

Tick Tocks Day Nursery

Weycroft Avenue, Millway Rise Industrial Estate, Axminster, Devon, EX13 5HU
Tel: 01297 631972

Tick Tocks Day Nursery is jointly run by Lynn Knight and Alison Coleman. The nursery is registered by Ofsted, and is run following the standards and guidelines laid down by them. Our main aim is to provide a happy, caring and secure atmosphere where children learn and develop to their full potential through play and structured activities

Lynn and Alison opened their first nursery in Charmouth in September 2002. In February 2005 we opened our second nursery in Axminster, Devon, which is registered to take 25 children. Due to a fall in numbers of children in the Charmouth area, and an increase in demand in Axminster Lynn and Alison decided to close their Charmouth nursery and concentrate on Axminster, which continues to go from strength to strength.

Axminster is a great location for Tick Tocks, we take full advantage of being near the library, park and railway station and have regular outings to them. The nursery is situated in a residential bungalow, this helps to give the nursery a real homely atmosphere. We have two play rooms, a kitchen/playroom, conservatory and sleep room. We have a beautiful garden for the children to enjoy, where they can have fun and have lots of learning opportunities. The children can enjoy growing fruit and vegetables, then pick them and eat them for snack, the raspberries are a real favourite in the summer. We have two guinea pigs, Marley and Storm, a pond which is always full of life and fish in our pre-school room.

We provide day care for 0-6 year olds enabling parents and carers to either return to work, study or simply have a well earned break whilst allowing their children to have fun and interact with others.

Lynn and Alison are both parents themselves and appreciate the anxiety parents have when leaving their children in the care of others. We both take an active role in the nursery and like to get to know the children who attend. When we cannot be on the premises the Supervisor's are in charge of the nursery and staff. We constantly monitor the staff and children to ensure you are getting the best care possible. We offer an open door policy so if parents have any worries or would like to discuss their child with us please do so.

Throughout the day there will be a number of activities for all the children to become actively involved in should they wish to do so. All of these activities will be planned with the age and stage of development of the children in mind, to help them to progress to their next stage of development. Children will be able to take home their work that they have created during the day. They will have worked hard on these creations and your praise will give them all the encouragement they deserve.

STAFF INFORMATION

All the staff at Tick Tocks have or are working towards their childcare qualifications. They are all dedicated to providing a happy, safe and secure environment and help to maintain high standards of care by regularly attending training courses such as Safe Guarding and EYFS.

Sometimes Tick Tocks will have student helpers within the nursery as practical experience for their Child care courses. They will be supervised by a member of staff at all times.

LYNN - Manager/SENCO

Lynn has gained lots of childcare experience through being a Childminder and a mum of 2. She has her NVQ 4 in Early Years Childcare and Education and has completed courses in Health and Safety/Risk Assessment, Safe Guarding Children, Behaviour Management, First Aid and Foundation Stage planning.

ALISON - Manager/Safeguarding Officer

Alison gained previous childcare experience through nannying and is also mother of 5. She has gained her NVQ 4 in Early Years Childcare and Education and has completed courses in Safe Guarding, Behaviour Management and First Aid.

SARAH- Senior Supervisor/Deputy Safeguarding Officer

Sarah has worked for Tick Tocks since we first opened in Charmouth in September 2002, Sarah is qualified to Level 3 in Early Years. She is a mother of three children. Sarah has gained a wealth of experience over the last 10 years and has particular expertise with in the EYFS framework. Sarah has also completed courses in First Aid, Behaviour Management, Safe Guarding Children, Observation Assessment and Planning, Food Hygiene, Letters and Sounds and Risk Assessment.

DAWN - Nursery Assistant

Dawn first started working for us in our Charmouth Nursery and then moved over to Axminster. Dawn moved a way for a little while but is now back living here and started working for us in May this year. Dawn has her level 3 in childcare and has completed courses in First Aid, Safe Gaurding, Behaviour Management and Health and Safety.

