receive annual Paediatric First Aid training.

WHAT CURRICULUM DO YOU FOLLOW?

We follow the Early Years Foundation Stage (EYFS). We plan our days around the individual interests of each child using the framework of the seven areas of learning and development, and ensuring they are delivered in a way which promote the characteristics of effective learning.

We also take inspiration from other teaching philosophies to ensure a well-rounded approach to our learning, for example integrating practical life skills from the Montessori approach.

WHAT IS THE ADMISSIONS POLICY?

If you would like to join our waiting list for a space at Chartam House Nursery, please complete and return the waiting list form along with the registration fee. The registration fee is non-refundable and does not guarantee a space at the Nursery.

On accepting a place with us, a deposit of £250 is payable within 5 working days to secure the space.

WHAT IS THE SETTLING PROCESS FOR MY CHILD?

When you start with us at Chartam House Nursery, you will first be invited to come in for a "Hello meeting". Here you will tell us all about your child using an All About Me form. This meeting will be followed by your child's first settling session, which will last about an hour. At this time, you will spend some time in the room with your child as they explore their surroundings and meet their new teachers and other children. The second settling session will follow within the next day or two, and this time you will spend some time in the room with your child and then leave them to spend some time in there without you. At the third and final settling session, we would encourage you to drop your child off and collect them an hour or so later.

Each settling session lasts about one hour and is free of charge. Settling sessions should be scheduled as close to possible to your first day at Chartam House Nursery to support the transition. Should we feel your child requires additional settling sessions, this will be discussed with the Nursery Manager.

WHAT DOES MY CHILD NEED FOR THEIR FIRST DAY?

You are welcome to bring a bag with you to put your child's bits and pieces in. This may include specific brands of formula or follow on milk and specific bottles/ teats, along with some spare clothes, labelled with your child's name. The Nursery supplies nappies, but you are welcome to provide these if there is a specific brand you wish to use.

IS THERE A UNIFORM?

Your child is not required to wear a uniform at Chartam House Nursery. We do ask that you dress your child in clothes that you are happy for them to get messy in. We enjoy lots of messy play at Nursery so we also ask you to pack a set of spare clothes for your child every day – which should be labelled clearly with your child's name. During the colder, wetter months, we ask you to supply appropriate waterproofs and wellies and swimming nappies for the warmer months. The children enjoy time outdoors every day, whatever the weather and we therefore ask you to ensure they have appropriate clothing to enable this.

WHAT IS THE KEY PERSON SYSTEM?

Every child in the Nursery has a key person. This teacher will be responsible for ensuring your child's learning and development is on track and will complete their learning journeys and reports. As a small Nursery however, we pride ourselves in every member of staff in your child's room knowing your child inside out, as well as their key person.

Your key child's key person will be assigned once your child has been with us a few weeks. This gives us the opportunity to see if there is someone your child and you form a particular bond with, thereby ensuring the best interests of your child are always at the heart of the decisions we make.

HOW CAN I KEEP UP TO DATE WITH MY CHILD'S LEARNING?

We know that as parents you are the primary and most important educators for your child. At the end of every day at Chartam House Nursery, you will receive feedback on what your child has been doing. In addition, you will have access to their online learning journey via Tapestry and we encourage you to actively contribute to this from home, as well as the weekly plan of activities for the classroom.

You will receive a weekly update of all the goings on in your child's classroom and there are daily meeting slots available with the team and Manager should you wish to discuss any aspect of your child's learning and development with us.

We also welcome more informal communication with our families, so feel free to pop in for a chat with the Manager, send us an email or give us a call at any time.

HOW CAN I GET INVOLVED WITH NURSERY LIFE?

We love parents getting involved in daily life at Nursery. Whether it's coming in to read a story for the children, accompanying the children on outings or contributing ideas to the children's chosen topics...there are lots of ways to get involved.

HOW CAN I ACCESS NURSERY POLICIES?

We have a comprehensive set of policies, some of which will be sent to you as part of your Welcome Pack on joining Chartam House Nursery. Please speak to the Manager should you wish to see or discuss any specific Nursery policies.

DO YOU ACCEPT CHILDCARE VOUCHERS?

The Nursery accepts Government Tax Free Childcare voucher payments as well as payment from certain providers. Please speak with the Manager for further information.

DO YOU OFFER GOVERNMENT FUNDING?

At Chartam House Nursery, we offer the Working Parent Entitlement funding as well as the Universal 15 hours entitlement and additional 15 hours funding (commonly known as "30 hours" for eligible 3-4 year olds as part of your total hours with us. Please speak to the Manager for further information.

WHAT IS YOUR COMPLAINTS PROCEDURE?

