



# Home from Home Childcarers



**Prospectus for Parents/Carers**

## Contents

<b>3</b>	Contact Information
<b>4</b>	Introduction and How it all began
<b>5</b>	Our 4 Rooms—Kittens
<b>6</b>	Our 4 Rooms—Cubs
<b>7</b>	Our 4 Rooms—Tigers
<b>8</b>	Our 4 Rooms—Pre-school
<b>9</b>	Our Garden Area
<b>10</b>	EYFS—Early Years Foundation Stage
<b>11</b>	Staff
<b>12</b>	Fees and Funding
<b>13</b>	Meals and Example Menu
<b>14—17</b>	General Information
<b>18</b>	Terms and Conditions
<b>19</b>	Book a visit

## Home from Home Childcarers

Aneurin Bevan Centre (ABC), Garden Terrace Road, Old Harlow,  
Essex, CM17 0AT

**Phone:** 07512 201850 / 01279 790258

**Website:** [www.homefromhomechildcarers.co.uk](http://www.homefromhomechildcarers.co.uk)



### Contact Information

#### Manager/Owner

Linda Reynolds



#### Address

Home from Home Childcarers  
ABC Centre  
Garden Terrace Road  
Harlow  
Essex  
CM17 0AT

#### Telephone

07512 201850 / 01279 790258

#### Email

[hfhc.management@outlook.com](mailto:hfhc.management@outlook.com)

#### Website

[www.homefromhomechildcarers.co.uk](http://www.homefromhomechildcarers.co.uk)

#### Facebook

[www.facebook.com/HomefromHomeChildcarers](http://www.facebook.com/HomefromHomeChildcarers)

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### Introduction

At Home from Home Childcarers, we aim to create a friendly, flexible and homely environment with plenty of opportunities for your child to learn through play and new experiences.

We provide care for children aged 3 months to 11 years of age, we are Ofsted Registered and are a member of the Early Years Learning Alliance/Pre-school Learning alliance.

We aim to provide you and your little one with outstanding childcare in a new and innovative setting. We have separate rooms for each age range at the ABC, to maximise the learning each age group can achieve. We aim to create a homely environment for the children and often the mixed age groups interact together during the day as they would at home with siblings and parents. We pride ourselves in providing a variety of activities and will also take the children out for walks, to local parks, the library, and other groups to ensure they have access to outdoor play.

We also accept 2/3/4 year old funded children, childcare vouchers and offer friendly, flexible, full or part-time day care from 7.30am to 6pm. We also provide school pickups and collect from certain local primary schools.

Our experienced team of core staff are all DBS checked, First Aid Trained and undertake regular Safeguarding training to ensure your child's safety and to give your child the highest quality of care.

### How it all began

Linda Reynolds started working as a Childminder in 2005 and received one Good and two Outstanding Ofsted inspections. Her childminding was always expanding taking on new assistants to support her and it reached the point she needed somewhere bigger in order to provide outstanding childcare on a larger scale.

She originally created Home from Home Childcarers in 2016, with the new business and premise ready to launch in June 2017. She took over The ABC Centre, which was an ideal premise for what was planned. Ofsted gave their approval to start working, providing childcare for children 3 months to 11 years. Since opening in 2017, the setting has changed to adapt to the ever growing childcare needs and we are always looking at ways to improve the service we provide. In April 2021 we expanded our main building and opened a new preschool room.

Her aim is to offer all the children in her care a personal and caring service and to work with parents to ensure all your child's needs are met.

Our 2nd expansion, Home from Home Kids Club launched in January 2023 at Fawbert and Barnard's Primary School.

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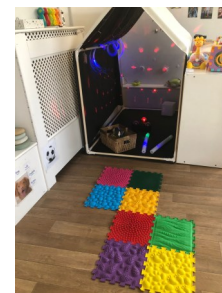


### Our 4 Rooms

At Home from Home Childcarers we have 4 different aged rooms, our rooms all have names to represent the journey the children take; Kittens (3 months - 20 months) turn to Cubs (20 months - 2&1/2 years) then to Tigers (30 months— 3&1/2 years) and the Pre-school (3&1/2 - 4 years).

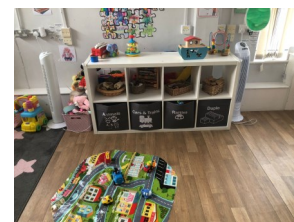
#### Kittens — Babies

Our Kittens Room is our baby room. The Kittens team, with many years of childcare experience, care for babies between 3 months - 20 months.



