

Mohair Centre

Parent Handbook



Director: Jacky Webb

Manager: Liz Cogger

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www.mohaircentre.co.uk

The Mohair Centre is committed to the Safeguarding and the promotion of the welfare of all children and young people.

Ofsted Registered: Ofsted registration number 2835329

History of the Mohair Centre

The Mohair Centre was originally a working farm specialising in Angora goats owned by Jacky Webb.

Jacky is an experienced Teacher both at Primary & Secondary School level. She is an Assessor, Internal Verifier and External Verifier for Playwork and Childcare. Jacky is also qualified to deliver Forest School training.

The Mohair Centre was first registered as a Holiday Club with East Sussex County Council in 1996 for up to 30 children aged 5-11 years' operating in the school holidays.

In February 2011 the Mohair Centre opened a nursery catering for children aged 2 to 4 years. The following year it expanded to include a baby unit and After School Club. The Mohair Centre is proud of its unique farm based, forest school nursery.

Liz Cogger manages the nursery on a daily basis and is an experienced manager with over 30 years of Early Years practice, 20+ years as a manager. Liz has an NNEB qualification, an NVQ level 4 and a Foundation Degree in Early Years. She is also a qualified assessor and has a level 3 award for Special Educational Needs Coordinators in Early Years Settings.

She is also the settings Special Educational Needs Co-ordinator (SENCO), Designated Safeguarding Lead (DSL) and the settings Behaviour Management Officer. Liz is also a qualified "Thrive" practitioner.

Leanne Bladon and Julie Hall share the role as the settings Deputy Managers.

The nursery is open 51 weeks of the year 8am to 6pm, closing on Christmas Eve to 1st January. We also close on all bank holidays.

Additionally, we offer a **breakfast club for children 2-4years from 7.30am to 8am.**

Our Aims

The aim of our nursery is to provide day-care provision for children in the local community.

We are a Forest School nursery and offer the children a unique educational experience offering them the opportunity to succeed and to develop confidence and self-esteem through hands-on learning experiences in our wonderful farm environment. Through the children's rich experiences, we aim to promote the holistic development of all those involved, fostering resilient, confident, independent, and creative learners.

Children engage in motivating and achievable tasks and activities throughout the year and in almost all weathers. The children will work with tools, play, learn boundaries of behaviour; both physical and social, grow in confidence, self-esteem and motivation whilst developing an understanding of the natural world. We believe children should be outside where they are at their happiest.

The Forest School concept originates in Denmark, originally aimed at pre-school children, where it was found that children who had attended Forest School then arrived at school with strong social and communication skills, the ability to work in groups effectively, they

generally had high self-esteem and a confidence in their own abilities. These foundations helped them to raise their academic achievements.

The settings curriculum is based around the seasons, building on what the children are seeing and experiencing within this environment.

Babies, Tiddlers, Toddlers and Pre-school share feeding the animals every day. "Farmer Claire" runs the sessions with small groups of children and they all get an opportunity to help on the farm.



What to bring

Because of the farm environment it is of utmost importance that all children **have a change of footwear for outside play on and around the farm**. Washable **wellington boots are essential** as toes are covered. The children will not be permitted to wear their outside boots or shoes inside the nursery room for hygiene reasons. Therefore, we suggest a pair of shoes, slippers or plimsolls to wear inside.

During the winter months it is essential that children wear warmer boots (snow boots are ideal) as welly boots offer no insulation and do not keep children's feet warm.

All outside footwear is kept in the boot stores outside the rooms. For ease, outside footwear/ wellies can be left at the nursery, but please ensure they are clearly named.

Again because of the environment, a change of clothes (or two!) is essential including underwear and socks/tights – children do get wet, muddy or both and the children love to play with water and other messy activities.

Water bottle. Please bring a named water bottle in each day, remembering to take it home to wash at the end of each session ready for use for the next day.

If your child wears nappies, please ensure they have enough nappies, wipes and barrier cream for the day.

If your child requires a comforter for sleeping, please ensure they have it with them for the day.

Suggestions for what to bring in Autumn and Winter

Named snow boots/ thick welly boot socks – snow boots are a good option in the winter as they keep children's feet warm unlike welly boots.

