



## **Green Lane Nursery Ltd**

### **Welcome to our Nursery**

A happy and homely place  
for babies and young children



**Information for parents, carers, and  
families**



# Contents

## **About our Nursery**

How to get in touch.....	3
About Green Lane Nursery.....	4

## **Our philosophy for babies and young children.....5**

Promoting positive behaviour.....	5
Data Protection.....	5

## **Our play spaces and provision.....6**

Food & mealtimes.....	6
-----------------------	---

## **The Early Years Foundation Stage Curriculum**

Care, learning and development.....	7
Your child's Key Person.....	7
Learning Journals.....	7
Ofsted.....	8
Equal Opportunities.....	8

## **Welfare.....9**

Confidentiality.....	10
Child collection policy.....	10
Uncollected child procedure.....	10

## **Partnership with Parents, Carers and Families.....11**

How you can help.....	11
Praise from parents, carers, and families.....	12
Information about Family.....	13

## **Prices and Funding.....14**

Price list and payment methods.....	14
Additional pricing information.....	15
Payment terms.....	16
Holidays.....	17
Early Years Funding.....	18
Funding eligibility dates.....	19
Quality Premium Charge.....	20
Tax Free Childcare.....	21
Tax free childcare, how to apply and link with Family.....	21
Notice for leaving the nursery.....	22

## **Practical information**

What to bring.....	23
Dropping off and collecting.....	24
Sickness and Medication.....	24
Complaint procedure.....	25

## **We'd love you to become part of Green Lane Nursery!**

Admissions policy.....	26
Settling in.....	26

## How to get in touch

**Our Address:** Green Lane Nursery Ltd  
11 Green Lane  
Buxton  
Derbyshire  
SK17 9DP

**Telephone:** 01298 767 505

**Opening Hours:** We are open Monday to Friday,  
between 8am and 6pm.  
We are closed on bank holidays and between  
Christmas and New Year.

**For account enquiries, please e-mail us:**

[enquiries@greenlanenurseryltd.co.uk](mailto:enquiries@greenlanenurseryltd.co.uk)

**For new starter enquiries:**

<http://www.greenlanenurseryltd.com>

Alternatively, using your smart phone camera, scan the QR code  
on the right to be directed straight to our enquiries page.



**Ltd Company Number**

4644571

**Ofsted Registration Number**

206257

## About Green Lane Nursery

Our nursery is cosy and comfortable, arranged over three floors of an adapted Victorian building on a leafy lane in Buxton. We have welcoming, relaxed indoor spaces for babies and children to play and learn, and a stimulating garden area that is complete with Astroturf which allows for year-round outdoor play. The garden has lots of exciting areas to explore: a mud kitchen, a fort, a boat, dens, and trees to climb.

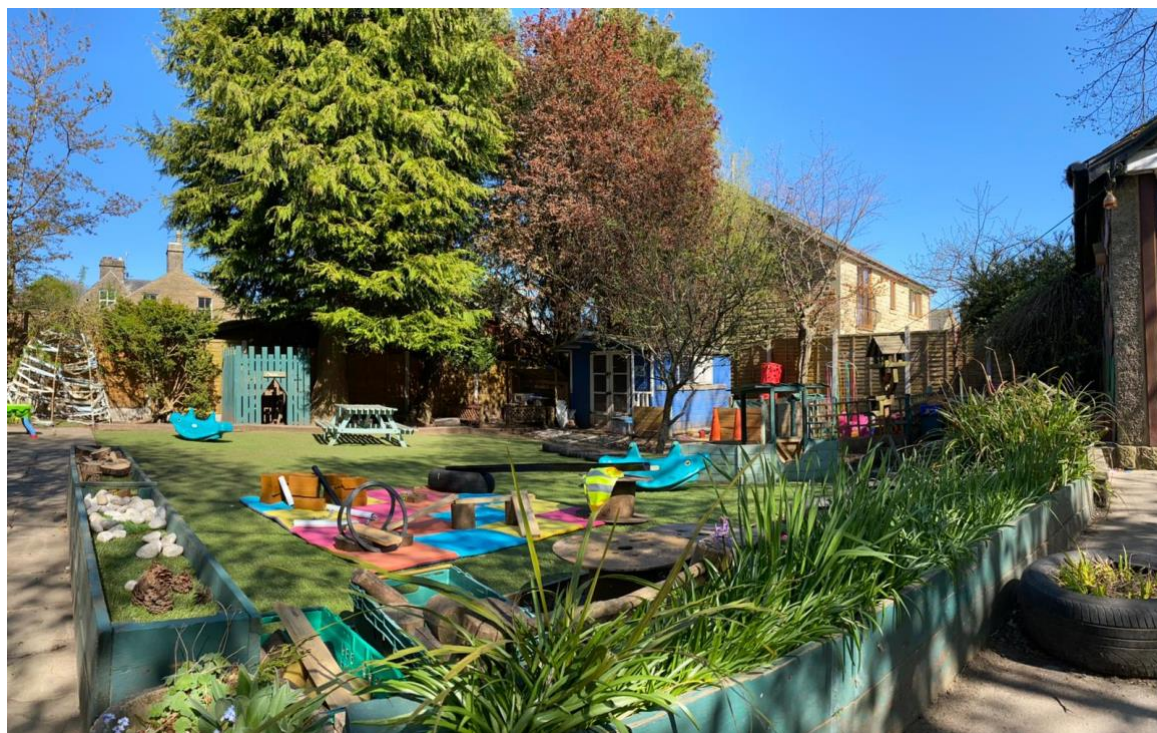
Green Lane Nursery is owned by Andy O'Connor and was established in 1997. Andy is qualified to NVQ Level 4 in Childcare and has a BA Hons degree in Recreational Management. He also owns the local after school and holiday club, *Playdays Out of School Hours Children's Club*.

