



# **ROCKINGHORSE DAYCARE PROSPECTUS**

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# **Rockinghorse Daycare**

## **All About Us**

Based in the picturesque village of Mattishall and established in 1994, Rockinghorse provides OFSTED registered child-care for babies and pre-school children aged between 3 months and 5 years. We also provide additional facilities for school-age children over 4 years in the form of 'Stallions' our Breakfast, After-School and Holiday Club.

Rockinghorse is situated in a fully adapted barn conversion with a generous area at the front of the premises for off-road parking. At the rear of the barn there is a large paved and grassed area with a variety of trees and hedges. This area is securely fenced and surrounded by natural foliage backing onto open fields and woodland. The tranquil, rural setting and large outdoor area provide children with the opportunity to learn and develop through play and experiences in an enabling environment.

Inside the building Rockinghorse is able to offer an entrance/cloakroom area which is spacious enough to provide the facility for prams/buggies to be brought inside as parents/carers prepare to leave their children at nursery. There is also a dedicated office, disabled toilet/shower room, baby room (Foals Room), cot room, children's washroom, nursery room (Yearlings room) with quiet area/rest room, kitchen for meal/snack preparation, storeroom and activities room.

We are registered to care for up to 28 children at any one time. Rockinghorse is, therefore, able to provide a cosy homely environment that delivers a high quality of care to all children and families that attend.

We operate within the OFSTED designated adult : child ratios which are:

- 1 member of staff per 3 children aged 0 – 2
- 1 member of staff per 4 children aged 2 – 3
- 1 member of staff per 8 children aged 3 and over
- 1 member of staff with Early Years Professional Status per 13 children aged 3 and over

All Nursery Nurses employed at Rockinghorse hold a recognised childcare qualification and are encouraged to take advantage of a variety of training opportunities. Our Manager holds a BA (Hons.) Degree in Early Childhood Studies and has also obtained her Early Years Professional Status. There are two designated Special Educational Needs and Behaviour Management Co-ordinators within Rockinghorse and all staff have a wealth of experience in these areas.

Security is of paramount importance at Rockinghorse and to this end we have a number of robust policies and procedures surrounding this area including:

- Safeguarding and Child Protection
- Photograph/Video Policy
- Mobile Phone and Social Networking Policy
- Collection of Children
- Critical Incident Policy
- Unwanted Visitor Policy
- Staff Code of Professional Conduct
- Acceptable ICT use
- Online Safety Policy
- Access and Storage of Information
- Acceptable use of Online Platforms (specifically Family)

The entrance to the setting is secured by a coded keypad. The building is locked and alarmed when not in use. All policies and procedures can be viewed in full on request.

Rockinghorse is in receipt of nursery education grant funding and is, therefore, pleased to offer all eligible children this facility. We also accept payment by Tax Free Childcare and various childcare vouchers.

Rockinghorse operates between 8.00 a.m. and 6.00 p.m., Monday to Friday, 51 weeks of the year (excluding Bank Holidays).

## **Learning and Development**

Every child deserves the best possible start in life and the support that enables them to fulfil their potential. Children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right. Good parenting and high quality early learning together provide the foundation children need to make the most of their abilities and talents as they grow up.

The Early Years Foundation Stage (EYFS) sets the standards that all early years' providers must meet to ensure that children learn and develop well and are kept healthy and safe. It promotes teaching and learning to ensure children's 'school readiness' and gives children the broad range of knowledge and skills that provide the right foundation for good future progress through school and life.

Four guiding principles should shape practice in early years' settings. These are:

1. Every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured;
2. Children learn to be strong and independent through positive relationships;
3. Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and/or carers; and
4. Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early years' provision, including children with special educational needs and disabilities (SEND).

Practitioners teach children by ensuring challenging, playful opportunities across seven areas of learning and development. These seven areas are divided into:

- Prime Areas
  - Personal, Social and Emotional Development
  - Communication and Language
  - Physical Development
- Specific Areas
  - Literacy
  - Mathematics
  - Understanding the World
  - Expressive Arts and Design

## **Supporting Every Child's Care, Learning and Development**

### **Foals Room**

The 0 – 2 year olds are cared for in the Foals Room by qualified members of staff who have experience in delivering the Early Years Foundation Stage (EYFS) framework, with particular reference to the youngest children.