A warm coat, waterproof coat

Separate Waterproof trousers

Warm hat and gloves

Fleece or thick jumper (layers are essential)

Plenty of dry trousers/socks/tights and pants

Suggestions for what to bring in the Summer

Named Sun cream – please ensure you child arrives with suncream already applied and provide a named bottle of suncream so it can be reapplied in the afternoon.

Named Sun hat

Loose cool, long-sleeved tops and loose, cool long trousers are ideal in the summer as they protect the arms and legs from the sun. We are also out in long grass during the summer months.

Changes of clothes as we often play with water!

Wellington boots- the children are still required to wear these on the farm in the warmer months.

PLEASE NAME EVERYTHING!



Key Features of Forest Schools

The use of a natural outdoor environment.

Allows every child to have a voice, especially those who find it difficult to communicate in a more conventional learning environment.

Child-led approach to children's learning which is fun and unhurried.

A high adult to child ratio allows children to undertake new experiences and challenges whilst taking appropriate risks.

Long term programme that allows repetition where children come into contact with nature using all their senses.

Supports personalised learning.

Builds children's confidence and self esteem as they are responsible for making their own decisions and are carefully supported to achieve.

Trained adults and facilitators and observers rather than leaders and directors.

Children's development and learning

The provision we provide for children's development and learning is guided by "Birth to Five Matters" document.

This non-statutory guidance material supports practitioners in implementing the statutory requirements of the EYFS. Children develop quickly in the early years, and early years practitioners aim to do all they can to help children have the best possible start in life.

Children have a right, spelled out in the United Nations Convention on the Rights of the Child, to provision which enables them to develop their personalities, talents and abilities irrespective of ethnicity, culture or religion, home language, family background, learning difficulties, disabilities or gender. This guidance helps adults to understand and support each individual child's development pathway.

Assessment

We assess how young children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs of the children, to document their progress and where this may be leading them. We believe that parents know their children best and we ask them to contribute to assessment by sharing information about what their children like to do at home and how they as parents are supporting development.

Every child has an individual electronic Learning Journey called "Family" that we document their learning and development through.

We make periodic assessment summaries of children's achievement based on our on-going observations. These form part of children's records of achievement. We undertake these assessment summaries at regular intervals as well as times of transition, such as when a child moves into a different group or when they go on to school.

The progress check at 27 Months

Your child will have a progress review at 27 months. This review is carried out by the Health Visiting team. The Health Visiting team ask us to contribute to the review and to prepare a summary of his/her development in the prime areas of learning.

Key Person

All children attending the setting have a Keyperson who will work closely with your child and you to build a positive relationship enabling your child to settle and to feel safe and secure with us allowing them to build their confidence to enjoy their time at the setting.

The Keyperson is responsible for observing your child to ensure the care provided meets his/her individual needs. It is essential that you are involved in this; therefore, we aim to keep you regularly informed of your child's progress. In turn, the information you share with us about your child's interests, development and experiences at home help us to get to know your child and plan for their next steps.

Your child's Key person is here to listen and help, so please share any comments or concerns you may have. They are also responsible for collating the Learning Journey.

Policies

In this handbook you will find brief details of some of our main policies and details of our staffing arrangements at the Nursery.

All our policies are available for you to look at. Please ask if you would like to read them.

The nursery is inspected by OFSTED as a full day-care facility.

Our staffing ratio is 1:3 for our 1-2 year olds, 1:4 for our 2-3 year olds and 1:8 for our 3-4 year olds.

Attendance Policy

REPORTING AN ABSENCE

If your child is unable to attend nursery on their scheduled day, please notify us **by 9.30am on the first day of absence** and continue to inform us **daily** for the duration of the absence. You can report absences via:

- Telephone (01825 872457) and speak to Liz
- Via Famly
- Liz's Email (nursery@mohaircentre.co.uk)

UNEXPLAINED ABSENCES

If we do not receive a message letting us know your child is not attending, we will contact you.

If we are unable to reach you within **48 hours** and still have no explanation, we may be required to notify **Children's Services**, in accordance with the **Children Act 2004**.

This procedure reflects guidance from the Department for Education and the local authority and is to ensure we are meeting our Safeguarding requirements.

- Notify the nursery of your child's absence by 9:30am on the first day and each day following.
- Use telephone, email, or the Famly app to report absence.
- Work in partnership with the nursery to address any barriers to regular attendance.
- Give us advance notice of holidays and other planned absences.

(Full policy is available on request)

If your child is unwell.

