



Honeycroft Welcome Pack



This pack contains.

1. Contents page
2. A brief history & a few words from our families
3. Our nursery
4. Baby & Toddler Room
 - Pick-up & play
5. Holiday Club
 - Food at Honeycroft
 - Space to learn.
6. Volunteering & other projects
7. Honeycroft Team
8. Trustees
9. Frequently Asked Questions About attending the Nursery.
10. Continued... *What if my child still needs a nap or afternoon sleep?*
11. Continued ... *What happens if my child needs to take medicine?*
12. Continued ... *Does the centre have copies of the most recent Ofsted report, policies and procedures to read?*
13. An introduction to the Early Years Foundation Stage Framework
14. How children learn
15. How you can support learning at home
16. Online Learning Journals - Policy Statement
17. Continued... *Security*
18. An introduction to some core policies and procedures
19. Continued... *Child Protection and Safeguarding*
20. Children who are not collected
 - Behaviour Regulation and Emotional Coaching
21. Continued... *emotion coaching framework*
22. Honeycroft Parent / Carer Privacy Notice
23. Continued... *Storing children's data*
24. Fees & Funding
25. Frequently asked questions about the EYFE
26. Continued... *restrictions on when I can use the funded hours*
27. Continued... *what about the Chancellor's announcement in the Spring budget?*
28. Bank details
29. Debt Management Statement
30. Terms & Conditions
31. Continued...
32. Complaints procedure
33. Contact details

Honeycroft putting families at the centre...

A brief history

Honeycroft is a registered charity established in the late 1970s. The founder, Marion Silsby, identified a need for low-cost learning through play for children in Brighton & Hove. Over a period of 35 years Marion built Honeycroft's excellent reputation making it known in the community for integrating children with additional needs, creating projects inspired by parent's stories and responding to families' needs. Marion developed Honeycroft into the city's leading not-for-profit centre of play offering resources, guidance and support for children, their families and the wider community.

"I originally started as a mum helping out a couple of sessions a week. Those were the days when playgroups were run by parent volunteers. We've come a long way since then, but some things stay the same, no matter how many changes to government legislation or additions to the early years' curriculum, all children need the space and freedom to learn and discover through play.

Honeycroft has always been about the families and their individual needs. Each development, project and expansion has grown because of this. It's also been important to ensure all families have access to quality childcare. This has been a main player in our inclusion drive, affordability is an essential part of Honeycroft's charitable aims." Marion Silsby

In 2016 Marion retired and her youngest daughter, Natasha, stepped up to continue her work. Today, Honeycroft's activities have grown to offer a range of services including nursery, holiday and after school club and space to run learning and leisure activities for the whole family. In addition to the range of services on offer, Honeycroft continues to uphold the original ethos of learning through play and access for all.

A Few Words from Our Families

Affordable, very friendly nursery. All the staff are professional and they're a good team. Nice healthy freshly cooked lunch served everyday !

One off the best nursery. The perfect start to a child's education

My son has attended to Honeycroft for over a year. I can truly and strongly recommend that place to other parents. Teachers are just fabulous. They are beyond expected level. They are so dedicated and trustworthy.

Absolutely fantastic! Flexible, approachable and all round lovely!

Fantastic nursery. We have commented to each other so many times that we are glad we sent our children there.

I just wanted to thank you and all your staff for providing such a wonderful environment for children whether it is in your holiday clubs or after-school clubs even during these crazy Covid times. My daughter has always enjoyed going to Honeycroft and I have always felt that she is safe and well-looked after there.

Honeycroft putting families at the centre...

Nursery - Open from 08:00-18:00 Monday-Friday, 48.5 weeks of the year.

'Children grow in confidence and quickly gain the skills they need for their future learning. They learn to get along well together and show concern for their friends.' 2019 Ofsted report.



Honeycroft nursery provides high-quality care for children aged 2-5 years old in an inclusive and stimulating space, where children come to learn through play in a relaxed, caring environment.

Our multicultural and long-standing staff team is led by our Services Manager. The children benefit from a large open-planned space with a high ceiling that provides lots of natural light. The space is divided into different learning areas to support free play and the delivery of the Early Years Foundation Stage (EYFS) framework which supports each child's development and learning. In addition, children make use of a sensory room, soft play space and an outside learning area. Themed activities planned for each half term support growth and development in an environment of learning through play covering all key EYFS areas.

Each child attending the nursery has a 'key person'. The role of the key person is to help ensure that every child's learning and care is tailored to meet their individual needs which is documented in an individual online learning journal via the Family app. Each key person uses Family to document their key child's personal learning journey with photos, video observations and comments to build a record of their progress. Individual logins allow parents and carers to view and comment as their child develops and learns.

Children moving on to school enjoy returning to Honeycroft Pick Up & Play service or during school holiday time as part of our Holiday Club.

Baby & Toddlers- Open from 08:00-18:00 Mondays, Wednesdays and Fridays only, for 48.5 weeks of the year.



"Staff support babies sensitively as they settle in, for example, they are careful to follow their familiar home routines when they start. Staff engage babies in a variety of activities to effectively support their communication and language skills, such as songs, stories and rhymes."

2019 Ofsted report

Our children aged 6 months to two-years-old benefit from a tailored suite of rooms which sit adjacent to the main nursery.

Three connecting rooms promote a warm and nurturing environment to support transition into the larger open planned nursery once each child is ready.

The Baby & Toddler space operates at a ratio of one adult to three children and offers a wide range of activities promoting physical and emotional wellbeing as well as encouraging the children to express themselves through messy, sensory and exploratory play.

Like the nursery, each child has a Key Person to support them to explore the large selection of toys and equipment, whilst seeing to their individual learning and care needs.

Pick-up & Play – 15:00 to 18:00 term time only.



Our after-school club offer runs term time only with pickups currently from St. Andrews' Primary School and The Bilingual Primary School.

Children walk together with staff back to Honeycroft to enjoy a snack and lots of free play before being picked up at one of our flexible finishing times; 5pm or 6pm.

Honeycroft putting families at the centre...

Holiday Club - Open from 08:00-17:00/18:00 Monday-Friday during school holidays.



Honeycroft's Holiday Club is open to primary school aged children. Each week is themed with a pre-programmed range of activities to keep the children active and promote their creativity, in addition to lots of free play. Our team of trained playworkers and volunteers actively take part in each session working at an average ratio of one adult to eight children.

Food at Honeycroft



"Children take part in activities that help them learn to appreciate the importance of a healthy lifestyle, such as yoga sessions. They enjoy nutritious meals and snacks." 2019 Ofsted report.

Honeycroft's Food Supervisor prepares all the hot meals for the children staying on site for lunch. We received our Healthy Choice Gold Award in 2022 for our vegetarian menus and approach to positive food choices. Sharing a hot meal together

encourages healthy eating habits and develops social skills. A menu of daily meals and snacks is available at the start of each term.

Space to Learn



Honeycroft's large upper hall is used for teaching and learning. The bright and airy room can be split into two smaller rooms as needed, and childcare can be provided for those attending classes. All training and leisure opportunities are promoted to our families and wider community networks.

Currently, we work in partnership with colleges and other training providers to run a range of courses at Honeycroft including English language, functional skills and route into employment, alongside a variety of yoga, keep fit, first aid, martial arts and other

leisure activities.