Jodie Godden assists Andy in his management of the nursery. Jodie is also qualified to NVQ Level 4 in Childcare and has a Level 5 Diploma in Children and Young People Management; she also has over 20 years' experience in working at the nursery. Jodie is in Nursery every day to oversee all aspects of running the nursery and the care and development of our children.

We take childcare and Early Years Education very seriously and understand the trust you place with us when you choose us to look after and educate your children.

We have a dedicated, friendly team of practitioners all of whom hold qualifications in childcare, ranging from NVQ level 3 to degrees in Early Childhood Studies, along with paediatric first aid certificates. Practitioners are led in their teaching by qualified teacher and Early Years Professional, Gaynor Valentine.

All staff are DBS checked prior to working with children and are trained and knowledgeable in areas such as safeguarding and equal opportunities.



## **Our philosophy for babies and young children**

Children thrive in an atmosphere where they feel safe and comfortable, challenged, and excited.

Our practitioners have every individual child's best interests at heart and strive to make their learning and development experiences relevant and personal to them. We work closely with families to celebrate all learning and adventures and offer opportunities so that each child can grow as a happy and healthy individual.

### **Promoting Positive Behaviour**

We have a very effective system for helping children to grow into self-assured and secure young people. We use discussions and choices to help the children make their own safe and fair decisions as appropriate to their age and stage of development.

All our practitioners are trained in promoting positive behaviour and supporting young children with their emotions. We are more than happy to share our approach and incorporate any positive ideas from families to help children understand what we expect of them and why.

No form of physical punishment will be used or threatened towards children, and we expect the same from parents whilst on nursery property. In extreme circumstances, i.e. if a situation places any child in danger, practitioners may need to use physical restraint.

Behaviour issues will be discussed with parents and a joint approach to tackling any problem will be developed. As a very last resort you may be asked to find alternative care for your children if a problem persists; this is very unlikely to be the case provided we have family's support.

Behaviour is as much a part of children's early learning as walking, talking, counting, and painting, and is learned through practice and support.

A full copy of our Promoting Positive Behaviour policy is available upon request.

### **Data Protection**

In order to effectively look after the children in our care, it is important that we hold and retain certain information about them, as well as their parents.

Please note that we would only share information with third parties where there is a legal requirement to do so i.e., in the case of a child protection issue.

The type of information we hold includes the child's name, date of birth, home address, dietary requirements, attendance information, emergency contacts, accident and incident forms and photograph permission.

The type of information we hold about parents includes their name, home address, telephone numbers and personal email address.

Information will be retained in accordance with our record retention policy, a copy of which is available on request.

## **Our play spaces and provision**

We are registered to care for a maximum of 60 children at any one time. The babies and children are placed into age groups, these being

### **The Caterpillars in the Flower Garden**

3 months – 2 Years

### **The Butterflies in the Butterfly Garden**

2 years – 3 years

### **The Wise Owls in the Tree House**

3 years – 4 years

Each room is carefully set out to offer activities and experiences which allow the babies and children to enjoy and achieve whilst they are at nursery. We aim to make nursery cosy and homely, and find that babies and children quickly settle into our warm and caring environment.

### **The Garden**

We spend as much time outside as possible and provide waterproof suits or trousers for the children.

Children can climb our tree, play in the boat or fort, cook in our mud kitchen, and build their own obstacle course to name but a few of the lovely experiences available to them.

Our youngest babies play on mats with their toys, with older children often joining them.

### **The Garden Room**

This is a multipurpose room used for sensory play, music and dance with our disco ball, investigative play and creative story telling.

The children thoroughly enjoy the time they spend in the garden room.

### **Food and Mealtimes**

All the children's meals are freshly prepared at nursery. The children really enjoy mealtimes, during which we promote healthy eating, social skills, lovely manners and trying new flavours and different foods.

All staff are fully aware of children's allergies and what they can or cannot eat.

Meals are rotated on a five weekly basis providing healthy choice and variety while enabling parents to know what their child will be eating each week.