If your child is unwell whilst they are at nursery, we will contact you immediately so you can arrange collection of your child. We will ensure they are kept comfortable until you arrive.

In the event medication is to be administered at the nursery, parents/carers are required to complete and sign a medication authorisation form. We are unable to administer medication without a completed form. Please speak with a member of staff who will assist.

We request that your child does not attend the nursery if they:

- **Need to take paracetamol e.g. Calpol or ibuprofen eg Nurofen every four hours**
- **Have a temperature (this is often a sign they may have an infection)**
- **Have diarrhoea or vomiting or both, (48 hours must have elapsed from the last bout before returning to nursery)**
- **Need parental comfort due to feeling unwell.**
- **Have taken a course of antibiotics for less than 24 hours**
- **Have an eye infection that is not being treated.**
- **Have impetigo**
- **Have Scarlet Fever**

Please ensure your child is well enough to come to nursery and can cope with the busy day.

We are unable to care for poorly children on a one to one basis nor do we have the staff to be able to keep your child inside if they are not well enough to go outside.

Uncollected child

If a child is not collected by an authorised adult at the end of a session/day, the nursery puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child and one other member of staff. We will ensure that the child receives a high standard of care to cause as little distress as possible.

- On occasions where you are aware that you will not be at home or in your usual place of work, please inform us of how you can be contacted for the day.
- On occasions when you or the persons normally authorised to collect your child are not able to collect, please supply us with a password for the person who will be collecting.
- **We ask that parents contact us by telephone if they are going to be late or delayed in collecting their child. Tel number: 01825 872457**
- If after **20 minutes** we have had no message from the parent to explain why they are delayed, we will put into place our "Uncollected child" procedure.
- All reasonable attempts are made to contact the parents or nominated carers.
- If this fails and we are unable to contact anyone then we contact our local authority children's social care team
- The child stays at setting in the care of two fully vetted workers one of whom is the setting manager until the child is safely collected either by the parents or by a social care worker.

Safeguarding

The Mohair Centre Nursery has a duty of care to safeguard all children who attend the setting. All children have a right to protection, and the needs of children with specific needs and others who may be particularly vulnerable must be taken in to account.

Liz Cogger is the Designated Safeguarding Lead (DSL) at the setting.

Our setting will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life.

We are committed to building a 'culture of safety' in which children are protected from abuse and harm.

We are committed to responding promptly and appropriately to all incidents or concerns of abuse.

If we suspect abuse is happening, we have a legal obligation to follow policy, and work with statutory agencies in accordance with the procedures that are set down in East Sussex Safeguarding Children Partnership and "Working Together to Safeguard Children" 2023

The Mohair Centre Nursery recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children

All employees (and volunteers) are required to undergo an interview carried out to acceptable protocol and recommendations. All employees and volunteers receive a formal induction. All employees and volunteers undergo a suitability check, and references obtained.

We have a strict No Mobile Phones Policy and ask that **PARENTS DO NOT USE A MOBILE PHONE** whilst on site and **TAKING PHOTOGRAPHS IS NOT PERMITTED**. Please make whoever collects your child aware of this.

Achieving positive behaviour

The nursery believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

We encourage children to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example. We aim to promote positive behaviour throughout our setting and to help the children understand and respect the needs and rights of others.

We work in partnership with you as parents and regularly inform you about behaviour. We will work with you to address recurring behaviour issues, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately. We require all staff to use positive strategies for handling any challenging behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development.

Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.

We acknowledge considerate behaviour such as kindness and willingness to share. We never use physical punishment, such as smacking or shaking. Children are never threatened with these.

Children under three years

When children under three behave in inconsiderate ways we recognise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children.

Health and Safety

The Mohair Centre believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers. We undertake risk assessments and review them regularly. Overall responsibility for the Health & Safety Policy at the Mohair Centre and for making sure the policy is adhered to lies with the Owner: **Jacky Webb**.

We operate a no smoking policy in the nursery as well as on and around the farm. The children are made aware of health and safety issues through discussions, planned activities and routines.

We are subject to all Health & Safety regulations and liable to periodic inspections by the Health & Safety Executive, DEFRA on the farm-side and Ofsted, Wealden District Council on the children-side. Environmental Health, Wealden District Council regularly inspects our Tea Room where meals are prepared and served. We encourage Staff to undergo Basic Food Hygiene Certificates and most of them hold this certificate. Similarly, our Staff hold Paediatric First Aid Certificates, which are updated every three years.

