



PARENT INFORMATION PACK

Elephant Park

COMPANY INFORMATION

Tigers Childcare is a business name owned by Tigers Childcare Ltd – registered address, 25 Moorgate, London EC2R 6AY. Company no 10748692.

CONTACT INFORMATION

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ABOUT TIGERS EARLY YEARS CENTRE

Our environments are designed into areas of interest where the children can learn and explore. All learning is child lead and planning comes from staff observations and each child's emerging interests. The curriculum is extremely individualised meaning that children have the opportunity to be individuals and to develop at their own pace.

We make learning fun and memorable. Children are encouraged to have opinions and to question and participate. We use hands-on materials for all learning.

Each child is allocated a key worker who is responsible for the children's developmental path. Parents receive daily updates and monthly learning stories on their child's developmental progress and a plan for the path ahead.

Our childcare rooms are designed into key areas of interest for child-lead exploration. Each room will have a small motor area, dramatic play area, block play area, gross motor area, small play area, mess play area, art centre, book corner and quiet/chill out zone. Each area is designed to constantly challenge a child's development and make learning fun.

Our outside play area is also vitally important. We believe that there is no such thing as bad weather, just bad clothing and as such outside time is time-tabled daily. Our outdoor environment allows for a combination of dramatic play, gross motor development, sensory expropriation and risky taking.

Research has shown that children like to play in outdoor environments that look as if they built them themselves. Taking this into account our garden is very different from your stereotypical child's playground. It allows for a child's holistic development. Many open-ended materials have been used to allow the child's imagination shape and change the space.

HOURS OF OPERATION

- Monday to Friday from 7:00am – 7:00pm for 51 weeks of the year.

Tigers Childcare is closed for all bank and public holidays. In addition, Tigers Childcare is closed for one week of the Christmas school holidays. The dates of this closure will vary year to year depending on when Christmas falls.

LOCATION

Our Elephant Park Nursery is located at 3 Bodley Way, London, SE17 1FN.

NUMBER OF SPACES/PLACES AVAILABLE

Places in all our programmes are strictly limited and priority will be given to families residing in the locality of the relevant centre, and families who are regular users of that centre. Enrolment is also limited to the available spaces on site and is restricted to regular users. The following places are available:

- Discoverers Room (Junior and Senior)(children aged 0-2 years)
- Explorers Room (children aged 2 – 3 years)
- Active Cubs Room (children aged 3 – 6 years)
 - Morning Class
 - Full Day Service
- Breakfast Club, After School Care & Camps (school-going age- local schools)

Please note that the number of available spaces is subject to change. Our max capacity is 124 childcare places.

POLICY & PROCEDURES

This document must be read in conjunction with our general Policy & Procedures, a copy of which is available on the 'Parent's Page' of our website. The page is password protected. You can obtain the password from a member of staff.

STAFF/CHILD RATIO

Tigers operate a staff to child ratio, in accordance with Ofsted early years regulation

- Discoverers Room (children aged 0-2 years) – Staff to child ratio 1:3
- Explorers Room (children aged 2 – 3 years) – Staff to child ratio 1:4
- Active Cubs Room (children aged 3 – 6 years) – Staff to child ratio 1:8 or 1:13 where the staff member is a qualified early years teacher.
- School Age Care (children attending primary school) – Staff to child ratio 1:12

STAFF TRAINING/ EXPERIENCE

Tigers Childcare employ only trained and experienced staff members. Our managers have at least an early years degree and 3 years experience in a senior childcare position and all other employees have at least level 3 qualification in childcare. Each employee must also pass police vetting check before employment.

TYPES OF CARE AND PROGRAMMES OFFERED

We offer several childcare options. These options are designed to offer as flexible a service to the parents as possible.

➤ ***Discoverers (children aged 4 months – 2)***

Children from the age of 4 months -2 years are constantly discovering the world around them. Development is taking place rapidly on a daily basis. The discovery room is designed to meet the needs of a child at this stage of development. We understand that all children are developing at different paces and so our practitioners are on hand to observe each child's progress and track their future learning path.

