



Date: DD/MM/YYYY  
.....

Dear .....

Many thanks for your enquiry.

We have given you the Fee structure, Regulations, Registration Form, and Parent Partnership form as well as some additional useful information. Please read the enclosed information, sign and return the relevant tear-off sections to us after viewing the nursery.

To secure a place, the Registration Form also needs to be returned completed, with a £30.00 administration fee, a £70.00 deposit and the first week's fee.

This deposit is refunded when your child stops attending the nursery, **and the appropriate two weeks written notice has been given.**

**If after paying the deposit you do not take up the place, your deposit is not refundable.**

Please ensure that you complete, sign and return the policies agreement

I look forward to having the opportunity of caring for your child.

Yours sincerely

Mrs Yvonne Kerr  
General Manager

*The Playhouse Day Nursery*  
5 Saint Mary's Road, Bearwood, West Midlands, B67 5DG  
Tel: 0121 429 4261 • e-mail: [yvonne@playhouse-day-nursery.co.uk](mailto:yvonne@playhouse-day-nursery.co.uk) • web: [www.theplayhouse-day-nursery.co.uk](http://www.theplayhouse-day-nursery.co.uk)

## Opening Hours

	Open	Close
Monday	07:30	18:00
Tuesday	07:30	18:00
Wednesday	07:30	18:00
Thursday	07:30	18:00
Friday	07:30	17:30

## Fee Structure

*Fees cover the weekly costs of meals, drinks and snacks.*

The following will need to be provided for **babies**: nappies, a change of clothing (labelled), formula milk and all necessary toiletries – e.g. creams, lotions, wipes, etc.

	Up to 4 Years	Before and/or After School
Weekly Full year	£250.00	Full week £90.00

Daily	£70.00	Drop off + pick up £35.00
Half day 9am till 1pm	£45.00	1 day Drop off/pick up £17.00
Half day 1pm till 5pm	£45.00	

**Please speak to a staff member for additional fees including 15 and 30 hours funding.**

**All fees are to be paid in advance and not in arrears - fees that are paid late will attract a 5% late payment charge and returned cheques will attract a £12.50 additional charge. Bad debts will be passed to our debt recovery agent and will incur a further 20% charge. All fees are revised termly, parents/carers will be informed of new fee structures.**

**Please see the registration form to sign the Fee Payment Agreement**

## Please Note:

- ❖ Weeks shortened by Bank Holidays are treated as a full week, with respect to the fees. Therefore a week's fee is still payable.
- ❖ Any days of absences or holidays are to be paid for at the normal rate.
- ❖ Two weeks' notice **in writing** is required for the cancellation of a child's place.
- ❖ Please note: Daily and half – day places are offered subject to the availability of spaces. Priority is given to children attending full time.
- ❖ Children, who are attending the nursery by accessing just the 15 hours' Early Learning Funding, must pay £13.50 per week for consumable fee.
- ❖ Children, who are attending the nursery by accessing just the 30 hours Childcare funding, must pay £18.50 per week for consumable fee.

❖ **FULL FEES ARE PAYABLE FOR THOSE ELIGIBLE 2, 3 AND 4 YEAR OLD CHILDREN DURING THE HALF TERM HOLIDAYS**

## **Regulations**

### **Fees**

Fees must be paid in full, in advance of the week commencing i.e. on the Monday or the first day of attendance. Full fees are charged for anything over three days for both full and part time children, even if there is a period of absence within any week. Payment is accepted by:

- ❖ **Cash**
- ❖ **Cheque** - made payable to *The Playhouse Day Nursery*)
- ❖ **Standing Order** - please collect a standing order form from Yvonne.

**Any late payments will be subject to a 5% charge and any returned cheques will attract a £12.50 charge. Bad debts will incur a further 20% charge by the debt collection agent.**

**If your child is absent for a full week OR for the days that your child is booked to attend nursery then the full fees must be paid.** These days cannot be swapped or made up for by attending on another day. This is because the staffing ratio and other overhead costs have to be maintained and organised according to the children expected to attend.

### **Administration fee - £30.00**

This cost is a one off payment made to cover costs in the area of administrative work which needs to be done upon registration of your child.

### **Absences**

Should your child be away from the nursery, it is important that you inform the nursery of the child's absence. This can be done by telephoning the nursery on 0121 429 4261 at your earliest convenience.