If any parent/carer/member of staff should have any cause for complaint, including any complaint relating to the fulfilment of the Early Years Foundation Stage (EYFS) requirements, they should in the first instance notify the Nursery Manager. The matter will be fully investigated and details of the investigation, any action taken as a result of that investigation and whether the complainant was satisfied with the outcome will be fully recorded in a written record. A copy of this record will be provided to the complainant within 28 days of receiving the complaint.

If you wish to further escalate a matter, please contact the Area Director of the Nursery, **Cindy Knight**.

Should a matter not be resolved to the satisfaction of the complainant then the complainant has the right to raise the matter with Ofsted who can be contacted in the following ways:

Mail: **Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD**

Helpline: **0300 123 1231**

Website: www.ofsted.gov.uk

Email: enquiries@ofsted.gov.uk

Terms and Conditions

IN THESE TERMS AND CONDITIONS:

I) "THE NURSERY" IS CHARTAM HOUSE DAY NURSERY SITUATED AT 16 COLLEGE AVENUE, MAIDENHEAD, SL6 6AX

II) "THE PARENTS" ARE THE PARENT(S) OR GUARDIAN(S) OR THE PERSON RESPONSIBLE FOR ANY CHILD ATTENDING THE NURSERY

1. REGISTRATION

A REGISTRATION FEE SHALL BE PAID BY THE PARENT/ GUARDIAN TO THE NURSERY ON THE SUBMISSION OF A COMPLETED REGISTRATION FORM AND THAT FEE SHALL NOT BE RETURNABLE IF A PLACE CANNOT BE OFFERED ON THE DATE AND DAYS REQUIRED, OR SHOULD THE SPACE NOT SUBSEQUENTLY BE TAKEN

2. OFFER ACCEPTANCE

A DEPOSIT OF £250 SHALL BE PAID BY THE PARENT/GUARDIAN TO THE NURSERY WITHIN 5 WORKING DAYS OF ACCEPTANCE OF THE OFFER. THIS DEPOSIT SHALL NOT BE RETURNABLE UNLESS 8 FULL WEEKS' NOTICE IN WRITING IS PROVIDED TO THE NURSERY MANAGER. THE DEPOSIT SHALL BE RETURNED TO THE PARENT/GUARDIAN ON LEAVING THE NURSERY, MINUS ANY OUTSTANDING COSTS. THE DEPOSIT IS NOT DEDUCTIBLE FROM THE FIRST MONTH'S FEES

3. PAYMENT OF NURSERY FEES

I) PAYMENT OF NURSERY FEES TO THE NURSERY FOR THE CHILD'S ATTENDANCE AT THE NURSERY SHALL BE MADE BY THE PARENT/GUARDIAN MONTHLY, IN ADVANCE, BY THE FIRST DAY OF EACH MONTH (THE DUE DATE).

II) IF THE PAYMENT OF FEES REFERRED TO IN ABOVE SHALL BE OUTSTANDING FOR MORE THAN 14 DAYS THEN THE NURSERY WILL CHARGE £50 FOR LATE PAYMENT AND MAY SERVE 14 DAYS' NOTICE IN WRITING TO TERMINATE THIS CONTRACT. UPON TERMINATION OF THIS CONTRACT THE CHILD SHALL CEASE FORTHWITH TO BE ADMITTED TO THE NURSERY, AND THE NURSERY'S NOTICE TO SO TERMINATE SHALL BE REGARDED AS A FORMAL DEMAND FOR ALL OUTSTANDING MONIES

III) IN THE EVENT OF THE FEES OR ANY OTHER SUM PAYABLE BY THE PARENTS TO THE NURSERY BEING UNPAID AND OUTSTANDING THE CHILD MAY, ON NOTICE IN WRITING TO THE PARENTS, BE REQUIRED TO CEASE ATTENDANCE AT THE NURSERY UNLESS PAYMENT OF THE FULL AMOUNT OWING IS PAID TO THE NURSERY IMMEDIATELY

IV) THE NURSERY PLAYS NO ROLE IN ADMINISTERING ELIGIBILITY CODES FOR THE WORKING PARENT ENTITLEMENT FUNDING OR 3-4 YEAR OLD FUNDING., IF AN ELIGIBILITY CODE IS NOT PROVIDED OR ACCEPTED BY THE BOROUGH FOR ANY REASON, THE CHILD'S FEES SHALL REVERT TO THE NON-FUNDED RATE, THIS MAY BE APPLIED RETROSPECTIVELY IF REQUIRED.

