

Little Ellies

Childcare Provision



Handbook

VERSION: SEPTEMBER 2025

WELCOME TO LITTLE ELLIES CHILDCARE

Thank you for your interest in Little Ellies. Based within the old Children's Centre building based at Ellen Wilkinson Primary School. It offers full or part time childcare in a caring, positive and stimulating environment for your child to learn, grow and succeed - up to all year round (51 weeks).

Little Ellies is governed by Ellen Wilkinson School's Governing Body. It is run as a social enterprise for the local community, as a not-for-profit Private Voluntary Independent Nursery (PVI Nursery). This means that we set an annual business plan which assesses our costs of running the setting and we then charge fees to meet/only cover those running costs. **Our childcare aims to make no profit at the expense of our parents. If any profit were to be generated then this would be reinvested into new equipment for future children to access.**

We accept children from 6 months to under 5 years of age. All our staff are suitably qualified and most have considerable experience of working in the local community.

At Little Ellies we strongly believe in providing a nurturing and engaging environment to enhance your child's learning in all areas through communication and play. It is our aim to provide this high quality childcare to the local community at an economical price - making or taking no profit.

We are an inclusive setting supporting differing needs within our community. We are a childcare provider for the whole community.

We know that placing your child into daycare can be a big decision and we want you to feel confident about the quality of care and education that your child will receive. Visits to our setting are encouraged, please telephone the office and arrange to come and see us in action! We hope the information within this booklet will answer any questions you may have. However if there is anything you would like clarified further please contact us and we will be pleased to help.

Showaround times can take place on

- Daily @ 10.00am or 2.00pm.

Pre-Booking (with a minimum 48 hour notice) is required.

LITTLE ELLIES CHILDCARE

Basic Information / Sessions offered by Little Ellies

- Little Ellies is open 8 am to 6 pm, 51 weeks a year
- A Little Ellies 'school year' runs from 1st September to 31st August
- A Little Ellies 'invoicing year' runs from 4th April to 3rd April
- We do not offer term time only contracts, other than those that run as part of a Government childcare scheme
- Please be aware that if you wish to 'top up' your free childcare hours you will usually be required to have a 51 week a year contract. You must in any instance use us for a minimum of 25 hours per week irrespective of the funding you receive (if purchasing additional hours/days).

Little Ellies is closed:

- for all public bank holidays
- for 7 continuous calendar days over the Christmas period (usually Christmas day until New Years' Day)
- for 3 further days throughout the year (for staff training)

All of these days are built into our fee structure.

Our sessions are usually:

- Full day (8 am to 6 pm - 10 hours)
- Morning Session (8 am to 1 pm - 5 hours)
- Afternoon Session (1 pm to 6 pm - 5 hours).

**For children who only receive free childcare hours (from a Government scheme) we have different arrangements.*

Little Ellies also supply a limited number of 15 hour and 30 Hours childcare spaces.

CHILDCARE PLACES THAT WE OFFER

Little Ellies provides childcare to those who are:

- Under 4 and not eligible for any Government Support
- "Newham Funded 15 Hours places" Local Authority funded places (2 year olds)
- "Universal Childcare" funded places (3 and 4 year olds) who wish to purchase additional hours
- 30 hours childcare for babies 9 months - 4 year olds

Please read the appropriate section below that relates to your circumstances and what Little Ellies can provide to you.

LITTLE ELLIES is for you!

Essential Information

Useful contacts

Beckton & Royal Docks Children's Centre and Little Ellie's Office:

Telephone: 020 7474 0654 / 0207 511 1276

Little Ellies Email Address: childcare@ellenwilkinson.newham.sch.uk

Manager: Sheleena Laskar

Deputy Manager: Flutera Hasani

Administrator/ Finance: Mark Ferguson

Ofsted Registration

Little Ellies is Ofsted Registered (EY456411) to provide the following number of places for children:

44 Places

Maximum number of children being on site (at any one time under the care of Little Ellies staff being)

- 16 children aged 2 and under, with an additional
- 28 children who are under the age of 5.

It is possible to have more children than this approved number of places who use Little Ellies, so long as these limits are not exceeded at any one time, when operational.

Little Ellies operates 3 rooms / settings within our provision. These are:

- 0-2 year old room - Babies
- 2-3 year old room - Toddlers
- 3-5 year old room - Pre-school

WHAT TO DO FIRST?

Check to see if you are eligible for Government funding or other financial support for your childcare costs. The Government website

www.beststartinlife.gov.uk will inform you if they can help with your childcare costs, whether you have toddlers or even teenagers.

The Government can currently provide assistance in these situations:

Tax Free childcare

A savings scheme where the government adds to your savings. For every £8 you pay into the online account, the Government will add an extra £2, up to £2,000 per child per year. You can then pay for your childcare from that account, using the free Government money and your savings!

CHILDCARE THAT WE OFFER:

2 Year Olds - 15 Hours Free Childcare (FEE2)

For families in England who are receiving certain types of financial support, you can access 15 hours of free childcare for 38 weeks. In Newham this is currently known as "Newham's Golden Ticket". You can check your possible eligibility on Newham Council's website: [Newham Online Checker - 2 Year Old Childcare](#)

Little Ellies aims to provide as many Golden Ticket spaces as possible for parents but spaces are limited. However, please be aware that your entitlement to a free place within Newham does not guarantee you a place.

Little Ellies regularly has a high number of applications for 'free' 2 year old places, so please bear in mind that the more flexible you can be about the days and times of your sessions the more likely we are to be able to offer you a place.

Our spaces are primarily available as

- 3 half day sessions, term time only (8 am to 1 pm or 1 pm to 6 pm);
- All spaces are Term-Time only.

Little Ellies will only provide a place (if one is available) and you must take a minimum of 5 sessions per week (subject to the available space).

Using your funding with Little Ellies means you agree to not allow any other Childcare provider (other than Little Ellies) to claim your entitlement from your Local Authority/the Government. In effect you agree to sign over all rights for that funding to Little Ellies whilst solely using us.

Places (for those who are eligible) begin the TERM after the child's 2nd birthday.

Birthday Between	Earliest They Could Start
1 st April and 31 st August	Term 1 - September (Autumn Term)
1 st September and 31 st December	Term 2 - January (Spring Term)
1 st January and 31 st March	Term 3 - April (Summer Term)

These dates are subject to spaces being available.

Once eligible (having used the website - link here:) [Newham Online Checker - 2 Year Old Childcare](#) you will have been emailed a link to a confirmation certificate or have received a letter from Newham via the Royal Mail. Please provide this letter or certificate when you apply for a place.

You will not be offered a place without this confirmation certificate or letter.

If you wish to 'top up' your free FEE2 hours

If you wish to 'top up' your 15 hours free, please speak to the Little Ellies Administrator for cost information. Please note you will be required to enter into a 51 week contract with Little Ellies, if this is your need and use us for a minimum of 25 hours per week.

30 Hours Childcare - Working Parents Funding

9 months - 4 year olds - 38 weeks of the year

Little Ellies also delivers 30 hours funded places for Working Parents for 38 weeks of the year. This is essentially term time.

There is an eligibility criteria for this funding scheme that parents need to meet. Parents can apply here to see if they are eligible: www.beststartinlife.gov.uk

Here at Little Ellies we take on board parents who have different working patterns. We work hard to ensure we can offer you hours that suit your needs. At times this may be difficult, as the hours you may want are over subscribed. Although our first stance is to offer hours that are available, we also have to ensure we can make the best of the hours we are open. Please make an application and clearly state what days and times you require. The more flexibility you have, the better we can accommodate the spaces.

If you live and work in England you may be entitled to 30 hours funded childcare support from the term after your child turns 9 months old, until they start school. You can usually get funded childcare for working parents if you (and your partner, if you have one) are:

- in work or starting a new job
- on sick leave or annual leave
- on shared parental, maternity, paternity or adoption leave

The amount of funded childcare you can get depends on:

- your child's age and circumstances
- your income (and your partner's income, if you have one)
- your immigration status

If you are not eligible for the working parent offer you will still receive the [15 hour entitlement for all 3 and 4 year olds](#) from the term after your child turns 3 until they start school, irrespective of your income level, benefit status, or family circumstances.