Our ethos sits well within the guiding principles of the EYFS as parents/carers are consulted about feeding and sleeping patterns for babies and established routines will be adhered to as much as possible. Babies/toddlers enjoy integrated play opportunities with older children, as well as appropriate resources and activities within their own designated areas. During the present COVID-19 pandemic integrated play with other peer groups will only occur if appropriate.

There is a great emphasis on heuristic play which offers each child open-ended opportunities to learn and develop in a creative, nurturing environment using treasure baskets, sensory materials, music, scarves, ribbons, sand, water, paint, glue, dough, gloop etc. both inside and outdoors. Some resources may not be available at present due to COVID-19. All resources are cleaned regularly throughout the day or more frequently if required. Most importantly a loving, caring environment that provides the safe and secure platform for each child to blossom in their own special way during those first valuable months of life.

All the Foals have a 'Learning Journey' attached to our online platform Family. This enables us to work in partnership with parents/carers to provide a pen picture of what your child is doing at Rockinghorse and in the home environment. It provides us, as practitioners, with a simple way to engage parents/carers and find out about whom and what has been playing an important role in each baby/toddler's life. Research has shown that looking at positive images of the special people in their lives is crucial for a child's healthy development. Therefore, sharing this journey with the children supports their emotional development.

A separate message system is also used to pass information between the Key Person and the parents/carers. In particular for 0 – 2 year olds the message system will provide information about nappy changes, sleep patterns and food intake. This message system can be found on our online platform Family in the child's profile.

Observations/Next Steps and Assessments are also made for individual children. These too are all posted on our online platform Family. Further information about Family can be found attached to this prospectus. The Key Person will arrange regular meetings with parents/carers (usually through our Parent Breakfasts each term) to discuss their child's progress and will support the child during their transition from the Foals Room into the Yearlings Room. This information enables staff to provide valuable activities that take account of individual children's interests and needs.

### **Yearlings Room**

Children move to the Yearlings Room during their second year (obviously depending on their stage of development). Children who have spent time in the Foals Room will be familiar with the Yearlings Room as they will have had the opportunity to visit and integrate with their peers to enable a smooth transition to the next stage of their journey at Rockinghorse.

Children who have not experienced life at nursery will be given the opportunity of a 'settling-in' period to get to know their Key Person and their peers in the Yearlings Room.

In the Yearlings Room children are cared for by qualified staff who have experience in delivering the Early Years Foundation Stage (EYFS) framework. Rockinghorse recognise that the early years are critical in children's development and aim to give them the opportunity to experience the very best possible start to their education. With this in mind we aim to provide continuous provision that enables each child to develop in the Prime and Specific areas of learning, using observations to plan and assess our activities with the children based on their individual development and needs.

Each Yearling has a designated Key Person who is assigned to take a special interest in them during their time at Rockinghorse. This special relationship enables staff to work in close partnership with parents/carers to recognise and develop the individuality of each child and acknowledge their interests and needs. The Key Person will make observation of children's individual learning interests. These observations will be used to engage strategies and plans to support and enhance the progress and development of each individual child. Account is also taken of information shared by parents/carers via discussion or from the online platform Family and any information received from other early years' professionals. With this information a balance of planned adult-initiated activities and self-selected child initiated activities ensures developmentally appropriate differentiation and challenge.

When each child is aged between 24 – 36 months the Key Person will be responsible for providing parents/carers with a short written summary of their child's development in the three Prime learning and development areas of the EYFS: Personal, Social and Emotional Development; Physical Development; and Communication and Language. The progress check is a requirement that has been introduced within the EYFS to enable earlier identification of development needs so that additional support can be put into place if necessary.

To aid parent partnership each Yearling has a 'Learning Journey' on our online platform Family. This provides the opportunity for both Key Person and Parent/Carers to add comments/photos/observations about the child's activities at nursery and at home.

The information on the 'Learning Journey' will provide visual clues for the child to share with parents/carers what they have been doing at Rockinghorse and also to share with their Key Person the things they have been doing at home. This will build the child's self-esteem and confidence and encourage language and communication. Information shared can also be used to build on children's individual interests to develop an activity for the day.

The Key Person will also complete observations and assessments for each child on the online platform Family. As well as providing valuable evidence for developing interests and 'next steps' they will combine with the 'Learning Journey' to provide a wonderful story about their journey during their time at Rockinghorse. The Key Person will also be responsible for writing a progress report about each child that, given appropriate permission, may be shared with the Reception Teacher as well as parents/carers before transition into school.