Working together for your children

The nursery maintains the ratio of adults to children in the setting that is set through the Safeguarding and Welfare Requirements. This helps us to:

- give time and attention to each child.
- talk with the children about their interests and activities.
- help children to experience and benefit from the activities we provide; and allow the children to explore and be adventurous in safety.

Valuing diversity and promoting equality

We will ensure that the nursery is inclusive in meeting the needs of all children. We recognise that children and their families come from diverse backgrounds.

The nursery understands that these factors can affect the well-being of children and can impact on their learning and attainment.

The nursery is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to:

- provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued.
- include and value the contribution of all families to our understanding of equality and diversity.
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity.
- challenge and eliminate discriminatory actions.
- make inclusion a thread that runs through all of the activities of the setting.

Our SEN and Disability offer

How does the nursery know if children need extra help and what should I do if I think my child has special educational needs?

The staff at the Mohair Centre are trained and able to identify any delays in a child's development. They are able to quickly identify any cause for concern through our ongoing assessments and strong partnerships with parents. When a cause for concern does arise, the staff will discuss these with the setting's SENCO (Liz Cogger) who will look at how we can support the child and the family. Together with the family, we put together a plan which details how we are planning on supporting the child's development.

She may, if necessary, with discussion with the child's parents make a referral to other agencies.

We build strong relationships with our parents which makes it much easier for them to discuss any concerns they may have.

How will the nursery support my child with special educational

needs? If we need to employ an Individual Needs Assistant to work in our setting on a one-to-one basis with a child, we will recruit if there is no one available within the current staffing team. If your child is not in need of one-to-one support, our SENCO will oversee and lead the support plan, where the child's Key person will be working with the child on a one to one or small group basis to support their development. The support plan sets a date for review, we try to do this every term. If the child is showing little progress, then the SENCO will shorten the review period and heighten the level of support that we offer you. Throughout your child's time at the Mohair Centre, he/she will be allocated a Key Person, who will work closely with the whole family and offer their support and guidance. Your child's key person will observe, plan and assess their development throughout their time here.



How is the decision made about what type and how much support my child will receive? By using our ongoing assessment system, we can assess each child's individual needs. We work closely with our families to ensure that each child's needs are met fully and sometimes this will mean contacting outside agencies for extra support. For example, the Early Years Team may be able to provide us with additional seating, toys and equipment for your child. Additional funding may also be available to you which could be used to provide your child with one-to-one care at the nursery.

How will the nursery review my child's progress and how shall

they share it with me? We use a focus observation week to focus on your child every six weeks and share these with parent's. We ask parents to contribute to these focus weeks. Families are able to keep an eye on their child's progress throughout their time at the nursery. If a child has an Individual Support Plan, we meet with the child's parents each to review the plan and create next steps.

What support will there be for my child's overall wellbeing? We ensure we are looking at your child's interests and plan appropriately. We offer settling sessions prior to your child starting at the setting and we ensure we are monitoring them very closely and discussing their day with you. When developing your child's support plan, if it's appropriate, we ask for their views on how they would like to be supported in the setting. We have a behaviour management policy.

What training do the staff have in supporting children with special educational needs or disabilities? Our SENCO is qualified at level 3 and regularly attends updates and additional training for the role.

The SENCO works closely with the staff team to give them guidance in this area. Our support plans are put together for individual children with support from the SENCO, the child's family, their key person and sometimes with guidance from the Early Years Service.

What specialist services and support are available to the nursery?

We work closely with the Early Years Service, who where needed will visit a child in the setting and provide us with advice and resources to best support a child. We welcome any other support from any outside agency already working with a child.

How will my child be included in activities outside the nursery,

including trips? We risk assess all areas of our environment. We do not take the children at the setting out on trips. Our setting is on a farm and a lot of our activities are outside. We also have regular forest school sessions. This plays a huge part of children's learning and development. We ensure these activities are accessible to all children, risk assessing and adapted where necessary.

How accessible is the nursery? The Mohair Centre is a farm environment. The pathways into the farm and around the farmyard are all suitable for wheelchair access. There are four converted buildings all single story, providing wheelchair access. Each building has toilets and changing facilities. The nursery has a disabled toilet.

All buildings have separate access to garden areas. Four of the buildings have a ramp into their garden.

