



## CHILDREN'S CENTRE

Hersham Green, Burwood Road, Walton-on-Thames, Surrey. KT12 4AA.

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# Prospectus

Thank you for enquiring about Lilliput Children's Centre at Hersham. We aim to provide a professional childcare service of the highest quality and would like to take this opportunity to tell you how the Centre operates.

Lilliput opened in March 1992 and is privately owned by Phylleen and Tony Cunningham. Melanie Spence, NNEB, Norland Diploma, is the Principal and day to day Manager. Melanie has been a part of Lilliput team since the Centre opened 27 years ago. Our building is a spacious single storey Victorian school building of character standing in  $\frac{3}{4}$  acre of its own grounds. We have an outdoor heated swimming pool and several gardens for outdoor play including a climbing wall. The older children are able to explore in the 3 acre Vauxmead field opposite the Centre.

We hope that you will find the following information helpful, and that you will choose Lilliput Children's Centre as your considered choice for your child. If you would like to visit the Centre please telephone Melanie or Teresa, the deputy manager, who will be pleased to show you what we have to offer your family.

The Centre offers full and part-time day care for babies, toddlers and pre-school children. As we cater for a wide age range with varying needs the Centre is divided into eight age related group rooms to create a more homely and warm atmosphere.

<b>The Baby Creche:</b>	For babies between 4 – 12/15 months.
<b>The Pink Rooms: 1 &amp; 2</b>	For toddlers between 12/15 – 24 months.
<b>The Yellow Nursery:</b>	For children between 22 months and 2 $\frac{1}{2}$ years.
<b>The Nursery Rooms: 1 and 2</b>	For children between 2 $\frac{1}{4}$ / 2 $\frac{1}{2}$ & 3 $\frac{1}{2}$ / 3 $\frac{3}{4}$ years
<b>The Pre School: 1 and 2</b>	For children between 3 / 3 $\frac{3}{4}$ and 5 years.

The different age ranges are to accommodate the individual development of each child and the numbers of children moving on the school. The eight sections are run very much as one integrated unit.

The Lilliput Children's Centre offers an inviting, homely and happy environment. We believe that learning should be fun for the children, making the transition from home to school an enjoyable and stimulating experience. A happy and caring atmosphere is essential, and to promote this we take great care in choosing responsible, conscientious and professional staff. The staff team is warm and approachable making the Centre a relaxed and pleasant place for everyone.

We follow the **Early Years Foundation Stage** framework from Birth to 5 years for learning, care and development. This is based on the three prime and four specific areas of learning and development to ensure that every child is given the opportunity to learn through high quality play and stimulation to the best of their ability – personal, social and emotional development, physical development, communication and language, literacy, mathematics, understanding the world, and expressive arts and design.

Play is vital for children as they learn both by playing individually and with others. It is an important part of their development and allows them to do so socially and emotionally at their own pace whilst having fun. Play enables us to assess babies and children individually and respond appropriately to extend curiosity and learning.

By having an environment in which they have fun and learn they can begin to understand the world around them as well as having adults who support and care about them. By observing and listening, your child's key person can discover what he/she likes to do. Children should feel secure, not pressured to learn, and through a play based curriculum they will gain confidence and be more prepared for future situations such as their first day at school.

It is important that as parents/carers you are aware of the EYFS and that it is explained to you clearly. Each key person will show you how they assess and plan for your child's needs.

Each child has a key person who is responsible for their Learning and Development in their individual learning journey book. This contains written observations, key person notes, future provision and next steps for development plus a progress tracker. All your child's assessments are kept in this book. The key person also prepares a book containing photos and artwork of the children for parents to take home. Planning is done monthly based on the next steps from the previous month observed through play.

Parents are given feedback by staff every day and are welcome to call us at any time to find out how their child is.

We are open from 8.00am to 6.30pm, Monday to Friday throughout the year (with the exception of Bank Holidays and the time between Christmas and New Year). The Centre aims to provide a flexible and useful service for parents. We offer an Early Start Service from 7.30 am at an extra cost.

We receive **Free Early Education** hours from the Surrey County Council for children the term after they have turned three years old. We are registered under OFSTED as a provider of early year's childcare.