Your earnings

Over the next 3 months you and your partner (if you have one) must each expect to earn at least:

- £2,539.68 before tax if you're aged 21 or over (equivalent to £195.36 per week)
- £2,080 before tax if you're aged 18 to 20 (equivalent to £160 per week)
- £1,570.40 before tax if you're under 18 or an apprentice (equivalent to £120.80 per week)

This is equivalent to the National Minimum Wage or Living Wage for 16 hours a week, on average.

You can earn up to £100,000 adjusted net income per year and be eligible. If you or your partner have an expected adjusted net income over £100,000 in the current tax year, you will not be eligible.

If you are eligible then you will receive an 11-digit number which you must provide to us if you are claiming this funding. This code must be received before the end of the prior term to allow your child to start the following term.

You will need to provide certain information to Little Ellies to enable us to validate your 30 hours code with Newham.

This information will include:

- the applicant's full name
- their date of birth, and
- their national insurance number.

We will hold and use this information just to verify your code with HMRC. Please refer to our GDPR Privacy notice about how we handle your personal data and information.

The 30 hours funding is only available to you whilst you are and remain eligible. As part of the conditions for receiving this childcare you **MUST** remember to

reconfirm your eligibility every 3 months on your government childcare account. They will contact you at the appropriate time to remind you that you need to do this via email/message. It remains your responsibility to ensure that you undertake the reconfirmation process on the required basis they state (usually every 3 months).

Should you fail to undertake this renewal or no longer be eligible for 30 Hours funding then we reserve the right to withdraw the place from you with no notice / once funding ceases.

30 Hour Childcare:

Currently we offer 30 Hours places in two ways here at Little Ellies.

Little Ellies provides two products:

- 30 Hours Free - Full Time Option (8 am - 6 pm daily, 51 weeks per year).
- 30 Hours Free - Lunch Option (9 am - 3 pm daily, 38 weeks term time only).

These products are FULL TIME and LUNCH ONLY.

FULLTIME 30 HOURS +

You receive childcare (8 am to 6 pm - Monday to Friday) - i.e. 50 hours per week for 51 weeks per year.

30 hours of this childcare (for 38 weeks of the year) is paid by the Government on your behalf. You are then responsible (have to pay for) the remaining 20 hours per week for those 38 weeks plus 13 weeks @ 50 hours per week.

Under this option all childcare and meal costs are included; there is nothing else to pay. Your child receives a breakfast, daily hot lunch cooked on site and an afternoon tea - each and every day they attend. Alternatively if you do not qualify for 30 hours, we are able to offer you a full fee paying childcare service for 51 weeks a year.

LUNCH ONLY - 30 HOURS ONLY

You receive childcare daily (9 am to 3 pm - Monday to Friday) during school term time only, for 38 weeks. There is no direct cost or charge to you for the childcare that your child receives. However there is a monthly fee if you purchase your child's hot lunch here, which is allowable under the terms of the Government's scheme. This is currently £125 per month. This enables your child to have a hot nutritious lunch cooked onsite.

We do not discourage packed lunches at Little Ellies, but due to our need to control allergies for children within our care (nuts / dairy etc) we ask for all packed lunches to be compliant with the nutrition guidance, in that we ask for a healthy packed lunch with no products containing nuts. (further explained under Meals)

Advantages of the Full Time Option

- You have access to Full Time Childcare for 51 weeks a year - you are not restricted to Term Time Only Childcare
- You fully utilise your 30 Hours benefit
- Meals are included -breakfast, a daily hot lunch and afternoon tea

Disadvantages to the Full Time option

- You pay in advance for some childcare that we will provide for your child (primarily school holidays) and for those extra 20 hours per week (during term time)
- The monthly payments are non-refundable. If you do not use us fully (for 50 hours per week for 51 weeks a year) or your child leaves us before they start school in the September (before their 5th birthday) - then you may still be liable to pay for choosing to use the full time option

3 and 4 year Olds – “Universal Childcare”

All 3 and 4 year old children living in Newham have a right to a free, part-time nursery place. After your child's 3rd birthday they are entitled to 15 hours (irrespective of criteria). The earliest this can be accessed is the first school term after your child's birthday.

Little Ellies does not provide this type of childcare unless you are purchasing additional hours over and above the free hours paid for by the Government which will come under a 51 week contract.

Please indicate which days and sessions you wish to use Little Ellies. There is a **minimum** of 5 half day sessions per week usually.

If you ONLY wish to use the free 15 hours funding then you should apply to Ellen Wilkinson Primary School Nursery who offer this on a term-time only basis. EWPS Nursery sessions run from 8.30 am until 11.30 am or 12.30pm until 3.30pm, daily. Please contact the school directly on 020 7511 9414 or visit the Main School Office and apply for a place if you only wish to use the 15 free hours.

If you want more than just the 15 free hours then Little Ellies can help!

Support While You Study - Care to Learn

You may qualify for weekly payments from Care to Learn if:

- you're at school or sixth-form college;
- if you're in further education; or
- a weekly grant if you're in full-time higher education

The scheme is currently run by CGPS loans. Your education provider can provide you with more information if you need to access this funding.

Under 3's not eligible for any Government Support

Your child will be under 3 and not eligible for Newham's Golden Ticket:

- you will need to choose / use Little Ellies for a **minimum** of 5 half day sessions per week;
- you will be responsible for all costs,
- this will be a 51 weeks per year contract.

Waitlists

If Little Ellies is unable to offer you a place immediately for your child, then we will contact you to advise that you will be placed on our waitlist for a place. The waitlist for a place will be for a maximum of 6 months from the date of your application. If you are not offered a place within 6 months of your application then you will need to reapply.

Being placed onto our Waitlist is not a guarantee that you will be offered a place with Little Ellies. You may move up or down the waitlist depending upon varying factors such as:

- the age of your child,
- the room you are requesting,
- the basis on which you are applying to use us (preference will be given to those who apply for a higher number of days / hours that wish to attend etc),
- the number of days and hours left where we can provide childcare- i.e. slots / positions available within the Ofsted registration - some rooms are constantly over-subscribed
- how you are funding the requested place (preference will be given to those who are
 - 1) paying,
 - 2) National Government funded
 - 3) local government support/scheme.

Primarily the more hours you choose to do with us, will increase your chances of receiving a place (should one become available). You will then be judged on the basis as to how you will fund the place - priority will be given to those parents who will personally pay some or all of the fees for the place.

Please refer to the Safeguarding section later in this document, which provides more information about the legal requirements for ratios of adults to children for your child's safety.

Fees

Little Ellies is a not-for-profit provider. This means that fees are used to cover running costs such as salaries, utilities, cleaning and maintenance. Any profit (if) made is put back into the organisation as either additional equipment & experiences for the children or, if large enough, it would be used to lower fees.

Little Ellies has a competitive fee structure, which is reviewed annually with Governors and the Finance team (usually in February/March). Any changes are usually effective as from May's fees (invoiced in April). Little Ellies reserves the right to change this, and the frequency of the review at any time.

You will be given at least 30 days' notice of any change in our fees or our terms and conditions - if you do not agree with these changes then you will be able to give notice to terminate your contract with us in accordance with the requirements under the section headed "Notice Periods" later in this document.

Even though Little Ellies is a not-for-profit organisation we obviously still have to cover our running costs. Therefore, please note the following information:

- All invoices must be paid in full; any agreed adjustments will usually be made within the following month's charges
- Failure to pay an invoice in full or on time will incur additional fees (see below)
- Payments must be made by the 1st of each month and will cover a monthly period starting on the 4th of each month until the 3rd of the following month
- Places can be suspended or withdrawn immediately if payments are not received on time or made in full
- The site closes for some dates each year; our fee structure includes these planned closures
- Fees are calculated with any Government funding taken into account - you must pay what you are invoiced - the invoice amount is the cost to you
- Please note there are NO refunds for any Holidays taken by your child or if your child is sick.
- All fees once received are non-refundable (unless you are invoiced in error)
- Deposits are refunded by cheque once all account payments have been confirmed
- We can in exceptional circumstances return deposit refunds to you via electronic transfer - but this will incur a fee of £25.00 - this facility is at management discretion.