PRIVACY NOTICE

The Mohair Centre Ltd ensures any personal data we hold about you and your child is protected in accordance with data protection laws (General Data Protection Regulation, GDPR May 2018)

- We do not share information about our children without consent unless the law and our policies allow us to do so.
- We collect personal data about your child to support their individual needs and learning, monitor and report on their progress, and to assess how well we are doing.
- We also collect information in order to verify your eligibility for Early Years Education Entitlement (EYEE) should this be applicable.
- The information we hold includes your child's name, your child's date of birth, address, health and medical information, telephone contact details, your child's assessment information, attendance information, ethnic group and special educational needs status.
- Where applicable we will obtain child protection plans from Children's Services and health care plans from health professionals.
- We also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.
- Personal details we collect about you include your name, home address, email contact, phone numbers, emergency contact details.

All the above information is collected directly from you on the registration form.

When you apply for Early Years Entitlement (EYEE) we also collect your national insurance number or unique taxpayer reference (UTR), if you are self-employed. We may also collect information regarding benefits that you are in receipt of, if this is appropriate.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into when your child starts at the Mohair Centre. This includes using your data to:

- contact you in case of an emergency
- to report on your child's progress
- to manage any special educational, health or medical needs of your child whilst at the setting
- to carry out regular assessment of your child's progress (Nursery) and to identify any areas of concern
- to maintain contact with you about your child's progress / experience at the Mohair Centre and respond to any questions you may have
- to process your claim for up to 30 hours free childcare (only where applicable)
- to keep you updated with information about our service

- to comply with the law regarding data sharing

With your consent, we will also record your child's activities for their individual learning record in the Nursery. This will include photographs. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing or via an email.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare.

We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending.

Who we share your data with

In order for the setting to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- the Local Authority to process the EYEE claim
- the government's eligibility checker (as above)
- the school that your child will be / is attending
- other setting's once a child leaves us
- the Department for Education (DFE) we share children's data with the DFE on a statutory basis. This data sharing underpins the settings funding and educational attainment policy and monitoring.

The setting will also share your data if:

- We are legally required to do so, for example, by law or by a court
- to enforce or apply the terms and conditions as stated in the parent hand book
- to protect your child and other children; for example, by sharing information with children's services or the police.
- it is necessary to protect my/our/or others rights, property or safety
- we will never share your data with any other organisation to use for their own purposes.

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

- all registration forms/paper related documents referring to you or your child are stored in locked filing cabinets
- all computers and ipads are password protected
- the office computers are all password protected and only the owner, manager and deputies have access to these.
- email addresses are kept on the computers in the office to allow us to process emails quickly
- all photographs are taken with the settings ipad's only.
- Local Authority funding forms – parents who are eligible to claim 15 or 30 hours Government funded childcare are required to complete the Local Authority EYEE

- Parent Declaration' form. This form includes identifiers such as parent's names and National Insurance numbers and the child's details and characteristics such as ethnic group. These are stored in the office in a locked filing cabinet.

We keep your child's personal data according to the current legal requirements after your child no longer uses the setting. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

Your rights with respect to your data

You have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Data collection requirements: To find out more about the data collection requirements placed on us by the Department for Education (for example; via the early years census) go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

The National Pupil Database (NPD)

The NPD is owned and managed by the Department for Education and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.

We are required by law, to provide information about our children to the DfE as part of statutory data collections such as the school census and early years' census. Some of this information is then stored in the NPD. The law that allows this is the Education (Information about Individual Pupils) (England) Regulations 2013.

To find out more about the NPD, go to

<https://www.gov.uk/government/publications/nationalpupil-database-user-guide-and-supporting-information>.

The department may share information about our children from the NPD with third parties who promote the education or well-being of children in England by:

- conducting research or analysis
- producing statistics
- providing information, advice or guidance

The Department has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- who is requesting the data?
- the purpose for which it is required the level and sensitivity of data requested: and the arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the department's data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the department has provided pupil information, (and for which project), please visit the following website:

<https://www.gov.uk/government/publications/national-pupil-database-requestsreceived>

To contact DfE: <https://www.gov.uk/contact-dfe>

Requesting access to your personal data Under data protection legislation, parents and children have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, contact Jacky Webb (01825 872457)

Our data Protection Officer is: **Jacky Webb**

Complaints Procedure

The Mohair Centre will give prompt and careful attention to the needs and wishes of families.