We care for up to 9 babies at any one time with a ratio of 1 adult to 3 children, but where possible always have extra members of our team in each day.

We offer a warm, friendly and nurturing environment to enable our little ones to learn and flourish.



We provide a variety of age-appropriate toys and resources for our babies to access and explore. As well as lots of planned activities to enhance their development.



We regularly take trips out to explore the local environment, including our local park, farm and library.

We also use the garden situated in the pre-school building where our babies have access to outside toys and enjoy the outdoor environment.



To ensure a happy and smooth transition from home to nursery life, we offer a stay and play session for you to come and play with your child and talk about your child's routine, dietary requirements, allergies and anything else you would like to share with us to ensure the best transition. We will then arrange various settling in sessions until your child feels happy to be left. We also like to visit you and your child in their home environment to build a strong partnership so that your child feels safe and secure.



We work closely in partnership with all parents to ensure our babies are provided with stability and continuity to enable us to offer the home from home experience.

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### Cubs — Toddlers



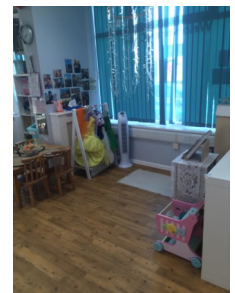
Our Cubs room is for children aged 20 months - 2 & 1/2 years. The staff in Cubs room have a wide range of experience working with children and are dedicated to furthering their knowledge and understanding of children by regularly undertaking training. The ratio in Cubs room varies depending on the age of the children, for children aged under 2 years we have a staff ratio of 1 adult to 3 children, for those who are over 2 years our ratio is 1 adult to 4 children.

We understand and value that children learn best through play and with this in mind we encourage the children to explore our room and the resources with an open mind. Our children also have a growing sense of independence and we strongly nurture and encourage this at all times. We offer our children a wide range of independent activities as well as adult led activities to support the children's individual development.



We enjoy taking the children out on trips around the local area to gain real life experiences. For example, snack at a local café, visiting the park, soft play and visiting the local library. We believe that these experiences will give them confidence in the wider world.

Our children are nurtured to have a love of books, which supports them to develop rich language skills. We have a cosy reading corner and love our trips to the local library to support this.



We work closely with the parents and carers to ensure that there is continuity between home and our room, giving the children a real home from home environment. Feedback is given to parents at the end of their child's session to enable you to talk to your child about their day, but also to build those strong relationships we have with our parents and carers. We welcome parents to share their child's successes and challenges with us, so that we can support and celebrate these, making the children's learning experiences tailored to meet their individual needs and stage of development.



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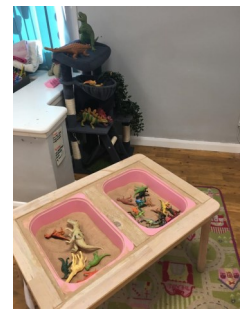
### Tigers

Our Tigers room is for children from the ages of 30 months until 3 & 1/2 years old, and they work closely with the Pre-school room.



The ratio in Tigers varies due to the age range of the children attending, for the children under 3 years the ratio is 1 adult to 4 children, and for over 3 years the ratio is 1 adult to 8 children. We always try to overstaff the room, to allow extra care to be given.

We encourage the children to find things out for themselves by exploring the world around them and through free play. We provide the children with daily focused activities that help develop children in all areas of their learning and prepares them to increase their independence ready for when they move onto the next stage of their education and development.



We enjoy daily story sessions and song time which will also help to develop their social skills. We have a mini library in our room which the children have constant access to.

We encourage the children to take part in daily PE sessions to help develop their gross motor skills and learn to take turns and be part of a team.

There is a quiet area within the room should the children just want to sit and rest and enjoy a lovely book or some chill out time.



We take the children on regular outings within the local area, this includes the local park, the cricket club or even a trip to the local shop. We regularly go over to the garden so the children can enjoy time outside.

We work closely with parents/carers and are available to discuss any questions that may arise.

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### Pre-school

Pre-school is all about having fun whilst learning new skills, feeling happy and safe and this allows the children to grow into individual, independent little ones.

We encourage all the children to become more independent to get them ready for their next big adventure, School!

