



# Heirs and Graces Day Nursery

## Brochure

*"Our goal is to ensure a safe, nurturing and learning environment to suit the individual needs of each child in our care"*

*Holly Jones, Co-Owner*

# A Personal Welcome

**Welcome to Heirs and Graces, a family run nursery.**

*“Children have always been a big part of my life – looking after my own and other people’s and working in both nursery and pre-school settings.*

*It was a great pleasure to me when my daughter Holly decided that childcare was what she wanted to do for a career.*

*Holly and I decided that what we wanted was to run a top quality day nursery.*

*My grandsons Daniel, Oscar and Charlie were with us at nursery until they started school and my younger grandchildren Jack, Sam, Isaac and Penny are now with us.*

*We believe that your children are your most precious possessions and we want to care for them in a pleasant, homely atmosphere, where every child feels happy and secure and so will grow socially, educationally and physically.*

*We look forward to meeting you and your family.”*



**Mrs Holly Jones – NNEB  
Co-Owner**

**Mrs Lesley Baker – BA Hons  
Co-Owner**

# Welcome to Heirs and Graces Nursery



**We pride ourselves on being a family owned and run business and we all work hard to provide the best quality child-care for all types of children and family groups.**

The nursery offers a wide variety of childcare options from full time, part time and sessional care.

Heirs and Graces is located in Tring in an old Victorian house with a good sized garden and covered decking area.

We have refurbished the house to provide ideal child-care accommodation whilst retaining a lovely homely feel.

Heirs and Graces is designed to accommodate all our age groups on the same site, allowing siblings to have a reassuring contact with each other, and making life easier for you, the parents and carers.

We hope that we have provided all the information you need in our brochure but, if you find you still have any questions, we are always happy to answer them, please contact us by telephone, 01442 891818 or by email: [info@heirsandgracestring.co.uk](mailto:info@heirsandgracestring.co.uk)

# Our Staff

All staff are given an enhanced police check which is undertaken by the management team to ensure the safety and well being of all children in the nursery. All staff are on a three month probationary contract to ensure their suitability to the nursery. We do not choose new staff lightly. We ensure that we check their references, backgrounds and health history.

We are glad that the staff bring their different skills, experience and backgrounds to the nursery, and we have many staff that are parents themselves and understand the joys and frustrations that come with parenthood. We feel very lucky to have a good staff team, most of whom are qualified or undergoing training whilst with us.

We realise that staff retention can be an important issue to prospective parents; therefore we try very hard to retain all of our staff by offering a programme of continuous training to update and extend their qualifications, and help them to reach their personal goals.

We strongly believe that alert, fun and content carers benefit your children and insist that staff have their one hour lunch break away from the children in the staff room which has a separate entrance/exit allowing them to have a complete break, and come back refreshed and re-energised, we have several ladies who come in and help us look after the children at lunchtime. They are also police checked.



**Mrs Holly Jones**

*Co-owner*

Holly has a Norland Diploma in Childcare and Education and an NNEB qualification with 12 years experience in childcare with all ages and in various settings such as Social Services, Montessori, Day-care and nannying. Most importantly, she is mum to Daniel, Charlie and Isaac.

# Our Baby room

**At Heirs and Graces, we offer a baby room that caters for up to six babies at one time.**

We provide one staff member to every three babies.

In this room, the staff create a loving, safe and secure atmosphere in which the babies are encouraged to achieve their own potential. We take great effort to hire staff who are soft, gentle and calm with the babies.



Working closely with parents, the babies are helped to settle into a familiar home routine, adapted to suit the nursery environment.

Leaving your baby in childcare can be a difficult time for both you and your baby and it is important that you let us know if there is any way we can help you both feel settled and calm.



We are happy for you to bring any bedtime toys or special blankets that you feel will help settle your baby. We do ask that you label them and that they are not precious to you, as from time to time things may get lost.

When settling into the Nursery, we advise that the baby's usual carer spends time with them in the room each day, gradually increasing the time that they are left.

We have a separate sleep area for the babies. Monitored at all times through a glass panel and hand held sound/tv monitor, the babies are able to sleep peacefully and safely in a darkened room.

There is cctv in both of the Baby Rooms

Tiny Mites come to the Nursery every other week to provide a music and movement session for all age groups.

