

Dickory Docks Educational Day Nursery
Prospect School
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Welcome to Dickory Docks Educational Day Nursery

We hope that your time spent with us will be enjoyable and rewarding. Please read on to find out more about our provision and the services we offer for you and your child.

Dickory Docks Nursery was established around for 19 ago to satisfy a need for quality childcare. The present owners took the nursery over in March 2014, and wish to continue the tradition. Our mission statement is to provide the best quality childcare. The original nursery started in the D-Block, which is part of Prospect School. As the nursery was expanding rapidly, the Log cabin, where the preschool is located was added to the nursery in August 2005. The nursery was rated by OFSTED as outstanding in 2012, but currently the rating is requires improvement, and we are making the required changes to ensure it achieves its goals.

Our Rooms:

Red Room - 6 months - 2 years (Babies)



Orange/Green Room - 2 years - 3 years (Toddlers)



Blue/Yellow Room - 3 years - 5 years (Preschool)



We are registered with OFSTED (Office for Standards in Education) to have up to one hundred and fifteen children aged from six months to five years. Our latest OFSTED inspection based on the Early Years Foundation Stage (EYFS) was in August 2014.

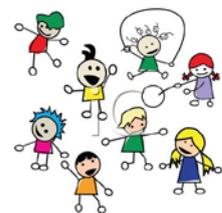
Our staffing team are committed to ensuring the children and families at attend the nursery are protected from harm and neglect and kept safe at all times. We ensure that children are provided with a healthy life styles whilst at nursery including healthy meals and snacks and providing plenty of activities and opportunities for physical development. It is important to us that children achieve and enjoy what they are doing whilst at nursery and staff ensures each child's individual needs are met. We aim to give children a sense of belonging, encourage them to make choices and develop their self esteem and respect for others.

All staff have regular supervision and are provided with personal development plans, to enhance and promote their development and utilise their skills to their full potential. Reading Education Department ensures all staff receive training and developmental support by providing internal and external courses. The nursery also ensures that staff received training from other sources i.e. Specialist Support, Health educators, etc, as necessary.

We use the frame work for intervention as a means of managing children's behaviour in the nursery setting. All of our staff have received appropriate training in this area. We reward positive behaviour with praise and recognition as well as encouraging children to treat others people with respect and kindness.

At Dickory Docks Nursery, we aim to.....

- Provides children with the experience of a variety of adult led and child initiated activities providing a broad range of experiences both indoors and outside.
- Provide a stimulating and exciting environment through our six month to five curriculum
- Prior to admission, the nursery staff will complete with the parent/carer, an admission form and discuss how it will work in partnership with parents / carers, making plans for the care and education of your child. Home visits are made to ease the child's transition to nursery.
- Children are monitored constantly on your child's progress and development, which is provided during our two parent's evenings which are annually as well as daily communication at drop off and collection time.
- Provide additional family support to parents such as Stay and Play and Inspire workshop throughout the year. When your child is settling into the nursery, you are welcome to stay the first few days to help settle their child settle in, if needed.
- We work closely with other professionals such as health visitors and social workers to ensure that the children's needs are completely met.
- We value each child as an individual and aim to develop each child's confidence, independence, and enjoyment in play and learning. In developing a sense of community we aim to encourage consideration and respect of others and a concern for the environment in which we all live. We fully support equal opportunities and access for all. We will provide services that meet the cultural and dietary needs of individual children.



- Dickory Docks Day Nursery promotes an inclusive service for children and their families with disabilities. We ensure that they are given the same access and opportunities as other children. We provide appropriate support and resources where required. The nursery has a trained SENCO (Special Educational needs Co-ordinator). Staff work closely with children who have an Individual Education Plans and their parents and meet regularly with other professionals involved with the child.



Nursery Times

The nursery opens at 8.00am and closes at 6.00pm, Monday - Friday.

Morning sessions are 8.00am - 1.00pm.

Afternoon sessions are 1.00pm - 6.00pm.

