



*Café • Child Contact • Support Services • Early Years*

## Welcome to The Early Years at The Hope Centre

We are thrilled that you are considering our nursery and hope this prospectus provides you with a clear and informative overview of what we offer.

Hope Early Years is part of a local charity that offers a wide range of varied services and support that complement our long-standing tradition of delivering high-quality early years education and care. We welcome children from three months up to preschool age, providing a nurturing and stimulating environment where children feel happy, safe, and supported to learn and grow.

### Our Philosophy

We recognise the significance of early years in fostering confidence, curiosity, secure relationships, and a love for learning. Our goal is for every child to enjoy their time with us, have fun, make friends, and evolve into confident and independent learners as they prepare for their next steps into school and beyond.

Children engage in a mix of child-initiated and adult-led activities, allowing them ample opportunities to explore their interests, express themselves, and develop new skills through play. Our approach adheres to the Early Years Foundation Stage (EYFS), emphasizing positive relationships and secure attachments because we believe that children learn best when they feel safe, valued, and cared for. We are inspected by Ofsted and are proud to maintain a 'Good' rating.

### Age-Specific Care

Children are cared for in three age-specific rooms:

- Ladybird Room - for ages 0-2 years
- Caterpillar Room - for ages 2-3 years
- Butterfly Room - for ages 3-4 years

Our setting features dedicated Room Leaders and a consistent team of professionally qualified staff, fostering strong, trusting relationships and helping children feel confident in their surroundings.



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# Our Team



Emily - Deputy manager/room leader



Lauren - Manager



Jess - Ladybird room lead



Sharon - Butterfly Room



Amy - Ladybird Room



Cori - Butterfly Room



Stacey - Caterpillar Room



Ali - Caterpillar Room



Jenny - Ladybird Room



Mim - SendCo Coordinator

We work closely as a team and believe it is beneficial for staff to gain experience across all rooms. This approach helps ensure that every member of staff builds positive, secure relationships with our children. As a result, you may occasionally see staff working outside of their usual room as they support attachment-building and continuity of care across the nursery.



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## Opening Hours and Environment

Hope Early Years operates from 8:00 AM to 5:30 PM, Monday through Wednesday, and from 8:00 AM to 4:30 PM on Thursdays and Fridays. We foster a safe, inviting, and friendly environment, complete with beautiful outdoor spaces that highlight our rural setting. Our Outdoor Explorer area allows children to engage with nature while learning.

At Hope Early Years, children flourish in an environment where they feel happy, settled, and supported as they cultivate friendships and develop vital skills for a successful start to their educational journey. We utilize an app called Tapestry to keep parents informed about their child's development and daily care, updating you on their learning experiences, activities, and significant moments throughout the day.

Additionally, we hold annual parent evenings to discuss your child's progress in more detail. Each child is assigned a Key Person who is available throughout the year to answer any questions or address any concerns you may have. We encourage you to speak with your child's Key Person regularly about their development.

You will also be invited to a two-year progress review with your child's Key Person during the term in which your child turns two. This provides an opportunity to discuss your child's development and ask any questions before meeting with the Health Visitor.

Our nursery policies and procedures are always accessible for parents to review, following statutory early years requirements tailored to our setting.

## Medication

For more information, please refer to our Administering Medicine Policy. At Hope Early Years, we do not administer fever-reducing or paracetamol-based medications (like Calpol or Nurofen) unless prescribed by a doctor. Teething gels (such as Bonjela or herbal granules) can be administered, provided they are supplied by parents/carers and clearly labelled with your child's name. All prescribed medications, including asthma inhalers, must bear the prescription label. Parents/carers will be required to fill out a Medicine Consent Form, allowing us to follow the proper instructions. If your child is prescribed antibiotics, we kindly ask that they stay home for 24 hours after starting the treatment and ensure they are well enough to return.



