



Parent's Pack

Information Pack for Parents

'Organic, Spiritual, Play'

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Happy Children Nursery

We would like to welcome you to Happy Children Nursery.

Within this parent pack you will find information on our policies and procedures that promote good practice, as well as our facilities and the care we provide in a safe and stimulating environment.

Our Vision

To foster an environment that allows each child to learn organically through the experience of play; working together with their families to provide a holistic approach to learning.

Our Mission

To create a child-centred learning environment which is underpinned by the spiritual well-being of each child; focusing on children's interests as well as the environment that surrounds them.

The EYFS

"The Early Years Foundation Stage (EYFS) is the statutory framework that sets the standards that all Early Years providers must meet to ensure that children learn and develop well and are kept healthy and safe." Department for Education (1st September 2021)

Happy Children Nursery uses the EYFS Framework alongside their own vision of early education. The EYFS has been developed by the Department of Education as a framework that sets standards for learning, development and care of children from birth to five years old.

Our Philosophy / Core Values

Spiritual

The world is best experienced in its natural form. We believe that the child's first experience with the world around them will go on to have a profound influence upon their lives. Thus we aim to develop a space which allows our children to engage in that which is organic, pure and natural. From growing vegetables, playing with handmade toys carved from natural wood, delivering activities linked with our local forest schools, we endeavour to allow our children to experience the beauty of the natural world they live in.

Organic

The Islamic worldview places great emphasis on mankind being God's khalifah (custodian upon earth). We aim through stories and play to teach children how to respect, love and take care of the earth they live upon, cultivating within them a desire to truly become custodians, fulfilling the trust they have been given.

Through inspiring them with stories of prophets and saintly figures that fulfilled the trust through a careful concern for animals and the environment, we believe that it will serve to shape and infuse greater meaning in our children, nurturing their souls and causing them to love and care for the earth and all that lives and grows upon it.

This will be enhanced through intelligent play in which the children will develop their own vegetable plot; make their own compost from food waste, and learn to recycle items which can be used in arts and crafts activities.

Play

“Play with them for seven (years)”

Saying of Imam *'Ali b. Abi Talib*

Play is an organic and natural means in which children understand the world around them, arousing within them a desire to learn about it, understand it and communicate with it effectively. Guided by prophetic principles, Happy Children Nursery places great emphasis upon child-centred play until the age of seven. Our approach is a holistic one, concentrating on the process of learning and not just the product.

Our Setting

Human beings are environmental by nature, they are very much products of all that takes place around them. In order to thrive, a child must be happy and content inwardly, thus our learning environment places great emphasis on this happiness that we believe to be every child's right.

Revolving around three fundamentals: The Spiritual, The Organic and Play; we aim to take care of our children's emotional as well as physical needs. Nurturing each child with food that is wholesome, play that is meaningful and an environment that reflects the world around them, we feel that children will grow and develop as confident individuals.

Nursery

Inspired by our ethos we have developed a space in which we believe each individual child will flourish. Our rooms are designed and equipped with age appropriate furniture and resources for ages one to five. A key person system is also in place to ensure that each child is cared for and treated as an individual.

Outdoor play

Happy Children Nursery has two play spaces for children, one being designated for the under three year olds and the other for children over three, this ensures that outdoor play is catered to meet the needs of each child according to age and ability. Whilst in the setting children will actively participate in planting, growing, maintaining our organic garden plot and eating their very own grown produce. Exploring how things take place in the world around them enables children to develop their perception and understanding of the natural world. To ensure that the children get every opportunity to carry out this exploration of the outside world, practitioners will take them to places of interest locally and further afield. We aim to introduce to our children, the local forest school, the local aquatic centre, the local library, and Merseyside's parks, museums and beaches.

Opening Hours

The nursery is open from 8:30am – 4:00pm Monday – Friday, for 38 weeks in the year (similar to local school holidays with few days different due to staff training & Eid)

We offer only full days sessions. If your child is off on their allocated days unfortunately, we are not able to swap the missed session for another day. Pre-school doors are open from 8.30-10am and then from 3pm-4pm out of these hours the arch doors will be locked (any parents picking/dropping off can use the buzzer allocated at the toddler entrance to get access to nursery).