IV) THE NURSERY RESERVES THE RIGHT TO INCREASE THE SAID FEES AT ANY TIME UPON GIVING TWO CALENDAR MONTH'S WRITTEN NOTICE OF THE INCREASE TO THE PARENT/GUARDIAN

4. OPENING HOURS AND CALCULATION OF NURSERY FEES

I) THE USUAL OPENING HOURS OF THE NURSERY ARE 08:00 UNTIL 18:00. IN EXCEPTIONAL CIRCUMSTANCES, THE NURSERY RESERVES THE RIGHT TO OPEN LATER OR CLOSE EARLIER, AND WILL ATTEMPT TO ADVISE PARENTS OF THESE CHANGES AT LEAST 5 WORKING DAYS IN ADVANCE

II) THE NURSERY WILL CLOSE AT 5PM ON THE DAY OF THE CHILDREN'S ANNUAL CHRISTMAS PARTY

III) THE NURSERY WILL BE CLOSED ON UK BANK HOLIDAYS AND FOR AT LEAST 5 WORKING DAYS AT CHRISTMAS

IV) A PART TIME NURSERY PLACE MUST ALWAYS BE TAKEN WITH A MONDAY OR FRIDAY

V) ATTENDANCE DAYS MAY NOT BE REDUCED WITHIN THE FIRST 3 MONTHS OF ATTENDANCE, UNLESS THE NURSERY IS ABLE TO FILL THESE FROM THE CURRENT WAITING LIST. THEN THE USUAL 8 WEEKS NOTICE IS REQUIRED IN WRITING TO DROP DAYS OF ATTENDANCE

V) THE NURSERY DOES NOT PERMIT THE PRO-RATA REDUCTION OF FEES FOR ANY REASON. THE PARENT/GUARDIAN IS THEREFORE OBLIGED TO MAKE FULL PAYMENT. IN THE EVENT OF PAYMENT NOT BEING MADE THEN THE NURSERY RESERVES ITS RIGHT TO TERMINATE THIS AGREEMENT IN ACCORDANCE WITH CLAUSE 3(II)

VI) LATE FEES ARE PAYABLE FOR COLLECTION OF CHILDREN AFTER 18:00. THESE FEES ARE PAID DIRECTLY TO THE STAFF REQUIRED TO STAY BEHIND, IN LINE WITH THE NURSERY'S LATE COLLECTION POLICY.

5. CANCELLATION/ TERMINATION

I) ONCE THE NURSERY HAS RECEIVED A DEPOSIT FOR THE OFFERED PLACE, PARENTS SHALL GIVE 8 FULL WEEKS' NOTICE IN WRITING WHEN THEY WISH TO WITHDRAW THEIR CHILD FROM THE NURSERY OR NOT TAKE UP

THE PLACE. CANCELLATION SHALL RENDER THE PARENTS LIABLE TO FULL PAYMENT OF THE 8 WEEKS FEES IN ALL CASES.

II) PARENTS SHALL GIVE 8 FULL WEEKS' NOTICE IN WRITING WHEN THEY WISH TO REDUCE THE NUMBER OF DAYS THEIR CHILD ATTENDS THE NURSERY

III) PARENTS ARE NOT ENTITLED TO REDUCE THE NUMBER OF DAYS ATTENDANCE WITHIN THE FIRST 12 WEEKS OF JOINING THE NURSERY. ANY REDUCTION IN DAYS SHALL RENDER THE PARENTS LIABLE TO FULL PAYMENT OF THE 12 WEEKS FEES

6. NON-SOLICITATION OF STAFF

THE PARENT/GUARDIAN OF THE CHILD, THE SUBJECT OF THIS REGISTRATION FORM, HEREBY AGREES THAT DURING THE TERM OF THIS AGREEMENT AND FOR THE PERIOD OF 12 MONTHS FOLLOWING ITS TERMINATION (HOWSOEVER TERMINATED) THAT THEY WILL NOT SEEK TO EMPLOY, ENTICE AWAY OR ATTEMPT TO ENTICE AWAY FROM THE EMPLOYMENT OF CHARTAM HOUSE DAY NURSERY LTD ("THE COMPANY") ANY PERSON OR PERSONS EMPLOYED BY THE COMPANY AT THE DATE OF TERMINATION OR IN THE 6 MONTHS PRIOR, OF THE AGREEMENT BETWEEN THE COMPANY AND THE PARENT/GUARDIAN. IF THE PARENT/GUARDIAN SHALL BREACH THE AFOREMENTIONED CLAUSE THEN HE/SHE SHALL INDEMNIFY THE COMPANY FULLY IN RESPECT OF ALL AND ANY COSTS, CLAIMS, DAMAGES AND EXPENSES INCURRED BY THE COMPANY AS A RESULT OF THE AFOREMENTIONED BREACH TO INCLUDE THE COST OF REPLACING THE SAID MEMBER OF STAFF TO INCLUDE, BUT NOT LIMITED TO AGENCY FEES, ADVERTISING COSTS, MANAGEMENT TIME IN INTERVIEWING AND ALL SUCH OTHER COSTS REASONABLY AND NECESSARILY INCURRED BY THE COMPANY IN REPLACING THE MEMBER OF STAFF TOGETHER WITH ALL LEGAL FEES AND DISBURSEMENTS.