### **Lilliput Team**

The majority of our staff are professionally qualified nursery nurses and teachers. The staff to child ratio is high enabling us to give the children plenty of individual attention and the consistency of a special staff member (key person) for each child. The staff to child ratio varies in each section of the Centre, hence the need to charge different fees for each age group. Each member of staff is a Key person for a child, working closely and meeting with the parents/carers regularly to ensure consistent care of their child.

<b>The Creche and Pink Rooms</b>	1 member of staff to three children.
<b>The Yellow Nursery</b>	1 member of staff to three/four children
<b>The Nursery 1</b>	1 member of staff to four children
<b>The Nursery 2</b>	1 member of staff to four/six children
<b>The Pre-School 1 &amp; 2</b>	1 member of staff to six/seven children.

Teachers offer classes in swimming, sports skills, ballet and music/movement.

The nursery also employs administration, cleaning, maintenance and kitchen staff as well as a full-time chef.

### **THE BABY CRECHE**

Recognizing a need for quality day care for babies and toddlers we have made a priority of our 15 place Baby Creche. The Creche is a self-contained unit comprising two spacious playrooms, a dining/messy play area and a separate sleep room. It has its own soft surfaced patio and garden area for outdoor play.

Nursery Nurses provide a welcoming, secure, warm, stimulating and happy environment for the babies. They call parents regularly to let them know how their baby has been during the day. The babies' home routines are followed as much as possible.

Formula milk, baby foods and other freshly prepared nutritional meals are provided. We provide a weaning menu for the very young babies. Mothers are welcome to breastfeed babies at any time in the Creche. If parents wish to provide their own milk it must be brought in, in named and dated bottles in a cool bag. We store the milk in our fridge.

We do ask parents to provide a changing bag for each child containing disposable nappies, creams etc, comforters, changes of clothing in case of accidents, coats, hats, gloves and outdoor footwear, sun cream, sun hats. Any creams which must be administered for medical reasons must be handed to staff and appropriate paperwork completed.

We ask parents to remove their shoes in the playrooms to keep the floors hygienic and clean for the babies to crawl on.

### **THE PINK CRECHE**

Babies move to the Pink rooms at approximately 15 months and to Pink 2 as their development progresses. They are given many opportunities to explore and discover the environment around them safely, both indoors and outdoors. The children are encouraged to develop skills with adult support e.g. feeding themselves at the table. They begin to enjoy many more creative activities e.g. painting, drawing, sticking etc. There is a cushioned quiet area with the chance to snuggle up and look at books.

Their days also include story, song and action rhyme time and much outside play. The children have the use of garden areas adjacent to their room for many activities in the fresh air, and enjoy playing with cars and push along toys in the playground. We attempt gardening with the children and they are very good at digging!

There are regular visits to our hall for free play and climbing, running, jumping and dancing activities

Walking, talking and social skills are encouraged and other activities such as play dough and water play are enjoyed by the children.

Most of the children at this stage sleep after lunch, however individual sleep patterns are acknowledged. Children sleep on low beds. There is a separate changing area, where children are keen to recognize their own basket of belongings.

The children need to bring in a changing bag, labelled art overall and spare clothes. In the summer, sun cream and a hat will be needed and in the winter a warm coat and/or all in one, hat and outdoor foot wear. We go out to our gardens as often as possible. Separate indoor footwear is required so as to keep the floor hygienically clean for the toddlers. We ask parents to remove their shoes if they are in the carpeted areas of the rooms.

## **THE NURSERY**

The children are in three groups – the younger ones in the Yellow Nursery and the older group in Nursery 1 and 2. The day is divided into sections to provide a structured and balanced time, allowing plenty of scope for individual expression in free play, and encouraging the children to make choices. The emphasis is on learning through play.

The Nursery has its own cloakroom, toilets and changing area.

We expect some of the children to be in nappies. We support parents with potty training, when the child has shown that he or she is ready. We ask parents to provide a bag for each child containing indoor shoes, a change of clothing – for the inevitable accidents, and nappies, etc if appropriate.

Toys, games, puzzles, and activity resources are provided specifically to encourage the children's development at this early stage of learning. Each child participates in a key person group time with a nursery nurse when they spend around 15 minutes or longer on each activity on offer, e.g. educational games, play dough, sand/water play, clay, painting arts and crafts and cookery, construction, home corner/imaginative play etc. Activities are based around the children's interests and choices introducing colours, shapes, numbers etc. within them. The children go outside as often as possible; at least twice a day, weather permitting, or they have fun playing games in our spacious hall.