### **Nursery Education Grant for**

#### **2, 3 and 4 year olds (term time only)**

When your child reaches the age where they qualify for the nursery education grant, you will be entitled to 15 hours free care at the nursery each week; however these free hours can only be utilised in the following ways:

- ❖ *3 hours each day over 5 days*
- ❖ *5 hours each day over 3 days*

30 hours free care at the nursery each week can be utilised in the following ways:

- ❖ *6 hours per day 9am – 3pm*

How the hours are spread across the week and the times of day when they are used is dependent on your preference. Any additional hours will be charged at our standard rate as detailed in the fee structure. The term dates will be provided to you by the nursery.

### **Early Learning Education Grant for 2 year olds (term time only)**

Please apply to your local Early Years Unit or Children Centre for them to assess your eligibility for this grant.

### **Bank Holidays**

We only close on statutory Bank Holidays. As stated, during these weeks the full week's fee is still to be paid by those children attending during that week. Children on holiday for the whole week will pay the full fee.

## Clothing

Please bring your child to nursery in clothing suitable for the purpose of messy play. Whilst the children wear aprons and bibs at meal times, please appreciate that clothing will get soiled from the food and play material which may not always wash out in a normal wash cycle. Practical and “inexpensive” clothing is strongly recommended; please label these. Shoes suitable for outdoor play during dry and wet weather are also recommended.

## Valuables

It is advised that you do not allow your child to wear valuable jewellery nor bring in money, toys or other valuable possessions. If they do arrive with such items they will be stored in your child's drawer until the end of the day. This is to safeguard against any loss or damage to items, for which the nursery cannot be held responsible.

## Healthy Eating

As we like to encourage healthy eating at The Playhouse Day Nursery, please refrain from bringing your child to the setting with sweets, chocolate, chewing gum, fizzy drinks or squash. Balanced meals and snacks are provided regularly throughout the day and water is readily available for the children at all times.

## Sickness and Infection control (measles, diarrhoea, conjunctivitis, heavy colds, etc)

As we need to protect the staff and children in our care, if your child is clearly unwell, please keep them at home until symptoms have disappeared. Should your child become sick whilst attending nursery, every effort will be made to contact you. Therefore it is important that you provide details of where you can be contacted during nursery hours on the registration form; please ensure you keep us informed of any changes or updates to these.

Although it is an extremely rare occurrence, if your child is in need of emergency hospital treatment they will be taken to A&E; you will be notified immediately should this happen.

## Medication

The staff will administer medication to a child once there is a signed medication consent form from the parent/guardian. **Prescribed medication will only** be administered by us if it has the correct label i.e. which the pharmacy, doctor which has dispensed the medication, has placed a sticker with the child's full name and required dosage on the medication packaging/bottle i.e. antibiotics, inhalers, epi-pen etc. **Non-prescribed medication cannot be administered by the nursery for any longer than two days (over the counter medication i.e calpol etc.),** after which time you must obtain prescribed medication from your child's GP.

## Collection of Children

If any person other than the parent / guardian is calling for a child please notify the manager or a key practitioner as to whom that person is. A child will not be allowed to leave the premises until we have verification that someone other than the parent/ guardian has been authorised to take the child from nursery. We also ask that you provide the manager/key practitioner and the person collecting your child with a password, so that we may verify their identity when they arrive on the premises. Please inform manager or key person each time someone other than parent/guardian will be collecting the child.

**A late collection charge applies for parents who arrive at the nursery after closing time/session time at a rate of £1.00 per minute.**

### Christmas / New Year break

We will close one week during the Christmas holiday, these days of closure will be posted on the notice board, and full week's fee is still payable for this week. Children attending during the Christmas week will be charged the full week's fee. If your child is away for the full Christmas week the fee is still payable for that week. (Information pack updated August 2025)

The staff team and I ask that the above regulations are adhered to, to ensure the best care for your child.

Thank you  
Kind regards

Mrs Yvonne Kerr BA (Hons)  
General Manager

**A place for your child can only be secured once the following has been done:**

Task	Complete?
Completion and return of the Registration Form	
£30 administration fee paid	
£70 deposit paid	
First week's fee paid	

### Safeguarding Children

Safeguarding children is an important aspect within the childcare industry, and our responsibility at The Playhouse Day Nursery is to maintain the safety of all children. All of the practitioners, trainees, nursery assistants and nursery cooks have a DBS check prior to them being employed at the setting

The DBS aim is to help organisations in the public, private and voluntary sectors by identifying candidates who may be unsuitable to work with children or other vulnerable members of society.

Also, as a parent/carer, you have a duty of care to the nursery in respect of who enters the building. It is our policy that only staff members answer the door. Even if you recognise a parent do NOT answer the door to them or allow them to follow you in unless a staff member is present.