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## Illness

Further details are outlined in our Sick Child Policy. If your child has a temperature of 38°C or higher, please keep them home until they have fully recovered. Should a child become unwell while at Hope Early Years, we will contact parents/carers to arrange for prompt collection, allowing them to rest and recover comfortably at home.

## First Aid

More information is available in our Accident and First Aid Policy. If your child experiences an accident or incident at nursery, they will receive care from a trained Paediatric First Aider. Parents/carers will be notified, and details will be documented on an accident/incident form, which we will ask you to sign upon collection. If necessary, we may recommend consulting your child's GP. In emergencies, staff will immediately call for an ambulance and make every effort to contact parents/carers right away.

## First Aid and Emergency Care


At Hope Early Years, your child's safety and well-being are our top priorities. If you prefer that we do not follow our Accident and First Aid procedures for your child, please discuss this with the Early Years Manager. Together, we can establish an alternative emergency plan, which will be documented, filed with your child's records, and shared with staff to ensure everyone is informed.

## Photographs and Videos

We take photographs and short videos of children as part of their daily learning and play. These are shared with parents through our Tapestry app so you can see your child's experiences and development.

Photos are used within the setting only, for example on coat pegs, water bottles or birthday displays. Occasionally, we may take photos for use on our website, social media or in the press. We will always ask for your permission first.

Your photo and video preferences are recorded on your child's registration form, and these wishes are always respected.





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## Outings

From time to time, we take children on local outings such as visits to the park, library or shops. These trips support children's learning and help them explore the world around them. Parents/carers will always be asked for consent of these various outings on the registration form upon beginning at the setting.

## Privacy

Hope Early Years follows the Data Protection Act 2018 and GDPR to ensure all personal information is kept safe and secure.

## Fees and Absences


All fees are payable regardless of absence, including illness, family holidays, or any other reason. The nursery is not obliged to offer alternative sessions or make up missed attendance.

## Invoicing

Invoices are issued mid-month for the following month's attendance and will include all sessions payable up to and including the last Friday of the invoiced month. Any sessions that fall beyond the last Friday will be added to the following month's invoice. Invoices must be paid in full within 10 days of issue. Payments can be made by cash, cheque, bank transfer, or childcare vouchers, and a second sibling discount is available. If late payments continue to occur, an additional £50 late payment fee may be added to your invoice. We encourage families to speak with us if they are experiencing any difficulties, as we are always happy to discuss this. For further information regarding payment methods, please email [earlyyears@hopefamilycentre.org](mailto:earlyyears@hopefamilycentre.org).

## Changing or Cancelling Sessions

We require 30 days' notice if you need to make any temporary or permanent changes to your child's sessions. The same notice period applies if you plan to leave the setting. This helps us manage places and staffing, and ensures we can continue to provide the best care for all children.





CENTRE

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## Fees and Funding - April 2026

Times	Full Price
8AM – 9AM	£9.00
9AM – 4:30PM	£65.00
4:30PM – 5:30PM	£9.00
Late collection charge	£5 for every 5 minutes

### Government Funding

We accept 9-month, two-year, Best Start in Life, and EEF funding.

- Funded hours are claimed between 9:00am and 4:30pm only.
- Funded places are available term time only.
- During school holidays, sessions will be charged at the standard nursery daily or hourly rate.
- Any hours booked outside funded entitlement will be charged accordingly.

### Refreshment and Food Charge

An optional refreshment and food charge of £5.40 per day will be added to your monthly invoice. This charge covers:

- Nutritional snacks throughout the day
- A balanced, home-cooked lunch prepared on site

Menus run on a termly rota and offer a variety of foods in line with EYFS and NHS guidance.

### Settling-In Sessions

We offer two free settling-in (taster) sessions prior to your child's agreed start date:

- First session: 1 hour
- Second session: 2 hours

We usually ask that the second session includes lunchtime so your child can experience a mealtime within the setting.

Thank you from us all at The Hope Centre