The fees structure is available as a separate document to this pack.

Information About Deposits and Other Costs

One-Off payable fee(s)

Deposit Two weeks' fees are usually payable in advance (refundable when your child leaves having given four weeks' notice). Please note the return of deposit refunds will only be made once 7 working days have passed after your child's last day in the setting and provided that all terms and conditions have been satisfied. **If you fail to take up the place or decide not to continue (having settled your child within 3 months of starting with us) then you will lose this deposit and it will not be refunded.**

30 Hours Free Deposit (Lunch Option) You must pay £125 to secure your child's place with us before your child starts. Under our Lunch Option this money will be used to settle your child's first invoice for the Hot Lunch that we can provide. *Please note this money is non-refundable even if you fail to start with us.*

30 Hours Free Deposit (Full Time Option) You must pay £625 to secure your child's place with us before your child starts with us. Under the Full Time Option you pay for the extra childcare that you receive that is not paid for by the Government. This deposit money will be used to pay for your first month's invoice. *Please note that should you fail to start with us we will retain up to 50% of this deposit to cover our administration costs.*

Additional Charges

Late Collection £25.00 for each 15 minute period*

If you are late in collecting your child at the agreed time you will be liable to pay a late collection charge to cover the costs of administration and staffing who will be required to stay behind to care for your child. Your first late collection will not be charged at the discretion of Little Ellies management. Where you are late in collecting your child you will be required to sign a late collection form for each late occasion. Please note persistent late collections may result in your child's place being withdrawn. You remain responsible for the timely collection of your child even if you request a 3rd party to do this on your behalf (such as a Nanny/Au-Pair or relative).

*So for example: if you are 25 minutes late in collecting your child, this will incur a late collection fee of £50.00. Any forms that go unsigned by the adult collecting, will automatically be charged on your next invoice.

Late, incorrect and non-Payments £25.00

Failure to pay on time and to pay an invoice in full will incur an administration fee of £25.00 on each occasion. Please note your place can be withdrawn if payments are not made on time and **your deposit may not be returned if there are fees outstanding.**

Change in Provision Fee £25.00

Should you wish to amend the amount of hours or days your child attends Little Ellies then you must provide 4 weeks' notice of your request. Little Ellies reserves the right not to agree to such a change depending on availability of spaces within the setting etc. If we can accommodate your request then you will be charged an admin fee of £25.00 to cover the costs incurred in facilitating the change (plus any difference in fees to be charged).

Request for Information £25.00

We are happy to provide help with any form that you may need to complete to assist you in the payment of Childcare Fees (such as Childcare Confirmation Cost Forms from the Government and/or your employer). We will also assist with any Income Support Form that you may need to complete in relation to your Childcare Fee Costs. Each child will receive 1 free form completed by Little Ellies per Little Ellies "school year" (e.g. 2023/24). We will write and confirm when you have used your entitlement for that year. Any further requests in the same Little Ellies year (e.g. 2023/24) will incur a fee of £25.00 per child per form.

Notice Periods

A notice period of FOUR calendar weeks (minimum 28 days) is required for any changes to your childcare requirements and this includes the following circumstances:

- End of Contract - if you no longer require the place
- Changes to contracted provision - if you wish to increase or decrease the care periods or change the days/times (subject to availability and completion of the required contract amendment paperwork). If you wish to change your amount of provision a one off £25.00 admin charge will be applied to cover the costs incurred in dealing with your request
- Following our annual review of Childcare Fees - if you do not agree with these then you must still provide the notice period of 4 weeks

If you wish to terminate the contract or request a change in childcare arrangements, you must submit your request in writing and contact the Little Ellies Administrator or send an email to us. If you do not provide the relevant notice period we reserve the right to withhold part or all of your deposit to ensure all invoiced fees are paid.

Any termination or request for changes must be made by the person responsible for the fees i.e. the original applicant / the named person that signed the original contract. Precise dates must be provided. Any variations to the contract must be signed by the named person that signed the original contract.

Please note failure to give sufficient notice may result in your deposit being withheld.

Once you have terminated your contract, you cannot reapply to admit the same child again within 3 months (unless separately agreed by Little Ellies).

Methods of payment

All fees are to be paid in advance by either using online banking faster payment services or electronic banking transfer. The account to be credited will be detailed on the monthly invoice that you will receive. It is your responsibility to ensure that any owed monies are paid and received by us before the date they are due and without delay. The monthly fees will be adjusted to take account of any late payment/collection charges that may apply.

We do not accept cash and there is no facility to take debit/credit card payments.

You may also pay for your childcare using the Tax Free Childcare scheme (see www.beststartinlife.gov.uk). This is usually the most tax efficient way to pay for childcare.

All payments that you make using:

- faster payment services / online banking;
- Childcare Vouchers
- Tax Free Childcare payments

must be received by the due date as stated on your invoice. It is **YOU** who is responsible for ensuring the payment is received by Little Ellies by the due date. You cannot blame or fault the mechanism that facilitates your payment (such as any of the above payment methods) if Little Ellies receives the payment "late".

Payments received after the invoice due date may be liable to late payment fees and interest as detailed under "Late and Incorrect and Non-payments" in this document.

Discounts

Parents with siblings already in the setting can request a discount of 10%. This will be applied to the eldest child's fee if you have more than 1 child with us, using our services. You are only able to claim 1 discount at any one time. Any existing discounts that are in place will be honoured until the child receiving the discount leaves us (or their eligibility changes).

ALL discounts are discretionary and are removable with 1 months' notice.

There is no discount available if one of your children is using 15 hours or 30 hours funding due to the funding level for this type of childcare.

Attendance

Attendance is key to children's learning and teaching. Like all educational institutions, we also advocate that children are consistently brought into their sessions. At times, children may fall sick and that is understandable (please see the absence section below). Gaps in learning occur when children have long periods of absence and this is something we look to avoid. Under new Government legislation, we have a duty of care to ensure we know where each child is under our care. Attendance is continuously monitored throughout the year.

Drop off and Collections

It is imperative that we all understand the importance of signing children in and out at the end of sessions. This is a safeguarding requirement and also ensures that we are prepared for a fire evacuation if ever needed.

When dropping off your child, it is a requirement that children are signed in by their adult along with the time, relation of the adult and a signature.

This is also the same when it comes to picking up children at the end of a session.

- At the time of application, the registering adult identifies the adults who have been given permission to pick up their child. We will only release the child to one of these adults.
- In the event that you are unable to collect and other authorised adults are also unable to collect your child, we expect the parents to give us a call to inform us who will be collecting your child. We will ask you to set a password or use the password that you have set for your child. We will ask the person to also show us proof of their identity and this can be in the form of a driving licence, ID card or bank card so we can verify them.
- If the adult collecting is not someone we have seen previously, these procedures will be followed and the parent will be called for safety.

Please note, all this is to ensure we are following good safeguarding practices.

- If you would like another parent of a child in the Nursery to collect your child, the same rules as above apply. We must be called or informed by the

parent **at the start of the session**. If this is not possible, a call will be made to the parent at the point of collection, **every time**, so we have their authority to do this. We will mark this down on the register as to whom collected the child.

This is because often miscommunication can occur, and where a parent has given authority in principle to another child's parent to collect, we sometimes have the child's other parent, who was scheduled to pick up their child, come to collect and often leads to a dispute with the Nursery staff as to why the child was released. To avoid this, these procedures are in place.

Clothing

- Please dress your child in practical clothing that is suitable for work and play and all weather. School uniform is available for this purpose, should you wish to purchase it.
- Please dress your child in comfortable clothes/uniform so that they can manage on their own, this is particularly important if your child is potty training;
- Your child will need to have spare items of clothing which will be kept at nursery so that they can be changed if necessary;
- Please be sure that shoes are safe for climbing / rugged play.