As a part of us maintaining the safety of the children whilst they are at the setting, we ask you to work in partnership with us and sign a declaration on the nursery registration form which states that you have been made aware of and understand that any carer, who suspects that a child in his/her care may have been abused or neglected, has a duty to report this to the OFSTED Area Office. Similarly if you suspect a practitioner of any form of abuse towards your child or any other child within the

setting, you too have a duty to report this to the OFSTED Area Office. The contact details are listed in the next section.

### **Child Protection procedures for Parents & complaints**

Should you as parents or guardians have any queries or matters of concerns, which you would like to be clarified or investigated, please first speak to your child's keyworker. If they are not able to give you the response that is required, then speak with a member of the management team. See the posters displayed at reception in the setting for the current contact telephone numbers to report your concerns to the safeguarding team in Sandwell.

If the matter is not resolved to your satisfaction you have the right to contact

**OFSTED Helpline: 0300 123 1231**

**Helpline open Monday – Friday, 08:00 – 18:45**

### **Child protection procedures for practitioners**

There is a Multi-Agency safeguarding Hub (M.A.S.H) in Sandwell for referrals of a serious nature where a child is at risk of significant harm, and early Help Assessment team located in Tipton, Wednesbury, west Bromwich, Oldbury and Rowley Regis. Smethwick COG Team is located in Hollies Family Centre, Smethwick, B67 7DW, EMAIL [SMETHWICKCOG@SANDWELL.GOV.UK](mailto:SMETHWICKCOG@SANDWELL.GOV.UK) or telephone 01215697297.

You may also download Sandwell Threshold Document at

<http://www.sandwell.sch.org.uk/site/pdis/multi-agency-threshold-2010805.pdt>

Working together 2018 at

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/942454/Working\\_together\\_to\\_safeguard\\_children\\_inter\\_agency\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942454/Working_together_to_safeguard_children_inter_agency_guidance.pdf)

All of those staff members who have attended the child protection/safeguard training course are informed of this procedure and it is displayed in each room within the nursery for everybody's information.

Although Yvonne Kerr is the designated safeguarding person at the setting, SAFEGUARDING is EVERYONES RESPONSIBILITY and information displayed within the setting gives contact details of the agents for any staff member to contact should they have a concern about a child or staff member

Updated in compliance with Sandwell thresholds document working together 2018. You may access this at

[Hptt://www.sandwell.sch.org/site/pdjs/mult-agency/threshold-20140805.pdf](http://www.sandwell.sch.org/site/pdjs/mult-agency/threshold-20140805.pdf)

*Source: What to Do If You're Worried a Child Is Being Abused, DH et al, 2003*

## **Behaviour Policy**

Our Code of conduct is that we will endeavour to reinforce good moral behaviour which you, as parents or carers will have instilled in your child.

Unacceptable behaviours from parents, staff and children include:

- ❖ Smacking, spitting or physically harming others
- ❖ Swearing
- ❖ Putting themselves or others in danger
- ❖ Bad manners
- ❖ Shouting or being rude to others
- ❖ Making hurtful comments or bullying

Also:

- ❖ **We will not tolerate racial remarks or prejudice**

## **We have strict rules that the staff must follow, including:**

- ❖ No smacking or physically punishing the child.
- ❖ No aggressive or repetitive shouting (it is only necessary to shout at a child if they are either in danger or far away).
- ❖ We discourage negative comments e.g. labelling a child naughty, silly.
- ❖ Try to praise good behaviour as opposed to reacting to negative behaviour.
- ❖ Encourage the child to say sorry if they hit or hurt another child by saying sorry or stroking their arm, or hugging them, allow the child to choose their own way to say sorry.
- ❖ If the behaviour is continuous and the child is not showing remorse, remove the child from the activity and give them time to calm down, once they are calm then ask them again to say sorry and continue the activity (this is an applied age appropriate sanction).
- ❖ Continuous challenging behaviour will be monitored to enable us to identify possible causes and to share them with you.

- ❖ We will not tolerate the continuous challenging behaviour that puts staff and children or themselves at harm, a meeting will be called and the situation dealt with appropriately depending on the individual child. In severe cases exclusion will be an option.

### **Monitoring Behaviour**

In order for us to work effectively with your child, it is essential for us to know of any significant incidents which could affect your child's behaviour. It will provide us with an insight into the child's home life and will enable us to help them to overcome any difficulties. We are usually able to tell if something is amiss at home before you tell us, as the child's behaviour almost always changes; we are here to help and support - not to judge!