Making concerns known

A parent who is uneasy about any aspect of the setting should first of all talk over any worries and anxieties with the manager or room leader.

If this does not result in a satisfactory outcome within 14 days, or if a problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the manager and the registered person.

We believe that most complaints are made constructively and can be resolved informally at an early stage. Furthermore, we believe that it is in the best interests of the setting and the parents that complaints should be taken seriously and dealt with fairly and confidentially.

Please see the stages below for a more detail.

Making a complaint

Stage 1

Any parent who has a concern about an aspect of the setting's provision should first of all talk over their concerns with the manager.

Most complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing to the manager and the registered person.

If the complaint is about the manager, the parent should write to the registered person.

When the investigation into the complaint is completed, the manager (or registered person if they have been dealing with the complaint) meets with the parent to discuss the outcome.

Parents must be informed of the outcome of the investigation within 28 days of making the complaint.

When the complaint is resolved at this stage, the summary is logged in the Complaints Summary Record.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she should request a meeting with the manager and registered person. The parent should have a friend or partner present if required. Depending on the context of the complaint, it may be prudent for the registered person to talk to both the parent and the staff member separately and then arrange the meeting with all parties to resolve the situation.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged on the Complaints Summary Record.

The role of Ofsted

Parents may approach Ofsted directly at any stage of this complaint's procedure.

In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body

with a duty to ensure that the Welfare Requirements of the Early Years Foundation Stage are adhered to. **Complaints Advice line: 0300 123 4666**

Ofsted

Piccadilly Gate, Store Street, Manchester, M1 2WD

MEALS

Our lunch is provided by Zebedees. A local company who supplies food daily for nurseries. The meals are delivered to us daily and follow a three-week rolling menu.

Zebedees cater for food allergies and dietary preferences.

Visit their website to review their current menu. www.zebedees.co.uk

We provide all snacks and a light tea for children who stay until 6pm. Tea is served at 4.45pm

All food is charged for. – see our current fee breakdown.

Sample of the Mohair Centre Nursery Menu

Water is served every meal and snack time. Cow's milk is also offered at morning and afternoon snack.

Dietary needs are catered for on an individual basis.

Menu Week A

	Monday	Tuesday	Wednesday	Thursday	Friday
Breakfast	Choice of Weetabix, rice crispies and shreddies White or wholegrain toast Water or Milk	Choice of Weetabix, rice crispies and shreddies White or wholegrain toast Water or Milk	Choice of Weetabix, rice crispies and shreddies White or wholegrain toast Water or Milk	Choice of Weetabix, rice crispies and shreddies White or wholegrain toast Water or Milk	Choice of Weetabix, rice crispies and shreddies White or wholegrain toast Water or Milk
Snack AM	Variety of seasonal fresh fruit Water or milk	Variety of seasonal fresh fruit Water or milk	Variety of seasonal fresh fruit Water or milk	Variety of seasonal fresh fruit Water or milk	Variety of seasonal fresh fruit Water or milk
Lunch	Zebedees - Week A Water	Zebedees - Week A Water	Zebedees - Week A Water	Zebedees - Week A Water	Zebedees - Week A Water
Snack PM	Breadsticks Oranges and banana Water or milk	Crackers and cucumber served with houmous Water or milk	Corn thins with Apple slices and Water or milk	Toasted pittas Satsumas and pepper sticks Water or milk	Rice cakes with cheese spread with cucumber Water or milk
Tea	Tuna and Sweetcorn or cheese Jacket Potato with cucumber Malt Loaf Water	Fish fingers (Vegetable fingers available) and vegetables Wholemeal toast Fromage Frais Water	Ham or cheese sandwiches with Vegetables sticks Tinned fruit Water	Tomato and cheese Pasta with carrot sticks Flapjack (made by us) Water	Baked beans on wholemeal bread Greek yoghurt and fruit puree Water

MOHAIR CENTRE FUNDING OFFER from March 30th 2026

FUNDING OVERVIEW Working families may be eligible for up to 30 funded hours per week.