By the end of the term in which your child turns two years of age, usually in Yellow Room, your child's key person will complete a Progress Check. This is set out to review your child's development, identifying their strengths and to see if they need any additional support. The progress check runs alongside the NHS health check with your health visitor.

Nursery 2 children, not needing a sleep, may join up with our Pre-School children in the afternoons to enjoy playing in the Vauxmead field adjacent to the Centre.

### **THE PRE-SCHOOL 1 and 2**

The Pre-School section of the Centre offers children an excellent preparation for school. It is set in three large rooms, each representing each of the seven areas of learning and development of the EYFS. Children have daily access to and freedom of choice from a large variety of stimulating equipment; toys, puzzles, games and books. The children have separate cloakrooms, toilets and play areas from the younger children in the Centre.

The children are encouraged to explore many topics e.g. ourselves, healthy eating and exercise, people who help us, colour, shapes, numbers and letters, transport and journeys, growing and mini beasts. etc, from several aspects. Topics are also introduced by the children themselves e.g. dinosaurs, space, encouraging their interests. Mathematical, Creative, Personal Social & Emotional aspects of the EYFS are achieved through group teaching, experiments, games and project work. Music and movement, songs, action rhymes, stories and discussions, are also used to help the children enjoy learning about a particular topic. Outside visitors are invited in to talk to the children when appropriate e.g. Police on the dangers of strangers and road safety. The children are stimulated and encouraged to want to learn, have a go and become well prepared in all the basic disciplines.

The children have a varied and structured day allowing plenty of time for relaxation and free play as well as organized activity time. Physical games, music and movement, and free active play are balanced with quieter periods of table activities, cookery, craftwork, painting, messy play and story time.

The Pre School children have the use of a three-acre field for outside play, as well as indoor play in our hall.

Our Pre-School 2 works continuously towards the children's transition to school, with 'school time' during the day and children who are leaving at the end of the summer going to the hall for 'School lunch'.

# Pre-school Routine

8am	Centre opens, children are offered breakfast in one room whilst free choice play is offered in the other room.
9am	Tidy up time
9.10-9.20am	Register time, all children are greeted, this can happen indoors or outside dependant on weather.
9.20-9.45am	Outdoor/hall play in groups.
9.45-11am	This is a time for staff to set up activities from our weekly planning. This will be done either inside or outdoors as guided by the children's needs and interests. Also dependant on the weather. We will also offer a rolling snack.
11-11.30am	Key group time, when children will spend time with their key workers to do small group activities. We focus these activities on the children's individual learning targets.
11.30-12.30pm	We go outside - field, playground, garden.
12.30-1.15pm	Lunch time, children will eat a variety of healthy meals made by our chef and socialise.
1.15- 2pm	Quiet time, activities will be set up in main rooms for these activities.
2-3pm	Outside time – Vauxmead field, Swimming or garden.
3.15-3.45pm	Phonics and number time, we will talk to children about the letter of the week, collect things to put on the letter of the week table that begin with that letter. Register time.
3.45-4.20pm	Free choice of activities.
4.30-5.15pm	Tea time.
5.15-5.30 pm	Staff will read stories and have quiet time with the children, reflecting on the day's activities with them.
5.30-6.15pm	We will then offer the children the choice to go to the hall to have free flow play/activities. We will also set up the main rooms with activities for the children. When it is warm and light outside in the evenings we will again set up outside for activity times.
6.15-6.30pm	The children are offered a drink and snack before the centre shuts at 6.30 pm.

## **AFTER SCHOOL**

We offer after school care for summer born children aged 4 years (when availability allows) in the first term when they attend school only in the morning. This is particularly helpful to parents who still have a younger sibling attending Lilliput. Children must be brought to the Centre either for lunch or after 1.30pm. The children join in with the Pre-School group and familiar faces staying until the usual collection time by 6.30pm

## **MEALS**

Our full-time chef cooks fresh, wholesome meals for the children for lunch and tea. There is a separate weaning menu and food is liquidized for the slightly older babies. The menu is revised each week, with fresh fruit and vegetables offered daily at snack time and meals. Our staff sit with the children at meal and snack times to encourage social skills and ensure this is an enjoyable part of their day.

The children are encouraged to participate whenever possible e.g making their own pizzas for tea. The menus are reviewed twice a year.

We cater for children with special dietary needs and allergies. Information from parents is always passed on to the kitchen staff. We request that parents keep us updated with any changes to their child's diet.