Every day the children find their pegs with their names to hang their bags and coats up, they get their own cutlery, plates and cups off the side at snack and lunch, they independently use the toilet with a practitioner nearby to offer support if they need it.



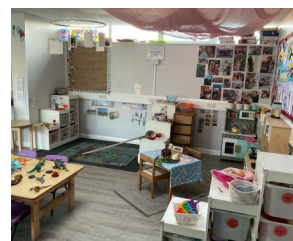
We enjoy morning carpet time where we say good morning to all our friends and learn what the date is that day, learn the days of the week, counting and sing lots of other different songs. The children love being able to pick what story they would like for story time and joining in with interactive stories.



Every day the children can be independent in craft activities by selecting their own resources and creating amazing masterpieces. Our home corner has lots of exciting resources in, we enjoy having real healthy foods out for the children to explore. We have lots of different building resources where children can use their imagination to create anything they like, they enjoy building houses and farms to put the people and animals in. The children also enjoy daily P.E. sessions where they move their bodies in different ways to the music or they copy the actions and play ring games.



It's very important for the children to feel safe and secure so building a bond with their key person is very important! Each day we have key person time where the children sit with their key person and the other key children and complete small activities together. This may be drawing, attention box, puzzles and reading. Key person time also help the children to gain more attention skills.



Every day in Pre-school is fun and exciting, we have many other different learning opportunities for the children to engage in and explore.



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### Garden

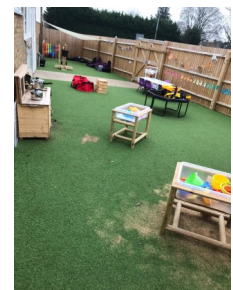


Our garden is attached to our pre-school building but is available for all the children in the setting to access.



Our garden gives us many different opportunities to learn and keep active.

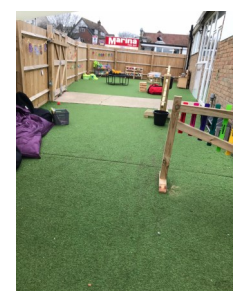
- We have bikes, scooters and ride on cars that the children can zoom around the garden in.
- Crates, where the children can work as a team to create their own obstacle course to balance on as they walk along and jump off the end, they also use them for building towers and dens.
- Balls and beanbags for throwing, kicking and catching games.
- Skittles to practice rolling the balls and knocking them down.
- A large whiteboard on the wall to practice making marks and drawing around our shadows when the sun is out.
- The children can get messy in the mud kitchen, using the different sized pots and pans, it also has a tap so the children can get water to make mud pies!
- Sand and water trays give the children different opportunities to feel, mix, pour and create different marks and make castles. We can also put objects in the water to see what sinks and floats.
- Giant weighing scales that the children enjoy putting different object in each bucket to help learn about heavy and light.
- Cosy area for relaxing and reading stories.



The rooms also use the garden for circle time, snack, picnics and interacting with friends from the other rooms too.

Our garden has areas that are covered meaning we can use the garden no matter what the weather is like and can be outside all year round!

Even though we have our garden area we also still enjoy walks out in the local area and enjoy trips to the park, farm, library, shops etc.



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### Early Years Foundation Stage (EYFS)

*'The Early Years Foundation Stage (EYFS) sets standards for the learning, development and care of children from birth to 5 years old. All schools and Ofsted-registered providers must follow the EYFS, including childminders, preschools, nurseries and school reception classes.'*

At Home from Home Childcarers we understand the importance of providing your child with the best start to their learning, development and education, with this in mind we encourage our parents/carers to work alongside us every step of the way to promote this. When your child joins the setting we will ask you to attend a stay and play session, where we will ask you to fill in a copy of Birth to 5, which we will use as a baseline to help us ensure we are supporting your child's development, it allows us to see what your child can already do and where they may need support. We use an online system called Baby's Days, you will receive an individual username when your child starts which allows you to login to the system securely to access and view your child's profile. You are able to contribute to your child's learning and development via the Baby's Days system

We use the EYFS to guide our setting and what we provide for the children in our care. The EYFS helps us to build the foundations of children's learning. With the guidance set out by the government we ensure that we provide every child with an environment in which they can thrive.

The areas of Learning and Development are split into 7 areas, 3 Prime Areas which are key to supporting development in all areas and 4 Specific areas that include essential skills and knowledge for children.