Menus are sent to you and clearly displayed around the nursery so that families can check what their children have eaten during the day. For more information, please request our Nutrition and Mealtimes Policy.

# **The Early Years Foundation Stage Curriculum**

## **Care, Learning and Development**

The Early Years Foundation Stage (EYFS) is the birth to five curriculum and has been since 2008. This consists of themes, principles, legal requirements, and guidance which underpin all that we do at Green Lane Nursery.

You can see the EYFS online at

<https://www.gov.uk/early-years-foundation-stage>

There are 7 main areas of learning and development and more aspects within these.

We aim to make every part of the day a learning experience for children, encouraging exploration and independence.

We support this further by taking the children out regularly, for the babies this might be a walk to the park or the shops, and the older children love to explore local woodland or conservation sites.

## **Your Child's Key Person**

Every baby and child at Green Lane Nursery, has an allocated Key Person. This will be a practitioner working with the age group, who builds a close relationship with your child, makes observations of them playing and learning, plans particular experiences that they know your child will enjoy, and records their experiences as well as sharing them with you.

As your child gets older and moves through nursery, they will change to a new Key Person. We support children through these transitions by arranging visits and sharing information with their new Key Person.

We will always let you know who your child's Key Person is, and you should feel comfortable, to share information with your child's Key Person.

We have parents' evenings twice a year, which is an informal chat with your child's Key Person about how they are getting on at nursery.

## **Learning Journals**

We use the online learning journal on Family for all children attending nursery. Practitioners use this to record photos, observations, and comments, in line with the Early Years Foundation Stage curriculum, building up a record of your child's development during their time with us.

You will be able to add comments so that we as staff find out about which activities your child has really enjoyed and the learning they get up to at home.

It's a great way for families to be involved in your child's learning experiences at nursery.

## Ofsted

This is the non-ministerial government department that regulates our provision. We have an inspection every three years and were proud to be graded “Outstanding” in 2021.

You can read our inspection report online at [http://www.ofsted.gov.uk/oxcare\\_providers/full/\(urn\)/206257](http://www.ofsted.gov.uk/oxcare_providers/full/(urn)/206257)

## Equal Opportunities

We endeavour to meet the needs of all babies, children, and families, and have lots of experience of meeting dietary requirements, different routines for babies and organising extra support for babies and children with additional needs. Through Derbyshire Early Years and Childcare, we get support from agencies and specialists.

Every child’s culture and heritage are celebrated at nursery through singing, dancing, activities, food, and play.

Our full equal opportunities policy is available upon request.



## Welfare

### **Full child protection policies are available upon request**

In our nursery, we intend to create an environment where children are safe. We will take every step to build up trusting and supportive relationships between families and staff.

All staff and volunteers have been vetted through an in-depth employment process which Green Lane Nursery is responsible for. This includes an enhanced disclosure check through the disclosure and barring service and a minimum of two written references.

Staff and volunteers that have not been vetted, will not be left unattended with children in our care.

All qualified staff are required to complete a safeguarding course and senior staff must attend advanced child protection.

Visitors to nursery are asked to show identification and sign in on the visitors register. Visitors are not left unsupervised with the children.

There are no mobile telephones or personal cameras in the same room as the children at any time. Nursery has tablets, which are used for collecting evidence about the children's learning and experiences.

The nursery adheres to guidelines from regulatory bodies and procedures that must be followed in cases of child protection.

Statutory agencies (i.e., OFSTED, Social Care, Health, Police, NSPCC) work together using guidelines from the Derbyshire Safeguarding Children Board.

The Derbyshire Safeguarding Children board has representatives from the above agencies and promotes and monitors the procedures.

Changes in children's appearance and behaviour will be monitored. Parents will usually be the first point of reference where there are any concerns about the child or there is a child protection issue.

The protection of the child is our first priority and there may be occasions when we have concerns about an injury or child's behaviour, or we are concerned a child is being harmed and we will pass on appropriate information to the Local Social Care Department without parental consent.

Records of individual children will be kept confidentially in the office at the nursery. If a child is injured at nursery, staff will always notify the parent of how it has happened and deal with accidents in accordance with our accident and incident policies.

If a child arrives at nursery with an injury, it is expected that the parent will tell us about it. It is normal nursery procedure that if a parent has not informed us of how an injury has occurred staff will ask you and make a log of injuries that occur outside nursery.

All staff are responsible for the children in their care to ensure that they thrive whilst in the nursery environment.

Any concerns about a child must be raised at the time with the room supervisor and concerns will be recorded in the child's folder which will be kept in the office.

## Confidentiality

Information on an individual child, is kept in the child's folder.

The key person shares information with parents or carers and appropriate information with childcare professionals and other practitioners working with the child.

In an extreme case, the key person can share information with an appropriate agency or childcare professional e.g., safeguarding children.