# The 1-2 year olds

**We feel that children of this age need more room to roam, toddle and crawl about to explore their surroundings, but at the same time they are not quite ready for the more energetic older children.**



With a ratio of one staff member to every three children, this is a large playroom where play is a little more structured than the baby room.

There is a messy room in which the children will be able to play with sand, water, play-doh, paint and even spaghetti!!

The children have access to soft play equipment where the children are able to climb, and play in the ball pit and with the sensory equipment.

The garden has a play area, which is covered by a UV tinted glass roof and is equipped with a climbing frame on a child friendly surface. Here the children are encouraged to develop their social skills and their motor skills and muscles on the bikes and trikes.

The staff we choose to work with this very exciting age range are fun, lively and enthusiastic.

# The 2-3 year olds

**It is so much fun to be a carefree toddler and we enjoy encouraging our young ones to explore their world.**



We have a ratio of one staff member to every four children in this room.

At Heirs and Graces there is a daily routine that is adapted to outside influences, such as the weather, special celebrations, cultural activities and their own environment.

The children are encouraged to try sensory play, structured play and educational play to help learn about the world around them.

We encourage the children to play outside in the garden where there are toys designed for each age range.

Because we feel activities should be fun as well as educational, we plan topics or themes that can be linked to the seasons, festivals or cultures.

Inside we have a cosy corner filled with books and comfy places to sit, read and relax and discover the joy and excitement books can offer.

There is cctv in both rooms.

# The Pre School Group

**Our programme for this age group is designed to help the children achieve the skills that they will need when they start school. The revised Early Years Foundation Stage 2017 ensures the children are ready for this.**



We encourage interactive group play, activities, and 'home corner' time, which can be linked to the week's special theme or topic. The required ratio is one staff member to every eight children.

We use the 'time out' method of discipline, which is effective in a large group of children, and gives the children an opportunity to think for themselves.

The daily routine of this room offers indoor and outdoor play, group time, messy play, sand, water, art, and music and learning activities. We also have a yoga session every Tuesday which is included in our fees. In the spring/summer months we have an optional football session with Sports Fever for a small additional charge.

The reading corner will be used as a place where a child can go when they need to calm down. Pre-school children also help to grow vegetables in the nursery garden.



In this room, the children learn the importance of respect for other children, adults and their surroundings. We feel that this helps them to become more open to accept a wide diversity of people in the world.



# Mealtimes

Most children eat in our dining room, with their own age group at separate times. Staff members sit and eat with the older children in small groups, to teach them table manners and encourage social interaction. This, we know from school, can be the hardest thing for new pupils to adjust to.

Children are encouraged to try our varied menu to experience different tastes and textures of foods.

All of our food is freshly made each day, on our premises by our cook. We use fresh meat and lots of fresh fruit and vegetables, organic where possible.



Working closely with parents, we offer a vegetarian alternative and we are also able to cater for children with allergies and religious dietary requirements.

In the baby room, as all babies are fed differing formulas and amounts of milk, it is safest for parents to bring in the milk feeds with clear instructions for the day. These will be stored in the fridge until needed.

Whilst your child is being weaned, we ask that you bring in their food. When fully weaned, we are then happy to blend and chop our nursery food for them