7. GENERAL

I) PARENTS ARE REQUIRED TO INFORM THE NURSERY OF ANY CHANGES OF CIRCUMSTANCES IMMEDIATELY SO THAT THE NURSERY CAN KEEP THE CHILD'S REGISTRATION DETAILS UP TO DATE

II) PARENTS ARE REQUIRED TO DISCLOSE TO THE NURSERY AS SOON AS THEY ARE AWARE OF ANY ABNORMALITY, INFECTION OR ALLERGY THAT AFFECTS OR MAY AFFECT THE CHILD OR OTHER CHILDREN OR STAFF WITHIN THE NURSERY. THIS INCLUDES, BUT IS NOT LIMITED TO, NOTIFIABLE DISEASES AS LISTED BY PUBLIC HEALTH ENGLAND.

III) THE NURSERY RESERVES THE RIGHT AT ANY TIME TO REFUSE ADMISSION TO AND/OR SEND HOME ANY CHILD WHOM THE NURSERY CONSIDERS IS OR MAY BE UNWELL OR SUFFERING FROM ANY CONTAGIOUS ILLNESS

IV) THE CHILD WILL ONLY BE RETURNED TO THE CUSTODY OF THE PERSON(S) NAMED ON THE PERSONAL DETAILS FORM UNLESS PRIOR ARRANGEMENTS ARE MADE BY THE PARENTS WITH THE NURSERY. PLEASE READ OUR CHILD COLLECTION POLICY EMAILED TO YOU ON JOINING THE NURSERY

V) WHEN PROVIDING YOU WITH NURSERY SERVICES, WE MAY COLLECT INFORMATION ON INDIVIDUALS CONNECTED TO YOUR CHILD FROM YOU. THIS INCLUDES NANNIES, FAMILY MEMBERS OR FRIENDS WHO YOU LIST AS EMERGENCY CONTACTS. PLEASE ENSURE THESE INDIVIDUALS HAVE BEEN MADE AWARE OF OUR PRIVACY NOTICE. IF YOU, OR ANYONE ELSE ON YOUR BEHALF, HAS PROVIDED OR PROVIDES PERSONAL INFORMATION ON AN INDIVIDUAL TO US, YOU OR THEY MUST FIRST ENSURE THAT YOU OR THEY HAVE THE AUTHORITY TO DO SO

VI) WE WILL USE THE CONTACT DETAILS YOU HAVE PROVIDED US TO REGULARLY GET IN TOUCH WITH YOU TO UPDATE YOU ABOUT THE NURSERY, GENERAL DEVELOPMENTS AND TO INFORM YOU OF ANY TOPICS RELATING TO YOUR CHILD'S HEALTH AND WELLBEING.

VII) THE NURSERY OPERATES IN COMPLIANCE WITH THE EARLY YEARS FOUNDATION STAGE AND THE CHILDREN WILL BE CARED FOR WITHIN THIS FRAMEWORK. PARENTS ARE REQUIRED TO COMPLY WITH ALL NURSERY POLICIES AND PROCEDURES. THESE ARE SENT TO YOU AS PART OF YOUR WELCOME PACK AND ARE ALSO AVAILABLE TO VIEW AT A PRE-ARRANGED TIME WITH THE NURSERY MANAGER..

VIII) PARENTS ARE NOT PERMITTED TO SHARE ANY IDENTIFYING PHOTOGRAPHS OR RECORDINGS OF THE SETTING OR ANY CHILD AT THE SETTING FOR ANY PURPOSE AND ARE PERMITTED FROM TAKING ANY PHOTOS WITHOUT PRIOR CONSENT FROM THE MANAGER

ACCEPTANCE

THE PARENT/ GUARDIAN HAVE READ AND UNDERSTAND THE TERMS & CONDITIONS CONTAINED AND UNDERTAKE TO BE BOUND BY THE SAME.

SIGNATURE

DATE

NAME

FOR FURTHER INFORMATION, PLEASE FEEL FREE TO GET IN TOUCH WITH
OUR MANAGER. WE LOOK FORWARD TO HEARING FROM YOU.

Email: manager@chartamhousenursery.co.uk

Tel: 01628 308 940