MICHELLE - Nursery Assistant

Michelle joined Tick Tocks in October 2009 and works part time. She is a mother of

two children herself and has gained experience working as a meal time assistant at the local primary school, volunteering at a local playgroup and working in a crèche. Michelle is qualified to level 3 in childcare, has her first Aid certificate and has attended Safe Guarding training.

KERSTIN - Nursery Assistant/Pre School Leader

Kerstin joined us in July 2010 and first started working in our Charmouth Nursery. Kerstin now works full time in Axminster, she has gained lots of experience working in nurseries in Germany and now lives in the UK. She is qualified to a level 3 in early years childcare, has first aid and attended safe guarding training

KATIE - Supervisor

Katie first joined Tick Tocks as a trainee in our Charmouth Nursery in 2007, Katie steadily grew in confidence and soon qualified to Level 3 in Early Years. Katie is now a very competent member of our team across all areas of the nursery. Katie has also completed courses in Safe Guarding, Behaviour Management, First Aid, Health and Safety.

RHIANNON - Nursery Assistant

Rhiannon first joined our nursery as a trainee completing her Level 3 in Early Years. She then moved onto become A Health Care Assistant at Dorset County Hospital. Rhiannon is now a mum herself and has returned to work with us here at Tick Tocks, her main role will be to work alongside our Pre-School children.

KERRY - Nursery Assistant

Kerry joined our team in May 2017. Kerry had previously been helping out at the local children's centre, supporting the children with their play time activities during group sessions. Kerry is trained to level 2 in Early Years and is a Mum to two children.

All staff have been checked with the Disclosure and Baring Service (DBS)

THE CHILDREN

0 - 2 year olds

Staff ratio 1 - 3 children

For the very young children there is an baby room. This area includes bouncy chairs, play mats, soft toys, rattles and other age appropriate toys. The children are not always limited to this area so will have the chance to use the rest of the nursery for planned activities such as physical play, cooking and craft.

2 - 3 year olds

Staff ratio 1 - 4 children

These children are now becoming more inquisitive and begin to enjoy a wider variety of toys including puzzles, cars, construction and role play. They will have the chance to join in with planned physical, cooking and craft activities throughout the session/day.

3 - 6 year olds

Staff ratio 1 - 8 children

These children have a wide choice of activities including free play, craft, physical, construction and role play. They also have the opportunity to join in with more structured activities in our Pre-school room ie; linking letters with sounds, counting and number recognition, pencil and scissor control, and computer skills.

We also have Circle time and talk about the letter sound of the week. We encourage the children to bring in items linked to the letter sound as this helps them to develop their understanding.

Only gentle encouragement will be used to get the children to join in with planned/structured activities, should they not wish to join in there is always the chance for free play.

Throughout the day children of all age groups will get the chance to mix together. We feel this is important as all children learn from each other whatever their age or stage of development.

CURRICULUM

Early Years Foundation Stage

At Tick Tocks we follow the government framework called the (EYFS) Early Years Foundation Stage. This helps us to support children in their earliest years. The staff carry out general observations on the children and discuss with parents/carers their individual interests, achievements and needs. Our aim is to build a strong partnership between home and nursery so that parents, carers, children and nursery, all work together. The observations are then used to plan activities that best help your child develop to their own full potential.

There are seven areas of learning and development. All of the areas are interconnected. **There are three prime areas;**

1. Personal, Emotional and Social Development
2. Communication and Language
3. Physical development

There are also four specific areas;

1. Literacy
2. Mathematics
3. Understanding the World
4. Expressive Arts and Design

You can find more information on the EYFS via the DfE website. And on www.early-education.org.uk

The staff at Tick Tocks plan activities in all of these areas to help the children get a wide range of opportunities and experiences which help them develop many different skills needed in later life. We monitor each child's progress through individual observations, these can help us to pick up on any areas that your child may find difficult, we can then concentrate on this area more in order to help your child progress. It is important that any children with special educational needs or learning difficulties are identified at an early stage so we are able to provide appropriate support for them and their families in order to help them reach their full potential.