Staff will not discuss matters of a confidential nature outside nursery and only amongst themselves if absolutely necessary.

Private lives of parents and staff should be kept private.

## Child Collection Policy

Nursery holds a record of all adults who will be collecting each child on a regular basis. We can only release a child to a named person.

This information can be given on the registration form and Family.

If someone other than a named person is collecting a child, practitioners will ask for a password and a photograph.

This information can be added to your Family account information.

In the event of unforeseen circumstances or an emergency, (a parent may require someone to collect their child and we have not got written consent), parents must speak to a manager who can authorise a collection.

It is the responsibility of parents to keep staff informed of all adults who will be collecting their child. It is possible for an under eighteen-year-old to collect a child but only if written authorisation is given by the Parent accepting full responsibility; we will not allow anyone under the age of fourteen to collect a child.

We will not allow a child to be collected by anyone under the influence of alcohol or drugs. Social Care will be informed.

## Uncollected child procedure

If a child has not been collected within 15 minutes of their usual collection time, we will do the following:

- Check with management whether there has been an alteration to collection time.
- Ensure that a member of staff plays with the child and reassures them.
- Telephone parents or carers, leaving a message if the call is unanswered.
- Telephone emergency contacts, leaving messages if calls are unanswered.
- After 6pm, we will continue to try to contact somebody to collect a child for **30 minutes**, before telephoning Social Care.
- As we are only registered until 6pm, persistent late collections after this time (three times), will be reported to Social Care.

## **Partnership with Parents, Carers and Families**

We pride ourselves on being friendly and approachable, and hope to be on first name terms with families of children in our care. Please don't hesitate to ask any of our practitioners if you have any questions or worries, it is so important to us that you feel happy with the care and education that we provide.

### **How you can help**

- There's lots you can do to keep information flowing! Simply letting us know how your child slept, or about any upsets at home can really make a difference to their day at nursery. We can have a chat at drop-off time, or you can use Family for this.
- We are always excited to hear about what the children have done over the weekend or on holiday, about any special events or milestones, all of which you could add to their online Learning Journal.  
Look out for displays in nursery which celebrate children's learning at home.
- By coming along to parents' evenings, you will have the opportunity to have a lovely chat with your child's Key Person.

We occasionally ask for written feedback, in the form of an online survey. We really do value the opinions of families and have made several changes to our provision in the past in response to wishes conveyed on questionnaires.

- We plan fundraising events, which would not be possible without the wonderful support we receive from families – plus it's a lovely opportunity to spend time getting to know your child's friends and their families.

We've raised money to equip ourselves and a local school with a defibrillator, and we regularly dress up to raise money for Comic Relief, Sport Relief and Children in Need.

The whole nursery participate in a sponsored 'toddle' around the Pavilion Gardens every year to raise money for Blythe House.

## Praise from parents, carers, and families

*Practitioners have all made a colossal effort to make nursery a warm, welcoming place in the middle of a pandemic, and this has been so reassuring as our daughter is quite shy.*

*They manage to create a caring environment where the children all have fun together and look after each other.*

*The staff are friendly and welcoming to all children and parents, and there is good communication from nursery to home.*



*The staff in the baby room settled her instantly, she absolutely loves nursery days and always goes straight to the team for a big cuddle... and always comes out with a huge smile on her face at the end of the day!*

**Staff are highly ambitious in what they want children, as individuals, to learn. They plan opportunities to develop children's resilience and social skills while broadening their learning experiences, including swimming lessons and visiting the 'ladies and gentlemen' at the local care home.**

*As a parent, I have always felt so comfortable leaving the girls at nursery as you know they are treated as family, lots of laughs, cuddles and learning through play.*

**(Questionnaires and Outstanding OFSTED report from September 2021)**

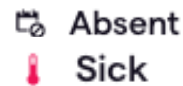


Green Lane Nursery uses a paperless nursery management system called Family. It makes communication between our settings and our families much easier for everyone. You, as parents, can access your own online accounts, pay your bill through the mobile app, and even request session changes. It is an extremely convenient way of managing your child(ren)'s care and at the same time it has dramatically reduced our carbon footprint.

If you have more than one child at nursery, you can use the same login for both, and manage their care, notices, and invoices in the same place. Once you have a login you can add another parent or anyone that may collect your child and put their picture on the system.

You can send message to your child's key person, room, or to the office, and report that your child is sick or absent.

We encourage parents/carers to use the specified buttons on their child's Family profile to let us know if they will not be attending for any reason.



You can update details and permissions directly to Family, for example, if you move house or change your telephone number.

Newsletters, invoices, and accident forms will all be sent out on Family.

You are able to pay your invoice directly through Family using Family Pay and can even set up a direct debit so you never miss a payment.

Sometimes a face-to-face conversation is important, and we will still be here to talk about your little one's day, or for a longer sit-down chat at an arranged time.