Honeycroft putting families at the centre...

Volunteering & Project Work



Volunteering is an excellent way to gain valuable experience, develop new skills and build self-esteem. Many employers view volunteering as highly desirable on job applications.

Honeycroft has a long history of supporting, training, developing and empowering volunteers. If you are interested in volunteering your time, then please speak to the Centre Manager.

In addition, Honeycroft applies for funding to support a number of smaller project work. Previous projects include.

- Monthly Dad's and male carers Stay& Play sessions funded by Brighton and Hove Buses
- Intergenerational Yoga partnering Honeycroft with a local elderly care home and yoga instructor to run a series of joint yoga sessions, funded by Brighton Yoga Foundation
- Toy Library & Story Sacks supporting families to borrow and extend play opportunities at home.
- Monthly Inclusion Stay & Play sessions for families with children with additional needs funded by our local Councillor's budget.
- Fundraising family events throughout the year

Honeycroft Team

All staff constantly update their training and are DBS checked.

Natasha Silsby	Centre Manager	BA (hons)
Sonila Deda*	Services Manager	Level 3, Leadership & Management
Katarina Bem*	2's & under Supervisor & Deputy Manager	NVQ Level 3
Emilie Bruley	Food Supervisor	Diploma in hospitality & catering management
Ashley Bull*	Out of School Playworker	HDN in Performing Arts
Carol Connors*	Early Years Practitioner	Level 3 Diploma
Honor Gregory*	Learning Lead Practitioner	Level 3 Diploma
Zakia Jamhamed*	Early Years Practitioner	CACHE level 2
Aiko Munday	Centre Support Assistant	Level 2 Food & Hygiene
Alba Rico Olivares*	Early Years Practitioner	Teacher specialised in pre-school education
Ewelina Sawicka*	121 Support Practitioner	Level 3 Teaching & Learning Support
Nikki Watering*	Early Years Practitioner & SENCO	Level 3 Diploma
Bank staff team		
Sallyann Coyer*	Out of School Playworker	Level 3 Diploma
Lesia Kyrlyrnko	Out of School Playworker	Work based training.
Orlane Parkinson*	121 Out of School Playworker	Work based training.
Cristina Viñuela*	Out of School Playworker	PG Certificate
Sara Warland-Edge	121 Out of School Playworker	Work based training.

**Those who currently hold an up to date First Aid certificate*

Honeycroft putting families at the centre...

Honeycroft Trustees Our trustees meet quarterly to oversee the smooth running of the centre and to ensure Honeycroft meets its charitable objectives. All trustees volunteer their time and give their expertise for free. They are an essential part of Honeycroft's ongoing success.



Christine Brady, Chair of Trustees, is the Safeguarding & Community Development Manager at the Brighton Aldridge Community Academy. Christine has worked in the city for over 20 years as a specialist in child protection issues and leading numerous projects promoting Health & Wellbeing for children, young people and their families. As a Honeycroft trustee, Christine leads on Safeguarding and Family Welfare.

Steve McGeough is our Vice Chair and runs his own Consultancy Business with a particular focus on start-ups and retail transformation. Steve has extensive experience as a Business Leader & Transformation Director with leading FTSE businesses and global FMCG brands, with the last 10 years at executive committee level. Away from work Steve loves nothing more than spending time with wife and son exploring Sussex, wild water swimming, fitness and when possible, travelling abroad. His focus as a Honeycroft trustee is building maintenance, long term strategy and supporting Natasha and the team.



Keith Bonner joined Pembroke Financial Services in 2003 and is now a 25% owner of the business which has grown significantly to one of Sussex's premier IFAs. Keith's background before joining Pembroke was in High Street Banks, where he spent the formative years of his Financial Services career. Over more recent years Keith has spent a lot of time advising clients in relation to their retirement and pension planning. Out of work Keith enjoys spending time with family, cooking and cycling (when the weather and his busy diary allows!).

Sophie Gaston has over 15 years' experience of education and charity leadership and development. After 3 years teaching languages in London as part of the Teach First graduate programme, Sophie was a management consultant before moving into charity sector roles in the UK and India. She works freelance for several charities advising on education policy and strategy, and also works part-time for international education charity Education Development Trust. Her focus at Honeycroft is around supporting strategy, fundraising and education/ charity policy.



We are looking for new trustees to join the team and help to make Honeycroft the best it can be. We are especially interested in anyone with a legal background. If you are interested in finding out more then please speak to the Centre Manager.

Frequently Asked Questions About attending the Nursery.

1. What does my child need to bring with them?

A change of shoes, either slippers with a grip or plimsolls, at least one complete change of clothes appropriate for the season, (in case of toilet or water accident) nappies and wet wipes if your child uses nappies. In addition, the children use the outside play space regardless of the weather, so please ensure they have coats, hats gloves etc for winter and sun hat, suncream for summer months. Please make sure everything is clearly marked with your child's name and kept in a named bag. Please try not to bring in toys from home, to avoid loss or damage, unless requested by a member of staff. If your child is toilet training, make sure you bring extra changes of clothes!

2. What will my child be doing while they are at nursery?

The nursery benefits from a large open space which is divided into different areas to support child-led free play and the delivery of adult-led activities as part of the Early Years Foundation Stage (EYFS) framework. Themed activities take place each week covering all key EYFS areas; communication and language, physical development, personal, social and emotional development, literacy, mathematics understanding the world and expressive arts & design.

In addition, children make daily use of the sensory room, soft playroom and outside play space on rotation.

A basic day at Honeycroft nursery would look like this.

Morning Session		Afternoon Session	
08:00 & 08:30	Breakfast Club – children can select from a range of fruit, cereals and toast	13:00	Doors open - staff greet new children parent / carers
			Free Play & adult led activities – children select where and what they play with
09:00	Doors open - staff greet children parent / carers	14:00	Tidy Up Time – everyone helps put things away
	Free Play & adult led activities – children select where and what they play with		Snack Time – children enjoy a healthy snack together (menu available)
10:00	Tidy Up Time – everyone helps put things away	14:20	Group Time – group activity with all children together
	Group Time – group activity with all children together	14:40	Free Play & adult led activities – children select where and what they play
10:20	Snack Time – children enjoy a healthy snack together (menu available)	15:00	Home time for those stay until 15:00

10:40	Free Play & adult led activities – children select where and what they play with		Free Play & adult led activities – children select where and what they play with
11:45	Tidy Up Time – everyone helps put things away		Tidy Up Time – everyone helps put things away
	Relaxation Time – group relax together with a range of yoga & mindfulness activities before washing hands ready for lunch	16:00	Home Time for those leaving at 16:00
12:00	Home time for those only staying for morning session	16:15	Snack Time – children enjoy a healthy snack together
		16:30	Free Play – children select where and what they play with
12:15	Lunch Time – children wash their hands before coming together to enjoy a two-course lunch	17:45	Tidy Up Time – everyone helps put things away
	Brushing Teeth – each child has their own toothbrush provided to use	18:00	Home Time

3. What if my child still needs a nap or afternoon sleep?

We provide fold out mattresses for the children who need a nap which are set up each day in either the sensory room or baby and toddler room. Each child has their own set of blankets stored in a named bag, which are washed at the end of the week.