The Arabic Language

Research shows that the earlier a child learns a language the easier it is for them to grasp it, with most children having the innate capacity to master at least four languages before the age of seven.

Beginning at the toddler stage we intent upon blending the Arabic language into each child's everyday learning experience. Keeping to our ethos of being child-centric, we aim to teach Arabic through the introduction of songs, the learning of numbers, colours, shapes, fruits and vegetables as well as having members of staff using both Arabic and English to give simple instructions to our children.

We believe introducing the Arabic language through play will significantly enrich our children's intellectual and spiritual faculties and instil within them a profound love for this noble language.

Children over the age of three years old will also attend a focused Arabic group session for 10 minutes a day, the focused session is taught with the use of props such as puppets, a basket of fruit, items of clothing, pictures and the like.

The Early Years Foundation Stage (EYFS)

During your child's time at Happy Children Nursery his/her progress will be tracked through using an individual EYFS tracker, this will inform us of your child's most pressing needs and help us close any gaps that may appear in your child's learning and development. We encourage parents to stay abreast with their children's learning and developmental needs through the EyLog observations and parents evenings .

For parents who wish to know more about the EYFS and its **Early Learning Goals** a copy is always on hand at the nursery available for you to browse through.

The EYFS focuses on 7 areas of learning and development.

The prime areas:

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

The prime areas are those most essential for your child's well-being and future learning. As children grow, the prime areas will help them to develop skills in the **4 specific areas** which are:

4. Literacy
5. Mathematics
6. Understanding the world

7. Expressive arts and design

These 7 areas are used to plan your child's learning and activities. Your child's key person is responsible for planning activities that are suited to your child's developmental needs.

Settling Your Child in to Nursery

Happy Children Nursery wants to make leaving your child in our care the best possible experience for both parents and child alike. With this in mind we have developed the following settling in procedure:

The settling in process can take up a period of 1 week (subject to change depending on child and nursery's availability):

We ask the child's parent/carer to attend the nursery with their child for the first session for an hour (depending on how well your child is settling in, you might be asked to attend other sessions so please make your schedule flexible), coming in for the allocated time every day for the first week (time will be allocated to you by management/Key person). This helps the child become familiar with the setting gradually, the nursery routines, their key person and other nursery practitioners. Please inform us as soon as possible if you are not able to attend daily.

- When the time comes for you to leave your child we ask the child's parent/carer to bring the child into nursery but this time to drop them off at the door of the nursery whereupon the key person will greet them both and take the child over to his/her play room. We ask that you explain to the child before coming to the nursery the process of being dropped off.
i.e 'Today Daddy is going to leave you in the nursery to play with aunty Rachel, I'm going to take you to the door then say goodbye and will be back for you in half an hour'.
- On the first day the child will be left with us for a period of 30 minutes.(subject to change depending on how well your child is adjusting to the transition) During this time we ask parents to stay in the Felicity House building in case we need to call upon them.
- On the second day the child will stay for an hour, again the key person will greet both parent/carer and child at the door and take the child.
- Depending on the child the process will be repeated for the rest of the week increasing the time the child stays with us each day building them up to staying without their parent/carer for a full session.

We ask that parents/carers bring their child into nursery continuously during the settling in period, as having breaks during this time disrupts the settling in process and sends conflicting messages to a child. This in turn may develop within the child feelings of insecurity.

Some children may take longer to settle and become very upset upon parting from their parent/carer, if this is the case with your child we ask that the child is still left with us so that he/she has an opportunity to form a bond with their key person and eventually fully settle. We will never allow a child to experience extreme stress and in the event of a child taking a long while to settle we ask parents to remain in the Felicity House building so that they can remain on hand should we need them to return.

If you feel your child is experiencing some difficulties being left with us, please discuss your concerns with us. If a child continues to struggle to settle into nursery life, then a home visit will be arranged.

Please do not hesitate to ask questions and discuss your child's needs with their key person.

Our Key Person System

Once your child begins nursery, a key person will be allocated to him/her. The key person is responsible for your child within the nursery.

The Key person is the named carer throughout the nursery day and is the first point of contact for parents. The key person will assist or ask you to complete 'All about me' information regarding your child's home routine, as well as other relevant information. It is important that the key person forms not only a strong bond with the child but also with the child's family so that the sharing of information between the two can be done successfully, leading to the best possible care for your child.