## **Snacks and Mealtimes**

All children are provided with fresh drinking water throughout the day. The Yearlings have a self-registration system which provides them with the number of their drinking bottle. The Foals are continuously offered water from appropriate beakers/bottles.

Snacks are offered to the Foals at around mid-morning and consist of a variety of fresh fruit, water or milk (preferred healthy alternatives can be provided by parents/carers). The Yearlings have a rolling snack-bar which operates between 9.15 a.m. – 10.45 a.m.

Lunch is eaten between 12.00 noon – 1.00 p.m. and is usually a packed lunch provided by parents/carers.

Healthy snacks and drinks are offered during mid-afternoon and the children eat a home-cooked tea between 4.00 p.m. – 5.00 p.m.

Information about food allergies/requirements are obtained during initial visits to the setting and all staff involved in preparing or serving food maintain a strict regime to ensure that this information is adhered to. They also encourage children to take responsibility for understanding their own needs and requirements.

All Rockinghorse staff have undertaken and obtained Level 2 Food Hygiene certificates and Rockinghorse is regularly inspected under the Health and Hygiene regulations by Breckland Council.

## **Stallions**

Continuity of care at Rockinghorse is provided through the Stallions – Breakfast, After School and Holiday Club. This facility is available for children aged 4 – 11 years.

Care at Stallions is available to suit specific times and needs and arrangements can be made to transport children to and from Mattishall and Yaxham Primary Schools. Children are provided with a range of resources and activities to meet developmental requirements and are supervised by a qualified Playworker. There is access to various IT equipment including computers, play station and Wii. Children also have access to a large outside space for physical activities. There is also provision for homework/study to be completed in quiet areas.

Breakfast and tea are available on request.

### **Equal Opportunities Statement**

Rockinghorse has a genuine commitment to treat each child as an individual and with equality of opportunity. Operating in accordance with our Equal Opportunities Policy, Rockinghorse endeavours to meet all the needs of each child whether they be in the context of health, development, disability, education, religious persuasion, racial origin, cultural or linguistic needs.

# **Rockinghorse Daycare**

## **Introduction to Behaviour/Child Protection and Equal Opportunities Policies**

### **Behaviour Policy**

Behavioural problems, including bullying, will be dealt with individually. Any sanctions applied to modify unacceptable behaviour take account of the age and stage of development of the child at the time, are relevant to the action and are fair and reasonable. These sanctions may involve early intervention, re-direction to another activity or time with an adult when the adult will talk and listen to the child and help the child to deal with his/her expression of emotions. There is no practice that humiliates or frightens children and Rockinghorse operates a no-smacking policy. However, physical action will be taken in an emergency to prevent personal injury to the child, another child or an adult or serious damage to property.

At all times Rockinghorse will endeavour to maintain positive liaison with parents/carers concerning children's behaviour, including bullying, and on any action proposed to modify a child's unacceptable behaviour.

### **Child Protection**

As the Children Act states that the welfare of the child is paramount, so our policy on Child Protection has as its foundation the welfare of the child.

Due to the hours of care we provide to a child it is possible that staff may be the first people to become aware that there is a problem, even before the parent/carer. Staff are constantly reminded of their responsibilities in respect to child protection issues and to ensure this they receive ongoing training in this important area of child care.

The nominated person at Rockinghorse responsible for safeguarding and child protection issues is Mrs. Debbie Trehwella and in her absence Miss Ruth Livings or Miss Bethany Chapman. Parents/carers are given full access and guidance to our Safeguarding and Child Protection Policy and Procedures, within our Operations Manual, prior to admission.

### **Equal Opportunities**

Rockinghorse takes great care to treat each individual as a person in their own right with equal rights and responsibilities to any other individual, whether they are an adult or a child. Rockinghorse is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within this nursery.

Rockinghorse values and respects each child as an individual. Parents or carers wishes are taken into account at all times and Rockinghorse aims to work in partnership with the parent or carer and all other agencies working with the child, where appropriate.

A commitment to implementing our inclusion and equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of Mrs. Debbie Trehwella or Miss Ruth Livings at the earliest opportunity.

