

Early Years at The Hope Centre

Welcome to Hope Early Years. We hope this prospectus gives you all the information you need about us and that you find it interesting and helpful.

As a local charity, we have a good reputation and a long history of offering Early Years education and care to children. We pride ourselves on providing a stimulating and exciting environment with a range of educational and personal development opportunities for children from the age of three months up to preschool.

The importance of a child's early years before school are important in developing confidence, an understanding of the world and forming secure attachments. We hope that all children who come here have fun and are confident and independent learners when they take their next steps into school and beyond.

Children get a balance of child-initiated and adult-led activities during their time here and lots of opportunities to develop their own interests, thoughts and feelings.

Our philosophy, in line with current Early Years Foundation Stage guidance, is to focus on positive relationships and attachments. We recognise that children are more likely to explore and experiment if they feel safe and secure. We are regularly inspected by Ofsted and currently hold a "Good" rating.

Children are placed in 3 different rooms in our setting according to their ages: 0-2s in the Ladybird room, 2-3s in the Caterpillar room and then 3-4s in Preschool.

Each room has a Room Leader and a team of professionally qualified staff that work in the same room to give consistency and continuity for children. This helps create positive and strong attachments that are so important for children.

Rooms open from 8 in the morning until 5.30 in the afternoon and all of the rooms have their own outside areas. The facilities at Hope are designed for children and provide a safe and welcoming, friendly atmosphere. Children are happy and settled here and develop good friendships with other children.



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A typical day at Hope Early Years look something like this:

8-9am	Morning session begins and children arrive and settle in their rooms
9:45am	Bounce and Rhyme Tidy up time Circle Time and Communication Group Wash hands
10:00am	Snack time followed by free play, inside and outside Child and adult-led activities Nappy changing
11.45am	Tidy up time, Story time, Hand washing
Midday	Lunch time
12:30pm	Free play indoors Planned activities aligned to the EYFS and led by children and practitioners
1pm	Afternoon session begins
3:00pm	Snack time
3:30pm	Free-flow play Nappy changing
4:00pm	Afternoon session ends and rooms come together for mixed play and activities
5.30pm	Setting closes for the day

If you would like to arrange a visit to meet the team at Hope, we would be really happy to arrange for you to meet the staff who would be looking after your child. We offer taster sessions of up to an hour or two for all children if required and also have settling in sessions if you'd like them.

Please contact Rachel Cross by email rachel.cross@hopefamilycentre.org or call her on 01885 488495 for any other information you need.

Communication with Parents/Carers

At Hope we know how important it is for parents/carers to know what their child/ren do and how they are when they attend our setting. It is an important part of how your child/ren will enjoy their time at Hope. It is important that we know about any particular likes and dislikes and any routines that will help your child/ren settle in. This is done on a form called All About Me.

During the first few weeks your child/ren will be allocated a key worker who will be your main point of contact for anything you want to ask or discuss.

Online Learning Journals

Throughout the Early Years department, we use an online learning journal system called Tapestry. Information about what your child/ren has done will be offered to parents/carers regularly by uploading observations and assessments, showing a child's most recent learning and development. These might be photographs and/or videos or written updates.

Parents/carers will have access to their child's progress via Tapestry, using their email address and a password provided by Early Years Management. Parent/carers may also upload photos and videos of their child's achievements and learning experiences at home, creating a record of their child's progress and development.

Reports, such as two-year reports and End-of-Term reports are uploaded to Tapestry and may be shared with a child's Health Visitor and Reception teacher with parental consent.

When a child leaves HOPE Early Years, their parent/carer will be emailed a .pdf version of their child's Learning Journal to keep as a reminder of their time here, their growth and development.

Parents' Evenings

Parents' evenings are an important part of keeping you involved in your child's time at Hope and how they are getting on. Outside of this annual meeting, there are also plenty of changes and opportunities to have more informal conversations.

Care Diaries

These give parents/carers an insight into how their child's day has gone and are used in all 3 rooms. They provide details of meals, sleeps, nappy changes and activities throughout the day and also give a space for parents/carers to share information with staff. These are located on Tapestry on the Care Diary link.

Two-year reports are completed by the time a child is 2 years 4 months and also uploaded to Tapestry. Parents/carers will be offered a meeting with their child's key worker to discuss the report; a copy will be sent to a child's Health Visitor with parental consent.

Preschool children have an additional Parents' Evening towards the end of the Summer Term for school leavers. This allows key workers to share a child's progress and end of term reports in time for the start of school in September. These reports will be sent to the child's new school, providing Reception staff with an initial insight into a child's learning, development and interests, aiding transition.

Policies and procedures

A comprehensive set of policies and procedures are available to all parents and carers on demand. We abide by Ofsted, Local Authority and other statutory organisations in ensuring we comply with the relevant Public Health, safeguarding and Health and Wellbeing legislation.

Full details are available in our policies.

Medication

Full details are available in our Administering Medicine Policy.

At Hope Early Years we do not administer any fever reducing or paracetamol-based medicines, e.g. Calpol, Nurofen, etc. unless prescribed by a doctor.¹

We will administer teething gel, such as Bonjela or herbal granules. These need to be supplied by the parent/carer and clearly labelled for the individual child.¹

Prescribed medication, including asthma treatment, must be clearly labelled with the prescription sticker. Staff will provide parents/carers with a Prescribed Medicine Consent Form to record administering instructions.¹

In cases where antibiotics are required, we ask that children do not return to HOPE Early Years until 24 hours after the course of antibiotics has started and the child is well.¹

Illness

Full details are covered by our Sick Child Policy.