### **Join our Family!**

- Once you have returned the registration form and ticked the consent form, we will set you up on the system and you will receive an email invitation to join Family.
- Follow the link in the email and create your own password.
- Download the Family app to your mobile or tablet.
- Log in with your email and password.
- Please fill in all your personal details.
- Please fill in all your child's details including any allergy information.
- Please add details and photos of people on your child's collection list

If you have any questions about Family, please do get in touch by phone or email.

## Green Lane Nursery Price List – 1<sup>st</sup> April 2026

Please note that these prices are subject to change

Product	Price
<b>Flower Garden Hourly Rate</b> <b>Flower Garden Day Rate</b>	£9.80 per hour £94 full day: 8-6pm including all meals
<b>Butterfly Garden Rate</b> <b>Butterfly Garden Day Rate</b>	£8.90 per hour £85 full day: 8-6pm including all meals
<b>Tree House Hourly Rate</b> <b>Tree House Day Rate</b>	£8.50 per hour £80 full day: 8-6pm including all meals
<b>Meals</b>	Breakfast - £1.30 Lunch - £4.40 Tea - £3.10
<b>Additional costs:</b> Please try to remember to bring your own either to keep here or refill your child's nursery bag so you don't get charged.	Packet of wipes - £5  Each nappy - £2
<b>Quality Premium Charge:</b> This is for anyone who is claiming funding.	Universal (up to 15 hours) = £15 per week  Extended (up to 30 hours) = £30 per week
Green Lane Nursery is <b>not registered past 6pm</b> , therefore this is the latest you can pick up your child(ren). Any late collections after 6pm will be charged at <b>£30 per 30 minutes or part thereof</b> .	
Please note that invoices must be paid in full by the last day of the month. If this is not paid on time, you will incur a <b>£10 late payment charge</b> which will be added to your next invoice as per the payment terms.	
<b>Funded sessions</b> All funded sessions must be used between the hours of 9am and 4:30pm in the Butterfly and Tree House or between 9am and 6pm in the Flower Garden. Nursery care around the funded sessions will be charged at our normal hourly rates, respective to each room, as detailed above.	

### Payment methods

The easiest way to make payments to your account, is to do so directly through Famly by linking your Tax-Free Childcare account, adding a debit card, or selecting the direct debit option. We also accept cash payments.

Please avoid sending BACS payments and manual Tax-Free Childcare payments as these are not automatically updated on your account.

## **Additional Pricing Information – Please Note**

- The discounted full day rate cannot be used in conjunction with any type of funding.
- We do not open on Bank Holidays, so there is no charge, and these will be deducted from your bill.
- Invoices must be paid in full by the last day of the month in which it was issued. If this is not paid on time, you will incur a **£10 late payment charge** which will be added to your next invoice. Please note our Late Payment Policy in the terms and conditions on the registration form.
- All early drop offs or late collections will be charged to the next 30 minutes. A fee of **£30 per half hour**, or part thereof, is charged for collections after 6pm.
- A registration fee of £50 secures your place at nursery, this is used to settle your child (and you) into nursery and includes the cost of a nursery bag. (Funded only sessions will have the registration fee refunded).
- There is a sibling discount of 10% which will be applied to the regular booking plan on the eldest child's account; it also does not apply to any ad-hoc sessions. Please note this only applies to children attending nursery and does not transfer to Playdays, and the 10% discount is not applied to government funded sessions.
- It is possible to swap sessions in the same week (space allowing).
- Please note that children at nursery are not entitled to sick days or any reduction on their invoice. You will still be charged if your child is absent due to sickness, but we do offer swaps within the same week, or the subsequent week, if nursery spaces permit this.
- Additional services such as swimming lessons, special trips, and leavers t-shirts are invoiced separately and will of course be parental choice.

## **Available Sessions**

You may book the following:

- Full day 8am until 6pm (including all meals)
- 8am or 9am until 12pm
- 8am or 9am until 1pm
- 8am or 9am until 3pm
- 8am or 9am until 4pm
- 8am or 9am until 4:30pm
- 8am or 9am until 5pm
- 8am or 9am until 5:30pm
- 8am or 9am until 6pm

Please note that we do not offer afternoon sessions only.

## **Meal timings**

Breakfast	is served until 8:30am in all rooms.
Lunch	is served in the Flower Garden at 11:30am, and at 12:30pm in the Butterfly Garden and Tree House.
Tea	is served at 4:30pm in the Flower Garden, and at 5pm in the Butterfly Garden and Tree House.

## Payment Terms

Please note that prompt payment allows us to pay the people that look after your child(ren). If you have any difficulty paying the invoice, please contact us so that we can arrange repayments over a longer period.