#### **Prime Area**

Personal, Social and Emotional Development  
Communication and Language  
Physical Development

#### **Specific Area**

Literacy  
Mathematics  
Understanding the World  
Expressive Arts and Design

We use each area to help us track children's individual progress as well as supporting us in planning and providing a variety of activities to enable children to learn, achieve goals, progress further and reach their full potential.

The children in Kittens and Cubs focus primarily on the Prime areas, moving onto the specific area once a firm understanding of these has been achieved.

Each room will inform you of activities that your child has enjoyed that day and there will be photographs on your child's Baby's Days account for you to view at your leisure, so that you are able to see the activities provided and how your child enjoyed them.

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## Staff

All our staff are police checked by the Disclosure Barring Service and have safeguarding training. All core staff have completed First Aid training and are encouraged to attend other relevant training.

**Linda — Owner/Manager**  
**Zoe — Business Manager**  
**Chrissie — Deputy Manager**

### Kittens Room

Rachel – Room Leader  
Grace —Deputy Room Leader  
Simone  
Holly

### Cubs Room

Megan M – Room Leader  
Chloe —Deputy Room Leader  
Cora  
Amy  
Flutur  
Michelle F  
Ellie (Maternity Leave)

### Kitchen

Dave  
Sharon S

### Tigers Room

Tracy — Room Leader  
Michelle B— Deputy Room Leader  
Megan S  
Lorain  
Lesley H  
Charlotte  
Christine  
Lucy B  
Vicki (Maternity Leave)

### Pre-school Room

Sarah – Room Leader  
Hannah —Deputy Room Leader  
Trudi  
Sharon  
Sam  
Michelle H



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### Fees

A £150 deposit is required to reserve your child's place. The deposit is retained in full until your child leaves the setting, i.e. go to school, four weeks' notice has been given and final payment of fees received. If you choose not to start your child, the deposit **will not be** refunded.

Fees are to be paid monthly in advance via bank transfer, cash or card payment.

The setting will be closed on all Bank Holidays (half fees apply) and 2 weeks at Christmas (half fees apply). Charges still apply for sickness or non-attendance. Unlike some other settings we only charge for the hours booked in rather than whole days (e.g. if your child is booked for 8am – 4pm, you will only pay for those hours rather than a full day of 7.30am – 6pm).

We provide a limited service on Polling Days as our preschool building is used as a polling station. If we can't provide care for your child on polling days there will be no charge to you.

Parents/carers must provide nappies/wipes if needed.

Fee's include a morning and afternoon snack and water and milk.

Fees as of January 2024

£7.25 per hour

£7.00 per hour for additional siblings (Terms and Conditions apply)

We also offer emergency/one off care for £9.50 per hour.

We charge a consumable fee of £1.95 per hour for parents in receipt of 3/4 year, 15/30 hour funding this predominantly covers the cost of providing high quality care (additional staffing in all our rooms which is above and beyond the minimum ratios required by the government) in addition to this it also contributes to morning and afternoon snack, arts and crafts activities, specialist support etc. This consumable fee is explained in our FEEE Policy.

### Funding

We accept 2/3/4 year old funding.

Your child may be eligible for the 2 year old funding, this provides your child with a funded nursery place term time only for 15 hours per week.

Every child is eligible to claim Nursery Education Funding from the term after their 3<sup>rd</sup> birthday, and we will register your child when the time comes. The funding provides a maximum of 15 hours, some children will be entitled to 30 hours funding a week during term time. This can be spread across the full year and deductions made when your fees are calculated.

The 30 hours funding has an eligibility criteria. You must sign up and check your eligibility as to whether or not you can claim the additional hours. If you are eligible you will be given a code to pass onto us. We will submit this code along with additional information to activate the claim.

You must check eligibility every 3 months to continue to claim the 30 hours. If the closing date is missed, you will not receive the additional 15 hours of funding and full fees will apply. If you are ineligible for the 30 hours you will still be able to claim the 15 hours of funding.

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### Meals/Snacks



All our food is prepared on-site in our kitchen which is kept to the highest food standards and holds a 5\* Food Hygiene certificate. We aim to provide a variety of different healthy meals for the children.

Mealtimes are a happy and social part of the day, where both children and staff sit together at the table in a family atmosphere.

We are only able to safely provide a limited number of dinners, waiting lists are in place for food, please ask about spaces if needed. Children are required to bring a packed lunch for lunch time.

We operate a 'rolling snack' system which means that children can come to the snack table when they are ready and do not have to interrupt their play in order to eat.