Our Key Person System Provides:-

- Assistance with the settling in process
- Building an attachment and getting to know your child as thoroughly as one can
- Building a strong relationship with parents and families
- A key person time, in small groups and one to one time every day
- Close monitoring of your child's progress in all areas of development
- Screening speech and language development of child with WellComm
- Knowledge of each child's needs when planning activities and your child's next steps of learning.

A Child's Key Person

- Will provide parents with information regarding the routines, daily timetables, and activities in the room

- Will assist both parent and child during the settling in period
- Will support the child in becoming familiar with the daily routine and the layout of the nursery
- Will be aware of circumstances at home that may affect changes in a child's behaviour from time to time
- Will carry out observations/assessment on children and devise plans for future activities taking into account children's needs and interests
- Will fill out a daily diary (for children under three years old) on what your child has been doing during their time in nursery
- Will take care of your child's personal needs i.e. nappy changing, toileting, whenever possible
- If a parent and staff member know each other outside of the nursery, can we kindly ask that you do not exchange information about your child via the staff members personal telephone. Please ensure all communication is done via the nursery contact numbers.

Parental Partnership

At Happy Children Nursery we acknowledge the importance of building strong relationships with our parents. It is important that there is a good liaison between parents/carers and the staff. We believe that children benefit most from early years care and education when parents and settings work together as a partnership and we understand that parents find it hard separating from children at such an early age, which is why we endeavour to make strong links with parents and families. With this in mind we endeavour to do this by:-

- Having an open door policy, allowing parents to visit at any point of the year (subject to staff availability)
- We are always open and honest with our parents and encourage them to be open and honest with us.
- We consult with all parents to find out what works best for them.
- We ensure ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- We encourage parents to have an active part in the governance of our nursery by being involved in our Parent Practitioner Association which meets regularly, making suggestions and comments on ways to improve the nursery and organising events.
- Through our Parent/Carer Evaluation Forms we gain parent/carers feedback on our strengths and weaknesses and any suggestions in order for us to improve our future decisions, parental partnership and practices.

- We hold two parent evenings a year and meetings to discuss the progress of children.
- We provide newsletters every half term.
- We have online learning journal (EyLog) which parents and key person can exchange information with each other.
- We provide information on childcare and other child related topics that contribute to the well-being of children.
- We provide opportunities for parents to contribute their own skills, knowledge and interests, often using the festival calendar.
- All parents have a copy of our complaint's procedure (see below).

Throughout the year your children will bring home various pieces of creative artwork. We ask you to treat these pieces of work with great care as your child will have worked very hard to produce them. Knowledge of destroying their artwork may lead to a lack of self-esteem within your child.

Early Years Log

EyLog is the most comprehensive tablet PC and web-based solution for nurseries and childcare providers to transform the process of recording observations, assessing a child's progress and planning activities for the child. EyLog significantly reduces the time spent on capturing, maintaining observations and managing the learning journey of a child manually: enabling the practitioner to focus more on providing the best early years education to children. You receive a unique login on the system and are notified automatically by email as soon as a new observation is published to your child's learning journey or when the nursery shares any other reports with you. EyLog makes it possible for you to contribute observations from home too. Be it something your child does for the first time or during holidays, making the learning journey even more comprehensive and enabling 'parents as partners in learning and development' of a child in their early years. Once your child has registered with the nursery you will receive an email from EyLog containing account information and activation details. To login to EyLog you will need to enter your username and password, please note you will be asked to reset your password on the first login. Once you reset, you will need to re-login with your password. As a parent, you can also comment on an observation, which will then be visible to the staff at the nursery. We encourage all parents to make a contribution to the comments even if it is a confirmation of receiving the emails or the icon (heart for loved). If you need support in using the app please contact the manager for assistances. When the time comes of your child leaving the nursery you can download the documents/photographs, your account will be made inactive straight away but you will have few months to gather any desired items (EyLog with additional costs offer services to download learning journal onto memory stick or book form, please contact EyLog for more information 03300882008)