Children attending the Centre for the full day will be given the following meals:

<b>8.15am – 8.50am</b>	<b>Breakfast</b>
<b>10.30am</b>	<b>Rolling Snack</b>
<b>11.30am – 12.30pm</b>	<b>Lunch</b>
<b>2.30pm</b>	<b>Rolling Snack</b>
<b>3.30pm – 4.30pm</b>	<b>Cooked tea</b>

Children attending for half-day session will be eligible for the snack and meals being served during their session time.

**SAMPLE WEEKS MENU FOR LUNCH AND HIGH TEA**

	LUNCH	VEGETARIAN OPTION	AFTERNOON SNACK	TEA
MONDAY	Potato Broccoli & Chicken Bake. <a href="#">Peach and Forest Berry Compote.</a>	Potato Broccoli & Green Pea Bake.	Milk, Water, Apple and Cheese.	Ratatouille Bake with Homemade Cheese Bread. <a href="#">Fruit Yoghurt.</a>
WEANING	Butternut Squash and Broccoli. <a href="#">Fruit Puree.</a>			Carrot and Potato Puree. <a href="#">Peach Puree.</a>
TUESDAY	Pork Meatballs with Fresh Vegetable Stew. <a href="#">Fresh Fruit.</a>	Vegetable and mixed Pulse Stew.	Milk, Water, Banana and Apricots.	Salmon and Fresh Potato and Savoy Cabbage Bake. <a href="#">Raisin Flapjacks.</a>
WEANING	Broccoli and Potatoes. <a href="#">Peach Puree.</a>			Butternut Squash. <a href="#">Banana.</a>
WEDNESDAY	Beef Stroganoff with Home Baked Potato. <a href="#">Sliced Pineapples.</a>	Vegetables Stroganoff & Baked Potato.	Milk, Water, Carrots and Raisins.	Ham and Macaroni cooked in Tomato Sauce. <a href="#">Ice-Cream.</a>
WEANING	Sweet Potato <a href="#">Banana</a>			Peas, Cauliflower and Potato. <a href="#">Fruit Puree.</a>
THURSDAY	Baked Cod with New Potato and Green Pea a` la francaise. <a href="#">Greek Yoghurt with Fruit Puree.</a>	Vegetable Bake served with Cheese.	Milk, Water, Pineapple and Pears	Bean Goulash (Red Kidney Beans, and Three Colour Peppers). <a href="#">Fruit Cocktail and Cream.</a>
WEANING	Potato and Beans. <a href="#">Peach Puree.</a>			Peas and Parsnip. <a href="#">Pear Puree.</a>
FRIDAY	Roast Turkey, Pigs in Blankets, Roast Parsnip & Potatoes, Sprouts <a href="#">Chocolate Ice-Cream.</a>	Roast Quorn Breast served with Vegetables and Gravy.	Milk, Water, Celery and Pepper Sticks.	Home Baked Jacket Potatoes served with Tuna, Sweet Corn and Mayo. <a href="#">Fresh Fruit Salad.</a>
WEANING	Butternut Squash and Parsnip. <a href="#">Fruit Puree.</a>			Sweet Potato. <a href="#">Apple Puree.</a>

## **PARENTS**

At the end of each nursery session our team is always available to give feedback to the parents on their child's progress, and to talk through any concerns they may have. We encourage parents to share in their children's learning. Partnerships with parents and their child's key person are made and developed throughout the children's time at Lilliput with regular feedback and pre-arranged meetings. Parents de Parents are welcome to visit their children in the Creche at any time.

## **ANNUAL EVENTS**

At Christmas we have a party for all the children attending Lilliput, and we extend a warm invitation to their families. Each room has their own party, with Pre-School children performing a play for their parents. Grandparents are invited to the final rehearsal.

In the Summer Lilliput raises money for a local charity by inviting families to our Sports and Family Fun day. We have a different theme for this each year with fancy dress parades, races and many stalls. Weather permitting; we hold this event in the Vauxmead Field.

## **AFTERNOON CLASSES**

During the school term time Lilliput offers extra-curricular afternoon classes run by experienced, qualified teachers. If your child does not attend the Centre on that particular day, you are more than welcome to bring them in. Currently the classes offered are Music and Movement, Ballet & Sports skills.

Swimming lessons are held in the summer for children aged over three attending the Centre.