It is important that you understand that we will share with the officer in charge or manager any of the following:-

- ❖ Any significant changes in the child's behaviour
- ❖ Any unexplained bruises or marks
- ❖ Any comments children or their carers make which give cause for concern
- ❖ Any deterioration in the child's well-being.

An informed discussion can then be taken about the necessary course of action.

### **What is Abuse?**

#### **Physical Abuse**

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning suffocating or otherwise causing physical harm to a child. This is inclusive of fabricating the systems of or deliberately causing ill-health to a child.

#### **Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development, such as failing to provide adequate food, shelter and clothing, or neglect of, or unresponsiveness to, a child's basic emotional needs.

#### **Emotional Abuse**

Is the persistent emotional ill-treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person, age or developmentally inappropriate expectations being imposed on children, causing children frequently to feel frightened, or the exploitation or corruption of children.

#### **Sexual Abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative



(e.g. rape or buggery) or non-penetrative acts. They may include involving children in looking at, or in the production of, pornographic material, or encouraging children to behave in sexually inappropriate ways.

## **Trips and Outings**

Away trips to places of interest (with parental signed consent) are a feature of our nursery. Places that we regularly visit include Lightwoods Park, Warley Woods, The National Sealife Centre and the Wacky Warehouse (Old House at Home – Lordswood Road).

## **Staffing**

All of our head of room staff (key practitioners) are qualified at NVQ Level 3 or working towards EYPS (Early Years Professional Status) or Foundation Degree in Early Years qualification. Our nursery assistants come from a wide range of training agencies throughout Birmingham and are working towards a recognised childcare qualification. They work alongside our qualified staff and are never left in sole charge of your children.

### **Staffing ratio in setting**

<b>Group</b>	<b>Age</b>	<b>Ratio (Staff: Children)</b>
<b>Babies</b>	0-18 months	1:3
<b>Tweenies</b>	18-24 months	1:3
<b>Toddlers</b>	24-36 months	1:4
<b>Pre-School</b>	3-4 years	1:8

### **Staff ratio for Trips and outings**

<b>Group</b>	<b>Age</b>	<b>Ratio (Staff: Children)</b>
<b>Babies</b>	0-18 months	1:1
<b>Tweenies</b>	18-24 months	1:1
<b>Toddlers</b>	24-36 months	1:2
<b>Pre-School</b>	3-4 years	1:4

<b>NURSERY STAFF UNDERTAKE TO</b>	<b>PARENTS AGREE TO</b>
Implement a policy of equal opportunities (enshrined in law). We help children learn about other cultures and aim to develop their and tolerance for race and religion. Boys and girls are treated equally and given equal access to all activities and appropriate responsibilities	Accept the policy of equal opportunity within the nursery
Keep a number of written policies in nursery you to view including: -Equal Opportunities -Behaviour -Children's Records	Look at or have copies of these policies if you wish
Provide you with a nursery newsletter about the events and plans we have in mind for your child	Read and perhaps contribute by providing comments, letters, or articles
Welcome feedback both positive and negative if we are to monitor the service we provide.	Discuss or write comments in what we are providing whenever you feel prompted or requested to do so
Encourage your child to experiment with a variety of materials and be creative. In doing this they may get messy even though we insist on wearing aprons.	Provide sensible clothing for babies, toddlers, and pre-schooler
Organise visits into the locality. We always advise you when this is planned	Give your consent for this to happen

Print & Signed Parent(s):.....Date:.....

Print & Signed Manager:.....Date:.....

## Universal and Tax Credits

### What are universal and tax credits?

You can apply for two tax credits, Child Tax Credit and Working Tax Credit - payable from April 2003. The general rule is that to qualify for tax credits you must be aged 16 or over and live in the United Kingdom. You may also qualify if you do not live in the UK but are:

- A citizen of another country in the European Economic Area (EEA) and you work in the United Kingdom;
- A Crown Servant posted overseas;
- A citizen of a country in the European Economic Area (including the UK) living abroad and you receive a UK state pension or contributions-based Jobseeker's Allowance.

Couples must make a joint universal/tax credits application. If you are part of a couple, you cannot decide to apply as a single person.

Child Tax Credit is for people who are responsible for at least one child or qualifying young person. Child Tax Credit is paid direct to the person who is mainly responsible for caring for the child or children. If you are a lone parent you will receive the payment. Child Tax Credit can be paid to workers who continue to pay UK National Insurance Contributions when posted from the UK to work in another country in the European Economic Area.