4. What if my child has a bit of a cold with a runny nose, can I still bring them in?

Its fine to bring your child into Honeycroft if they have a slight cold. However, if your child was sick in the night, or in the morning, has a temperature or has diarrhoea, then you should keep them at home. Please ensure 48 hours has elapsed from the last symptom of sickness and / or diarrhoea before your child returns to Honeycroft.

5. What happens if my child gets sick while they are at Honeycroft?

We will settle your child somewhere comfortable and quiet while we contact you. It is important that you ensure we have two emergency contact names and numbers just in case we can't get hold of you. We will keep your child comfortable until you are able to pick them up and you will leave the building via the shortest route.

6. Will I be told if there are any cases of infectious illnesses e.g., Covid-19, chickenpox, measles etc.?

Yes, one of the managers will ensure parent/carers are kept up to date about any cases of illnesses both verbally and adding a message on your Family account. Any national guidance will be adhered to and any positive COVID-19 test results should be reported to the manager on duty, so any further action can be taken. To help prevent any possible outbreaks, if your child feels unwell and has a high temperature, they should not attend the setting.

7. What happens if my child needs to take medicine while they are at Honeycroft?

We are only able to administer prescribed medication. If your child needs to take medication while at nursery, then ensure you speak to the manager on duty so that they can take all the information. They will keep the medicine as required in a secure place and ask you to sign a consent form for each medication that is administered based on the directions you give.

8. If my child is off sick and misses a session do, I still have to pay?

All missed session must still be paid for, you are paying for your child's place regardless of whether your child attends or not. If your child is absent through illness, holiday or any other reason, then we cannot make up missed sessions. However, if your child is off sick for more than a week due to illness or a hospital stay, or if you give us four weeks' notice of a booked holiday then we can credit the cost of any missed lunches back to your child's account.

9. Does it matter if I am late sending my child in?

Yes! It can be unsettling for a child to come into the session with other children already settled in and playing. It also means that we have to take a member of staff away for being with the children to open the door and settle your child. If you are more than half an hour later and haven't phoned to let us know, then we would prefer that you either didn't attend the session or waited until the next break in the session, e.g., lunch time, to drop off.

10. What happens if I am late to pick up my child?

If you are running late **you must call** to inform us. If you have not contacted us to say you are running late, we will work our way through the emergency contact numbers. If we are unable to contact, you or any of the emergency contacts provided within 30 minutes of being late then by law we are required to contact the Brighton and Hove Council safeguarding team, Front Door for Families. Please note, you will be charged an hourly rate for each 15 minutes of lateness. If you need to book extra hours as a one off, you must call in advance to book so we can ensure each session is properly staffed.

11. What do I do if I need someone else to pick my child up?

If the person you have arranged to pick up your child is not named on the registration form, then you will need to call us with the person's name, relationship to the child and agreed password for the person to use to identify themselves. If this is not provided, then we will not let your child leave with them.

12. How often do you go on trips and outings?

We try to arrange termly local trips to the park, beach, library etc. each half term. For trips we operate at a ratio of 1:4 and so we are only able to take out small groups at a time and only with help from parents, carers and family members volunteering their time. The more help we have, the more children we can take. We also arrange half termly visits from different professionals; dental nurse, firemen, police etc. and welcome visits from our parents and carers sharing their professions, interests and cultural activities.

13. Does the centre have copies of the most recent Ofsted report, policies and procedures to read?

Yes, we can arrange this for you, please speak to the service manager about which you would like to read. You can also find some of the policies on our website here:

<https://www.honeycroft.co.uk/values-vision/>

14. How can I ensure I am up to date with what's going on at Honeycroft?

Make sure we have your email address, and we will ensure you receive our weekly newsletter, double check your Spam / junk folder to make sure you don't miss it. In addition, like / follow our Facebook page to get regular updates. Find us <https://www.facebook.com/honeycroft.community> or our website www.honeycroft.co.uk or message us on the Family app with any specific requests.

An introduction to the Early Years Foundation Stage Framework

"Staff get to know children well and make accurate assessments of their development. They monitor their progress closely and quickly identify where children are doing well and where they may need more help. They put support in place and use any additional funding well to help children catch up where appropriate." 2019 Ofsted report.

What is the Early Years Foundation Stage?

The Early Years Foundation Stage (EYFS) is the time in your child's life between birth and age 5 years old.

What is the Early Years Foundation Stage Framework?

The Early Years Foundation Stage (EYFS) is a statutory framework that all schools and Ofsted-registered Early Years providers in England must follow. It is a government's document, which sets standards for the learning, development and care of your child from birth to 5 years old. The standards ensure your child will learn and develop well in a healthy and safe environment.

The EYFS standards include:

- The legal safeguarding requirements to keep your child safe and promote their welfare.
- The 7 areas of learning and development to shape educational programme within the nursery.
- The assessments that will tell you about your child's progress.

What will my child be learning?

Children learn by playing and exploring, being active, and through creative and critical thinking which takes place both at nursery and at home. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development.

Children should mostly develop the 3 prime areas first. These are:

1. Communication and language
2. Personal, social and emotional development
3. Physical development

The prime areas are those most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in 4 specific areas, these are:

4. Literacy
5. Mathematics
6. Understanding the world
7. Expressive arts and design

How will my child be learning?

Through play, our early years team will help your child to extend their vocabulary and develop their communication skills. The EYFS framework identifies the essential role of play in your child's development. It is through child-led play, adult led activities, routine (e.g., group time, mealtimes), trips and visits from invited guests, that your child will develop confidence and relationships with others. We also use topical books to help support learning themes and to develop and extend vocabulary and concepts.


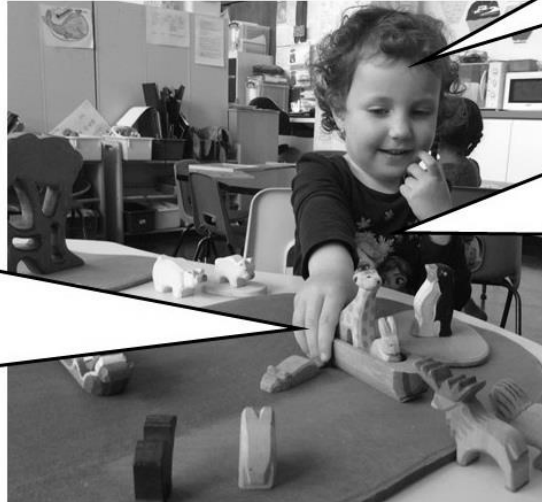
How Children Learn



Hands
(engagement)

1. Playing & exploring

- Finding out & exploring
- Playing with what they know
- Be willing to have a go



Head
(thinking)

3. Creating & critical thinking

- Having their own ideas
- Making links
- Choosing ways to do things



Heart
(motivation)

2. Active Learning

- Being involved & concentrating
- Keeping on trying
- Enjoying achieving what they set out to do

How can I find out how my child is getting on?

Your child will be allocated a "keyworker" who will be responsible for overseeing the progress of your child's development. The keyworker will regularly update you in the form of observations and reports written on the Family app. Forming secure attachments with their key worker will help your child feel relaxed and secure, which forms the basis of a positive learning environment.

It is important that you and your child's keyworker work together forming respectful and supportive relationships. You need to feel comfortable about exchanging information and discussing things that will benefit your child. These conversations can be captured using your parent log-on to your child's individual online learning journal on Family.