## **TERMS AND CONDITIONS**

### **1. Hours of opening**

- I. We are unable to accept children into the building before 8.00am, unless they are registered for the Early Start Session. The building is open for the Early Start Session from 7.30am. All children and parents must leave the building before 6.30pm. Parents will be charged £20.00 per quarter of an hour for late collection.
- II. In an extreme circumstance, we reserve the right to close the centre e.g. floods, gas leak or health issue.
- III. Children who are attending for morning sessions only should be collected before 1.30pm. Afternoon children are unable to be accepted before 1.30pm. Short day children must be collected before 3.30pm. Morning and short day late collection charges will be charged at the short session rate.
- IV. Please do not re-enter the building after 6.30pm.

### **2. Absences** Please notify the Centre if your child is likely to be absent for any reason.

### 3. Sickness

- I. If your child is showing signs of illness e.g. a high temperature, doubtful rash, sore throat, nose or eye discharge, diarrhoea, sickness, please keep him or her at home until a Doctor has certified that they are fit to return in order to safeguard our children. If a parent/carer has any of these symptoms please arrange for someone else to drop off and collect your child.
- II. Please ensure that you have told us where you can be contacted during the day and that we have the number of an emergency contact should you be unattainable.
- III. We reserve the right to remove your child to hospital in an emergency. Medicines are not administered at the Centre unless the child's guardian is prepared to complete the appropriate form – 'Administration of Medicines' and to provide clear written instructions for dosage etc. Medicines must come in their original containers.

### 4. Personal Property – Clothes, Toys and Food

We are unable to be held responsible for un-named items which are mislaid. We are unable to accept responsibility for mislaid items of clothing, ballet clothing and polyotter float suits etc. We ask that children do not bring jewellery, money or other valuables onto the premises. We also ask that birthday cakes, sweets, chocolates and drinks are not brought to the centre as Lilliput is a nut free centre. No toy guns, swords or other weapons are allowed!

### 5. Fees

- I. We require an advance non-refundable registration fee to enrol your child at Lilliput Children's Centre. The first month's fees are due two months in advance of your child's starting date. These fees are **non-refundable** should you not take up the place for whatever reason. Thereafter, fees are payable monthly in advance. The fees are calculated on a calendar month basis and although months vary in length, and holidays may be taken, the amount payable remains the same. Alternative sessions, refunds or deductions cannot be made if a child is sick, on holiday, has any other reason for not attending, or the centre is closed. If the Centre is temporarily closed, due to events beyond our control, there will be no refund or waiver of fees. Lilliput will not be liable for any direct or indirect loss suffered by parents in these circumstances. The Centre is closed on Bank Holidays and for the week between Christmas and New Year when no refunds will be given from the usual calendar monthly fee. A calendar months notice in writing is required to reduce a child's Centre attendance and at least two months' notice is required to defer a start date.
- II. Parents registering babies in advance must commit to a confirmed starting date, or may lose their place. A 5% discount is available for siblings attending Lilliput, at the same time, for four or more whole days.
- III. Current fee details are attached.

## **6. Safeguarding Children**

- I. Lilliput Children's Centre will not be held responsible for failure to provide nursery facility resulting from events beyond our reasonable control.
- II. As a registered day care provider, Lilliput Children's Centre is under obligation to report to Social Services any incident where it is considered that a child may have been harmed or neglected. This may be done without informing the parent or guardian.
- III. Mobile phones are not to be used or turned on in the building. Personal cameras are not to be used to photograph children on Lilliput premises.
- IV. Lilliput reserves the right to remove any person from the building who we feel is abusive or threatening to our children and staff.
- V. If a person other than a parent is collecting a child, please inform us beforehand and ensure that the person brings an agreed form of identification to the centre. Parents are requested to supply a passport-sized photograph of themselves. This will be kept on the children's room card to confirm identification. Parents are given security codes to our doors. These must not be passed on to other people.
- VI. The use of the car park is done so entirely at your own risk.

## **7. Parents employing Lilliput staff members**

- I. Where a member of staff, either temporary or permanent, whilst employed at or within three months of leaving employment at Lilliput Children's Centre, is recruited by a parent/guardian of a child who has been registered at the Centre, the said parent/guardian will be liable to pay Lilliput Children's Centre the equivalent of the last two month's gross salary of the said staff member.
- II. Once a parent/guardian makes an offer of employment to a member of staff, or former member of staff within three months of leaving employment at Lilliput Children' Centre, one calendar months' notice will be given to all the said parent/guardians children attending Lilliput Children's centre to leave the Centre.