If your child is not collected from nursery at closing time **6pm** you will be liable for an extra charge, to accommodate overtime pay for staff members. The same applies for children who are collected late at **1pm** as this then prevents us from using the space for another child.

General Information

Before starting nursery your child will be allocated a Key-worker. This is a member of staff who will be responsible for the majority of care for your child whilst at nursery. The Key-worker will also be someone who can offer parents and carers support if needed.

Prior to your child starting nursery the key-worker will arrange to visit you and your child at home. This is part of our transition from home to nursery procedure. We have found that children who start nursery settle better if they are able to recognise a familiar face.

After the home visit we will arrange for you and your child/ren to visit nursery for a play session where your child will get to meet his/her new friends.

If you require any special arrangements i.e. an interpreter for example, please let us know a few weeks prior to the home visit so that we can make arrangements.

At some point you will be asked to fill in an admission form, all information is strictly confidential and will be contained in your child's personal file. Parents and carers may have access to these files upon request to the manager.

Settling In

Starting nursery can be a big step for both you and your child. We want to make your child's nursery experience a happy and relaxed one so please be patient and guided by the staff who have had many years of experience of children starting nursery. All children are different and will settle into nursery in their own way, a child who is encouraged to settle happily will gain immensely in confidence and develop a can-do attitude towards coming to nursery.

Starting Nursery

Every morning you will need to take your child to his/her group room. You should encourage your children to hang their coats and bags on their labelled coat peg before entering the room.

All children should be in nursery by their agreed time. We have a very busy timetable and children who arrive late miss out on a very important social part of the day. Children look forward to seeing you at the end of the day so please make sure you collect your child on time.

Please let us know if someone other than yourself will be collecting your child from nursery. Your child's admission form should hold the names and addresses of people authorised to collect your child. If someone we do not recognise from this form then we will not let your child go with them for safety reasons, unless you have informed us beforehand. Children under 16 years will not be allowed to take children home.

Student Placement

The nursery provides opportunities for students from the health authority; nursery nursing students, local colleges and work experience from local secondary schools. They are here either to observe good practice or receive on-site training. You will be advised of any students who are placed in your child's group room.

Menus & Snacks

**The Nursery has achieved the Healthy Eating Award.
We have also been rated the highest grade 5H from
Environmental Health.**

Menus are displayed at various prominent places. We aim to provide well balanced and nutritional meals with an emphasis on healthy eating and healthy lifestyles. All meals are cooked in our own kitchen.

Staff should be informed if your child has any allergies or dietary requirements during the admission procedure.

We have our own cook on site who prepares food on site using fresh ingredients.

Breakfast commences at approximately 8 O'clock, we provide a range of cereals for your child to choose from.

Snack Commences at approximately 10 O'clock, we provide two different types of either fruit or vegetable.

Lunch commences at approximately 12 O'clock, the children will be given a hot meal, and a desert.

Afternoon snack commences at approximately 2 O'clock.

Tea time We provide a light snack at tea time at about 4 O'clock

Drinks: Water and milk are available throughout the day.

Parents who wish to provide their own drinks for their child must only send in cartons or plastic bottles, for Health and Safety reasons. Under no circumstances are cans or glass bottles to be on the nursery premises. We promote healthy drinking and water as necessary.

Designated members of staff hold a current Food and Hygiene certificate.

Children's religious and cultural needs are catered for upon request. Different foods and meals are incorporated into the weekly menus from around the world offering children new experiences and taste and also reflecting our cities multi-cultural diversity.

Children have access to water throughout the day. Children are offered different fruits every day.

*Please note that if your child should be late coming into nursery please telephone before 10am so that a dinner can be reserved.

Children of working parents will be provided with a breakfast on arrival at nursery. All children receive a morning time snack at 10.30am. Dinner is at midday.

They sit with their friends to enjoy stimulating meal times that are made special by a strong family atmosphere.

Snacks

To encourage children to have their 5 a day, children are offered snacks at 10.30 am and 2pm. Drinks are available in all rooms at all times.