Honeycroft ensures that all children attending the setting has a personal Learning Journey which records photos, observations and comments, in line with the Early Years Foundation Stage, to build up a record of each child's achievements during their time with us. It will also show children's developmental progress through the 7 areas of the EYFS.

How do assessments work in Early Years?

Children are assessed mainly by 'observations', where the Keyworker will watch the children and note down what they are doing, saying etc., the adult will also respond to what your child is doing, to extend their learning and thinking. This will be done in the form of open-ended questions or adding resources to expand children's interest.

All of the information collected is used to determine how your child is achieving in the 7 areas of learning and development. Finding out at this stage how your child is achieving will mean we will know what your child really enjoys doing and does well, as well as helping them decide if your child needs a bit of extra support, what that support should be and if they are already getting it.

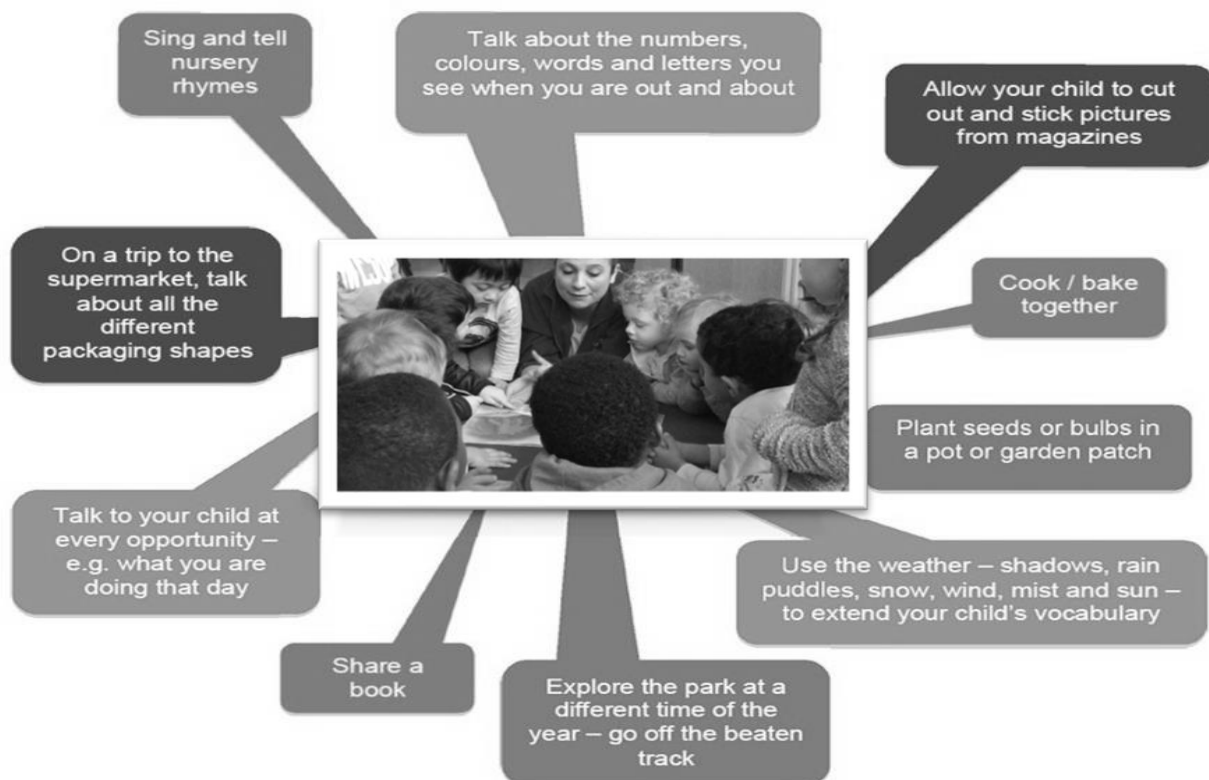
There are three formal assessments that take place during the EYFS:

1. **Two-Year Progress Check** (this will happen between the ages of 24 to 36 months)
2. **Nursery Baseline Assessment** (4-6 weeks from your child's starting date)
3. **Early Years Foundation Stage Profile** (in the form of regular observations on your child's Tapestry account):
 - **Focus child** – your child's key worker will observe and assess your child in their chosen week, adding in depth observations on tapestry, with clear next steps. All observations will be linked to all 7 areas of learning as well as to the Characteristics of Effective Teaching and Learning.
 - **Personal Profile** – at the end of each term your child's keyworker will complete 'Personal profile' for your child, capturing the uniqueness of your child, highlighting their strengths and areas for development.

As a parent / or Carer how can I help with my child's learning?

As the primary carer and first educator, all the fun activities that you do with your child at home are important in supporting their learning and development and have a really long-lasting effect on your child's learning as they progress through life. If you make the time every day to do some of the following things with your child, it will make a real difference to your child's confidence as a young learner.

How you can support learning at home.



This document has been adapted from Parents' Guide to the Early Years Foundation Stage Framework 2021 www.foundationyears.org.uk

Online Learning Journals - Policy Statement

Honeycroft ensures that all children attending the setting have a personal Learning Journal which records photos, observations and comments, in line with the Early Years Foundation Stage, to build up a record of each child's achievements during their time with us. It will also show children's developmental progress through the different age bands of the EYFS.

Procedures

- Each child will have a key worker allocated to them who will be responsible for the compilation of that child's Learning Journal.
- Honeycroft uses an online Learning Journal system (Family), allowing staff and parents to access the information from any computer via a personal, password-protected login.
- A child's learning journal is a document recording their learning and development and parents may add comments on observations or contribute photos, videos or information about activities they have been doing at home.
- Staff access allows input of new observations and photos or amendment of existing observations and photos.
- Parent access allows input of new observations and photos or the addition of comments on existing observations and photos – parent logins do not have the necessary permission to edit existing material.
- Observations input into the system are moderated by a senior member of staff before being added to the child's Learning Journal.
- Parents logging into the system are only able to see their own child's Learning Journal.
- Parents are asked to sign a consent form giving permission for their child's image to appear in other children's Learning Journals, and to protect images of other children that may appear in any photos contained in their child's Learning Journal. Parents who sign this agreement also then agree that they will not use the photos of their children which may also contain other children for anything other than personal use; so, must not go on any social networking sites or any other type of public use.
- The Learning Journal is started once the child has started Nursery. During the first term, entries will be made more frequently as staff get to know the children.
- New observational entries to a child's Learning Journal will usually be uploaded within two weeks of the observation being made.
- Observations are written in the present tense. In all written observations, other children are referred to by first name only.
- Staff use the settings devices to update their key children's journals. On occasion staff may add updates offsite which can be tracked under each staff member's individual log in details.
- All new staff are given training to use Family and must read and sign the settings 'safe use agreement'.
- Family can also be used as a general communication tool between Nursery and home. You'll be able to access pictures, videos, and announcements via the newsfeed, or your child's profile. At the click of a button, you can update permissions, report sickness and holidays, view invoices, pay your bill, and send direct messages.

Security

Keeping sensitive data safe is more important than ever. Traditionally, when you download a program to use, all the data is stored right there on your computer. Password protected, and kept in one location, its safety depends on who you give access to. Nowadays, the majority of software uses cloud computing. With cloud computing, the data is stored in highly secure data centres operated by another company.