## **8. Notice**

- I. Either party may terminate this agreement by giving in writing one calendar month notice.
- II. Should a child be withdrawn without notice then one calendar month fee will be due in lieu of notice.

## **LILLIPUT CHILDREN'S CENTRE POLICIES**

WE AIM TO PROVIDE A PROFESSIONAL CHILDCARE SERVICE OF THE HIGHEST QUALITY, EMPLOYING PROFESSIONALLY QUALIFIED NURSERY NURSES AND TEACHERS.

WE AIM TO PROVIDE A WELCOMING AND HAPPY ENVIRONMENT. WE BELIEVE THAT LEARNING SHOULD BE FUN FOR THE CHILDREN MAKING THE TRANSITION FROM HOME TO SCHOOL AN ENJOYABLE AND STIMULATING EXPERIENCE. A HAPPY AND CARING ATMOSPHERE IS ESSENTIAL AND TO PROMOTE THIS WE TAKE GREAT CARE IN CHOOSING RESPONSIBLE, CONSCIENTIOUS AND PROFESSIONAL STAFF.

WE PRACTICE EQUALITY OF CARE FOR ALL CHILDREN REGARDLESS OF THEIR RACE, CREED, CULTURE OR GENDER. WE ARE COMMITTED TO THE INTEGRATION OF CHILDREN WITH SPECIAL NEEDS. WE BELIEVE THAT WHEREVER POSSIBLE CHILDREN WITH SPECIAL NEEDS SHOULD BE EDUCATED AND CARED FOR ALONGSIDE OTHER CHILDREN. EVERYONE STANDS TO GAIN IF ALL CHILDREN ARE ABLE TO SHARE THE SAME OPPORTUNITIES AND ARE HELPED TO OVERCOME ANY DISADVANTAGES THEY MAY HAVE TO FACE. WE ENSURE THAT ALL CHILDREN ARE TREATED AS EQUALS AND ARE ENCOURAGED TO TAKE PART IN EVERY ASPECT OF THE CENTRE'S ACTIVITIES. CHILDREN NEEDING AN EXTRA NURSERY NURSE ARE ACCEPTED IF FUNDING CAN BE ARRANGED.

EVERY EFFORT IS MADE TO INVOLVE PARENTS AT ALL STAGES IN THE DEVELOPMENT OF THEIR CHILD. NURSERY STAFF MAKE TIME AVAILABLE ON A REGULAR BASIS TO TALK WITH PARENTS ABOUT THEIR CHILD'S CURRENT SITUATION AND DEVELOPMENTAL PROGRESS. APPOINTMENTS CAN BE MADE WITH THE MANAGER TO DISCUSS ANY ISSUES THAT CANNOT BE DEALT WITH BY THE NURSERY NURSING TEAM, E.G. FUTURE SCHOOLING DECISIONS. REGULAR INFORMATIVE NEWSLETTERS ARE SENT TO PARENTS. SOCIAL EVENTS FOR THE CHILDREN AND PARENTS ARE HELD AT LEAST TWICE A YEAR.

YOUNG CHILDREN ARE CONSTANTLY LEARNING ABOUT ACCEPTABLE BOUNDARIES TO THEIR SOCIAL BEHAVIOUR. AT LILLIPUT, WE REINFORCE CHILDREN'S POSITIVE BEHAVIOUR AND ATTITUDES, AND WITH EXPLANATION, DIVERT AND REMOVE CHILDREN FROM UNACCEPTABLE SITUATIONS. CHILDREN ARE TAUGHT TO RESPECT EACH OTHER, ADULTS AND PEOPLE'S PROPERTY. IN TURN STAFF RESPECT EACH CHILD AS AN INDIVIDUAL PERSON IN THEIR OWN RIGHT, IRRESPECTIVE OF THEIR AGE. NO PHYSICALLY PUNITIVE SANCTIONS ARE PRACTISED.