- We offer 5 hours of “free” funding per day, 8am-1pm **OR** 1pm-6pm Up to 25 hours per week, Monday to Friday for 38 weeks of the year this requires an Early Years Funding Code from HMRC. (www.beststartinlife.gov.uk to apply for a code)
- Eligible 2-year-olds may receive 15 funded hours per week, for 38 weeks per year, depending on family circumstances the term after their 2nd Birthday.
- All 3- and 4-year-olds are entitled to the Universal 15 funded hours per week starting the first full term after their third birthday.

These funding offers are in line with the Early Years Education Entitlement (EYEE) guidance provided by East Sussex County Council.

How Funding Works

- Funded hours are deducted from the sessions your child attends.
- Parents are responsible for paying for any additional hours beyond the funded entitlement of 38 weeks @ £10 an hour
- Funding is applied during term time only (38 weeks per year).
- We follow the East Sussex Charging Policy, which allows settings to charge for:

Additional hours beyond the funded entitlement

Meals, snacks, and consumables

Enrichment activities not covered by government funding (at the moment we do not charge for this)

Important Notes

Children are eligible for funding the term after their birthday

- Working family funding is not applied automatically — families must apply and provide the necessary codes and documentation. (Parents national insurance number and child's passport or Birth Certificate number)
- We use the EYFS framework for assessment and planning, and funding does not affect the quality or consistency of care

You can read more about EYEE funding on the [East Sussex County Council's childcare funding page](#).

We offer a range of sessions (maximum funded hours - 25hrs per week):

8am to 1pm

1pm to 6pm

8am to 3pm

8am to 6pm

Funded Session Options

Option 1 Fully funded “FREE” session

8am to 1pm 5-hour session fully funded for 38 weeks of the year.

Optional charges:

Breakfast and mid- morning snack £3.25

Zebedee’s cooked lunch £3.50

You can opt out of Lunch and snacks and provide your own – please ask for our nursery food guidelines.

Option 2 Fully funded “FREE” session

1pm to 6pm 5-hour session fully funded for 38 weeks of the year.

Optional charges:

Afternoon snack and tea £3.25

You can opt out of snacks and tea and provide your own – please ask for our nursery food guidelines.

Option 3 Part funded Session (8-3)

8am to 3pm - 5 hours free entitlement plus 2 hours at published rate 2hrs @ £10.50 per hr (£21.00)

Optional charges:

Breakfast and mid-morning snack £3.25

Zebedee’s cooked lunch £3.50

You can opt out of Lunch and snacks and provide your own – please ask for our nursery food guidelines.

Option 4 - Part funded Session (8-6)

8am to 6 pm 5 hours free entitlement plus 5 hours @ £10.50 per hr (£52.50)

Optional charges:

Breakfast and mid morning snack mid afternoon snack and Tea £7.25

Zebedee's cooked lunch £3.50

You can opt out of Lunch and snacks and provide your own – please ask for our nursery food guidelines.

Non Funded session costs

8am to 1pm £52.50

Optional charges:

Breakfast and mid- morning snack £3.25

Zebedee's cooked lunch £3.50

1pm to 6pm £52.50

Optional charges:

Mid- Afternoon snack and Tea £3.25

8am to 3pm £73.50

Optional charges:

Breakfast and mid-morning snack £3.25

Zebedee's cooked lunch £3.50

8am to 6 pm £105.00

Optional charges:

Breakfast and mid morning snack mid afternoon snack and Tea £7.25 Zebedee's cooked lunch £3.50

Optional charges:

You can opt out of Lunch and snacks and provide your own – please ask for our nursery food guidelines.

Payment Policy

Mohair Centre Payment Policy

Our Account Details

Account Name: Mohair Centre Ltd
Sort Code: 30-99-50
Account number: 64147063

Invoices are sent annually. Any funded hours are added onto the invoice. Payments are divided into equal monthly amounts for the year, this enables parents to set up a standing order for payments to reach our account on the **1st of the month**.

We charge a late payment fee of 10% of any outstanding balance if fees are still outstanding after 10 days. Please speak to us if your fees are going to be late.
Our preferred means of payment is via bank transfer (standing order) / childcare vouchers and the Gov Tax Free Child Care scheme

Please ensure that Bank Transfers are correctly / clearly referenced with your child's surname and that we have the reference code given to you from the Gov Tax Free Child Care scheme.

NON - ATTENDANCE All fees are still payable regardless of attendance, non-attendance for whatever reason.

Bank holidays and closure at Christmas (24th December to 1st January) are not charged for.

EXTRA HOURS, Outside of regular booked sessions, by arrangement will be invoiced separately and not included in the main invoice.