Honeycroft putting families at the centre...

The chances are, you're already using cloud computing. Every time you use a program from your internet browser, or one of the many apps on your phone, you're using the cloud. Facebook and Pinterest, Gmail and Google Docs, Instagram and YouTube – they all use the cloud to store your data.

The beauty of using cloud software is that data is automatically saved and sent over the internet to the storage, keeping everything updated in real time. All this means there are two main times that the data needs to be kept safe. When it is being sent back and forth, and when it is at rest in the data centres.

This is where encryption comes in. Encryption is how all digital systems keep your data secure, by converting data into meaningless code that can only be understood when the system has the right key. With cloud computing companies, this encryption is applied both when the data is being transferred back and forth and when the data is at rest in the servers.

All your data is automatically and regularly backed up, and so there's no chance that you could lose everything. Because the data is constantly being saved, and sent back and forth, you will always be working with the most up to date version of things.

Please speak to your child's key worker or service manager if you have any further questions or concerns regarding Honeycroft's use of Famly. Separate guidance will be given to help set up and use your Famly account.

An introduction to some core policies and procedures

If you would like to read any further information about any of the policies or procedures referred to in this document, then please speak to the service manager.

Aims and objectives.

Honeycroft aims to provide all parents with choice and equality of opportunity for accessing services for their children to create an integrated and inclusive play environment. This can be achieved by adopting of an open policy on admission no matter what the ability of the child.

To further these aims Honeycroft has the charitable objectives to

- Provide and promote education through play for children primarily in the city of Brighton and Hove
- In particular, to promote the education and support of children with 'additional needs' meaning mental, physical and social disabilities to be integrated into mainstream provision.

Equality and Diversity

Honeycroft's services are accessible to every family in the community. Children and their families will be respected and their individuality and potential recognised, valued and nurtured.

Activities and the use of play equipment will offer children opportunities to develop in an environment free from prejudice and discrimination. Opportunities are given to explore, acknowledge and value similarities and differences between themselves and others. Equipment at the Centre is chosen to give children a balanced view of the world and an appreciation of the rich diversity of our multiracial and multicultural society. Materials are selected to help children to develop their self-respect and their respect of other people by actively avoiding stereotypes or messages about any group or individual. No toys at Honeycroft are just for girls or just for boys.

Admissions

All children at Honeycroft are provided with the opportunity to reach their full potential. Sometimes this may involve staff adapting an activity to suit the individual ability or stage of development of a child, providing additional or different resources or by providing additional staff support and attention. Honeycroft welcomes children with disabilities and special needs and encourages full integration in daily life. Priority for spaces may be given to children with special needs wherever possible. We are committed to working with parents and other agencies to support each child's education and welfare.

Respect

The religious and cultural beliefs of all children will be respected by the staff and volunteers. The Centre will aim to provide information, both written and spoken, in as many languages as possible. Medical, cultural and dietary needs will be met wherever possible.

Honeycroft interprets the concept of British Values as follows.

- Democracy – deciding together.
- The rule of law – rules for everyone

Honeycroft putting families at the centre...

- Individual liberty – choosing for yourself.
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith – kindness to everyone

Language

Bilingual / multilingual children and adults are an asset, they will be valued, and their languages recognised and respected in the centre.

Discriminatory behaviour / remarks

This is unacceptable at the centre. The response will aim to be sensitive to the feelings of the victim/s and to help those responsible to understand and overcome their prejudice.

The curriculum

At Honeycroft we believe in the importance of learning through play and inclusion for all. We use play as the way to engage children the things that matter the most in the world around them to support their growth and development. In addition, our curriculum planning provides a chance for our children to explore their sense of place individually, locally and globally by offering activities and experiences which help to.

- develop knowledge of how we are all connected.
- explore a sense of belonging and respect for differences and diversity.
- start the early stages of acting responsibly for a more peaceful and sustainable world.

Food

Food plays a key part in young children's lives and eating should be a positive and enjoyable experience. Honeycroft encourages children to eat well and to make healthy food choices by preparing all food on site from scratch, ensuring no unwanted additives or processed foods. Honeycroft is a meat-free environment, and no packed lunches are permitted unless in extreme food intolerance cases. However, cultural, dietary and any medical needs will be supported.

Child Protection and Safeguarding

All staff and volunteers working at Honeycroft have a duty to ensure that children are safe and protected. We all have a duty to ensure that if there are any concerns relating to the welfare or safety of a child, the relevant authorities are informed. We will aim to be open and honest with parents and carers unless we believe that this may cause harm to a child, then we will always put the needs of the child first. We will work with other agencies to ensure that concerns about the safety of children at Honeycroft are properly communicated and acted upon.

Employment

We are committed to safe recruitment and selection procedures to ensure that all staff and volunteers are safe to work with children. Honeycroft will appoint the best person for each job and will treat all applicants fairly. No applicant will be rejected on grounds that contravene the centre's policy statement. All paid staff will require an Enhanced DBS check and all staff will receive appropriate child protection training.

Late collection policy and procedure

From time-to-time parent/carers may have to change the collection arrangements of their children. Parents should be advised to inform the centre as soon as possible and inform Honeycroft of the new arrangements. Parents must name the person/s collecting the child/ren and give a password that the designated person will use as means of identification.

Children who are not collected

If a parent / carer does not inform the centre of a late collection staff should.

- 15 minutes late – phone parent / carer and if no reply, phone the emergency contact number/s. If unable to make any contact staff are to inform the senior manager on site.
- 30 minutes late – no emergency contact has been reached, the senior manager must contact Brighton & Hove Front Door service and speak to the duty officer on 01273 290 400 to report that the child has not been collected, as this is classified as neglect. Ofsted must also be informed by calling 0300 123 123. The manager on duty must write out an incident report for the child's records, including the name of the duty officer spoken to.

Behaviour regulation and emotional coaching

Guiding principle

Honeycroft believes that children and adults flourish in an organised environment where everyone knows what is expected of them. We maintain clear boundaries and expectations around behaviour, which enables children to feel free to explore, learn and develop through play.

Staff will integrate Emotion Coaching into everyday practice, including when responding to challenging behaviour, to support the development of positive behaviour and promote children's wellbeing.

In line with an emotion coaching framework and this policy we will:

- 'Connect before re-direct' by applying emotional 'first aid' such as calming and soothing, when necessary, before beginning the steps outlined above.
- Focus on the feelings and emotions that might drive certain behaviour, rather than the behaviour itself.
- Speak clearly and calmly, getting down to the child's level, in an age and developmental stage appropriate manner.
- Acknowledge and offer specific and descriptive verbal praise for positive behaviour as part of everyday practice such as sharing and showing kindness to others.
- Carefully consider the use of stickers, ensuring they are not given as routine everyday practice to avoid encouraging extrinsic motivation.
- Ensure children are aware of behavioural expectations at Honeycroft, framing these positively by asking for the behaviour we would like to see e.g., "kind hands/walking inside".
- Maintain predictable routines and use visual aids such as sand timers, the visual timetable and good looking/sitting/listening/playing/talking/turn-taking cards.