The room is split into many areas for exploration:

Dramatic Play: Children are starting to explore the world around them. They are starting to act out what they see in the real world and so our dramatic play area allows for children to explore real life experience. From the home corner to dolls, animals and real-life foods our discoverers love to play with the materials.

Messy Play: Children of this age are exploring many things with their senses. It is important that they can touch and feel many different textures. Our messy play allows them to explore their senses with touch and feel in a safe environment.

Block Play: This area allows for an introduction into the use of building materials. Children learn about stacking, order and balance.

Book Area: Books are introduced at an early stage. This allows our discoverers to explore literacy and language development.

Small Play Area: Children can explore the worlds around them and are introduced to different people, animals and objects from the environment in which they live.

Small Motor Area: Through age-appropriate puzzles, games and tools the children start to develop the fine motor skills they will need for future development.

Treasure Baskets and Heuristic Play: These open-ended play experiences provide infants with opportunities to personally select, discover and handle objects to construct their own understanding.

Gross Motor Steps: The steps allow our children to explore crawling and walking up and down a stepped area. The cross lateral development of using this piece of equipment is important to a children future development.

Quiet Area: This is a soft play area for quiet play and chill out time. It is important that children have a quiet space protected from noisy play.

Sleep Room: Our Discoverers have their own sleep area. This area is supervised at all times by an adult and is a relaxing area for rest and sleep.

➤ **Explorers (children aged 2 – 3)**

Our Explorers (age 2-3) are becoming experts in the world around them. They need challenges to build on the skills already learned and push them further in their individual development. They need to be able to challenge themselves within a safe environment and with support realise that they are active players in the world around them.

Our Explorer's room is divided into many key areas in order to stimulate the children's development:

Dramatic Play: Children at this age are starting to develop language skills at a rapid rate. The dramatic play area allows children to use these language skills and test them within a safe environment. It also allows a child to work out real life scenarios and problem solve through play. Our dramatic play area changes throughout the year to allow our Explorers use their imagination in play.

Messy Play and Art Area: Sensory exploration and artistic play take place here. All materials are at a child's level and the children are welcome to use the area as they wish at any time of the day.

Block Area/ Construction Area: This area has an array of building and construction materials. Skills developed in this area are the basis for early maths. Children are encouraged to create, design, and problem solve using building materials.

Small Play: The small play area uses small replicas of the world around us. This area is used for play, sorting and classification. This is all-important to your child's development.

Book area & Quiet space: The book area is filled with an abundance of reading materials to fill our Explorers with the love of reading and literacy. Using stories, we hope to build on language development. The quiet area is a protected space for children to rest or play alone.

Small Motor Area: Materials are provided to build on the child's fine motor skills. These materials include puzzles, games, and manipulation apparatus.

Gross Motor Area: Challenges our Explorers to further build upon their movement and motor skills. Climbing and stepping are still a key part of learning although over and under, pulling and crawling movements are introduced.

The Explorers space and the curriculum offered daily allows each child to reach their full potential. Planning is displayed weekly so that parents are aware of their child's learning path.

➤ **Active Cubs (children aged 3 – 6)**

Our Active Cubs (3-6 years) operates as our pre-school classroom. We offer both sessional (ECCE year) and full-time places in two creative environments.

The emphasis of our learning is that children are given the building blocks to become active in their learning. This allows for school readiness and gives the children empowerment in their future learning.

All key learning and new concepts are delivered within a circle time. Delivery of information and learning within a group opens the floor up for collaborative discussion. It allows our Active Cubs to ask questions and to problem solve with the guidance of their practitioners. It allows for the Active Cubs to push their development by asking "what if" questions and to innovate while developing.

Our play space is divided into key areas of interest for the children to explore:

Dramatic Play Area: This area constantly evolves and changes to allow children explore the outside environment within a safe space. It will change from home, to shop, from school to restaurant. Children love to explore, act out and problem solve in this space.