Although we try to protect clothes with aprons, accidents do happen. Please try to have a relaxed attitude about this because your child will become more involved in learning through play if they are not worried about your displeasure in getting messy.

Additionally we aim to take very good care of all of your child's belongings. Occasionally things do go missing, this is much easier to avoid if ALL of your child's belongings are named. Thank you for your cooperation with this.

Nappies and Formula

- If your child is younger and/or still requires nappies, you are required to provide these, along with wipes and any barrier cream. All creams are to be labelled clearly with your child's name;
- Please ensure an adequate supply of these is provided at the start of the week to your child's key worker;
- If your child still requires a bottle you will need to supply formula milk and any sterilised bottles.

Seasonal Clothing

Children will have access to our outside play area at all times of the year. You should ensure that your child is dressed appropriately for the time of year and for being outside. This will mean needing to bring coats (preferably waterproof), gloves/mittens and hats during colder weather, and during warmer months we request they be sent in with sun hats or caps. You should ensure that your child has sunscreen applied if the weather is expected to be sunny (as they are likely to spend some period outside) on hotter days. Children will not be allowed to have their shoulders exposed so please ensure that they wear clothing to cover shoulders to reduce risk of burning. We are happy to top up any suncream for your child but you will need to supply the suncream you want us to use and complete a medical permission form.

Personal Belongings

We understand that for some children, a special toy or comforter can be an essential part of their settling in process. Whilst we encourage this, and will do our best to look after these and keep them safe, we cannot accept any responsibility for loss or damage of these items whilst at nursery. For this reason we ask that you do not send in items of value, either monetary or sentimental. Please ensure that you label all your child's belongings clearly.

Absence

We understand that children will have days off but it is important to remember that children settle best, develop and form strong, supportive bonds with other children and staff when they attend regularly.

- If your child is unable to attend due to illness or any other circumstance please let us know before 9.00 a.m. on the first day of absence by calling **020 7511 1276**
- Whilst we make every effort to be supportive please be aware that if you are in receipt of the nursery education grant and your child is regularly not attending, we may have to consider reallocating your place.

Little Ellies "Rooms" and moving up

Little Ellies operates 3 rooms / settings within our provision. These are:

- 0-2 year old room - Babies
- 2-3 year old room - Toddlers
- 3-5 year old room - Pre-school

Our 0-2 year old room is where any child aged 6+ months to 2 years will be based. This is an area tailored to meet those children's needs including a sleep area, for

appropriate daytime naps plus it contains toys and activities that are age appropriate.

Our 2-3 year old room is accessible once your child reaches the first school term after their 2nd birthday. Again this room is dedicated to meet the needs of children who are 2-3 years old, with toys and activities to suit. They also have access to our supervised outside play area.

Our 3-5 year old children spend the majority of their day in their own dedicated room too. Your child becomes eligible to attend the 3-5 year old setting, upon attaining the 1st term after their 3rd birthday.

Please note that when your child becomes eligible to move up to their next age appropriate room, we will try and ensure that there is a place for your child in the new room/setting that they are eligible for (as the continuity of a place is important for both you and us).

However, your child having a place in our 0-2 year old room does not "guarantee" that your child will receive a place within our 2-3 year old room. Similarly, a 2-3 year old child becoming eligible to move into our 3-5 year old room does not have a guaranteed place.

Little Ellies will endeavour to ensure that a place is available for your child to move into the next age appropriate room but it cannot be "guaranteed". If this unfortunate situation were to occur, Little Ellies would contact you at least 30 days before this happens to try and find a suitable solution for all parties.

In some instances we may move your child up to the new older room if we feel your child is ready to transition. This would apply where your child's 2nd or 3rd birthday falls part way through a school term.

An example of this follows:

Your child is 2 years old and was born on 18th May. That child is based in the 2-3 year old room "Toddlers". Normally that child would move into the 3-5 year old room "Preschool" at the start of the first school term after their 3rd birthday (01st September).

However, we may deem it appropriate to move your child into the Preschool room earlier than this date, but only on or after the 18th May (i.e. once they have turned 3). This decision will be based on whether we feel that it is in the best interest of your child to do so (subject to there being a space available in the Preschool room of

course). This will be discussed with you, if deemed appropriate, at the relevant time should it occur.

Meals

Food is currently prepared and supplied by Juniper Ventures (who provide Ellen Wilkinson School's Meals catering) onsite. You can be confident that it is prepared fresh each day avoiding processed items wherever possible and complying with the new nutritional guidance legislation. Each menu is created to ensure a balance of all food groups to support children's nutrition and healthy development.

Menus are created alongside nutritionists and the Newham Healthy Eating Team, and operate on a rolling basis. They are reviewed to ensure children experience a wide range of dishes and have access to seasonal fruits and vegetables. Each week's menu is displayed in the setting.

Little Ellies is committed to promoting healthy eating within our settings working in partnership with the Local Authority nutritionists following the Eatwell Guide and the Eat Better Start Better EYFS guidelines for under 5's. Little Ellies shares this commitment and all menus reflect this.

Children have access to drinking water at all times, and milk twice a day (for every full time nursery child). If you do not want your child to drink milk please make this clear in your application pack. Children also have access to fruit and vegetable snacks.

Your child will be provided with three sit down meals a day: breakfast, lunch and tea if they are full time. 15 hours and 30 hours children may receive a Hot Lunch or Tea (depending on the timings of their sessions) cooked daily on site. If your child is FEE2 only funded (and you do not purchase any additional hours) then they are not entitled to a meal.

Packed Lunches

If your child does not prefer hot meals and you wish to provide a packed lunch, we will encourage the following:

All foods brought from home will be checked for potential allergens so that the risk of cross contamination is reduced. Parents will be made aware of allergens present in the room so that these foods are avoided to reduce risks.

All food served to children must be prepared in a way to prevent choking. The Food Standards Agency has 2 posters on how to prepare food safely to avoid choking.

<https://www.foundationyears.org.uk/2021/09/food-safety-advice-on-choking-hazards-in-settings/>

Parents and/or carers are encouraged to:

- Ensure the food is suitable for their child's individual developmental needs and prepared in a way to prevent choking.
- For perishable items that should be kept cool, pack food in insulated sealed bags.
- Clearly label your child's name on the lunch bag and inform staff of the contents.
- Food should be provided that can safely be kept at room temperature.

Please note: Little Ellies cannot reheat food for children that is supplied in their packed lunch.

Dietary Needs and Food Allergies

Juniper Ventures provides vegetarian and non-vegetarian options. There is also the facility to provide an Halal option, as well Non-Dairy, and Vegan diets and other rarer dietary requirements. Please enquire if you need further details.

If your child has any food allergies please make sure you make it clear in your application pack and to your child's key worker when you settle your child. Please ensure it is clear if this relates to them eating the food in question or also affects them if it touches their skin (airborne). If your child has a severe allergy, we may complete a care plan with you to ensure all their needs are being met and provide an allergy menu for your child.

We aim to provide a nut-free food and snack environment - which Juniper Ventures undertake to follow this in the catering that they provide us. Best efforts are used by Little Ellies and Juniper Ventures to ensure this takes place but we cannot 100% guarantee that all elements of the food process (i.e. preparation / cooking / delivery) are 100% nut free. No child or parent / carer is allowed to bring any food (of any type - including sweets and cakes) into the setting to help us deliver this requirement and your assistance and co-operation with this is appreciated.

Safeguarding

Ratios and Staffing

The legal requirement for adult ratios within childcare settings is a minimum of:

- 1 (adult): 3 (under 2 year olds)
- 1 (adult): 5 (2 to 3 year olds)
- 1 (adult): 8 (3 to 5 year olds)

At Little Ellies we ensure that these ratios are maintained at all times (this includes mealtimes).

We also believe strongly that a well-trained, caring staff team is essential in ensuring your child receives the very best care and provision. Our staff is trained to a minimum NVQ level 2 standards, with the majority achieving NVQ level 3. All staff, students and volunteers must have current valid DBS (Disclosure and Barring Service) checks. These are checked and renewed regularly as stated by Ellen Wilkinson Primary School's Safeguarding policy. All members of staff also are fully paediatric first aid trained upon starting with us.