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- Redirect children to another area/activity when necessary, offering choices.
- Prioritise and promote children's wellbeing and emotional regulation by undertaking yoga and mindfulness activities as part of our everyday practice.
- Proactively look for ways to support children's natural desire to play, explore and develop their ideas and interests, guided by the Characteristics of Effective Teaching and Learning.
- Acknowledge that rough and tumble play is a common and beneficial play type for children, which should not be assumed to be problematic or aggressive. Instead, we will look for ways to facilitate this play, setting limits, when necessary, e.g., by ensuring it occurs in a safe space such as in the soft play area, that it is closely supervised and that 'rules' are created and agreed by all children in advance.
- Create an environment that minimises conflict by consistently providing a changing and stimulating play space with enough resources etc.
- Create behaviour plans in partnership with the nursery SENCO and parents/carers to support individual children when necessary.
- Actively encourage children to talk to us about any concerns they may have.
- Use reasonable physical intervention only if a child demonstrates behaviour that poses a danger to themselves or others. All incidences where physical intervention is used will be recorded in writing and parents/carers will be informed on the same day or as soon as is reasonably possible.

In line with an emotion coaching framework and this policy we will never:

- Use or threaten force or physical punishment such as smacking or shaking.
- Shout or raise voices in a threatening way.
- Subject children to humiliating or frightening treatment such as being sent out of the room or to a 'naughty corner' by themselves.

If we have concerns about a child's behaviour, we will:

- Bring it to the attention of the Services Manager.
- Discuss our concerns as a team at an appropriate time e.g., during the weekly team meeting.
- Discuss our concerns with parents/carers – ensuring this is away from the child/ren and others to ensure confidentiality.
- Decide what the next steps should be e.g., implementing an individual behaviour plan, accessing additional information and support from outside professionals and agencies if necessary.

Working in partnership with parents/carers

We ask parents/carers to inform us of any relevant changes to their circumstances which may affect their child's behaviour such as a new baby, house move, bereavement, divorce, separation or hospitalisation. We would like parents/carers to actively support Honeycroft in promoting positive behaviour by acting as positive role models and re-enforcing the behavioural expectations at nursery at home.

Honeycroft Parent / Carer Privacy Notice

At Honeycroft we take privacy very seriously and ensure fully meeting the data protection standards, General Data Protection Regulation, (GDPR) and are registered with the Information Commissioner's Office (ICO).

The categories of children's information that we collect, hold and share include:

- personal information (such as name, address, date of birth)
- characteristics (such as ethnicity, language, nationality, country of birth, early years pupil premium eligibility)
- attendance information (such as sessions attended, number of absences and absence reasons)
- observations and assessment information and tracking of progress.
- medical information
- information on special educational needs and disabilities (including if accessing Disability Living Allowance and entitled the Disability Access Fund)
- referrals to other relevant services
- safeguarding information.

We also collect, hold and share some information on the children's parents/guardians:

- personal information (names, address, contact numbers and emails)
- National Insurance numbers.

Why we collect and use this information: We use the children's and parents' data to:

- support their learning and development, to enable staff to plan suitable activities to extend their knowledge and skills.
- ensure that all children are safe within our childcare provision.
- monitor and report on their progress.
- provide appropriate behavioural and emotional support as required.
- assess the quality of our services as a childcare provider.
- comply with the law regarding data sharing (GDPR)
- meet the requirements of the early year's foundation stage (EYFS)
- make claims for funding.

The lawful basis on which we use this information: We collect and use children's information under the following lawful bases:

- Contract: the processing is necessary for a contract we have with you the parents/guardian of the child to provide childcare and the contract that we have with the local authority to provide funded childcare to eligible families.
- Legal obligation: the processing is necessary for us to comply with the law (submitting data for the early year's census).

Collecting children's information: While the majority of children's information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the GDPR, we inform you whether you are required to provide certain children's information to us or if you have a choice in this by highlighting the mandatory information required in your child's registration form with an asterisk (*).

Storing children's data: We are required to hold children's data for a reasonable period of time after children have left the provision (e.g., until after the next Ofsted inspection) as a requirement under the EYFS. The Limitation Act 1980 recommends that we retain data until the child reaches the age of 21 — or until the child reaches the age of 24 for child protection and accident records. Your data will be held securely and will only be accessible by staff who are authorised to do so.

Who we share children's information with: We routinely share children's information with:

- schools that the child attends after leaving our provision.
- other local childcare providers where the child is engaging currently (wrap around or blended childcare)
- our local authority (for funding claims and the early years census)
- the DfE (annual early years census)
- special education needs co-ordinators.
- NHS services (health visitors and speech and language therapists).

Why we share children's information: We do not share information about our children with anyone without your consent unless the law and our policies allow us to do so. We share children's data with the DfE on a statutory basis. We are required to submit data to our local authority, Brighton and Hove for them to submit as part of the annual early year's census in January and to access childcare funding.

Data collection requirements: To be granted access to children's information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

Requesting access to your personal data: Under data protection legislation, parents and children have the right to request access to information about them that we hold. To make a request for your personal information or be given access to your child's early years' record, contact the Centre Manager who acts as data protection lead.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress.
- prevent processing for the purpose of direct marketing.
- object to decisions being taken by automated means [this can be removed if your provision do not use any automated processing]
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed.
- claim compensation for damages caused by a breach of the Data Protection Regulations.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioners Office (ICO) www.ico.org.uk

Fees and funding

Honeycroft works hard to keep costs low. Unlike private nurseries that are run as businesses, Honeycroft is a charity that does not make a profit or pay directors. We pride ourselves on our transparent, clear, and affordable pricing structure that enables families to use their Early Years Funding Entitlement (EYFE) funded hours between 9am and 4pm, Monday to Friday depending on availability of spaces.

Any additional hours or costs are clearly laid out in the table below:

Session times, Monday to Friday	Out of School services	3 & 4 year olds	2-3 year olds	0-2 year olds
Morning session, 9am to 12pm	13.80	18.30	20.10	21.00
Afternoon session, 1pm to 4pm	13.80	18.30	20.10	21.00
Morning session with lunch, 9am to 1pm	21.15	27.15	29.55	30.75
Afternoon session with lunch, 12pm to 4pm	21.15	27.15	29.55	30.75
All day, 9am to 3pm, including lunch	30.35	39.35	42.95	44.75
Breakfast, 8.30am to 9am	4.00	4.00	4.00	4.00
Breakfast, 8am to 9am	7.00	7.00	7.00	7.00
Additional fees, per hour	4.60	6.10	6.70	7.00
Late pick-up fee (over 20 minutes late, payable for each 15 minutes until collected)	4.60	6.10	6.70	7.00
Stand alone cost towards snacks & lunch (added to all sessions 12pm to 1pm)	2.75	2.75	2.75	2.75

Early Years Funding Entitlement (EYFE/EYEE)

Currently, the government funds up to 570 hours of free childcare each year for 3- and 4-year-olds, and some entitled 2-year-olds. Although this is often advertised as '15 free hours' the actual calculation works out as 15 hours during term time only (38 weeks of the year). As Honeycroft is open 48.5 weeks we spread these hours to cover as many weeks as possible resulting in an allocation of 12 hours per week for 47.5 weeks (12hrs x 47.5 wks. = 570hrs).