Messy Play and Art Station: Like our Explorer Room, sensory exploration and artistic play take place here. All materials are at a child's level and the children are welcome to use the area as they wish at any time of the day.

Block and Construction Area: The Active Cubs are now experts in construction. In our Active Cubs room, we challenge our learners through the introduction of new materials and our favourite large blocks for further fun.

Small Play Area: Allows our Cubs to play with the real and fictional world. Whether it's the farm, the garage or the dinosaur world our children's imagination comes to life in this area.

Fine Motor Skills Area: Our little hands get ready for future development through handwriting, lace tying and bottle opening and pouring. It is in this space that we develop through fun activities. Puzzles, games, manipulation and practice help to pave the way. We also explore the use of Montessori equipment.

Book and Quiet Space: An abundance of books allows us to explore social and emotional issues as well as to travel to far-flung places in our imaginations. This space allows for group stories as well as asking as a quiet space for children who wish to relax.

Music and Sound: Our room has an area for music play. This allows a child to explore and be creative. Whether listening or creating there is lots of fun to be had.

Gross Motor Skills: Our important fine motor skills depend on our gross motor skills being developed and strong. Our program has a focus on outdoor play, inside movement breaks and active play. There is a constant focus on making sure that each child has strong building blocks for core body movement and so active play is part of the daily timetable.

➤ **15- or 30-Hours Free Childcare for 3–4-year-olds**

We provide a sessional pre-school service to children aged between 3 and 5. This service is offered under the 15 & 30 hours Free Childcare Schemes funded by the government.

We have 24 places available to children under this scheme, which will allow children to attend for 3 or 6 hours per day with no additional top-up required. This service runs during school term for 38 weeks of the year.

For children who attend for more than 15/30 hours, the government subsidy will be directly deducted from their full-time fees over 12 months of the year.

➤ **School Age Care & Camps**

We can facilitate children who attend the following local schools:

- St. John's Walworth
- Victory Primary School
- English Martyrs' RC Primary School

Care is provided for school age children during half-term breaks from school (excluding Christmas) and during school summer holidays. On these days children can attend Tigers operates from 9:00am until 6:00pm

To enroll your child in any of our camps you are required to complete a registration form and pay a non-refundable deposit.

COLLECTIONS AND SECURITY

Parents will be given an enrolment form before their child starts in the programme. This enrolment form leaves space for parents to fill in three names, apart from their own, of people whom they give permission to collect their child. If someone other than these authorised people arrive to collect a child, the parent must be called, and the collection approved before the child leaves the premises.

In the case of separated parents, we are not permitted to refuse a parent the collection of a child unless legal documentation has been provided.

FOOD

If your child is still taking a bottle or formula milk from a beaker, we ask that you provide both the formula and the bottle/beaker each day. Please be sure to label the food the bottle/beaker.

Children who attend Tigers for the full day will be provided with breakfast (if they start at 7:30am), a hot lunch, and an afternoon snack.

Tigers will provide water throughout the day for all children. We do not provide fruit juices or fizzy drinks and we ask that parents adhere to this policy when providing snacks from home.

Our hot meals are provided by the Professional Nursery Kitchen who specialise in catering for children of all ages. They work closely with a consultant dietician to ensure that all of their dishes provide optimum nutrition. Using a mix of fun names, aromas, textures and flavours the food appeals specifically to children's senses. Because the menu is entirely balanced, it helps children develop excellent dietary habits from a very early age.

NAPPIES/CREAMS/WIPES

If your child wears nappies we ask that you provide nappies, wipes, cream etc. each day.

CHANGE OF CLOTHES

Please ensure that you pack a change of clothes (including vest if necessary) for your child each day.

FEES

A booking deposit equivalent to one month's fees is payable upon application for a place on one of our programmes. The booking deposit will not be refunded if your child does not commence on the agreed date. The booking deposit cannot be transferred to another child, and you cannot change the commencement date secured by your deposit. Once a child commences at a Tigers Childcare service, 30 days written notice will be required for any changes or cancellation of the original agreement.