All children attending Tick Tocks have a personal on-line Learning Journey which records photos, observations and comments, in line with the Early Years Foundation Stage, to build up a record of your child's experiences during their time with us. We encourage parents to be involved with this, not only through reading and commenting on our observations, but by uploading their own pictures and comments of their child for us to enjoy too. This partnership creates a 'warp and weft' of the tapestry which grows as your child develops into a true keepsake of their early years. This also allows parents, grandparents and family to join in with a child's preschool life in a way that wasn't previously possible. When parents are separated, or one parent working away, it allows both to have equal access to their child's learning, and means to keep up to date with their child.

KEYWORKERS

When your child has settled at Tick Tocks your child will be assigned a Key worker. Although all staff work with every child a key workers role is to:-

- * Ensure that the needs of the child are recognised within the setting.
- * Observe, keep records & monitor the child's progress using their All About Me Folders.
- * Develop a rapport with parents and discuss child's interests and learning needs.
- * Plan in conjunction with the parent and observations
- * To help your child feel happy, safe and secure within the setting

SETTLING YOUR CHILD IN

Every child is different and will react differently to being left at nursery, however we feel is best done gradually so your child has the chance to familiarise themselves with the staff and building. Please discuss your child's individual needs with a Supervisor so we can work together to find the best way to settle your child in for a happy stay at Tick Tocks. We will always contact you if your child will not settle or is unhappy to stay with us.

COMFORT ITEMS AND TOYS

Children are welcome to bring a comfort item or favourite toy with them into nursery, they will be encouraged to keep these in their bags when they have finished playing with them. Whilst every effort will be made to keep these items safe, due to the number of toys already within the nursery we cannot take responsibility for loss or damage to these items.

SLEEP

There is a sleep room and restroom within the nursery where any children that need a sleep or quiet time can go for a rest. These rooms include cots and pushchairs for whichever your child prefers to sleep in. Each child is given their own set of sheets and blankets. The rooms are checked regularly and both have monitors which are linked to downstairs.

NAPPIES

We Supply Nappies, Wet Wipes and Suncream

POTTY TRAINING

If your child is ready for potty training please let us know and we will be only too happy to help and encourage your child through this stage of their development. It is advisable to bring in plenty of extra pants and clothing in case of any accidents.

CLOTHES

Even though during 'messy' activities aprons are provided there may be occasions where your child's clothes may get dirty, Please bring a spare change of clothes encase of any miss-haps. All clothing and shoes should be named clearly.

During the summers months we ask that you provide sun hats and sun cream which can be applied if necessary.

SNACK TIME

During both morning and afternoon sessions we have snack time which the children can help to prepare. We try to encourage healthy eating so provide a selection of fruit and vegetables and a choice of milk or water. Where possible we will cater for any special dietary requirements, please ensure these are noted in your child's registration details.

LUNCH TIME

Please provide your child with a packed lunch if they are staying all day and put it into a named container, this will be kept in the fridge. We do have a microwave should you wish to have anything heated. **DUE TO THE HIGH RISK OF NUT ALLERGIES WITHIN OUR NURSERY, PLEASE DO NOT GIVE YOUR CHILD PEANUT BUTTER, HAZELNUT SPREAD OR ANY OTHER ITEMS CONTAINING NUTS IN THEIR LUNCH BOX THANK YOU.**

For babies please provide any bottles/beakers and enough milk and juice for their stay at nursery.

We will provide any plates, bowls, cups and cutlery needed.

ILLNESS

If your child becomes ill whilst they are at nursery you will be contacted and asked to collect them. If we become worried about your child's condition and are unable to get in touch with either you or your emergency contact we will seek professional advice.