Full and comprehensive copies of the above policies and all other policies and procedures pertaining to the provision are available to parents/carers on request.

# ROCKINGHORSE DAYCARE

## FOOD AND DRINK

Drinking water is available to children throughout the day and we offer water or milk for the children to drink during meal and snack times.

All our fees include snacks for the children during the day. We offer a variety of healthy snacks throughout the week including fresh fruit, vegetables, toast, muffins, crumpets and breadsticks.

For children aged 0-2 all meals are included in the price of the session if required. For children aged 2-4 the following costs will apply:

- **Breakfast – 8.00 a.m. – 8.30 a.m. - 65p**  
A choice of breakfast cereal and/or toast with milk or water to drink.
- **Lunch – 12 noon – 1.00 p.m.**  
Parents/carers should provide children with a packed lunch or a light meal which can be heated in a microwave (please avoid any rice or pasta dishes which are high risk foods and not suitable for reheating at nursery).\* Once children have moved into the Yearlings Room it is preferable for them to be provided with a packed lunch rather than a hot meal if possible.

We ask that parents/carers join us in our commitment to providing healthy, varied and enjoyable food for the children. To this end we ask parents/carers not to give children sweets or chocolates to bring into the nursery as snacks or in packed lunches. For special celebrations this may be an exception and a member of staff should be consulted in these circumstances.

- **Tea – 4.00 p.m. – 4.45 p.m. – Children aged 2-3 - £2.30**  
**Children aged 3-4 - £2.55**  
**Children aged 5-11 - £2.90**

A home-cooked meal chosen to provide good nutrition for the children in line with our Healthy Eating Policy. Weekly menus are posted on the notice board in the Entrance Hall.

### **\*Due Diligence**

As a food provider we must be able to demonstrate that we have done everything within our power to safeguard consumer health. In order to demonstrate complete 'due diligence' Rockinghorse informs parents/carers that the quality of any food provided in their children's packed lunches is the responsibility of the parents/carers. All high risk foods such as sandwiches, cooked meats etc. and dairy products such as yoghurts, cheese etc. will be removed from lunch boxes, named and placed in the fridge to be stored at the appropriate temperature.

## **ROCKINGHORSE DAYCARE FEES 2019**

<b>SESSIONS</b>	<b>CHILDREN AGED 0-2</b>	<b>CHILDREN AGED 2-3</b>	<b>CHILDREN AGED 3-4</b>
<b>Full Day Care</b> 8.00 a.m. – 6.00 p.m.	<b>£50</b>	<b>£48.06</b>	<b>£45.92</b>
<b>Weekly Booking</b>	<b>£215</b>	<b>£210</b>	<b>£205</b>
<b>3 Hour Session</b> 9.00 a.m. – 12.00 noon  1.00 p.m. – 4.00 p.m.	<b>£18.60</b>  <b>£18.60</b>	<b>£17.37</b>  <b>£17.37</b>	<b>£16.35</b>  <b>£16.35</b>
<b>4 Hour Session</b> 9.00 a.m. – 1.00 p.m.  1.00 p.m. – 5.00 p.m.	<b>£24.80</b>  <b>£24.80</b>	<b>£23.16</b>  <b>£23.16</b>	<b>£21.80</b>  <b>£21.80</b>
<b>Hourly Rate</b>	<p>£6.20 per hour for the first 4 hours – thereafter £4.20 per hour.</p> <p>Any hours requested additional to contracted hours will be charged at £6.20 per hour.</p> <p>For children aged 0-2 the price of all meals and snacks is inclusive where required</p>	<p>£5.79 per hour for the first 4 chargeable hours - thereafter £4.15 per hour. Any hours requested additional to contracted hours will be charged at £5.79 per hour.</p> <p>These charges are inclusive of healthy snacks mid-morning and afternoon</p> <p>Breakfast 65p Cooked tea £2.30</p>	<p>£5.45 per hour for the first 4 chargeable hours – thereafter £4.02 per hour. Any hours requested additional to contracted hours will be charged at £5.45 per hour.</p> <p>These charges are inclusive of healthy snacks mid-morning and afternoon</p> <p>Breakfast 65p Cooked tea £2.55</p>