This deposit is held on your account and will be either refunded to you when you decided to leave (if 30 days written notice is given) or you could use this deposit towards your last month's fees.

If a parent wishes to withdraw a child from a programme one month's written notice must be provided, failing which the deposit will be retained. Subject to the necessary notice being provided the deposit will be refunded less any outstanding fees and charges. Please note the deposit cannot be used as the last month's fees.

EARLY YEARS FEES			
	Discoverers Rooms (0-2)	Explorers Rooms (2-3)	Active Cubs (3-6)
Monthly Rate	£1,470	£1,470	£1,365
Daily Rate	£79	£79	£69
Hourly Rate	£6	£6	£6
SCHOOL AGE CARE & CAMP FEES			
	Term-Time Fee	Non-Term Time Fee (9am – 6pm only)	
Daily Rate	£15	£50	
Weekly Rate	£75	£250	

All fees are payable monthly in advance on the first of each month and unless otherwise agreed, are to be paid by direct debit. A £ 20 monthly administration fee will be charged where fees are not paid by direct debit.

Fees are to be paid without deductions. For clarity, please note that fees are due in full irrespective of a child not attending because of, but not limited to, illness or holiday. Except for camps, all other fees have been calculated to reflect periods when the centres will be closed.

Tigers will be entitled, at its discretion, to charge an additional £10 per day for each day or part thereof if payment is late. In addition, Tigers will be entitled to terminate service with immediate effect if any payment stands overdue by seven or more days and please note such termination will be with prejudice to Tigers Childcare's right to enforce all its entitlements herein to include payment.

38-week Funding Subsidy (15-hours or 30-hours Free Childcare)

We offer sessional care daily. This type of care operates for 38 weeks of the year. We offer two sessions daily.
9am-12 pm and 12-3pm. You can use your 15- or 30-hours funding on these sessions.

Parents of children attending our sessional classes must provide one snack per day for their child. Please do not pack sweets, crisps, popcorn, sugary treats, fizzy drinks, or fruit juices. We ask that all snacks provided are healthy. If you choose not to provide a snack for your child supplemental fees will be applicable. In line with our fees policy these charges will be invoiced monthly.

Supplemental Charges

Meal Type	Daily Cost
Breakfast	£1.50 per day
Lunch (hot meal)	£3.00 per day
Tea	£1.50 per day
Healthy snacks	£1.00 per day

Full-time Deduction Model:

Children attending Tigers Childcare on a full-time basis aged 3-4 years will have their state allocation deducted directly from their fees over a 12-month period. A top-up fee is applicable for these children.

Tigers Childcare also accept all childcare vouchers

Late Pickup Fee

Please note that in the event a child is not collected on or before the centre's closing time, 7pm a fee of £10.00 per 10 minutes or part thereof may be charged until such time as the child is collected. Repeated late pick-ups may result in Tigers terminating service.

PRIVACY NOTICE

We collect personal data about you and your child to provide care and learning tailored to meet your child's individual needs. Personal details that we obtain from you includes your child's: name, date of birth, address, and health, development and any special educational needs information. We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal data that we collect about you includes: your name, home and work address, phone numbers, email address, emergency contact details, and family details.

We will only with your consent collect your national Insurance number or unique taxpayer reference (UTR) where necessary if you are self-employed and where you apply for up to 30 hours free childcare. We also collect information regarding benefits and family credits. Please note that if this information is not provided, then we cannot claim funding for your child.

We also process financial information when you pay your childcare fees direct debit. We may collect other data from you when you voluntarily contact us.

Where applicable we will obtain details of your child's social worker, child protection plans from social care, and health care plans from health professionals and other health agencies.

We may collect this information in a variety of ways. For example, data will be collected from you directly in the registration form; from identity documents; from correspondence with you; or from health and other professionals.

HOW TO REGISTER

To register your child, you need to complete the attached registration form and return it to us along with a booking deposit equivalent to one month's fee. You can register your child for the funding schemes at:

<https://childcare-support.tax.service.gov.uk/par/app/extendedentitlement>