Frequently asked questions about the Early Years Funding Entitlement (EYFE/EYEE)

1. How many hours is my child entitled to?

All 3- and 4-year-olds are entitled to a total of 570 hours per year through the Local Education Authority (LEA) from the term **after** their third birthday. Term start dates are 1st September, 1st January and 1st April. Honeycroft spreads these funded hours across as many weeks as possible.

In addition, you might be eligible for the '30hrs' funding, which is an additional 15 hours of funding, amounting to a total of 1470 hours per year. Again, we stretch this allowance to cover 24 hours per week for 47.5 weeks (24hrs x 47.5 wks. = 1470hrs)

To be eligible for 30 hours.

- You, and any partner, must each expect to earn (on average) at least £125 per week (equal to 16 hours at the National Minimum or Living Wage)

Earnings per week, must be at least (national minimum wage*);	
Age:	Amount (from 1 April 2023)
Over 23	£166.72
21-22	£162.88
18-20	£119.84

- If you, or your partner, are on maternity, paternity or adoption leave, or you're unable to work because you are disabled or have caring responsibilities, you could still be eligible.
- You can't get 30 hours free childcare if either you, or your partner, each individually expect to earn £100,000 or more.
- Your child can start in their childcare place the term after they turn 3 years old and have received a valid 30 hours code, whichever is later. Term start dates are 1st September 1st January and 1st April.
- To keep your 30 hours free childcare place, you need to check your details are up to date every 3 months.

You must check your eligibility and apply for a special code which Honeycroft then needs to verify **BEFORE** we can confirm your funded hours. This can take a little bit of time, especially if you are self-employed, and we therefore suggest you check your eligibility and start the application process as soon as possible.

To find out if you are eligible go to www.childcarechoices.gov.uk and set up an account and then follow the required steps. If you need any further assistance or get stuck call the help line **0300 123 4097**.

2. Is it really 'free' or are there hidden costs?

There is a shortfall of approx. one week during the summer term and all children who select sessions which fall during lunch time (12 to 1pm) are charged for a two-course homemade meal cooked onsite by our Food Supervisor.

So just to be clear, we spread the 570 funded hours across 47.5 weeks to allow for a maximum of 12 hours per week, totalling 570 hrs per year. Those families in receipt of the additional 570 hours (30 hrs) receive up to 24 hrs of funded childcare for 47.5 weeks (1140 hours in total).

Funded hours can only be used following one of the preferred options given below. Any additional hours outside of these are payable at Honeycroft's advertised rate.

Honeycroft is closed for 8 bank holidays per year, 3 additional days between Christmas and New Year and for approx. two weeks at the end of August. In total, Honeycroft is closed for approx. 20 days (4 weeks) per year when childcare cannot be provided, not including weekends.

As Honeycroft spreads the funding to cover 47.5 weeks of the year there is a deficit of maximum one, minimum half a week, at the end of the summer term which is not covered by the funded hours and is therefore chargeable to all parent/s regardless of when your child started or first became eligible for funding. This will be billed to parents at the start of August.

Alternatively, if parents do not want to attend and pay for the additional week and a half, we will give parents the option of giving notice on their child's place and then re-registering them to start again in September. However, this will come with a new enrolment fee. Those children who will be leaving us to start school in the September have the choice to not attend the unfunded week and instead finish a week early when their funding is used up.

3. Are there any restrictions on when I can use the funded hours?

The weekly EYEE funded hours can be used between 9am and 4pm Monday to Friday, depending on availability of sessions, as outlined in the options below. Any hours before 9am are payable at our breakfast club rate and if booked sessions run over our lunch break then a hot lunch is charged.

EYF 15HRS (up to 570 hrs) Options – 12hrs for 47.5 weeks, depending on availability.

1. Two six-hour days (9am to 3pm) – hot lunch is charged for each day,
OR
2. Two morning sessions (9am to 12pm) and two afternoon sessions (1pm to 4pm) – *there is no charge for these sessions, however if you would like your child to stay for lunch (12pm to 1pm) then one hour and one hot lunch will be charged for each day as required.*

EYF 30HRS (up to 1140 hrs) Option – 24hrs over 47.5 weeks, depending on availability.

1. Four six-hour days (9am to 3pm) – hot lunch charged for each day,
OR

2. Five afternoon sessions (3 x 1pm to 5:30pm and 2 x 1pm to 6pm) – there is no charge for these sessions, however if you would like your child to stay for lunch (12pm to 1pm) then one hour and one hot lunch will be charged for each day as required.

Non-Funded hours – sessions paid for by parent / carer.

1. A minimum of two 3-hour sessions per week must be booked but there is no maximum or restrictions on morning or afternoon sessions from 8:00am to 6pm.

4. How do I claim my child's free hours?

You will need to complete a Parent Declaration Form which we will provide. It is mandatory that we receive this completed form with a copy of the child's birth certificate when you register with us.

5. Why do you need a copy of my child's birth certificate?

We need to confirm your child's date of birth falls within the dates of eligibility set by the LEA. We also need to retain a copy for our audit purposes.

6. When is my child entitled to LEA funding?

Your child is normally entitled to the EYFE from the term after their 3rd birthday. For example, if a child becomes 3 years old in February, EYFE starts in the Summer Term 1 April. Some families are entitled to two-year-old funding, you can complete the information here to see if you are eligible: <https://www.brighton-hove.gov.uk/content/children-and-education/childcare-and-family-support/free-childcare-two-year-olds>

7. If my child attends another setting, can I still use some of the EYFE hours at Honeycroft?

You can use your EYFE hours in a maximum of two settings, Honeycroft being one of them. However, you will need to confirm this on your Parent Declaration Form by telling us the number of hours you wish to claim from Honeycroft and from the other setting. The total hours that you claim across the settings however must not exceed the total allocated amount.

8. What if the EYEE hours are not enough for my needs?

Honeycroft will recover your funded hours directly from the LEA. Any additional hours can be booked and will be billed to your child's Honeycroft account and an invoice given at the start of each month. Any additional one off or short-term extra sessions which you require can be billed and paid for at the end of each extra session.

9. What about the Chancellor announcement in the Spring Budget 2023?

In the Spring Budget 2023 the Chancellor announced a revolution in childcare. By September 2025, working parents of all children over the age of nine months will be entitled to 30 hours of childcare. So that nurseries and childminders can prepare to deliver such a major expansion, it will be rolled out in phases as follows:

- From **April 2024**, working parents of 2-year-olds will be able to access 15 hours childcare.
- From **September 2024**, 15 hours childcare will be extended to all children from age of 9 months
- From **September 2025**, working parents of children under the age of 5 will be entitled to 30 hours childcare per week.

10. How do I make a payment?

Invoices are issued at the start of each calendar monthly. You can pay your fees by bank transfer, cheque, cash or childcare vouchers. All payments should be received by the 23rd of each month.

Bank Transfer One of the easiest ways to make and track payments. The information you need to make a transfer are as follows;

Bank: Metro Bank
Account name: Honeycroft
Sort code: 23-05-80
Account number: 3973 3902
Reference: **please use your child's name**

Honeycroft does not accept responsibility for any payments not being credited to our bank account, please ensure you clearly reference your payments using your child's name. If we cannot identify who has made the payment your child's account cannot be credited.

Debit card or credit card You can pay using our Zittle app in person at drop off if an administration member of staff is available. You can select a receipt via email or to your mobile, which should be kept as proof of payment should it be required.