We have a food hygiene rating of 5. Dickory Docks was last inspected on 1st December 2014. This food hygiene rating was giving to us by a food safety officer representing Reading's hygiene authority. Having a 5 out of 5 rating means that Dickory Docks Nursery excels in the following areas:

- How hygienically the food is being handled
- The condition of the structure of the building
- How the business manages what it does to make sure food is safe and standards will be kept high.

What to do if your child is unwell

Please inform the nursery as soon as possible if your child is unwell.

Antibiotics (prescribed)	First two days at home
Temperature	When normal & child is well
Vomiting	48 Hours
Conjunctivitis	48 Hours or until eyes no longer weep
Diarrhoea	48 Hours or completely gone
Chickenpox	7 days from the appearance of the rash
Measles	7 days from the appearance of the rash
Mumps	7 days from onset of illness
German measles	4 days from the appearance of the rash
Scarlet fever	4 days from start of treatment
Impetigo	Until skin has healed
Ringworm of scalp	Until treated

If head lice have been detected, then it must have been treated before they return to the nursery.

Medicines: We can only administer medicines that have been prescribed by the GP. If your child has been prescribed antibiotics, they must be kept off nursery for 48 hours.

PLEASE DO NOT BRING IN ANY OTHER MEDICINES.



If your child is on medication at nursery you will need to fill in a medication form available from your child's key-worker, (including medication for asthma) you will also need to sign the Medication Log when you collect your child at the end of the nursery day.

All staff have received basic paediatric first aid training and resuscitation techniques. There is also a fully qualified First Aider at Work on site. Simple first aid will be administered at nursery, but parents will be contacted if we feel urgent medical attention is needed. **PLEASE LET US KNOW IMMEDIATELY IF YOU CHANGE YOUR CONTACT TELEPHONE NUMBER OR MOBILE PHONE.** Staff have received training in the management of asthma. Inhalers for asthma may be brought into nursery and kept at nursery all the time. If you ask your G.P. they will provide you with a spare one, one for home and one for nursery; they will also need to sign a Asthma Card. Inhalers/card will be kept securely in a labelled bag in your child's group room. We are willing to undertake any training specific to a child's medical needs.

If a child is unwell at nursery you will be contacted to come and collect him/her. Please ensure that contact numbers are kept up to date; that we are informed of any changes in circumstances and ensure that you can always be contacted during the nursery day.

Personal Needs

You are requested to provide the following items for your child whilst he or she are at nursery; Parents whose children are grant time only will need to provide nappies and wipes. All parents will need to provide creams for their children, which will be kept in the child bag on their peg. Parents must also provide sun cream for their child with a minimum factor of 20 and a sun hat during hot weather. You will need to sign a form to give staff permission to administer sun cream. Any child who does not have sun cream or a hat will not be allowed to play outside in hot weather because of the harm this may cause.



Please mark all personal items clearly with your child's name and also your child's clothing should be clearly labelled with your child's name. We cannot accept any responsibility for loss of theft. During winter and wet weather you will be requested to bring in your own warm clothing,

wellingtons and a waterproof coat to enable your child to participate in outdoor activities in the garden or local environment.

Children will be partaking in 'messy' activities throughout the day, and although we do provide aprons for painting, sticking etc. Accidents do sometimes happen and it is advisable NOT to send your child to nursery in their best outfits and clothes. Please make sure you pack a spare out for your child, just in case of accidents happening.

Attendance

Please ensure that your child attends regularly to gain the maximum benefit from their nursery place at Dickory Docks Day Nursery. If your child is unwell or unable to come to nursery please telephone and let us know on that morning, preferably before 9.30 am. If we do not hear from you by the third day; we will presume you no longer require a nursery place and the place will be allocated to the next child on our waiting list.

Partnerships

It is important that you and your child feel part of the nursery. We pride ourselves in being friendly and welcoming and firmly believe in a strong parent carer partnership.

Working together we can enhance all children's well being and education. We run a number of workshops and groups throughout the year that are specifically designed to improve your child's learning through your input, knowledge and skills. The workshops enable parents and carers to learn basic skills around language & literacy and numeracy.