Arrival and Collection of children

When you bring your child to the nursery:-

- Please tell a member of staff any relevant information that you feel we should know about.
- Please notify us if anyone other than yourself/partner is collecting your child at what time and confirm the password to be used.
- If any medication is to be administered, staff will complete 'medicine form' with the information you have provided and publish the form via the EyLog. The form will need to be signed and submitted back to complete the process.
- Please remember to check your child's bags for any relevant paperwork.
- When entering and leaving the nursery please ensure that **the door is closed securely after you**. It only takes a minute for a child to slip out or for a stranger to get in. Please do not let anyone else into the nursery.
- Our Safeguarding Policy requires non usage of mobile phones within the setting. Only Happy Children Nursery's official phone is used within the nursery. In the event of your mobile phone being used in the setting you will be asked by a member of staff to put it away, we hope that you do not find this offensive and understand this is to ensure Happy Children Nursery stays a safe environment for children.

When picking your child up from nursery:-

- Please discuss your child's day with his/her key person (Please be mindful if it is a busy time for staff, ask your child's key person to arrange a suitable time or a phone call to discuss matters further), if your child's key person is not available, she will pass all information on to her co-workers and/or will record this information in your child's weekly diary (Toddler room only). If your child was collected by someone else, it is your responsibility to gather information from the individual you sent.
- If your child has an accident during the day, it will be recorded on an accident form on the EyLog. Please ensure that you read the accident form and sign it and submit the form.

- Ensure that your child has got all of their belongings including any pictures that they may have done during their day at the nursery.

Late Collections

Late charges apply for any collections after 4pm. If you are late picking up your child, a fee of £5.00 per every 5 minutes will be added to your account for each late collection.

Health and Safety

Please ensure that no small objects are in your child's pockets including items such as balloons, small toys, coins etc. as these can be a choking hazard.

Please ensure your child wears appropriate footwear (no dressing up or mule styled shoes that do not have a back as these cause hazards when children are running).

Illness

Parents are requested not to send their children to Nursery if they are suffering from any infectious illness, or if they are not feeling well enough to attend. Whilst having a realistic attitude towards the needs of working parents, we reserve the right to call parents or the appointed person on the admission form if their child becomes unwell whilst at Nursery. We ask that parents inform the Nursery Manager if their child has contracted an infectious disease so that we can inform the parents of other children that attend our setting.

Medicine/Antibiotics within our Setting

Children who are taking antibiotics **MUST** not be admitted to nursery for the first 24 hours of the course treatment. The first dose of any medicine **MUST** be given to the child at home e.g. If antibiotics are to be administered three times a day then these three doses **MUST** be given before the child returns to nursery. If a child is taking antibiotic eye drops they may return to the nursery after the first administration of drops. All medicine administered has to be prescribed by the doctor, dentist, nurse or pharmacist. Parents/carer are requested to complete **medicine form** when requesting staff to administer any medication to the child.

Meals and Snacks

Milk is provided daily and fresh drinking water is provided throughout the day. All snacks provided are in accordance with Islamic Dietary Laws. **In order to comply with these Laws pork or other non Halal meat must not be brought into the setting in packed lunches or the like.** The Nursery must be kept up to date with any changes in your child's dietary needs, please speak to your child's Key Person or the Manager if their diets does undergo a change. The nursery implements a health eating policy, more information on this will be provided during the settling-in period.

Snack Fees:

A 60p a day snack fee is (voluntary contribution) from all parents with children who are not paying full-day fees.

Lunch: you will have to provide a packed lunch for you child

- We encourage parents to provide sandwiches with a healthy filling, fruit, and milk/water.
- Packed lunches containing crisps, sweet drinks and sweet products such as cakes or biscuits will not be opened and will be returned.

(The nursery has a booklet of suggestions for healthy packed lunches if needed please ask a staff member for this or visit our website)

Dress Code

We ask that parents do not dress children in dungarees or Converse type shoes so that children may achieve independence when seeing to their personal needs. When the Nursery's own clothing has been used to change a child, we ask that these items are washed before being returned.