If your child is unwell and not able to attend nursery please inform us as soon as possible. Children with contagious/infectious diseases should be excluded from nursery as stated below. A doctors note may be required.

Eye infections

Exclusion period - Until eye is fully clear (5 days minimum).

Sickness

Exclusion period - 48 hours after last bout of sickness/diarrhoea. Extreme cases may need longer.

Impetigo

Exclusion period - Until infected area is fully cleared up.

Chicken Pox

Exclusion period - Until spots are all dried up.

Head lice

Exclusion period - Hair needs to be treated and all lice/eggs need to be removed before returning to nursery. We recommend that you comb through your child's hair

daily after treatment and treat again after 2 weeks to ensure all lice/eggs are gone. For any other illnesses please ask a member of staff for advice.

MEDICINE

Medication can only be given once a parent/carer has completed and signed a medicine form. A duplicate copy of this will be given to you when you collect your child so you are aware of the dosage they have had.

ACCIDENTS

Should any accidents occur whilst your child is at nursery the details will be noted in the accident book, you will be asked to read the report and sign to say you are aware of what happened and any injuries sustained, you will then be given a duplicate copy. Staff should be informed of any accidents that happen outside of nursery and the details need to be recorded and signed by a parent in our other accident book.

SAFE GUARDING CHILDREN

At Tick Tocks we have a duty of care to share information with other agencies to safeguard children, this includes when a child transfers to another educational setting, new GP, Social Services, Children's Centre or local police.

BEHAVIOUR MANAGEMENT

We always have a positive approach to behaviour, therefore we praise good behaviour and reject unwanted behaviour. Staff always act as good role models and under no circumstances will we use corporal punishment. We feel it is important to work closely together with parents/carers to help their child if needed.

PARTNERSHIP WITH PARENTS

We feel it is important to create a good partnership with parents/carers to enable us to provide the best care for your child. We will keep you informed about your child's progress and time at nursery through verbal contact and regularly update you about topics and activities going on throughout the month with newsletters. The 0-2 year old children each have a baby diary, this is written in each time your child is at nursery and includes sleep times, what they have eaten and when they had nappy changes. This book is then taken home and can be written in by parents recording routines or any other relevant information if you wish. If you have any questions or concerns about your child's progress or time at nursery please do not hesitate to ask.

EQUAL OPPORTUNITIES

We ensure at Tick Tocks Day Nursery that our nursery is accessible to all the community and that no individual or group is denied access or discriminated against on the grounds of race, colour, ethnic or national origin, marital status, sexual orientation, disability, caring responsibilities, religious beliefs, age, social class, political beliefs, employment status, union membership, place of residence or whether they are HIV positive. We respect everyone using the nursery equally and believe that everyone has a valued contribution to make.

RELIGIOUS AND CULTURAL ACTIVITIES

Throughout the year we will be talking about and celebrating many different religious and cultural activities as part of our curriculum, these may include Christmas, Easter, Divali and Chinese New Year. If you do not wish your child to take part in any of these please let us know.

POLICIES AND PROCEDURES

Our policies and procedures are designed to offer the best possible experience for the children and families at Tick Tocks, these are always available, should you wish to view them please ask.

REGISTRATION FORMS

We realise these are very in depth but it is important that we have all this information so we can provide the best possible care for your child. Please make sure you read them carefully and fill out/sign all sections. Also it is very important that you inform us as soon as possible if any of your or your child's details change.

DROPPING OFF/COLLECTING YOUR CHILD

The door will be kept locked at all times for security reasons and must only be unlocked by a member of staff. On arrival please ring the bell and wait for a member of staff to let you in, then hang your child's bag/coat on their named peg and remove their shoes and place them on the shoe rack underneath. Please ask a member of staff to let you out. If someone else is picking your child up we use a password system, you will be asked to fill out details for this on the registration form. We will not release your child to another adult unless they know the password and we have been informed by a parent/carer.