If your child has a temperature (38°C or over), we ask that you do not bring them in for their sessions until they are well again.²

If the Early Years Manager or staff deem a child unwell while at HOPE Early Years, parents/carers will be contacted and asked to collect their child as soon as possible.²

First Aid

Full details are available in our Accident and First Aid policy

In the event of an accident/incident while at Hope, parents/carers will be notified and children will receive treatment from a trained Paediatric First Aider, if appropriate. Details of the accident/incident will be recorded on a Hope Accident/incident Form and staff will ask parents to sign this on collection to indicate that they have been notified of the details. In some cases, staff will recommend parents seek advice from their child's GP in accordance with our policies and procedures. However, if a child needs emergency attention, Hope Early Years staff will call for an ambulance and attempt to contact parents.³

¹ HOPE Early Years Administering Medicine Policy

² HOPE Early Years Sick Child Policy

³ HOPE Accident and First Aid Policy and Procedure

Parental Consent

First Aid and Emergency Treatment

If, for any reason, parents/carers would prefer staff not to implement Hope's Accident and First Aid Policy and Procedure for their child, Early Years Management will require them to provide an alternative emergency procedure. Parents/carers should arrange to discuss their preferences with Early Years Management who will write up the plan and place it on the child's file, ensuring that staff are aware of the procedure.

Photographs and Videos

As detailed on our Communication page staff will photograph and video children to upload to their Tapestry page as a record of their learning and development experiences. These photos and videos will remain 'in-house', with photos also being used to identify coat pegs, water bottles and birthday charts.

Occasionally photos may be taken for use on our website, in social media or for press coverage; however parental consent will be sought on every occasion. In addition, Early Years Registration Form asks parents/carers for their preferences around the use of photos and videos and their wishes will be respected at all times.⁴

Observations

HOPE Early Years plans activities based on a child's individual interests and needs. Staff observe the children to determine these interests and needs, and to plan appropriate experiences for the children to enhance their skills, learning and development. This is an essential part of daily practice in any setting, regardless of the age of the child.

Looking, listening and recording is important because it helps staff to 'get to know' the children and develop positive relationships with both them and their parents/carers. Observation also provides the opportunity to photograph, video and complete the written accounts of a child's experiences for their Learning Journals, linking their activities to the Early Years Foundation Stage (EYFS) standards.

Learning Journals are shared only with children, their parents/carers and staff of HOPE Early Years. However, staff who are training to a higher level or students on work placements may need to carry out extended projects requiring access to these journals. In addition, they may need to show an assessor the work they have carried out on the journals. Written consent from parents/carers will always be requested for any children involved in such projects.

Outings

From time to time HOPE Early Years take children on outings in the local area, including visits to the park, shops, library or other places of interest. This forms an essential part of a child's learning and development, in particular supporting their knowledge and understanding of the world. Parents/carers will be asked to sign a consent form before each outing.⁵

Privacy

As of 25th May 2018, HOPE Early Years complies with the Data Protection Act 2018 and with GDPR legislation.

⁴ HOPE Early Years E-Safety Policy

⁵ HOPE Early Years Outings Policy

Fees and Invoicing

Charges are made according to the child's age and sessions booked.

	0-3 years	3 years +
Hourly rate	£5.95	£5.52
Hot lunch and a dessert	£2.50	
Second sibling discount available Please see HOPE Early Years Management for more information		
Late Collection Charge	All age groups	
5-15 minutes	£5	
For each subsequent 15 minutes or part thereof	£5	

Invoicing

Invoices are produced one month in advance, as near as possible to the first of the month. Invoices will show sessions payable up to and including the last Friday of the invoiced month. Any days beyond the last Friday will be added to the following month's invoice. Invoices are payable in full within 14 days of receipt. Payments may be made by cash, cheque, bank transfer or vouchers. Please see Early Years Management for more information regarding payment methods.

Absence

For any short-term absence for illness such as diarrhoea and vomiting, coughs and colds and any un-notified absence, you will be invoiced in full.

For long-term absence (two or more weeks) due to illness, injury or other circumstances, a reduction in fees may be applied at the manager's discretion.

Late collection

We understand that there may be occasions when parents/carers are delayed, resulting in late collection. If parents/carers are going to collect late, HOPE Early Years must be notified by telephone as soon as possible. It is essential that parents/carers ensure HOPE Early Years have correct contact details at all times. Any child still in the care of HOPE Early Years after the end of their booked session will be subject to a late collection charge for every 15 minutes, which will be added to their monthly invoice.⁶

⁶ HOPE Early Years Parent Carer Failing to Collect Child Policy



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Changing or cancelling sessions

60 days' notice is required for temporary and permanent changes. The same notice period is required to end a child's place at HOPE Early Years or advise us of any holiday that is going to be taken.

Unfortunately, you will be charged for your place if we do not receive the correct notice.

Funded Places

We offer funded places according to eligibility and availability during term time only. If you require your child to attend during the holiday periods, charges will apply and you will be invoiced.

For more details about your child and applying for a funded place, please talk to the Early Years manager, Rachel Cross who will be able to help you apply and advise you on what happens.

Thank you for taking the time to read our prospectus. If you would like to book a visit to meet us and see the rooms, please let us know by calling us on 01885 488495 and asking for Early Years.

Thank you.