LILLIPUT CHILDREN'S CENTRE ENDEAVOURS TO PROVIDE A SAFE, HIGH QUALITY, CARING ENVIRONMENT AT ALL TIMES FOR ALL THE CHILDREN IN OUR CARE. HOWEVER, THERE MAY BE OCCASIONS WHEN PARENTS / CARERS HAVE CONCERNS ABOUT THE CENTRE OR THEIR CHILD'S CARE THAT NEED TALKING THROUGH AND RESOLVING. IF A PARENT / CARER HAS AN ISSUE INVOLVING THEIR INDIVIDUAL CHILD OR THEIR CHILD'S ROOM THEY SHOULD IN THE FIRST INSTANCE RAISE THIS ISSUE WITH THEIR CHILD'S KEY WORKER OR WITH THE ROOM LEADER. IF THE ISSUE IS NOT SATISFACTORILY RESOLVED THEY SHOULD THEN RAISE IT WITH MELANIE, THE PRINCIPAL. IF THE ISSUE CONTINUES TO BE UNRESOLVED THE MATTER SHOULD BE PUT IN WRITING AND ADDRESSED TO THE PROPRIETOR'S PHYLLEEN AND TONY CUNNINGHAM AT LILLIPUT CHILDREN'S CENTRE, HERSHAM GREEN, BURWOOD ROAD, WALTON ON THAMES, SURREY, KT12 4AA. ALL EFFORT WILL BE MADE TO RESOLVE ANY ISSUES OF CONCERN QUICKLY AND PROFESSIONALLY. IF ALL THESE STEPS HAVE BEEN TAKEN AND RECORDED AND THE ISSUE IS STILL UNRESOLVED, OFSTED CAN BE CONTACTED. THEY WILL CHECK THAT ALL THE NECESSARY MEASURES HAVE BEEN TAKEN BEFORE INVESTIGATING THE MATTER FURTHER - OFSTED, PICCADILLY GATE, STORE STREET, MANCHESTER, M1 2WD. TELEPHONE: 0300 123 1231.

## LILLIPUT CHILDREN'S CENTRE FEES 2019

<u>BABY &amp; PINK CRECHE</u>		<u>PER</u> <u>CALENDAR MONTH</u>	<u>WEEKLY</u> <u>EQUIVALENT</u>
	Full time	£1724.00	£398.00
	4 day/week	£1480.00	£342.00
	3 day/week	£1164.00	£268.00
	2 day/week	£792.00	£182.00
<u>YELLOW &amp; NURSERY</u>	Full time	£1644.00	£379.00
	9 sessions/week	£1548.00	£357.00
	8 sessions/week	£1424.00	£328.00
	7 sessions/week	£1267.00	£292.00
	6 sessions/week	£1134.00	£262.00
	5 sessions/week	£965.00	£222.00
	4 sessions/week	£788.00	£182.00
	3 sessions/week	£642.00	£148.00
	2 sessions/week	£398.00	£ 92.00
<u>PRE-SCHOOL</u>	Full time	£1532.00	£353.00
	9 sessions/week	£1386.00	£320.00
	8 sessions/week	£1288.00	£297.00
	7 sessions/week	£1148.00	£265.00
	6 sessions/week	£1014.00	£234.00
	5 sessions/week	£885.00	£204.00
	4 sessions/week	£760.00	£175.00
	3 sessions/week	£630.00	£145.00
	2 sessions/week	£398.00	£ 92.00

Extra sessions/days if available £46.00/£92.00

There are 2 sessions in a day - 8am - 1.30pm and 1.30pm to 6.30pm. Half days are only subject to availability. 3 and 4 year old Free Early Education additional hours and services fees are listed separately.

Regular short days to 3.30pm are available for Yellow, Nursery and Pre-school. Extra short pm £23 per session. Calculate by adding your morning sessions to the table below.

5 Short pm's 1.30 - 3.30/week	£468.00
4 Short pm's 1.30 - 3.30/week	£408.00
3 Short pm's 1.30 - 3.30/week	£320.00
2 Short pm's 1.30 - 3.30/week	£212.00
1 Short pm's 1.30 - 3.30/week	£108.00

All fees are inclusive of meals (breakfast, lunch and tea) and drinks, including formula baby milk. A sibling discount of 5% on EACH child applies to children attending four or more full days a week.

Early Start Service 7.30am - 8.00am - regular bookings 5pw = £135pcm, 4pw = £108pcm, 3pw = £81pcm, 2pw = 54pcm  
Occasional Early Start Service £10 per session

Late collection charge is £20 per 15 minutes after 6.30pm. This fee is to directly compensate the staff who have to remain with your children if you are late.