Water is available throughout the day and both milk and water are served at morning and afternoon snack. Snacks are included for all children.

We are a nut free setting and all ingredients used in the preparation of food are monitored to ensure no risk of contamination. If your child has any allergies and intolerances, and you need us to provide food please discuss this with management. We are able to provide gluten, soya, dairy and egg free snacks.

Meals are charged at an additional cost of:

Breakfast - £2

Dinner - £3.50

This is an example of our current menu.

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>AM Snack</b> (Served 9.30 - 10am)	Rice cake & raisins  <b>ALLERGENS:</b> None	Breadsticks & fruit  <b>ALLERGENS:</b> Wheat, Barley	Cheese & crackers  <b>ALLERGENS:</b> Wheat, Dairy	Brioche & fruit  <b>ALLERGENS:</b> Wheat, Eggs, Dairy, Rye	Cheddars & fruit  <b>ALLERGENS:</b> Wheat, Eggs, Dairy, Rye
<b>PM Snack</b>	A variety of fruit is available in all rooms for children to access as they wish				
<b>Dinner &amp; Pudding</b> (Served 4 – 4.30pm)	Cheesy tomato pasta bake with pepper sticks  Artic/swiss roll  <b>ALLERGENS:</b> Wheat, Dairy, Soya, Egg	Jacket Potato, cheese and/or beans  Yoghurt  <b>ALLERGENS:</b> Dairy, Pork	Pasta bolognaise (hidden veg)  Ice cream & sprinkles  <b>ALLERGENS:</b> Wheat, Dairy, Beef	Chicken curry & rice (hidden veg)  Fruit  <b>ALLERGENS:</b> Dairy	Fish fingers, potato shape & mixed vegetables  Yoghurt  <b>ALLERGENS:</b> Dairy, Wheat, Fish

\*Raisins will not be given to children under 12 months\*

From January 2024

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### Joining Home from Home Childcarers

When you enrol your child at Home from Home Childcarers we need to know the sessions and days you wish to attend. We provide flexible childcare where possible.

If you wish to increase the days/hours your child attends, we will of course try to accommodate this as soon as possible. If it is not possible at the time, your name will be put onto the waiting list. If you need to reduce or cancel any of your child's sessions, four weeks' notice is required in writing.

### Settling In

At Home from Home Childcarers we pride ourselves on ensuring each individual child has the smoothest transition therefore we will work with you to agree the best process for your child.

Children will start their settling in sessions a minimum of 4 — 6 weeks before their start date, this may be longer depending on the circumstances of each child's individual needs. Before settle sessions start we will invite you in for a stay and play session. During this session you will be asked to complete an All About Me form with the Room Leader. This session will allow you to ask any questions you may have before settles start. During this session we will also book in 4 settle sessions, these will be 1 hour, 2 hours, half a session and a whole session, if your child needs more settles then the room leader will speak with you and arrange a few more shorter sessions before staying for the half and full session. This is a vital process which we feel should not be rushed, however alternative settling in may be considered and accommodated with the managers consent. Settle sessions are charged at our normal hourly rate.

### Children's Information

Before starting, children's documents including personal details and permission form must be completed, signed and returned to us before your child can be left in our care. The information provided ensures that our staff know your child's individual needs and requirements, enabling us to provide the best possible care.

If your child has any allergies or medical needs we require you to complete a care plan. This document ensures that your child's needs or requirements are continuously met whilst in our care. We ask you to inform us as soon as possible of any changes in your child's routine, dietary requirements or personal contact information. This is vital for us to provide the correct care for your child.

### Emergency contacts

We require a minimum of 1 emergency contact to be given on your child's personal record. The named person/people will be contacted if parents are unreachable.

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### Insurance

The setting is fully insured with both public and employer's liability cover, and staff involved in school runs hold business insurance for their cars.

### Policies and Procedures

A copy of the settings policies and procedures are available on our website. These policies and procedures govern the way the setting runs. We welcome all parents/carers to come and discuss any policies with us further. All policies are working documents and are reviewed and updated annually or earlier if required. You will be notified of any changes.

### Zero Tolerance Policy

We will not tolerate aggressive or abusive behaviour towards our staff. Any parent/carer or member of the public found to be in breach of this will be asked to leave the premises. Failure to do this will result in police involvement.