Working Tax Credit is for people who are employed or self-employed (either on their own or in a partnership), who: **usually work 16 hours or more a week are paid for that work, and expect to work for at least 4 weeks.**

**And who are**

- aged 16 or over and responsible for at least one child, or;
- aged 16 or over and disabled, or;
- aged 25 or over and usually work at least 30 hours a week.

Working Tax Credit is paid to the person who is working 16 hours or more a week. For couples: if both people are working 16 hours or more a week, you must choose which one of you will receive it. **You cannot receive Working Tax Credit if you are not working.**

As part of Working Tax Credit you may qualify for help towards the costs of childcare. If you receive the childcare element of Working Tax Credit, this will always be paid direct to the person who is mainly responsible for caring for the child or children, alongside payments of Child Tax Credit.

The amount of tax credits you receive will depend on your annual income.

As part of Working Tax Credit you may qualify for extra help towards the costs of childcare. If you do qualify, the total amount of help you receive will depend on your income.

It can be up to a maximum of £0.70 for every £1.00 you pay out in childcare costs. There is a limit of £135.00 per week for one child and £200.00 for two or more. This means the most you can get in your childcare element is £94.50 (£135.00 at £0.70 in the £1.00) if you have one child, or £140.00 (£200.00 at £0.70 in the £1.00) if you have two or more children.

To claim for the childcare element, lone parents must work 16 hours or more. Couples can claim if:

- both individuals work 16 hours or more, or;
- one individual works 16 hours or more per week and the other receives a disability benefit or an

invalid carriage because he or she has a disability.

### Qualifying age for a child

The child or children you are claiming for must be under the qualifying age. For the childcare element the age is from birth up to the first September following the child's 15th birthday.

However, the qualifying age is from birth up to the first September that follows the child's 16th birthday, if:

- the child is registered blind, or;
- the child has been taken of the blind register within the last 28 weeks, or;
- you receive Disability Living Allowance on behalf of that child;

Nursery education grant

(information taken from the childcare information Bureau website)

### Nursery Education Grant

(Information taken from the Childcare Information Bureau website)

### What is the Nursery Education Grant?

**Nursery Education Grant has been introduced by the Government to provide a free early education place (at least part-time) for many 3 year olds and all 4 year olds. If you have a 3 or 4 year old child you may be eligible for this.**

### Children at private or voluntary schools, nurseries, pre-schools and playgroups

If you are sending your child to a school or nursery run by a voluntary or private provider, and not to a state nursery, grant may be available to meet the cost of part-time education.

The nursery education provider has to register with Sandwell Local Education Authority to be able to claim the grant. They also have to agree to the terms and conditions of the grant, one of which is that they will be inspected by Government inspectors (OFSTED) to ensure quality standards are being met.

### How much is the grant?

The amount of grant available per child may change from year to year depending on government funding. The current amount can be obtained from your nursery provider. The grant is not paid directly to the parent. Birmingham Local Education Authority pays the grant to the nursery provider for each eligible child. The grant is apportioned over the school year which is divided into three terms. The Government operates on terms because the grant is for nursery education available during school terms only. Payment therefore does not cover school holidays.

For eligible children the grant per term covers the cost of 5 sessions per week (each session lasts at least 3 hours). Grant entitlement will be reduced proportionally for a child attending fewer than 5 sessions per week.

The cost of any provision additional to the 5 sessions may have to be met by the parents.

Each term the nursery provider claims on behalf of the parents for the number of sessions their child will be attending and reduces any fees paid by the parent to take account of the grant received.

Providers will vary in the way they administer this reduction. Ask your nursery provider for details of how this will happen.

### **Which children are eligible for grant?**

The grant will be available for many children from the start of the term following their third birthday until they start in a reception class.

A child aged three by:

31 March will be eligible for grant in the Summer Term

31 August will be eligible for grant in the Autumn Term

31 December will be eligible for grant in the Spring term

Grants can only be claimed for children attending nurseries at the beginning of the term. If you think your child may be eligible for a grant next term, you should contact nurseries about this as soon as possible.

### **What about children with special educational needs?**

Sandwell Local Education Authority is working with schools and nurseries to ensure those children with special education needs have access to appropriate educational provision to meet their needs. Further information for parents about special educational needs is available from the City Council's Education Department. Parent Partnership Service on telephone number **0845-351-0131**

If the number of applicants for the grant exceeds the total funds available, priority will be given to all 4 year olds and to 3 year olds from specific disadvantaged groups. All children are eligible from the term following their fourth birthday.

**How can I find out more?** For further information about the Nursery Education Grant you can contact the Sandwell Early Years Team on **0121 569 4960**.