We run groups with specific topics that parents have chosen. This helps to tackle certain topics and issues by involvement with parents.

We send regular newsletters home, display information about the current themes and topics and keep parents notice boards up to date to keep you informed about all other aspects of nursery such as visitors we are expecting, plans for the development of the nursery etc. We display photographs of your children taking part in various activities.

The Early Years Foundation Stage

The aim of the early years foundation stage (6 Months to 5 years) is to help young children achieve the five Every Child Matters outcomes of staying safe, being healthy, enjoying and achieving, making a positive contribution and achieving economic well-being.



Nursery education plays a very important part in the development of young children. It lays down the foundations for learning prior to the child going to school; hence it is known as the 'Foundation Stage'. The early Years Foundation Stage covers the period from birth to the end of the reception year in school.

The EYFS curriculum is organised into three prime areas of learning:

- Personal, Social and Emotional development
- Communication and Language
- Physical development

And a further four specific areas of learning, through which the three prime areas are strengthened and are applied are:

- Literacy
- Mathematics
- Understanding of the World
- Expressive Arts and Design

The educational programmes help practitioners plan the learning environment, activities and provide a framework for the early year's curriculum, but are not a curriculum in themselves, but are targets that the children can work towards achieving. It does not however mean that all of your child's learning will be split up into seven areas, they may be developing language, mathematical, physical, personal and social competence's, through one activity.

Activities include painting, sand and water play, cooking, outdoor play, puzzle and games, wooden climbing equipment, model making and experience planting flowers, fruit and vegetables.

We recognise that when a child is aged between two and three it is important to assess their progress and identify any areas of strength, developmental level, and any concerns.

A written summary will be compiled and given to the child's Parents/Guardians. Any Significant Educational Needs highlighted shall be passed onto the setting based SENCO and a target plan, explaining the strategies and activities the practitioner intends to address will be put into place to support the child's future learning and development.

A child attending more than one setting will have their assessments undertaken by the setting where the child spends the most amount of time.

Practitioners will discuss with the child's Parents/Guardians how the summary can be used to support learning at home. Parents are responsible for sharing information with the relevant professionals such as health visitor etc

The Health Visitors will gather accurate information through observations prior to the Healthy Child Programme health and development review at the age of two. Any information gathered with Parents/Guardians consent, will be used to aid the child's on-going development and learning.

By the end of the EYFS some children may have exceeded the early learning goals, but other children, particularly younger children, those who have not experienced high quality early years provision, those with special educational needs or those learning English as an additional language will still be working towards these goals. Age stage related targets show the knowledge, skills, understanding and attitudes that children need to learn during the EYFS in order to achieve the early learning goals. The EYFS curriculum framework is split into age related groups, where the early learning goals form the final stage. When your child has completed all of the age stage related groups or exceeded these they will have then completed the EYFS framework, this will happen when your child reaches the end of the academic year in which they turn five.

Monitoring of each child's progress throughout the EYFS framework is essential to ensure that your child is making progress and particular difficulties in any of the areas of learning, whatever the cause, are identified and addressed. Monitoring of each child's progress throughout the EYFS framework will also ensure that their achievement's can be celebrated.

The Areas of Learning

The following are seen as the seven areas of learning:

Personal, Social and Emotional development

This goal aims to develop a child's confidence through various methods such as: building positive relationships with other children, developing a sense of independence, working and playing in a varying group sizes, awareness of, and, acceptance of different religions and cultural beliefs and use of positive images in books and displays. Children are encouraged to feel a valued member of the group, how to co-operate and work harmoniously alongside and with each other, and how to develop self esteem, and a positive self image.



Physical Development



Children are given the opportunity to be active and interactive, allowing them to develop their control of movement and co-ordination. Developing fine and gross motor skills and an awareness of keeping themselves healthy and safe. Improving skills of co-ordination, control, manipulation and movement, but physical development has two other very important aspects; it helps children to gain confidence in what they do and enables them to feel the positive benefits of being healthy and active.