Cheques and Cash You can pay at drop off or pick up directly to your Service Manager. Please ensure your receipt is correct and kept as proof of payment should it be required.

Childcare Vouchers – Salary Sacrifice Schemes We accept a variety of childcare vouchers and will happily register with any new ones if need be. If you wish to pay with vouchers, please ask your employer which provider they use then contact us for our account details with that particular provider. Please be aware that salary sacrifice may affect your entitlement to tax credits. You can calculate if you will be better or worse off for doing so by using the HMRC calculator.

<https://www.gov.uk/guidance/hmrc-tools-and-calculators>

Tax-Free Childcare Parents can use Tax-Free Childcare alongside the 15 and 30 hours free childcare schemes but can't use Tax-Free Childcare at the same time as they receive childcare vouchers, Universal Credit or tax credits. For every £8 a parent pays into their childcare account, the government will pay in an extra £2. Parents can get up to £2,000 government support per child per year towards their childcare costs. They can then use this money to pay their childcare provider.

<https://www.gov.uk/tax-free-childcare>

Debt Management Policy Statement

Honeycroft is a voluntary organisation with limited reserves. We rely on the prompt payment of invoices to ensure we can pay staff wages, rent, utilities and provide the resources the children need and enjoy. To run a high-quality childcare setting it is essential that fees are paid on time to ensure Honeycroft's longer term sustainability and to be fair to all families who do pay their fees on time.

Part of Honeycroft's charitable objectives is to be accessible to all families who require our services, and we understand that financial is a large part of ensuring inclusion for all. We value our relationship with families and are sympathetic towards any possible financial difficulties and / or exclusions.

As a result, we work hard to.

- let families access their free / funded hours in a pattern that best fits with their family's needs.
- advertise additional hours rates at point of sign up and ensure no hidden costs.
- keep hourly rates competitive, but realistic and in line with costs.
- invoice for hours in advance so parents know costs ahead of clearing fees by the end of the same month.
- not charge a registration fee for two-year-old funded places or for siblings joining at the same time.
- encourage open and honest communication about affordability.
- enforce 'debt collection policy' to ensure families do not get themselves into unnecessary or unmanageable debt.
- offer advice and sign post how to get support with costs.
- offer a number of free Holiday Activities and Food Programme (HAF) spaces at our Winter, Easter and Summer Holiday Clubs for eligible families.

Terms and conditions:

By completing and returning a registration form parents are agreeing to our terms and conditions as set out below.

All places are subject to availability, taking into account staff/child ratios, the age of the child and space requirements. We operate an equal access policy and all children regardless of nationality, religion, culture, race, gender, physical ability or disability, health or social class are welcome.

All parent / carers must agree to the following before accepting a place.

- a. A £30 registration fee is required to secure a place. This amount is a non-refundable fee which cannot be returned, including cancellation of booking before the start date. Please note, no registration fee is required for children starting with us on a 2-year funded place.
- b. A Registration form, Online Learning Journal Agreement Form and EYFE Parent Declaration Form (if appropriate) must be completed before the start date along with a photocopy of your child's birth certificate.
- c. Parent / carers are responsible for ensuring up to date contact information and emergency contacts are provided and are kept updated as required.
- d. Places are for all year, term time only spaces are not offered, and all booked sessions are payable regardless of whether your child attends or not.
- e. An invoice for payment is raised at the start of each month and is payable by the 27th of the month. All booked services are itemised, and invoices include any outstanding fees.
- f. One months' notice is required to reduce or drop any booked sessions, and fees are still payable until the agreed change has been made. Please note, changes to booked session will only be possible if there is a space available.
- g. If you would like to increase your child's sessions, then this can be done quickly and easily if we have space on the required session.
- h. Any extra one-off sessions or additional hours will be added to a separate invoice and carried forward to the following months balance.
- i. Centre closures.
 - a. The centre is closed for approx. two weeks at the end of August & between Christmas and New Year. During this time no fees are charged.
 - b. In addition, the centre is also closed for all other Bank Holidays which are also not charged.
- j. Fees are due for all other absences. All booked sessions must be paid for even if your child is absent through illness, holidays or any other reason.
- k. In the instance of long-term childhood illness, and a child is absent for a long period due to illness, the Nursery will decide on a case-by-case basis the fees due.
- l. If 4 weeks' notice is given for any expected absence or holiday, then lunch charges for the absence will be credited back to your child's account – but only if adequate prior notice has been given.
- m. Fees are reviewed annual by the trustees and any increases advertise at least six weeks in advance.
- n. Fee rates will automatically change from your child's birthday and are clearly laid out on your monthly invoices.

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- o. The cost of a two-course lunch is added to all sessions booked during lunch time. No food from home is allowed, unless under extreme circumstances and then only with the permission of the manager.
- p. Employer Childcare Voucher Schemes—accounts will only be credited upon receipt of a remittance advice of the BACS transfer.
- q. Parents are responsible for fully completing a EYFE Parent Registration form before claiming for funding. It is the responsibility of the parents to ensure Honeycroft are informed about any changes to circumstances which might affect funding eligibility.
- r. Should parents' situation change, and they are no longer eligible for funding, the parents are responsible for any outstanding fees.
- s. Parents are responsible for informing Honeycroft about any shared funding split across other settings and ensuring the total number of eligible hours is in keeping with the annual allowance.
- t. No arrears are permitted. However, families that face financial difficulties should contact the centre manager as early as possible to reach a suitable arrangement for both parties. We encourage early engagement and communication.
- u. In line with our Debt Management Policy, if after 30 days payment has not been received, and no contact has been made to agree a payment plan, your child's place may be at risk, and we will be forced to engage the services of a debt collection agency.
- v. Honeycroft reserves the right to terminate a booking with or without notice for non-payment of fees, misconduct of parent/s, or other, as deemed reasonable by Honeycroft's trustees.

Complaints procedure

It is hoped that all users will have a positive experience of Honeycroft, however, in the interests of good practice the centre has the following complaints procedure:

Complaints about Honeycroft, its work or a member of its staff team should be raised in the first instance with the service manager. If the issue cannot be resolved satisfactorily, or the complaint is against the service manager, it should be raised with the centre manager. If the matter cannot be dealt with informally the complainant should make their complaint formally, in writing, to the centre manager.

On receiving the complaint, the centre manager will give a written acknowledgement of receipt of the letter within seven working days. The centre manager will investigate the grounds for complaint, inform the complainant of the findings and any action that will be taken as a result, within 28 days. All complaints will be dealt with as a matter of urgency.

In the case of a complaint against the centre manager, or if the complainant is not satisfied with how the complaint has been dealt with, they should write to the Trustees via the centre. The decision of the Trustees is final.

Where there is a complaint regarding Honeycroft's ability to provide a service as required for certification under the 1989 Children Act the complainant may raise the concern with Ofsted Early Years. Ofsted may be contacted at: The National Business Centre

Early Years
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel 0300 123 1231

Records of complaints must be kept for three years or in accordance with current guidelines.

Honeycroft putting families at the centre...

Honeycroft

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centremanager@honeycroft.co.uk

www.honeycroft.co.uk

www.facebook.com/honeycroft.community/

Ofsted no. 130746

33



Charity no. 1093845