**Please look at our enclosed sample menu!**

# Sample Menu

		<b>Week 1</b>	<b>Week 2</b>	<b>Week 3</b>	<b>Week 4</b>
MONDAY	L	Macaroni Cheese Yoghurt & Fruit	Turkey & Broccoli Bake Banana Custard	Chilli & Rice Yoghurt & Fruit	Herby Chicken Stew & Dumplings Shortbread
	T	Tuna, Cucumber & Bread Cups Oatmeal Cookies	French Bread Pizza Yoghurt & Fruit	Soup Apple Crumble	Pilchard/Salmon Pasta Salad Yoghurt & Fruit
TUESDAY	L	Roast Chicken Yoghurt & Fruit	Sausage & Mash Yoghurt & Fruit	Macaroni Cheese Yoghurt & Fruit	Spaghetti Bolognese Cake
	T	Pitta, Hummus, Carrot & Cucumber Brownies	Couscous Salad Pineapple Upside Down Cake	Fruit Scones Blancmange	Sandwiches Yoghurt & Fruit
WEDNESDAY	L	Lasagne Yoghurt & Fruit	Roasted Ham & Cauliflower Cheese Yoghurt & Fruit	Chicken & Bacon Risotto Yoghurt & Fruit	Lancashire Hot Pot Fruit Salad
	T	Chicken Soup Semolina	Salmon Pasta Salad Blueberry Muffin	Pizza Bagels Jelly	Crumpet & Cheese Yoghurt & Fruit
THURSDAY	L	Sausage Casserole Yoghurt & Fruit	Chick Pea & Vegetable Curry Yoghurt & Fruit	Toad in the Hole Yoghurt & Fruit	Broccoli & Lentil Pasta Jam Tart
	T	Crumpets & Cheese Apple Tart	Sandwiches Shortbread	Pitta, Hummus, Cucumber, Carrot Ginger Biscuits	Soup Yoghurt & Fruit
FRIDAY	L	Smoked Haddock Risotto Cake	Lasagne Flapjack	Fish Pie Fruit Salad	Fish Cakes Yoghurt & Fruit
	T	Potato Skins Yoghurt & Fruit	Cheese Scones Yoghurt & Fruit	Quiche Yoghurt & Fruit	Pizza Bagels Jelly

# Our Equal Opportunities Policy

- Every child is unique with individual needs.
- We value difference and diversity and encourage children to develop their own personalities.
- Every child is assessed on their individual needs and the help that they may require and we work with parents to achieve the best possible care
- Every child is allocated to a staff member in their room; we call this 'keyworking'. The staff member has the responsibility for making sure that the child's emotional, physical, intellectual, social and individual goals are met. This is overseen by the manager of the nursery at all times.
- If at any time you wish to discuss your child's progress, we will schedule a time when you can chat with their 'keyworker' without feeling rushed.
- Each staff member has the opportunity to meet with the Manager to discuss each child's progress, concerns or thoughts of how to improve care when necessary.
- We have disabled access to our nursery.
- We will accept any child to our nursery as long as we are able to cater for their individual needs and that our terms and conditions are adhered to. If we feel we cannot offer the best care available, we will not offer a place.
- No child will ever be treated differently due its race, colour, culture, ability or creed.

**Fees from 1 September, 2019 – Due to  
Coronavirus our fees will remain the same from  
September 2020 and be reviewed in Spring 2021**

Registration Fee	£100 per child (non-refundable) *
Deposit	£200 per child (Refunded from the final account) **
* Not charged if your initial application is only for the Government free funded hours	
**For Children on funded hours only, the deposit is £100 per Child to cover any voluntary charges for meals and any extra sessions	

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**3 months – 3 years:**

1 day	8am-6pm (includes breakfast, lunch, tea and snacks)	£67.00
Morning session	8am-1pm (includes breakfast, snack & lunch)	£37.80
Afternoon session	1pm-6pm (includes snack and tea)	£35.65

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**3 years before free hours funding / or additional hours:**

1 day	8am-6pm (includes breakfast, lunch, tea and snacks)	£65.00
Morning session	8am-1pm (includes breakfast, snacks and lunch)	£36.75
Afternoon session	1pm-6pm (includes snacks and tea)	£34.50

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7.30 – 8.00 am Early Start Session (for all ages):

£4.00 per day

This service must be pre-booked-if you do not require this session please arrive after 8am

If your child attends Goldfield Nursery School morning session we can pick your child up at 11.45, provide lunch and keep them for the afternoon session. Please see the pick up charge below. There will also be an extra charge of £10 per day for the extra hour plus lunch

If your child attends Goldfield Nursery School afternoon session we can drop off your child at 12.15. Please see the drop off charge below

Goldfield School Nursery – Morning session pick-up charge at 11.45 and Afternoon session drop-off at 12.15 (Note we do not provide a pick-up service at 3.15)  
£3.50 per day

Meal Charges for Pre-School Children on Free Hours – a voluntary charge will be made of £10.30 for all day sessions, £7.10 for the morning session (including breakfast, snack and lunch) and £3.20 for the afternoon session (including snack and Tea).

## Notes:

### ◆ **What your fees include:**

- Your fee covers the cost of care, meals, trips, and Calpol/Piriton if needed.