From March 2025, Green Lane Nursery Ltd has updated their terms and conditions to reduce the number of reoccurring debtors, and will follow a Late Payment Policy as follows:

1. Invoices are raised through Famly around the 20<sup>th</sup> of the month and are due to be paid in full by last day of the month.
2. If your invoice is not paid by the due date, you will receive a payment reminder via Famly.
3. Should your invoice remain unpaid, you will receive a £10 late payment fee.
4. We will try to contact you by telephone, but should your balance continue to be unpaid, a copy of your invoices will be posted to your address and additional charges of £15 plus recorded postage, will be applied to your account.
5. £10 late payment fees will continue to be applied to your balance each month that your account remains in debt.
6. After this, we reserve the right to no longer provide childcare for your child(ren).
7. Should your balance remain uncleared, a formal letter stating your debt will be sent to your address and additional charges of £100 plus recorded postage, will be applied to your account.
8. Unfortunately, if all these attempts to settle your account have been ignored, Green Lane Nursery Ltd reserve the right to pass your account over to DCBL.
9. Please note that DCBL is the UK's leading provider of Debt Recovery and High Court Enforcement services who have a very high record of recovering debts.
10. If your account is passed on to DCBL, you will also be liable to pay for all of their fees on top of your Green Lane Nursery Ltd account balance.  
This is not a route we would like to take lightly and must reiterate that communication is key to prevent this.

This is not a route we would like to take lightly and must reiterate that communication is key to prevent this.

Please send us a message via Famly or email us at [enquiries@greenlanenurseryltd.co.uk](mailto:enquiries@greenlanenurseryltd.co.uk) and we can arrange a payment plan to clear your account in instalments.

## Holidays


For children who are booked in full time, there are two weeks of holiday entitlement available to use whereby you will not be charged for any booked hours or additional costs (such as meals and the Quality Premium Charge).

This two-week holiday entitlement runs from 1<sup>st</sup> September until 31<sup>st</sup> August each year.

Green Lane Nursery is closed for two weeks over the Christmas period and all families will have this deducted from their invoices. This is separate from the two-week holiday entitlement.

### To book holiday entitlement:

- In order to book your two weeks of holiday entitlement, you must send your holiday dates in a message to the Office on Family.
- Please give us at least two weeks' notice.
- Once we receive your message and confirm back to you, we will add these holidays onto your account to keep track of them.
- If you do not message the Office on Family, we will be unable to take the holiday off your invoice and you will still be charged.
- Please note that when using your holiday entitlement, you must book off a full week at a time; we cannot split the weeks into individual days.

If you would like to book any time off nursery without using your entitlement, you can do this by going onto your child's Family profile, selecting the  **Holiday** 'holiday' button, and entering the respective dates.

When you book time off without using your holiday entitlement or are absent for any other reason, please note that you will still be charged in full for both booked hours and any additional charges such as meals etc.

This is because the cost of 'meals' does not directly correlate with the cost of food; it is not simply a case of ordering less food for a week. The cost of 'meals' covers paying for the food, our in-house chef, the kitchen equipment, and the utility bills.



## Early Years Funding

At Green Lane Nursery, we do accept children on Government funded places. Please see the list below to see what is available as of September 2025.

### Currently available for eligible, working parents:

- 30 funded hours over 38 weeks of the year from 9 months (you may choose to stretch the hours over 50 weeks of the year and use 22.5 hours per week).

### Additional funding available:

- 15 funded hours over 38 weeks of the year for children aged 2 to 3 years old whose parents meet the criteria regarding claiming certain benefits. Please visit the Government website to check eligibility.
- Universal 15 funded hours over 38 weeks of the year for ALL children aged 3 to 4 years old (you may choose to stretch these hours over 50 weeks of the year and use 11.5 hours per week).

### **What happens if I become ineligible for the extended entitlement?**

- If a parent suddenly becomes ineligible, you will not lose your childcare place immediately, you will receive a “national grace period” – this enables parents to retain their childcare place for a short period (around 3 months). Once the grace period has lapsed you may be entitled to the universal 15 hours entitlement
- This system works the same across the country allowing local authorities and providers to use an online eligibility checker to establish how long the child can continue to receive their funded hours.

Please check which funding you are eligible for on childcare choices website.

<https://www.childcarechoices.gov.uk/childcare-support-available>

### **When can I use my funded hours?**

In the Butterfly Room (2-3 years) and the Tree House (3-4 years), all funded hours may be used between the hours of **9:00am and 4:30pm**.

In the Flower Garden room (0-2 years), you may use your funded hours between **9:00am and 6:00pm**.

You can book additional hours which will be charged at our full hourly rate. Please note that funding does not include any meals.

## More about your funding

To claim childcare funding, please visit the following links to check your eligibility and apply for funding:

- Access [www.gov.uk/childcare-calculator](http://www.gov.uk/childcare-calculator) or [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)
- During this process you will be able to set up a Government Gateway account if you don't already have one. HMRC sometimes require additional information from parents so please allow sufficient time to apply for your code.
- Once you have successfully applied, the Government will issue you an eligibility code. This code needs to be added to your FE1 funding form (which we will email to you).
- Green Lane Nursery will need to see a copy of your child's birth certificate.
- You will need to re-confirm your eligibility code every three months. The Government Gateway will remind you to do this.
- If you are not eligible for the extended entitlement and are only claiming 15 hours, please complete the FE1 funding form and show us your child's birth certificate.