Acceptable Adult Behaviour

We expect the highest possible standards of adult behaviour at Little Ellies. This begins with our staff and the professionalism we expect them to display at all times. This expectation extends also to parents.

The Little Ellies staff will not tolerate any abuse, threats, physical violence or racist behaviour between or by any adult (whether parent or staff). Should this arise Little Ellies management will discuss the complaint and investigate it fully. Please note that outcomes of unacceptable behaviour on the part of a parent can lead to a child's nursery place being forfeited.

Child Protection

We are sure you appreciate and support the fact that our first priority is always to keep children safe from harm wherever that harm may come from. Therefore we have a very clear process of recording and reporting anything that may be of concern. We wish parents to be aware that we monitor changes in a child's behaviour and any marks we find that are not related to the setting or any major incident at home will be noted.

In such cases and/or if we suspect that a child may be suffering abuse, we are legally (and ethically) duty bound to report these to the appropriate professional bodies.

If you feel that you have a need to report a Child Protection concern, then please report this to the School's Designated Safeguarding Lead (DSL) or the Police as appropriate.

Sickness & Diarrhea

Illnesses often spread very quickly among small children, especially stomach bugs. If your child becomes unwell during the day, you will be expected to come and collect them, or make arrangements for someone to do so. We understand that there can be lots of reasons why a young child vomits or has diarrhoea, for example eating too fast, or teething. Therefore unless a child appears unwell we will not contact you until there have been three separate incidents of sickness or diarrhoea.

If your child is sent home, or is unwell with a stomach bug at home please be aware that they must be kept away from nursery until 48 hours after the last bout of sickness or diarrhoea, this is to help prevent the spread of illness within the nursery.

Administering medicines

Little Ellies staff can only administer medicines if it has been prescribed by a doctor. A medical form/care plan needs to be completed to give your consent. This also applies to administering asthma inhalers and Epipens. Please ensure that the medicine is in its original packaging with the dispensing label from the chemist showing your child's name and also within date. Little Ellies will also provide emergency paracetamol for the children to manage high temperature in children until they are collected if consent is given within the application form. Parent / Carer / Emergency contact will be phoned before this is administered. Further information can be found in our Administering Medication policy.

First Aid

If your child has a minor accident at the setting it will be dealt with as appropriate and noted in the accident book. You will be told of the accident immediately if the injury is to the head region via a telephone call. Otherwise you will be told when you collect your child and you will be asked to sign the accident form as an acknowledgment. Little Ellies has qualified Paediatric First Aiders.

Similarly if a child comes in with a noticeable mark / bruise that was caused by an incident at home / away from the setting, parents need to inform a senior member of staff and complete any necessary paperwork.

In the absence of a child's carer it is the responsibility of the setting to ensure that the child receives appropriate medical attention. This may include, in an emergency, taking your child to the casualty department of a local hospital. We will always notify you immediately of the illness or accident in this situation.

Fire Drills

We conduct regular fire drills to make sure children are used to evacuating the building quickly. We keep a supply of warm blankets etc. in a safe dry location outside of the building in the very unlikely event we would need to evacuate the site; we will of course contact you in this unlikely scenario. We also ensure that a number of staff are trained as fire wardens to ensure best practice in this area at all times.

Visits and Visitors

We firmly believe that opportunities beyond the nursery environment give children a chance to develop an awareness and curiosity of the world around them. We will involve children in local trips to:

- the library at Ellen Wilkinson Primary School
- the sensory room at Ellen Wilkinson Primary School
- trips to the local park
- trips to local shops
- visits to other suitable local amenities.

Any local trips will be covered in the permissions you provide for your child and you will be notified in advance of any local outings that we are undertaking.

From time to time we may have invited visitors within the setting. These will include trainee students, professionals or planned visitors giving talks such as storytellers or artists. Any invited visitors to our nursery will be wearing visitor badges and will hold valid DBS and will have shown Management a form of acceptable verified photo ID.

Behaviour

An essential part of a child's Personal, Social and Emotional Development is learning how to develop positive relationships and respect for others. This includes "developing social skills & learning how to manage their feelings, understand appropriate behaviour in groups and having confidence in their own abilities." (Early Years Foundation Stage (EYFS) Statutory Framework 2025).

To support this we have only 3 rules at Little Ellies and as parents and carers we need and appreciate your support in achieving them. These link with those of Ellen Wilkinson Primary School so that when children share the same space in the 3 to 5 year olds they aren't confused by different expectations. These rules are simply:

- We care for each other
- We share with each other
- We listen to each other

We feel it is important to stress the positive behaviour we expect from our children so that inappropriate actions such as fighting, kicking, biting, swearing or other behaviour harmful for others is clearly unacceptable in any form.

We make it clear that a child should never hit back or retaliate and instead should use words to tell others to stop, express needs and ask for them. For this purpose we teach children to use the phrase "Stop it. I don't like it!" It would be useful if this phrasing is encouraged at home. If this does not work, children are encouraged

to inform an adult to help them sort out the situation. We always encourage the language of choice to support understanding.

Any such incident is discussed with the child / children concerned so that they understand what they have done wrong. In the event that a child continually breaks these rules then certain privileges may be taken away or they may be given a short reflection time (this will always be supervised with an adult). If your child has a reflection time, it is for a minute for each year of age e.g. a child of 2 years would have time out for 2 minutes etc. If the situation does not improve then the parents/carers will be asked to come in and discuss the matter further. In extreme and/or repeated cases the child's place may be removed.

Please note we will not accept discriminatory behaviour of any kind from any party. All children and adults have a right to be respected and the responsibility to give respect to others including those with Special Educational Needs. This is in accordance with the 2010 Equality Act.

Record Keeping and Assessment

Your child's key worker will play a crucial part in creating and maintaining your child's profile with examples of their work and observations from key learning moments. These will be assessed against the stages of development outlined in 'Development Matters'. We then use this information to plan next steps for your child and exciting activities to meet these.

We use an iPad based programme called 'Evidence Me' to collate our observations about your child, we also keep a Learning Journey of their work. We seek your permission before we embark on profiling your child's development electronically. The advantage of electronic profiles is that you can be provided with a log in so that you can access your child's observations from home and see what they've been doing at nursery. This will help us create better parental involvement and keep you up to date.

Your input in the assessment process is invaluable as sometimes your child may only show a glimpse of some knowledge in the setting that they confidently use at home. The more we share these experiences the more we can effectively plan for your child's next steps. As such, we would encourage you to share any 'WOW' moments from home with your child's key worker.

Parent Meetings

We usually hold 3 parent meetings each year. This is a formal meeting time for you to talk to your child's key worker, read through your child's profile, look at their work and talk about their development.

If both parents cannot attend the same meeting (for whatever reason) then each parent should contact Little Ellies management to discuss options available.

The appointments for these meetings are arranged in advance and run throughout the day on set dates. Obviously this is in addition to the regular feedback you receive throughout the year at the end of sessions when you collect your child.

You are welcome to view your child's profile at any time; we would however appreciate 24 hours' notice, to ensure that there is a space available with a computer for you.

COVID-19 ("Coronavirus")

Little Ellies is adhering to *Government Guidelines* and instructions as to how to operate and run a childcare setting. A risk assessment is available for your review, please request a copy should you require it.

If you or your child displays ANY COVID-19 symptom(s) please do not attend the setting and follow any appropriate *Government guidelines* on isolation and testing.

General Data Protection Regulation (GDPR) and Privacy Notice

From the 25th May 2018, new regulations were introduced which affected how all organisations, including schools, handle people's data. This is called the *General Data Protection Regulation*. Compliance with the regulations is an ongoing process and EWPS has appointed a data protection officer to advise and manage compliance with the regulation.