Communication and Language



We provide the children with a rich language environment which provides the opportunity to express themselves confidently. The setting allows the individual child to explore, speak and listen individually and as part of a group. Children are encouraged to express themselves in a positive manner. Skills can be encouraged and developed through speaking with and listening to adults and peers, communicating thoughts and feelings, engaging in musical activities, linking letters to sounds, seeing and using familiar words and watching adults write. Listening and singing along with songs can also encourage children to develop their speech and literacy. Opportunities are given for children to explore, enjoy and experience a wide variety of books.

Literacy



computer corner

Opportunities are provided for children to develop their reading and writing skills through a wide range of media throughout the nursery. Their imaginations are ignited through the books, poems and other literature.

Mathematics

Children are provided with the opportunity to develop and improve their skills in counting, calculation, shape recognition, spaces and measures, through a wide and varied range of purposeful, real life contexts. Skills are encouraged through counting, matching, sorting, seeking patterns, and working with numbers, shapes, spaces and patterns in fun activities as opposed to specifically mathematical exercises. Mathematical understanding can be developed successfully through songs, stories, games and imaginative play.



Understanding of the world

We aim to provide an environment where children can freely explore and observe their environment and have an awareness of significant people and places in their lives.

We aim to form the building blocks for subjects such as science, history, geography and I.C.T. Activities should be based on first hand experiences, which encourage exploration and problem solving, critical thinking and discussion. A balance of outdoor and indoor activities should be explored. Opportunities are given for all children to solve problems, make decisions, experiment, plan, predict and question in a variety of contexts, and to explore and find out more about their environment and people and places that have significance in their lives.



Expressive Arts and Design:

Children are given the provisions to enable them to express their thoughts and feelings, through the use of art, design and technology, music movement, dance and role-play.

All of the above areas are covered through the medium of play and the provision of carefully planned educational programmes. First hand, direct experiences, both indoors and outdoors are provided daily reflecting the needs and interests of the children.

Being creative allows children to make connections between one area of learning and another and so extend their understanding, and is fundamental to successful learning.

The curriculum is explored through the inter-connection between all seven areas.

Within our babies, toddler's and preschool rooms the parents receive verbal feedback on a daily basis, to see what your child has done at nursery and what he/she has eaten. All rooms give verbally feedback to parents, when collecting their child. In the red room, which is the baby room, they have a chart to show what each child has done and how they are progressing. In the orange & green room which is the toddler room, the mainly use verbal communication, but they do write notes down about what the children are doing. In the Yellow and Blue rooms, they use verbal communication with parents.

Practitioners will work with parents/guardians as partners to give day to day care for child, and the staff team will support them at all times.

All children will be involved within the daily routine, e.g. outdoor activities, music, a visit to the shops. When outings are being arranged, children with special needs will always be included.

Practitioners will provide planning which will stimulate the child's learning, so that later difficulties can be avoided, our aim is to provide the best learning opportunities for all children.

We also aim to provide help with children who have particular behaviour difficulties to take part in learning by, setting reasonable expectations, and clear boundaries, encouraging and promoting positive behaviour, and help children to manage their behaviour, and value and respect their contribution, and that of others.

Wherever possible we will promote positive images of those with special needs.

Children with English as a second language

Practitioners at the nursery value the linguistic diversity, from children who have a home language other than English, and will provide opportunities to develop and use their home language in their play and learning. These children will be at many different stages of learning English some will have learnt it from birth as their parents have taught them , others will be learning it for the first time within the setting.



The nursery understands that children will listen before they speak and that they will often understand a great deal of what they hear before attempting the language themselves, particularly where communication through gesture, sign, facial expression and using visual support such as pictures and puppets is encouraged.

Learning opportunities will be planned to help children to develop their English and support provided to help them take part in other activities for example:

Well-planned play, both indoors and outdoors, is a key way in which young children learn with enjoyment and challenge. In playing they behave in different ways; sometimes their play will be boisterous, sometimes it will describe and discuss what they are doing, and sometimes they will be quiet and reflective as they play.