## When will my child's funding start?

Children who are eligible, will receive their funding in the term after they turn 9 months old.

Please see the table below to show when your child's funding will be added to their regular booking plan.

### Funding Eligibility Dates for Children from 9 Months of Age

Child's Month of Birth	Month in which Child Reaches 9 Months of Age	Term in which Child will be Eligible for Funded Hours
January	October	Spring Term starting on or after 1 January
February	November	Spring Term starting on or after 1 January
March	December	Spring Term starting on or after 1 January
April	January	Summer Term starting on or after 1 April
May	February	Summer Term starting on or after 1 April
June	March	Summer Term starting on or after 1 April
July	April	Autumn Term starting on or after 1 September
August	May	Autumn Term starting on or after 1 September
September	June	Autumn Term starting on or after 1 September
October	July	Autumn Term starting on or after 1 September
November	August	Autumn Term starting on or after 1 September
December	September	Spring Term starting on or after 1 January

## Quality Premium Charge

The quality premium charge applies to children who receive funding and was first introduced in September 2017 in line with the government incentive of 30 hours childcare. This charge allows a nursery setting to request a donation to help cover costs such as artwork resources and trips (as well as additional staff for trips) due to the government underfunding the early years hourly rates.

As we are starting to offer more funding throughout the nursery this charge is becoming more paramount to maintain the high-quality experiences that we provide children such as trips and diverse activities and crafts each day. Although this charge is not compulsory, we are grateful to all the parents over the last few years who have supported the nursery by contributing this fee. As a setting we would love to continue offering a range of experiences to children.

The rates for the quality premium charge will be £15 per week for those claiming 15 hours and £30 per week for those claiming 30 hours funded childcare.

We would like to take this opportunity to further reiterate our gratitude to the families who continue to support our nursery and help us to provide the best quality teaching and care.

For more information regarding the challenges the early years sector are facing please visit Champagne Nurseries on Lemonade Funding or alternatively follow the link below for a slide show representative on the importance of nurseries receiving the quality premium charge from parents.

<https://www.canva.com/design/DAFajZ4wApY/view>

We have not included in our pricing, any contribution to cover costs associated with employing a team of qualified staff including mandatory staff training, workplace pensions, sick pay etc.



## **Tax Free Childcare**

Tax free childcare is an online payment account topped up by the Government which parents use solely to pay their childcare costs.

For every 80p you pay in, the Government will top up an extra 20p, this is the equivalent to the tax most people pay, around 20% which gives it the name 'Tax Free'. The government will top up the account with 20% of childcare costs up to a total of £10,000 – the equivalent of up to £2,000 support per child per year (or £4,000 for disabled children).

You are able to apply for all your children at the same time. The scheme is available for children under the age of 12 (or 17 for children with disabilities).

To qualify, parents will have to be in work and each earning at least £120 a week and not more than £100,000 each per year. (Same criteria as the 30 hours extended entitlement). Any eligible working family can use the tax-free childcare scheme. The scheme is available for parents who are self-employed, on paid sick leave and paid or unpaid statutory maternity, paternity and adoption leave.

Parents and others can pay money into their childcare account as and when they like, this gives the flexibility to pay more in some months and less at other times. This means you can build up a balance in your account to use at times when you may need more childcare than usual for example over the summer holidays.

If your circumstances change or you no longer want to pay into the account, you'll be able to withdraw the money, but please note that the Government will withdraw its corresponding contribution.

### How do I apply?

You are able to check your eligibility via a joint childcare application developed by HMRC for the 30 hours and Tax-Free Childcare so that you can apply for both schemes at the same time. This is intended to provide a smooth customer journey and avoid the need for parents to provide the same information twice.

Further information on this can be found on the links below:

<https://www.gov.uk/help-with-childcare-costs>

[www.childcare.tax.service.gov.uk](http://www.childcare.tax.service.gov.uk)

## **Tax-Free Childcare and your Family Account**

You can now link your Tax-Free Childcare account directly to Family by going to your settings, clicking payment methods, and selecting the Tax-Free Childcare option.

You will still top up your TFC account as usual via BACS and then pay the balance directly through Family.

## Notice of leaving nursery

Please let us know **4 weeks** in advance if you no longer wish for your child to attend or be enrolled in nursery. This does not include children leaving to start school.

If during your time at nursery, you wish to cancel any regular sessions from your booking plan going forward, there is a 4 week notice period before the session cancellation comes into effect.

Please note that this does not apply if you are just changing sessions to different days, only cancelling them going forward completely.