Their details are:

Data Protection Officer:	Craig Stilwell
Company:	Judicium Consulting Ltd
Address:	72 Cannon Street, London, EC4N 6AE
Email:	dataservices@judicium.com

Telephone: 0203 326 9174

Policies and procedures and our Privacy Notice that are compliant with the new regulations can be found on Ellen Wilkinson Primary School's Website, heading "OUR SCHOOL - WELCOME" and the G.D.P.R section.

This will detail how yours and your child's personal data is handled and/or managed and the rights and the protections provided to you under the legislation.

If you have any questions about any aspect of this please contact the Little Ellies Manager in the first instance.

Starting Little Ellies

If you would like your child to start, please complete the online application form which is found on the Ellen Wilkinson Primary School website under the Little Ellies tab at the top,

<https://www.ellenwilkinson.newham.sch.uk/page/?title=Little+Ellies&pid=40>

Or alternatively email us at childcare@ellenwilkinson.newham.sch.uk. and we will email a link to you.

You must also provide the following information when submitting your application to us. A failure to do this will mean your application is incomplete and others may secure a place in front of you on any waitlist if they have provided all relevant information.

Please provide:

- proof of your child's name and birthdate (copy of their birth certificate or their passport);
- proof of your name and birthdate of the main parent (the applicant), again via a birth certificate or passport (driving licences are allowed);
- two 2 proofs of address / residency
 - either a council tax bill or utility bill (dated within the past 3 month)
 - bank statement (dated within the past 3 months)
 - copy of your mortgage or tenancy agreement for the home address of the child.
 - proof of any funding for which you are eligible (such as 30 hours).

Little Ellies will retain a copy of these for our records. They will be retained and then destroyed in line with the school's GDPR policy, whether it's after your child has left Little Ellies or Ellen Wilkinson Primary school, whichever is the latter.

Little Ellies will aim to contact you usually within 1 week of an application's receipt by us to discuss availability for your chosen dates and times. At times this may take longer, please bear with us if we take a little longer to respond to you. Little Ellies may be unable to agree to all requests for a place with us but will offer alternatives if we cannot meet your needs, where it is possible.

If we do not have any space then we will place you on a waiting list if you wish, although please be aware that our waiting list can be very long so we may, regrettably, advise that you look for alternative provision. You may have to wait a significant period of time due to some rooms being incredibly popular and spaces being limited, with places only becoming available when a child leaves.

Once childcare arrangements have been agreed we will ask you to sign a contract. You will then be given a settling in date and a formal start date (the date from when invoicing commences). You will receive 1 weeks' worth of Childcare free to enable a smooth settling in. This will only be provided if you have paid the first invoice and any required deposit before your child starts with us. The first invoice and the deposit must be fully paid before settling in commences.

Before your child starts

Bringing your child to nursery for the first time can be a daunting experience for you both, especially if your child has never been left before. If your child has been only in your care, you may like to consider leaving them with a trusted friend or close family member for a few hours so that they have some experience of being separated from you but with someone you both know and trust. Here are a few ideas you might like to try to help you both get ready for that first day:

- Get used to the journey to Little Ellies, you might like to do some trial runs and attend some sessions in the children's centre, as this would also begin to familiarise you both with the environment
- Talk about Little Ellies in conversations with your child and encourage your friends or extended family members to do so too
- Show your child their uniform / kit, bag or special nursery clothes and involve them in packing their spare clothes to keep at nursery (even if they are very young talk them through what you are doing)
- Make a visit to Little Ellies

- Talk to your child about going to Nursery and the things they are going to do there, be positive and excited!
- Always tell your child what you are going to do while they are at nursery and what you're going to do together when you pick them up, this will provide them with some reassurance that you are coming back for them

First day and settling procedures

On the day of your first session - please come to the Little Ellies Main Entrance (accessed via the Children's Centre Building Main Entrance). Please arrive at the time stated on your offer/joining letter.

Initially you and your child will attend for only part of the session/day on your first day. Session lengths will then gradually increase in duration, with your child attending sessions without you if they are comfortable (although you may be asked to remain in the building). This will build up to being left with us for part sessions, whole sessions and then full days as appropriate. Often children are at full sessions/days within 1 week but please be aware that the time scale for settling will depend upon how well a child responds to the settling process.

All children's individual needs are taken into account and the length of time needed to settle your child will be reviewed on a daily basis with your child's key worker. As part of the settling process we may ask you to bring in some family photographs, so that we can display familiar people for your child, or perhaps a comforting toy. We will spend time talking to you and getting to know your child.

Key Worker

Your child will be assigned a key worker who will be your key point of contact in relation to their day-to-day care. The key worker works with a number of children and ensures that the children in their care are safe, settled and happy. They are also responsible for ensuring your child's developmental needs are met, their interests and skills flourish, that records of this are accurate and up to date and that you are kept fully informed of anything related to your child's welfare and/or development.

If your child's key worker is absent, please don't be concerned, all members of staff in the nursery care for and support all of the children and please don't hesitate to approach the room leader, or another member of staff if you have any questions.

Questions or Concerns

If you have any concerns or questions about your child's care and development please speak to us. Remember if it's important to you and your child, it's important to us too.

Your first point of contact is your child's key worker and most queries can be addressed in this way. In the unlikely event that this does not resolve the situation please contact the Manager who will arrange to discuss your concerns.

childcare@ellenwilkinson.newham.sch.uk

Little Ellies Obligations & Your Obligations

These terms and conditions govern the basis on which we agree to provide childcare service to you - they form part of the Application Form that you originally signed and agreed to. They are also updated every 12 months and you are bound by them through your use of our service. These obligations are repeated here for clarification.

GENERAL OBLIGATIONS ON LITTLE ELLIES

Little Ellies will:

1. Inform you as soon as possible - usually within 7 days of receiving your application - whether we have a place for your child. If we do then we will write and offer you a place formally; If we cannot offer you a place, we will contact you offering you the chance to stay on our waitlist for a place with us;
2. Provide the agreed childcare facilities for your child at the agreed time as per your invoice (subject to any days when Little Ellies is closed). If we change the opening hours of Little Ellies, we will give you as much notice of our decision as possible and, if necessary, work with you to agree a change to your child's hours at Little Ellies;
3. Try and accommodate any requests you make for additional sessions and/or extended hours of childcare at Little Ellies (within our usual operating hours);
4. Provide you with regular feedback on your child's progress and well-being at the provision on an at request basis as well as more formal feedback sessions such as parents evenings
5. Notify you as soon as possible of any days on which your child's nursery will be closed (such as bank holidays training days, or in event of situations outside of our control);
6. Try to make available to any other of your children, who are of an appropriate age, a place at our nursery. However we cannot guarantee that a place will be available;
7. Whilst you are, or have attended Little Ellies, it does not give you an automatic right for your child to attend Ellen Wilkinson Primary School when your child reaches Reception School age, an application has to be made by the parent to www.eadmission.org.uk;
8. Withdraw your child's place if you:
 - Fail to pay your fees by the required invoiced date as detailed in the PAYMENT OF FEES - Overview section that is later in this document;

- Or your child's behaviour at the setting is deemed by us to be unacceptable or endangers the safety and well-being of the other children at Little Ellies or the staff. The suspension shall continue whilst we try and address these problems with you;
- Or your child is suspended part way through a calendar month; no refunds will be given for that month. Charges will resume once the child has been accepted back into the provision;
- Receive a period of suspension exceeding 1 calendar month;
- Or either of us terminates this Agreement by written notice;
- Are persistently late in collecting your child (this occurs at least 3 times in a period of 6 months).