Child Protection

In the case of a child coming into the nursery with an injury an explanation will be sought. Should this not be compatible with the injury the Nursery Manager has a responsibility to follow the Child Protection Procedure Guidelines. In the case of a child disclosing in conversation any form of abuse to a member of staff appropriate action will be taken. Confidentiality of the strictest form will be adhered to by all members of staff and information must not be discussed or disclosed outside of the Nursery.

All members of staff comply with the necessary police checks.

Safeguarding

In the event that a concern relates to an alleged abuse of a child by a member of staff/volunteer the Nursery will follow the Guidance of the Liverpool Safeguarding Children's Board. Initial concerns should be raised with the Nursery Manager who is the Designated Safeguarding Officer and in her absences the room Leader.

Concerns

Should you have any concerns regarding your child, a staff member or volunteer, please arrange an appointment with the Nursery Manager (in her absences the deputy manger). If this does not lead to a satisfactory outcome, the complaints procedure should be followed.

Security

A daily signing in/out system is in place. Under no circumstances will a child be allowed to leave the Nursery if someone other than the usual person is collecting the child, unless a member of staff has been advised. It is the responsibility of the parent to inform the Nursery of any changes to the usual collection routine. Where the elected person collecting the child is unknown to the Nursery Manager /staff a password will be required. The main doors of Felicity House will be locked, if you are dropping off your child out of the allocated hours (8.30-10am or 3pm-4pm) please ring the buzzer allocated on the Toddler gate (the wooden fence on the street).

For all other nursery policies and procedures for parents to read, please see policy folder situated above the comments box by the office door. If you would like to request a copy of a particular policy/procedure please ask the Nursery Manager. Ensuring the parents/carers are familiar with the necessary policies is the sole responsibility of the parent/carers.

Complaints Procedure

Statement of intent

At Happy Children Nursery we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We operate a comments and complaints system within the nursery where parents/carers can give their feedback at any time, we welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns and grivances (please see Disciplinary and Grievance Procedure for more information). All parents/carers and staff have the right to contact Ofsted any time about a complaint.

Ofsted's Contact Number: 0300 123 1231

We operate the following complaints procedure:

We keep a 'Complaints Summary Record Log' of all complaints that reach stage 2 or beyond. This is made available to parents as well as to OFSTED inspectors.

Making a Complaint

Stage 1

Any parent or member of staff who is uneasy about an aspect of the settings provision, should first of all talk over his/her worries and anxieties with the nursery manager or the child's key person. Most complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent or member of staff moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the nursery manager. The account should include: any staff member involved, times and dates. We will provide you with an account of our findings within 28 days of receiving the complaint. This account will explain any action we have taken or will be taking as a result of our findings. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2 of the complaints procedure.

The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation the nursery manager may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the manager will meet with the parent to discuss the outcome. When the complaint is resolved at this stage the summative points are logged in the Complaints Summary Record.

Stage 3

If the parent or member of staff is not satisfied with the outcome of a stage 2 complaint he or she can request a meeting with the nursery manager and the board of directors. The parent may have a friend or partner present if required and the manager will be supported by the board of directors.

An agreed written record of the discussion is made as well as any decision or action to be taken as a result. All of the parties present at the meeting should sign the record and receive a copy of it.

Decisions and actions should be followed up by a Stage 3 Complaints follow up plan.

The plan will be followed by all parties involved and signed by both parents/carers and Manager when the complaint has been resolved.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record (as stated in Revisions to National Guidance October 2005).

Stage 4

If at the Stage 3 meeting the parent or member of staff and setting cannot reach an agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer unbiased advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (manager and the board) and the parent, if this is decided to be helpful.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent or member of staff, the nursery manager and the board of directors is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The

mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken is made.

Decisions and actions should be followed up by a Stage 5 Complaints follow up plan.

The plan will be followed by all parties involved and signed by parents/carers, manager, directors and mediator when the complaint has been resolved.

This signed record signifies that the procedure has concluded.

Records

A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Complaints Summary Record Log, which is available for parents and OFSTED inspectors on request.

Fees explained

Fees are reviewed annually.

Fees are charged for Staff Training days, *Eid and *bank holidays (* If any of these fall within the term time).

We have tried to make our fees as affordable as possible. Please bear in mind the difficulty of trying to accommodate for the whole community as well as trying to balance a nursery budget.