## Practical Information

### What to Bring?

#### For babies:

- A **coat** suitable for the time of year
- A few changes of **clothes**
- Some spare **nappies**  
If it is easier for you to bring a full pack of nappies, we will store these at nursery and let you know when we need more, but please keep a few spare nappies and a packet of wipes in your child's nursery bag anyway.  
\*Nursery nappies will be charged at £2.00 per nappy
- **Wipes** or cotton wool  
\*Nursery wipes will be charged at £5.00 per pack.
- **Nappy cream** if necessary
- **Comfort items**
- In summer, a **sunhat** and **cream** if you have a preferred brand (we do provide sun cream: Lacura)
- In winter, a **warm hat** and **gloves**.

#### For toddlers and older children:

- A **coat** suitable for the time of year (waterproof on rainy days, please!)
- **Hat and gloves** or a **sunhat** and **cream** as the weather dictates (we do provide sun cream: Lacura)
- A **change of clothes including socks** is a good idea, as children sometimes get a bit soggy or messy when they play!
- Lots of spare underwear, trousers and socks when your child is toilet training.
- **Wellies**
- (Optional) a **waterproof puddle suit** or **snow suit** in winter.

We provide bottles, snacks, and food. If you wish you can bring your own bottles and food for your baby.



## Dropping off and collecting your child

All parents need to be extremely cautious when dropping off and picking up their children.

Please don't park on the driveway; there are other parents and children's safety to consider. Children are their parent's responsibility when the parents are on the premises. Staff become responsible once the parents have left the building.

On arrival and departure, please ensure that you close both doors behind you and do not let anyone into the building. Please inform us who will be collecting your child in advance; if the person who will be collecting your child is not the named person on the registration form, you will need to put their name on the child collection register. Always ensure that the appropriate staff know when you are taking your child.

**\*Access to the Nursery driveway is needed at all times.  
Please do not park over the driveway, even for a short time.**

## Sickness and Medication

Please send a message via Family or phone us as soon as possible if your child will not be attending due to sickness. We may have another child waiting for an emergency space.

Please note that children at nursery are not entitled to sick days or any reduction on their invoice. You will still be charged if your child is absent due to sickness, but we do offer swaps within the same week, or the subsequent week, if nursery spaces permit this.

Any child who has sickness and or diarrhoea should not return to nursery until 48 hours have passed symptom free and they are not on any medication to control symptoms; this includes paracetamol suspension.

We do not have the facilities to nurse sick children. Please do not send your child if they are ill; if you are not sure about an illness, please discuss this with a member of staff.

Under special circumstances and at the room supervisor's discretion, we may administer one dose of nursery's Calpol to a child if they are very poorly, have a high temperature **and** their parent/carer is on their way to collect them.

At the room supervisor's discretion, we may also administer one dose of Calpol as pain relief to children who have teething symptoms; this does not include a high temperature. If a child develops a high temperature, you will be called to come and collect them.

We can only administer prescription medicines and a consent form **MUST** be fully filled in on your child's Family profile.

The exception is any long-term medical needs. If a child has a long-term medical condition, we may be able to administer non-prescription medicine if we have full details of the condition/needs and a consent form from the parent. This is at the discretion of the manager and after a detailed discussion has taken place with the parent.

## Complaint Procedure

A full complaints procedure is available upon request.

If you have a general concern to raise, then you can talk to your room supervisor or a member of the management team.

If you feel that your concern has not been addressed, you can raise your concerns again either verbally or in writing to the nursery manager.

If you would like to make a formal complaint this must be done in writing to the nursery manager, 11 Green Lane, Buxton.

Normally any complaint can be dealt with quickly and all written complaints will be investigated, and a response made within 28 days.

A serious complaint will also be passed onto OFSTED or alternatively you can write to OFSTED at:

**OFSTED,  
26-32 Store Street,  
Manchester,  
M1 2WD.**



# **We'd love you to become part of Green Lane Nursery!**

## **Admissions**

Please apply for a space in writing by filling in the appropriate forms and providing us with a copy of your child's birth certificate.

If a space is not available, we have a waiting list. Spaces usually become available in July as this is when children leave the nursery to go to school.

The admission policy will initially be the same for a child with additional needs. The admission policy is fair and ensures that all children can have the opportunity to register for a space at the nursery or that their name goes on a waiting list.

## **Settling in**

You and your child come for a visit to nursery together and spend this time with your child's Key Person. We call this "All About Me", and it's a lovely opportunity for you and your child to get to know their Key Person and share information about your home, family, interests, likes, and dislikes.

Your child can also explore their new play spaces, knowing you're there to check in with.

Children can come for visits before they start nursery as it is important that a child becomes familiar with the nursery and practitioners.

This is flexible depending on the needs of the child, so feel free to discuss this with their room supervisor. If you feel worried about leaving your child at nursery, phone us during the session and we'll let you know how they're getting on.

Be reassured that we will let you know if your child doesn't settle, and we have lots of experience of persuading upset babies and children that nursery is lovely!