GENERAL OBLIGATIONS ON YOU (The Parent)

You will:

9. Confirm, within one week of receiving the offer of a childcare place at Little Ellies that you wish to accept it (or by any date stated in the offer letter). If you do not do this, Little Ellies reserves the right to withdraw that offer;
10. Complete and return to us our health record questions and consent information (as part of your application) before your child starts at our nursery and immediately tell the Little Ellies manager of any change to the information or circumstances provided in your answers to those questions;
11. Immediately inform us of any changes to your contact details. The responsibility is on you as the parent to ensure that all such information is current and correct at all times;
12. Be required to complete, or be asked to reconfirm, on an as needed basis (usually termly), your continuing eligibility for any childcare that is received from either Newham Council's Education Services or via any appropriate Government scheme (such as 15 hours & 30 hours). This may mean that you have to complete various Permission or Consent Forms (on paper or online for these organisations) on a regular basis. Note: Failure to complete this information in a timely manner means you are at risk of losing access to this childcare.
13. Keep us informed as to the identity of those persons who will collect your child from Little Ellies. If you as the child's parent(s) are unable to collect your child from Little Ellies then you must pre-notify us of such an instance. Where this occurs we will require proof of that individual's identity prior to their collection of your child. That individual will also have to quote the security password that you have set up previously with Little Ellies for such instances. If Little Ellies is not reasonably satisfied that you have given that individual your authority to collect your child then we will not release your child into their care;

14. Inform us if your child is the subject of a court order and provide us with a copy of such an order on request;
15. Inform us if the child or the family is under children's social care;
16. Immediately inform us if you are unable to collect your child from Little Ellies by their contracted collection time;
17. Inform us as far in advance as possible of any dates on which your child will not be attending nursery. Any days or sessions where your child would normally attend nursery and they do not, for whatever reason, will be non-refundable;
18. Be liable for any invoice that is issued to you (for your child's care) once you have agreed to accept a place with us. If you decide to not take up the place or do not fully use the amount of childcare for which you have been invoiced - you will not receive any refund of any unused childcare fees.
19. Immediately inform us should your child be suffering with a contagious disease. For the benefit of other children in Little Ellies, you must not allow your child to attend Little Ellies if they are suffering from a contagious disease which could be easily passed from one child to another during normal everyday activities (please ask for the school's contagious disease policy for details).
20. Provide us with at least FOUR calendar weeks' notice if you wish to alter the number of hours or days your child attends Little Ellies (subject to availability). Any reduction in hours spent in Little Ellies may be dependent on the vacant hours being filled by another child. This may take longer than the four weeks stipulated above and you will be liable for the full charges until the changeover date can be accommodated. There is a fee payable for such requests.

PAYMENT OF FEES - Overview

Little Ellies will:

21. Review our childcare fees on at least an annual basis (usually in February/March). Any changes will be effective as from May's fees (with these invoiced for in April). We reserve the right to change this, and the frequency of the review at any time;
22. Give you at least 30 days' notice of any change in our fees or our terms and conditions - if you do not agree with these changes then you will be able to give notice to terminate your contract with us in accordance with the Termination requirements later in this document;

23. Invoice you monthly - an invoice will cover a monthly period starting on the 4th until the 3rd of the following month. E.g. April's invoice will run from 04th April to 03rd May;
24. Usually issue invoices at least 14 days before they are due. This will usually take place on or around the 15th of the month before the invoice is payable. E.g. April's invoice will be invoiced and issued to you on or around 15th March;
25. Expect to receive full payment from you for any invoice issued within 14 days of its issue. i.e. any invoice issued before 16th of the month is expected to be paid in full by 01st of the month for which it is due e.g. we would expect to receive April's childcare fees to have been fully paid by you no later than 01st April;
26. Reserve the right to alter the issuing of regular monthly childcare invoices if operational circumstances dictate the need for a different schedule (such as school holidays etc.) If this occurs - the expectation is that you are still to pay the invoice in full by the 01st of the month for which it is due. However, Little Ellies will waive any late payment fee (up to a maximum of 14 calendar days) on a discretionary basis if this were to happen;
27. Calculate any fees payable by you with funded childcare places taken into account. The amount you are invoiced will be the amount you are expected to pay (the invoice will have already taken into account any childcare that is funded / paid for via FEE or 30 Hours or 15 hours childcare funding);
28. Not refund any childcare fees once they have been invoiced and payment has been received - in effect the childcare fees are non-refundable (unless you are invoiced in error by us).
29. Not be liable to pay back or refund fees if Little Ellies is delayed or prevented from performing its obligations under this Agreement due to Force Majeure, provided that it:
 - promptly notifies you of the Force Majeure event and its expected duration; and
 - uses reasonable endeavours to minimise the effects of that event.
30. Use the term "Force Majeure" to mean an event or a sequence of events that Little Ellies cannot influence or control, and which prevents or delays it from providing its service under this agreement. These events can include (and are not limited solely to acts of God, war, riot, civil commotion, terrorist attack, compliance with any law or government order (local and national), fire, and a pandemic of any disease).
31. Issue invoices as and when they fall due, even if there were to be a Force Majeure event ongoing. You must continue to pay these invoices in full if you wish

to retain your place with us. A failure to settle an invoice affected by Force Majeure will mean you lose your child's place.

32. Not provide refunds for any Force Majeure event.
33. Expect you to provide a written notice of your intention to leave, we require a minimum 28 days notice of such a request..
34. Expect you to provide a written notice of your intention to leave, even if a force majeure event is ongoing.
35. Issue childcare invoices via email to the email address you provide in the application form. A paper copy of the invoice is available upon request.
36. Only issue any refund or credit on a discretionary basis, and it will only be processed once an event or incident has ended, i.e. Little Ellies returns to a normal operational basis (8am-6pm opening hours).
37. In the event of an unforeseen circumstance (such as a closure due to snow/ice or similar), and only then on a discretionary basis, Little Ellies consider refunding (to a maximum value of £100 per child).
38. Define an unforeseen circumstance as an event that stops Little Ellies being unable to provide childcare that is not defined by Little Ellies as being "Force Majeure" in nature.
39. Limit any refund to a maximum single payment of £100 per child in any circumstance.
40. Only make a refund if you have paid for that month's childcare and Little Ellies was unable to deliver it in relation to the unforeseen circumstance. If no invoice was issued then no refund will be due.
41. All circumstances surrounding refunds are discretionary. Little Ellies management's decision is final. You have no automatic right to a refund. There will be no automatic payment under any unforeseen circumstances claim.
42. Require you to submit a claim for a refund in writing, by email, to the Little Ellies email account. All requests must be made within 72 hours of our return to normal operations for it to be considered.

43. Not consider a refund request where it has not been made, or where it has not been made in the timescale and manner stipulated in the preceding paragraph (para. 41).
44. For those Children who receive a FEE only funded place (the Parent does not pay for any childcare provided and no additional hours are provided)
- First Day of Closure and every day thereafter: No refund is payable
45. For those Children who use the 15 or 30 Hours funding or FEE funding and receive childcare on any other basis not listed above
- First Day of Closure: No refund payable
 - For each day thereafter the child would attend: No refund payable
46. Request a Deposit from you for approximately two weeks' worth of fees. This will be held on your account and will earn no interest. We may offset your Deposit against any unpaid childcare fees that exist at the end or termination of your contract with us.
47. Refund your Deposit (by cheque) usually after 7 working days of your child's last day, provided that all terms and conditions have been satisfied.
48. Apply all monies that you pay to us (via either Bank Faster Payment, direct bank transfer, Tax-Free Childcare payments or CHAPs payments) to your Childcare Fees account with us;
49. Suspend or withdraw your childcare place if payments are not received on time.
50. Provide no refund for any period where your child is unable to attend due to their (or your) illness or holiday(s).
51. Provide no refund for the Nursery's closure on bank holidays and the three mandatory staff training days each financial year, as these closures are built into your monthly charging structure. However, any additional closure days may be eligible for a refund dependent on the circumstance for closure.
52. Try to provide you with any requested one-off emergency childcare for the appropriate chargeable fee and an additional administration fee of £25.00 per request.
53. Levy a Late Collection Charge* to cover the costs of administration and staff who will be required to stay behind to care for your child if you are late in collecting your child at the end of their session. *Our current Late Collection Charge is £25 per child per 15 minutes (or part thereof) e.g. If you are 25 minutes late in

collecting your child, this will incur a late collection fee of £50.00 (2 full or part 15 minute periods).