CHANGE IN HOURS / DAYS Liz is always happy to change hours / days where possible.

We reserve the right to charge 10% for arrears and will take legal action to recover any debts owing. Should you find yourself struggling PLEASE discuss this before it becomes a problem. We will not take debts through to the next full term, unless by agreement. If the debt is not cleared by the end of the term or you have not discussed and agreed a

payment plan, we will have to offer your child's place to another on the Waiting List and seek legal advice to recover the debt.

Annual Review of Fees

The hourly rate will be charged at the level shown in the current price list, in the Parent Handbook. They are subject to an annual review in September, but may be revised at other times with reasonable notice.

Help with Childcare Costs

You may be able to get help with childcare costs visit www.beststartinlife.gov.uk for information about government Early Years Funding and Tax Free childcare.

Early Years Funding

From September 2025 all children who are eligible for funding (working parents) will be able to claim **up to** 30 hours. Please see our fee structure for the breakdown on how we offer our funded hours. We only offer our funded hours during term time. Our funded sessions are only part funded, and we charge for our cooked lunches supplied by Zebedee's and all food the nursery supplies.

In accordance with the governments funding offer the funding is for 38 weeks of the year. Most academic (term time only) years are 40/41 weeks depending on how the weeks fall, so parents are charged full fees for sessions outside the funding period.

Terms and Conditions

To enable the Mohair Centre Nursery, to provide and maintain a high standard of care, it is necessary for all parents to be aware of, and to agree to the following terms and conditions. By not following the terms and conditions set out below the nursery reserves the right to terminate a child's place:

Age

The Mohair Centre Nursery is open to children aged between 1 and 4 years.

Hours of Opening

Monday – Friday 8.00 am – 6.00 pm

We offer a breakfast club for children aged 2-4 years between 7.30am and 8.00am

We are open 51 weeks of the year. We do not open on Bank holidays and the setting is CLOSED from Christmas Eve until 1st January

Registration and Booking a Place

A deposit of **£80** shall be paid by the parent/guardian to the nursery upon submission of the completed registration form, The deposit is refunded on the invoice once a child starts. **£20** non-refundable registration fee.

Please pay deposits to:

**Mohair Centre Ltd
Lloyds Bank
Account No: 64147063
Sort code: 30-99-50**

The nursery will confirm in writing offering a place for the sessions requested by the parent/guardian or contact the parent/guardian with an offer of alternative sessions. Once agreement has been reached, written confirmation will be provided by the nursery. Submission of a registration form and upon payment of the deposit deems the parent/guardian to agree to be bound by these terms and conditions.

If there is a waiting list, places will be offered in date order on receipt of a completed registration form, again the parent will be notified once a place is available.

Siblings of children who already attend the nursery, afterschool club or holiday club will have priority.

If after a place has been booked and confirmed by the manager but is no longer required, then the parent/guardian must inform the manager in writing.

If a place needs to be postponed it is at the nursery manager's discretion as the nursery is unable to hold places on a long-term basis.

CANCELLATION/TERMINATION AND CHANGE OF SESSIONS

To cancel a Nursery place, **4 weeks' notice** must be given in writing. The nursery will generate a closing invoice and during the notice period the nursery will continue to admit the child and the parent/guardian must pay all fees due. The Nursery reserves the right to give notice for persistent failure to pay fees on the 1st of the month.

SAFETY

Parents are requested to ensure the safety of their child/children before they enter the building and after collection at the end of their session. The nursery cannot accept responsibility for accidents to children before they enter, or once they have left the premises. **We ask that parents are particularly vigilant in the car park for the safety of their children.**

PERSONAL PROPERTY/VALUABLES

The nursery cannot accept responsibility for damage or loss to any personal property, e.g. clothes, toys or any other items brought into the nursery. **We discourage** children to bring toys from home to nursery as they do get broken, lost or damaged and it is upsetting for all.

LATE COLLECTIONS for all sessions (8-1pm, 8-3pm, 1-6pm and 8-6pm)

Any late collections may incur a charge for every 15 minutes. Please contact the Nursery Manager if you know you are going to be late due to circumstances beyond your control. If we have not been contacted after 30 minutes after the nursery closes, this is considered to be a Safeguarding issue and we are legally obliged to contact Children's Services and inform Ofsted.

Welcome to our Nursery