PAYMENT

Payment will be in advance, invoices will be issued on the 15th of the month and need to be paid by the 1st of the following month. Payment can be made by either cash or cheque (made payable to Tick Tocks Day Nursery Ltd) . If fees are not received on time then a late payment charge will be made this will be £25 or 10% of the invoice total whichever is higher. Should our solicitor need to send a letter to recover fees, all costs incurred in the process, will be payable by the parent/carer. If fees are three weeks or more over due then interest will be added at the rate of 10% per week until fees are paid in full. If parents persistently forget to pay fees they will jeopardise their child's space at Tick Tocks, if you are experiencing any difficulty please speak to Lynn or Alison. Bank holidays will be charged at half price.

We do accept childcare vouchers and are registered with various different companies, if you will be using this method of payment please let us know the company that you will be using. We do make an administration fee of £2.50 for using this method of payment, due to the extra time involved in redeeming vouchers and checking bank account entries. The Nursery is closed on Bank Holidays , for this you will be charged half price.

PRICE REVIEW

Please note that there will be a review of fees on a yearly basis and notice will be given for this.

HOLIDAY

Tick Tocks Day Nursery is closed for one week at Christmas and one week at the end of July for this there is no charge. If your child is going to be away from the Nursery we do need to know in writing, full fees will be charged to keep your child's place. The nursery is also closed on Bank holidays. (Bank holidays are charged half price)

LEAVING NOTICE PERIOD

Should you wish your child to leave Tick Tocks we require **six** weeks notice in writing. Failure to give six weeks will result in an invoice being issued for six weeks fees.

OPENING TIMES/PRICES

Our session times run from 8.30am - 12.30pm (Morning session)
1.00pm - 5.00pm (Afternoon session)
8.30am - 5.00pm (full day)
9am - 3pm (2, 3 & 4 year old funded children)

Other flexible hours upon request and availability, please ask for more information. Staff are on the premises until 5.30pm for working parents should you need this, however there will be a late collection charge of £5 for every 15 minutes there after.

Baby session 0 -2yrs £21.50 per session or £43.00 per day

Toddler session 2 -3yrs £21.50 per session or £43.00 per day

Nursery session 3 -6yrs £20.50 per session or £41.00 per day

Lunch session £5.50 for an hour £2.75 for half an hour

BOOKING YOUR CHILD INTO TICK TOCKS

To book your child into Tick Tocks we take a £50 non refundable registration fee along with the first months fees in advance, (this is non refundable if you cancel the place). If you are booking a place in advance you will be charged full price for the space once it becomes the last available space within your child's age group.

GOVERNMENT FUNDED VOUCHERS

These vouchers are available from the term after your child's 3rd birthday. You are entitled to claim up to 15 hours per week for 38 weeks of the year or 11 hours all year round (570 hrs a year). This can be shared between two providers. As a nursery we are able to use the free entitlement within our session times. These free hours will be deducted from your bill. You will automatically receive a form from us to fill in once your child is eligible. From September 2017 some working families will be entitled to a further 570 hours funding per year, totaling the entitlement to 1140 hours per year. You will need to apply for this yourself via the government site Childcare Choices. It needs to be applied for the term before you would like it to start. We are also registered to offer the 2 year old funding, 11 hours free all year round. There is a criteria you need to meet for this funding, if you would like more information please ask us, or contact your local children's centre. This funding is called 2 Year Funding and is applied for on line.

FACE BOOK

We have a Face Book page that we use to pass on information and also to let you know what the children have been doing during their day. We do not post names or photo's of the children on this page.

SEVERE WEATHER CONDITIONS

Please note that in the case of severe weather, the nursery may need to close. This will be due to the fact that staff are unable to travel to work. In this case we will be unable to operate due to the incorrect adult to child ratio's. In the case of severe weather during the working day, we may need to close the nursery and so we will need to send the children home. In the event of this happening please make sure you or a named contact are available to collect your child. Fees will not be refunded for the closure as we will still have overheads to cover.