### ◆ **How we invoice:**

- Fees are billed at the beginning of each month on a daily/am/pm rate for the calendar month. This will include all sessions including any holiday you choose to take and days taken off for sickness. Any extra sessions and early sessions will be billed on the following month's invoice.
- Nursery fees are payable in full before the end of each month.
- You are charged for 50 weeks a year. The Nursery is closed between Christmas and New Year, and for the last complete week in July (for larger maintenance and redecoration work). **You are not charged for the two weeks we are closed.**
- One full month's notice or payment of a full month's fees is required when withdrawing a child from the nursery.
- Late Fees – At our discretion there is a charge of £10 for every 15 minutes you are late to pick up your child. If you are late more than once in a calendar month the charge will increase to £20 for every 15 minutes.

### ◆ **Discounts and Concessions:**

- A child with a full time place qualifies for a 5% discount on the daily rates quoted above. For full-time funded children, the 5% discount will apply to non-funded days
- For a full-time child 0-3 years old, we will refund the fee for bank holidays as we are unable to offer a swap For a full time funded child we will refund the meal cost. For all other children if they were due in on the bank holiday, we will offer a swap where we have availability.

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### ◆ **The Free Hours Schemes:**

- For full details of how we offer these schemes, please speak to the office.

- ◆ This fee schedule is effective from 1 September 2019 to 31 August 2020 and will be reviewed by July 2020. **Due to Coronavirus our fees will remain the same from September 2020 and be reviewed in Spring 2021**

# Terms & Conditions

Payments can be made by bank transfer or childcare vouchers and invoices are payable by the end of the month to which they refer.

To register your child at Heirs & Graces Nursery, a non-refundable registration fee of £100 is payable for each child registered. This does not guarantee that a place is available.

Once your child/children's place/s have been confirmed and a start date agreed, you will be asked to place a deposit of £200. This will be added to your first month's bill and will be refunded after final payment of your child's account. This is because deposits have to be kept in a separate bank account and will be refunded by us when all final accounts are agreed.

Refunds will not be given for absence due to illness or holidays

All personal items must be clearly labelled with your child's name as the nursery will not be held responsible for lost or damaged items.

Children wearing nappies must be provided with their own nappies, wipes, cotton wool and creams.

Heirs & Graces Day Nursery is open from 7.30am – 6.00pm, Monday to Friday.

In the event of you not being able to collect your child/children at the required time, notification is required in advance by telephone and your emergency contacts notified. A lateness fee will be charged as follows:

If you are up to 15 minutes late to pick up your child/children, there will be a charge of £10 made. Thereafter an additional £10 per 15 minutes will be charged.

One month's written notice is required if you no longer need your nursery place/s, wish to withdraw your child/children from the nursery, or reduce their attendance.

Heirs & Graces Nursery does not accept responsibility for accidental damage or loss of property.

Children at Heirs & Graces Nursery will be taken on regular outings outside the nursery premises. If you do not wish your child/children to participate in such outings please inform the nursery Manager.

If your child falls ill during a nursery session, staff will contact the parent/carer. The nursery adheres to strict guidelines with regards to communicable diseases, as recommended by Public Health England and stated in the Policies and Procedures of Heirs & Graces Day Nursery.

## **Terms & Conditions (continued)**

The nursery reserves the right to refuse collection of any child unless the required security procedures are adhered to.

In the event of your child/children being collected by any other persons than one of those stated in the personal details form, a request to the nursery should be made in advance and a password/security number will be issued to the person collecting the child. The child/children will not be released unless this security procedure is followed

It is the parent's/main carer's responsibility to inform the Nursery of any changes in circumstance (i.e. contact telephone numbers, change of address). We will also ask parents/main carers to check that the records we hold for you are up-to-date on a regular basis. Please also inform us of anything that may be affecting your child emotionally such as the death of a Grandparent or changes in your home life. All information will be shared with your child's key worker and staff all sign a confidentiality agreement to ensure the information goes no further.

Our fees are subject to annual review and advance notice will be given of any changes made.

The nursery has an obligation/responsibility to contact Hertfordshire Social Services should we have any concern that a child in our care may be the subject of neglect, ill treatment or abuse. This may be done without informing the parent/carer.

Heirs & Graces Day Nursery reserves the right to remove/add/change these Terms & Conditions subject to a suitable notification period.