54. Charge you for any additional childcare incurred monthly in arrears if you are unable to collect your child by the official collection time and we have (as a result) provided you with additional childcare facilities in excess of £50 (per child).
55. Not charge you for the first late collection of your child; this will be at the discretion of Little Ellies management.
56. Reserve the right to levy a Late Payment Fee if you fail to make your invoice payment in full by its due date. We reserve the right to charge interest on any amount not paid by its due date (at a rate of 2% above the Bank of England Base rate and a minimum rate of 5%). Our current Late Payment Fee is £25.00 per incident.
57. Apply a child's new fee scale (2-3 years old or 3-5 years old) as from the start of the next school term following their 2nd or 3rd birthday as appropriate.

PAYMENT OF FEES

You will:

58. Pay any requested deposit in full, in advance and ensure that it is received by us before your child's agreed starting date or by any requested date (whichever is sooner).
59. Pay each and every invoice as it falls due and in full by the 1st of each month for which the invoice is payable. You will also be liable for and have to pay for any additional Late Payment Fee(s), Late Collection Fee(s) or Change in Provision Fee(s) that you incur. You understand that any failure to pay the invoices in full by their required date may lead to your contract being terminated - please refer to the Termination section later in this document.
60. Continue to pay invoices in full even if Little Ellies is unable to provide childcare due to a Force Majeure event.
61. Be responsible in ensuring that any owed monies are paid and received by us on or before the date they are due. Monthly invoices will be adjusted to take account of any late payment/collection charges that may apply.
62. Make all payments required under this Agreement either by direct bank transfer, Tax-Free Childcare payments, CHAPs payments, Same-day Banking or the Childcare Grant Payment Service (CGPS - Student loans) or Bank Faster Payment methods.

63. Retain responsibility for Little Ellies' timely receipt of your payments. You cannot blame or fault the payment mechanism that facilitates your payment (via any of the above payment methods) if Little Ellies receives the payment late and you incur any fees.
64. Be responsible for the timely collection of your child - even if you nominate a 3rd party to collect them on your behalf.
65. Sign a late collection form if you are late in collecting your child. This will be necessary for each and every late occasion. Failure to do this may mean we withdraw your childcare.
66. Be liable to pay any Late Collection Charge that is issued if you are late in collecting your child after the end of their normal session.

TERMINATION

67. You may end this Agreement at any time, giving us at least four weeks' calendar notice (minimum 28 days). If you wish to terminate the contract you must submit your request in writing and email any of the contacts on page 3. Any termination request must be made by the person responsible for the fees i.e. the original applicant / the named person that signed the original contract. Precise dates must be provided when you wish to leave.
68. Please note that your failure to give the required length of notice may result in your deposit being withheld.
69. Once you have terminated your contract, you cannot reapply, for the same child, within 3 months of leaving unless Little Ellies says you are able to do so.
70. We may end this Agreement and withdraw childcare if one or more of the following has occurred:
 - You have failed to pay your fees by their due date;
 - You have been persistently late with the payment of fees;
 - You have been persistently late in collecting your child;
 - You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time of us asking you to;
 - You behave unacceptably, as we will not tolerate any physical or verbal abuse towards our staff;
 - Your child's behaviour is unacceptable or endangers the safety or well-being of any other child at Little Ellies, or indeed any member of Little Ellies' staff;

71. We are unable to provide a place to your child in the next room "up" - as all places are already taken (e.g. your child is eligible to move to the 3-5 year old room (from the 2-3 year old room at the start of the school term after their 3rd birthday);
72. We take the decision to close Little Ellies. We will give you as much notice as possible of such a decision.
73. You may immediately end this Agreement if:
74. We have breached any of our obligations under this Agreement and we have not or cannot put that right within a reasonable period after you have drawn it to our attention; or
75. We suffer any event of insolvency.

**CHILDCARE GRANT PAYMENT SERVICE
(CGPS Student loans / Care To Learn)**

76. You may be able to meet your childcare costs through the Childcare Grant Payment Service. However, you can only pay or claim a maximum of 85% of the weekly childcare cost through this service.
77. Under the current terms of the CGPS service you will be issued with a request to approve payments to be made to Little Ellies. This request will be made to you on a weekly basis by Little Ellies via the CGPS system. The request will state for which week's childcare it relates to and the Gross value of childcare that was received that week. You will then approve a payment to Little Ellies being 85% of that weekly childcare cost.
78. You agree to authorise any such payment request within 48 hours of receiving it via the CGPS system.
79. You will have to pay the remaining 15% of any weekly childcare cost not covered by the CGPS payment out of your own funds. You are also personally liable for any amount where the weekly cost of childcare is greater than the maximum payable by CGPS. You will have to pay this amount out of your own funds.
80. You remain responsible for any payment that is outstanding, or any that are not paid, unpaid or not received from CGPS on your behalf.
81. Little Ellies may attempt to recover any unpaid or outstanding fees from you personally at any time and will not be solely reliant on the receiving of funds via the CGPS system.

82. You acknowledge that due to CGPS's administrative service limitations, the scheme may mean that you run your account with us, usually two weeks in arrears (due to the CGPS claims process). To address this, you will personally pay a deposit of a minimum of two weeks childcare costs BEFORE your child starts Little Ellies.
83. You agree to authorise any CGPS claim from the first week your child attends until when your child finishes receiving childcare from us. You also agree to authorise and ensure payment is made through the CGPS service for the final two weeks fees if you were to leave Little Ellies and CGPS's payments are not up to date / in arrears.
84. You will keep your account in credit (and at no point will it ever be more than 2 weeks in arrears).

REQUESTS FOR INFORMATION

85. Little Ellies is happy to provide help with any form that you may need to complete to assist you in the payment of Childcare Fees (such as Childcare Confirmation Cost Forms from the Government and/or your employer). We will also assist with any Income Support Form that you may need to complete in relation to your Childcare Fee Costs.
86. Each child will receive 1 form completed for free / no cost by Little Ellies per school year / 12 months.
87. Little Ellies will write and confirm when you have used your entitlement for that year. Any further requests within 12 months will incur a fee of £25.00 per child per form. This will be levied via your monthly invoice and is payable on the same terms as your childcare fee costs.
88. Any existing discounts that are in place will be honoured until the child receiving the discount leaves our care
89. All discounts are discretionary and can be removed at any time with 1 months' notice.

GENERAL

90. If you have any concerns regarding the services we provide then please discuss these with your Child's key worker. If these concerns have not been addressed to your satisfaction please contact the Little Ellies Manager.

91. Customer satisfaction and your child's welfare are of paramount importance to us and any concerns/complaints will be addressed as impartially and ethically as possible. First point of call should be made to the management team. Should they not be able to resolve the query satisfactorily, you may wish to refer your complaint to the Nursery's governors for adjudication, following the Nursery's complaint procedure.
92. If the provision has to close or we take the decision to close due to events or circumstances that are outside our control, we shall be under no obligation to provide alternative childcare facilities to you.
93. We carry a wide range of toys and equipment at the Nursery. Unless we specifically request otherwise your child should not bring any of its own toys to the Nursery. If they do bring toys with them, we do not accept responsibility for any loss or damage to personal belongings and toys.
94. From time to time we may have photographs taken of the children who attend the setting. If you do not wish your child to be included in these photographs you should complete the relevant consents section of the application form and the parent permission form when your child starts with us.
95. As the number of children with nut allergies is increasing, with the support of parents we aim to keep the facility NUT FREE. Parents are requested not to send food or empty food packaging into Little Ellies. Parents are also requested not to use creams, sun creams, oils etc. on their child that may contain nut oil.
96. By my using Little Ellies' Childcare Services (i.e. accessing childcare after the issuance of the latest version of this Handbook),
- I:
- agree and will abide by the terms and conditions listed in the application and those contained in this current version of this Handbook, all of which form part of Little Ellies' terms and conditions;
 - am aware that this Handbook may be reviewed annually and will ensure that I have read and understand any changes that are made to it in the future;
 - will pay all money that is due by the requested date (when requested by invoice);
 - confirm that I am legally responsible for the child named on this application and can evidence that myself and the child reside at the address provided in this application.

You are bound by these terms and conditions if you do not email to say otherwise.