Monthly fees are paid in advance via a bank transfer, direct debit, standing order or cash by agreement of the Nursery Manager. We also accept Childcare Voucher Payments.

We hope you will appreciate that we are unable to allow fees to slip into arrears. Failure to pay the fees on time may result in the loss of your child's place. If fees are outstanding, or if no payment is made, the parent/carer may be asked to remove the child from the Nursery.

In exceptional circumstances it may be possible to rearrange your child's sessions.

Happy Children Nursery is a registered charity and as such relies heavily on its fee income; it is because of this that, 4 weeks' notice is required before your child leaves the nursery or wants to change days. If less notice is given, we still require payment for the 4 weeks' notice period.

If your child is entitled to 2 Year Funding or Nursery Education Funding and 15 hours or 30 hours (NEF), please speak directly to the Nursery Manager.

Fees During Absence

Fees must still be paid in full during a child's absence from nursery, this is because your child is still taking up a nursery session whether in attendance or not as effectively, he/she is blocking a place for another child to attend.

i.e Your child is absent for 3 weeks, his room allows for 10 children to be in attendance, in his absence a place becomes free at nursery for a child on our waiting list to attend but if this child takes his place we will no longer have a place for your child once he/she returns. Fees are paid by parents in order to keep their child's place secured at nursery.

Family Holidays

There are no discounts for family holidays taken during the nursery opening schedule, even if prior notice is given.

Other Charges

All parents receiving funding there is a **fee of 60p per day for snack (volunteer contribution)**. This can be paid on a daily, weekly or termly basis. Children paying for a full day are exempt from paying this fee. Children who attend nursery via funding places are expected to provide nappies and wipes (where it is applicable to your child) there will be additional charges occurred if you do not provide such items.

Nursery Holidays and Closures

4 days for staff training. Please understand the importance of staff training which will help improve the quality of the care delivered to your child.

Please note nursery fees *are still* charged during nursery closures for training days, Eid and public holidays which take place during term times.

You will be given advance notice of these closures.

1-2 Years old

Session	Hours	Price
Full day	8:30am-4:00pm	£42.50

3-5 Years old

Session	Hours	Price
Full day	8:30am-4:00pm	£41.50

Late Fees - If you are late picking up your child, a fee of £5.00 for every 5 minutes after pick up time will be charged to your account.

Payment of Fees

For a full breakdown of our fees refer to the separate Fees Policy.

- Registration fees are payable upon acceptance this is a non-refunded fee if you change your mind about taking up a place at our nursery.
- Places cannot be confirmed or reserved until fees are received.
- All fees are payable in advance and must be paid either weekly or monthly, by standing order, bank transfer, cheque or cash.

Grants

Nursery Educational Funding 2-5 years

Eligible 2-5 year olds will receive a nursery grant three times a year, this entitles them to 15 hours free nursery education for 38 weeks of the year. These grants are paid directly to the nursery by the government. **The grant is payable in the term following a child's 2nd or 3rd birthday.**

Extended entitlement for working parents of three and four year olds (30 hours)

Additional 15 hours per week (on top of the universal entitlement of 15 hours). Eligibility will be determined by HMRC for more info visit: childcarechoices.gov.uk

Vouchers

Nursery Vouchers

We accept nursery vouchers from your employer; the voucher system allows you to make savings on Tax and National Insurance. Vouchers can be paid either electronically or redeemed by the nursery. You can then make up the difference between the vouchers and the nursery fees. If you would like further information, please speak to the manager.

Working Tax Credits/Universal Credit

Help is available to pay towards childcare through the childcare element of Working Tax Credit. It can provide up to 70% of your childcare costs. You or your partner will need to work a minimum of 16 hours per week to qualify.

If you have any questions you can contact the governments Working Tax Credit/Child Tax Credit helpline which is open 8:00am – 8:00pm seven days a week.

Telephone: 0345 300 3900

Alternatively you can find out how much of your childcare you can claim back through logging on to: <https://www.gov.uk/childcare-costs-for-tax-credits>

Telephone:0151 733 0333 / 07572545691

Email: manager@happychildrennursery.com / info@happychildrennursery.com

Website: www.happychildrennursery.com  **happychildren1433**

Address

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FELICITY HOUSE