### Clothing/Uniform

At Home from Home Childcarers we promote learning and exploring through play. This can sometimes involve getting very messy and whilst we provide painting aprons and bibs, children may still come home messy or in different clothing. We do ask that you bring a spare set of clothes for your child. All clothing should be clearly labelled with the child's name, including their shoes.

Seasonal clothing such as hats or wellies should be brought to nursery as required. The children have their own peg within their rooms that they may share with another child, where their belongings can be kept throughout their day at nursery.

We have our own Home from Home Childcarers labelled uniform and bags that are available to order from the setting, these are made to order. Our uniform is not mandatory.

We have:

- Purple t-shirts in sizes 1-2, 3-4 and 5-6 years and blue t-shirts in sizes 3-4 and 5-6 years that are £7.50 each.
- Purple jumpers in sizes 1-2, 3-4 and 5-6 years that are £10.50 each.
- Purple and blue hoodies in sizes 3-4 and 5-6 years that are £12.50 each
- Blue and pink rucksacks (with child's name on) that are £13 each.



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### Safeguarding

At Home from Home Childcarers we are committed to the safety and welfare of all children in our care. We have named Designated Lead Practitioners within the nursery that have specific training on safeguarding matters and will ensure this is of paramount importance in all aspects of our work. We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Home from Home Childcarers will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

All staff are thoroughly vetted prior to starting work with the children, have Enhanced DBS checks and are kept up to date in ongoing training on safeguarding. They all understand their role and have a responsibility to the children.

### Inclusion/SENCO

At Home from Home Childcarers all children regardless of ability will be given equal encouragement and respect appropriate to their needs to ensure they reach their full potential. We have a designated SENCO whose role and responsibilities are to work alongside the staff to:

- Ensure liaison with parents and other professionals in respect of children's special educational needs
- Advise and support other practitioners in the setting as appropriate
- Ensure that appropriate individual education plans are in place
- Ensure that relevant background information about individual children with special educational needs is collected, recorded and updated.

We are committed to recognising and responding sensitively to the needs of any child or parent/guardian regardless of age, gender, class, family status, ability, disability, race, colour, ethnic origin, culture, religion, or belief. We accept people's differences and treat each person as an individual. We will support children with learning difficulties and disabilities and will work with outside agencies to meet the child's needs.

At Home from Home Childcarers we will offer staff training, to increase their knowledge and skills to ensure that each child is offered equal opportunities within the setting. We also aim to acquire the necessary information about the specific situation to further support the parents.

Our SENCO will always be available to speak and support families as needed.



## Home from Home Childcarers

Aneurin Bevan Centre (ABC), Garden Terrace Road, Old Harlow,  
Essex, CM17 0AT

**Phone:** 07512 201850 / 01279 790258

**Website:** [www.homefromhomechildcarers.co.uk](http://www.homefromhomechildcarers.co.uk)



### Absence and sickness

Please notify us at the earliest opportunity if your child is going to be absent. Children should not attend the setting if they are suffering from a high temperature, diarrhoea and sickness or an infectious illness. If your child becomes unwell during the day parents will be notified immediately. In the event of a parent/guardian not being contactable the child's emergency contact will be called. The nursery reserves the right to take a child to hospital in an emergency, accompanied by a senior member of staff. It is the responsibility of the parents to keep us informed of any changes in contact telephone numbers.

In cases of absence in the nursery, days cannot be swapped with other days which includes bank holiday as well. Fees will still be charged in the case of absences as this place is reserved for your child.

In accordance with nursery policy children who are ill, have an infection or contagious disease, will be excluded from the nursery until fully recovered. This is in the best interests of the ill child and the other children in our care. Children who have suffered from any bouts of sickness or diarrhoea should have been free from symptoms for 48 hours before returning.

### Medication

When a child is taking regular medication, which needs to be administered whilst in care at the nursery, signed consent must be given by the parents and medicines clearly marked with the child's name and dosage. These must be prescribed by a doctor and administered by the parent for the first 24 hours. Children must have had 3 doses of medication before they are allowed into the setting. This routine must be followed for each new course of medication. Medicines will not be kept at the nursery overnight and must be taken home.

### Security

All parents/carers are requested to use the 2 doors situated at the front and back of the building. Both doors are permanently locked and require a member of staff to allow entry. NO ONE is allowed entry into the setting unless they are known by staff members. We require passwords and photos for anyone that may pick up your child. We also ask that you keep us up to date with any changes regarding your child and family. If we do not have permission from the parent, your child WILL NOT be allowed to leave the setting with anyone other than the main carers. As part of our security policy, it is requested that parents do not open the door for other parents, even if they know who they are.