<b>Fee Structure</b>	<b>Standard Rate</b>	<b>Sibling Rate</b>
<b>Breakfast Care From 8.00 a.m.</b>	<b>£3.90</b>	<b>£3.43</b>
<b>After School Care Until 5.00 p.m.</b>	<b>£8.00</b>	<b>£7.04</b>
<b>After School Care Until 5.30 p.m.</b>	<b>£9.90</b>	<b>£8.72</b>
<b>After School Care Until 6.00 p.m.</b>	<b>£11.80</b>	<b>£10.40</b>
<b>Holiday Care Full Day</b>	<b>£35.20</b>	<b>N/A</b>
<b>Breakfast</b>	<b>65p</b>	<b>N/A</b>
<b>Cooked Tea</b>	<b>£2.90</b>	<b>N/A</b>

# **ROCKINGHORSE DAYCARE**

## **Complaints and Compliments Policy**

At Rockinghorse Daycare we believe that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing co-operative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Child Protection and Safeguarding Policy. Information regarding these issues can be found displayed in the entrance to the nursery as well as in our Policy/Operational Manual. Complaints relating to Safeguarding can be referred to OFSTED by phone on 0300 123 4666.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's Key Person or a senior member of staff/Pre-school Manager.

#### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within 28 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2)

#### **Stage 3**

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED. Parents are made aware that they can contact OFSTED at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact OFSTED. OFSTED is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. OFSTED inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

**Contact details for OFSTED:**

**Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Telephone:** 0300 123 1231

**Web address:** [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

**By mail:** Applications, Regulatory and Contact (ARC) Team,  
Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents and/or carers of children attending on a regular basis.

**Early Education funding entitlement**

Issues about the way in which the funding entitlement is offered should also be addressed to the nursery in the same way as stated above. However, the Local Authority will intervene at Stage 4 of the process where the complaint refers to Early Education and the funding entitlement offer is not compliant with legislation, other published statutory guidance and government advice.

The Local Authority will not intervene where parents choose to purchase additional hours of provision or additional services providing that this does not affect the parent's ability to take up their child's free place.



Famly is an online platform that originates from Denmark. It enables Rockinghorse to store details about children and their families in order to have everything in one place when we need it.

Famly helps to protect these details. Your data is safely stored, encrypted and accessed only by those who have been granted a login to our Famly platform. Famly is compliant with EU's General Data Protection Regulations, their Terms and Conditions and data processing agreement also reflect this. Parents/Carers will only have access to information about their child/children through their logins.

Famly enables Rockinghorse to update children's daily activities such as sign in and out times, nappy changes, sleep times, and meals. For Foals Room children this will include a pen picture of what your child has been doing throughout the day. A daily post will be added to the Yearlings 'News Feed' to let Parents/Carers know what the children have enjoyed taking part in and what activities have been on offer.

Each child in the Foals room and Yearlings room is assigned a key person. They are able to upload observations/next steps, assessments and photos on to the child's 'Journey' where their development will be tracked using the EYFS. Parents/Carers will have direct access to this. They are also able to add comments and upload their own photos.

A few other useful tools on Famly are:

- Mobile app for Android and Apple
- Direct or group messaging
- Shared child profile where Parents can add other family members
- Parents can report holiday or sick days
- Invoicing online

If you have any other questions about our online platform Famly, please don't hesitate to contact us.



## ROCKINGHORSE DAYCARE

Lime Tree Barn,  
Welgate,  
Mattishall,  
Dereham,  
Norfolk,  
NR20 3PJ

Tel: 01362 850409



### Application to join Rockinghorse Daycare

Name of child \_\_\_\_\_ Date of Birth \_\_\_\_\_

Name(s) and address of parent(s) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Telephone \_\_\_\_\_

I/We would like \_\_\_\_\_ to start attending Rockinghorse Daycare

\*as soon as possible \*from \_\_\_\_\_ (date)

\*Please delete whichever is not applicable.

Please indicate the times and days you wish for your child to attend.

Time	Monday	Tuesday	Wednesday	Thursday	Friday
A.M.					
P.M.					

If we find that we no longer need the place, we will inform Rockinghorse as soon as possible.

I/We have enclosed the £50 non-refundable joining fee.

☐

Signature of Parent \_\_\_\_\_

### Admission to Rockinghorse Daycare

A place will be available for \_\_\_\_\_ (child's name)

\*on \_\_\_\_\_ (date) \*We will notify you when a place becomes free.

Signed \_\_\_\_\_ Rockinghorse Daycare