### Fire Drill and Evacuation

Procedures are practised on a monthly basis. There is no fuss or bother as this a normal part of the child's time in the setting. These will happen on different days of the week and at different times to ensure that all children know what to expect.

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### Terms & Conditions/General Information

1. Home from Home Childcarers has an “Open Door” policy and Parents/Guardians are welcome to visit the nursery at any time during opening hours.
2. We are an equal opportunity provider. Registrations are accepted regardless of race, religion, colour, sex, and national origin.
3. Days that are contracted cannot be reallocated to other days.
4. There will be no refunds for sickness or holidays as your child’s place is secured throughout the year. It is not possible to arrange for a child to ‘make-up’ time in the case of an absence from the setting.
5. The Nursery must be notified of allergies, dietary requirements or any changes in home circumstances which may affect the child. For example: parents away from home, bereavement in the family etc. This would be treated in the strictest confidence.
6. Parents must notify the nursery if a child is going to be absent due to sickness or on holiday.
7. The nursery must be notified immediately of any changes to daily contact numbers, emergency contact numbers, addresses etc.,
8. The nursery provides regular feedback on the child’s progress. A newsletter with nursery news and information is emailed out at the beginning of every half term.
9. We have parent’s evening twice a year where you can discuss your child’s progress with their key worker.
10. Complaints, if any, must be brought to the attention of the Management. If necessary, please ask for our complaints policy. The manager and the staff member responsible for your child will deal with your complaint.
11. Parents of children attending the nursery on a regular basis will be required to pay fees in advance. All fees must be paid by the 7<sup>th</sup> of each month for that month.
12. Parents are responsible for all fees billed, even if the fees are to be paid by a 3rd party, e.g. Local Authority, college or work place. If they fail to pay, for whatever reason, parents will be expected to pay the outstanding amount immediately.
13. Failure to pay fees will result in your child being refused entry to nursery and eventually losing their place. Continued non payment of fees will always be taken seriously and court proceedings will be instigated.
14. The deposit of £150 is only refundable when the child leaves the nursery, having given one full calendar months prior notice in writing and all fees are paid up to date.
15. The deposit of £150 is non-refundable if you decide to withdraw the place before the child starts the nursery.
16. A late pick up/early drop off fee of £8.50 per 15 minutes is charged for every 15 minutes that your child is here before or after their scheduled start or finish time, if you do not inform us in advance
17. Nursery fees are reviewed annually, and you will be notified 4 weeks in advance of any changes.
18. Notice period – reduction in the child’s attendance requires a minimum of 1 months’ notice. In the event of the child leaving the nursery 1 months’ notice in writing must also be given.

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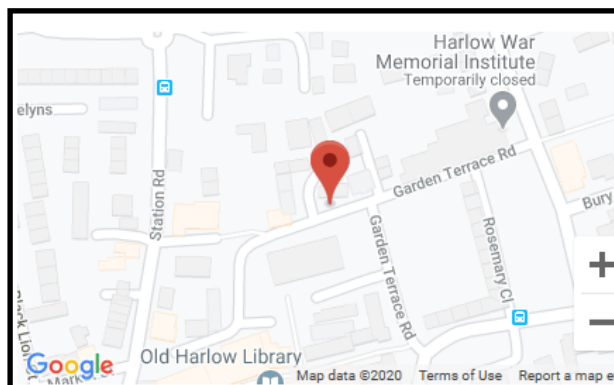
19. Whilst every effort will be made to accommodate siblings, their places cannot be guaranteed. Offers will be subject to availability.
20. The nursery reserves the right under exceptional circumstances (e.g. behaviour problems) to request a child to be removed from the nursery at any time.
21. When collecting your child from nursery, parents should check and ensure all of the child's belongings, including bottles, shoes etc., are collected too. Parent's must label all children's belongings. We cannot take responsibility for loss or damaged property or clothing.
22. The nursery is closed over the Christmas period and all public and bank holidays, as well as a limited service on polling days.
23. The above terms and conditions are subject to revision at any time.

# Book a Visit

To book a visit please give us a call or  
email us.

07512 201850

[hfhc.management@outlook.com](mailto:hfhc.management@outlook.com)



We are located in Old Harlow,  
behind the doctors surgery.