Outside Play

During the winter months we do ask you to provide a pair of **Wellingtons** and **warm clothes** for your child to participate in outdoor activities. The nursery has a covered outdoor play area and a growing area



During the summer months could you please provide a **sun hat** and **sun cream** (with a minimum 20 factor) clearly labelled with your child's name. If the above items are not provided for your child they will not be able to participate in outside play.



outdoor equipment

In summer time the children are allowed outside between 8am - 11am and 3pm - 6pm.

Under no circumstances will we allow children to go outside during the hours of 11am and 3pm as the sun during these times is extremely intense.

Under the Child Protection Act, nurseries and their staff cannot apply sun cream to children's legs. We advise parents to apply sun cream generously before bringing your child to nursery. However, we will endeavour to encourage children to apply sun cream themselves. Alternatively, there are high factor spray sunscreens on the market, which is acceptable.

Graduation

At the end of each Summer Term we hold a graduation day for our Pre-school group, to wish all of the children much success and happiness as they begin their school lives. The children are dressed in their mortarboards and gowns and receive certificates and awards of merit for their achievements throughout the year.

This is a very emotional day for both the nursery team and parents/guardians, although it is a happy occasion too, as we have played a part in their educational progress.

This special event is filmed and professional photographs are taken, both individually and as a group. All of which are available for purchase.

Nursery Policies

This section details some of the general external Nursery policies that parents need to be aware of.



CCTV

We have installed CCTV in every care room of the nursery to ensure the safety and security of the children and staff. We have strict guidelines on the safe storage of any footage and is kept in accordance with the Data Protection Act.

Fire Drills

Practice fire drills take place on a random, regular basis in which all children participate. Practice fire drills are organised by the Nursery Manager, who conducts the drill.

Parents are asked to follow the set procedure, which is situated in every room whether or not they have located their child. The child remains the responsibility of the Early Years Practitioner in the case of fire until the child vacates the building.

Accident Procedure

In the event of an accident occurring, the incident is assessed by the Nursery Manager or a member of the management team, who will decide on the course of action. Parents are informed and it is recorded onto an accident/incident form, which is signed by the relevant staff members and parents/guardians.

All qualified members of staff hold current First Aid certificates.

Child Protection

The nursery operates a strict policy in relation to child protection in all its forms. The nursery has full and comprehensive child protection policies and procedures.

We have a duty to report any suspicions around child abuse to OFSTED and seek advice from other support agencies. Our procedures have been developed with guidance from the Reading Safeguarding Children Board, the Child protection Officer, and the Nursery Support Worker. Our staff have been trained to observe and comply with these policies and procedures.

Under the Child Protection Act, we are not allowed to clean or even check by looking, during toileting, whether a child has managed to clean themselves sufficiently. We have come to a mutual agreement with OFSTED that if we obtain written consent off parents, giving nursery staff permission to help children who require assistance.

The current Child Protection procedures and policies are displayed and available for your perusal on the parent's notice board, situated in the entrance hall. Alternatively, they can be discussed with the Nursery Manager at any time.

Health & Safety

The safety of your children is of paramount importance. The nursery has CCTV installed in the rooms for security and peace of mind. There is a camera positioned at the front entrance to monitor people entering and exiting the nursery premises and in the rear garden area for added security when children are playing outside.



To enhance our security when completing your child's contract you are asked to provide a list of persons who you authorise to collect your child from nursery. A passport size photograph is required of each authorised person you have selected. These photographs are used to establish the identity any new person collecting a child.

The nursery operates a password system. When completing your child's contract you are asked to provide a password only known to the main carer. This password may **only** be used in an **emergency** situation e.g. The main carer and authorised persons listed are unable to collect your child from the nursery and you require an alternative person to collect.

It is the main carer's responsibility to inform the alternative person collecting of the password, which will be checked against the current password on file.

The main carer must inform the Management Team prior to using this system. Once used, a new password must be selected and will be retained on file.

For the security of your child it is extremely **important** to keep the password safe as we are unable to disclose this information to anyone other than the main carer.

The nursery doors must always be locked. If you see anyone waiting to be let in please do not open the door for them, but wait for a member of the staffing team to let them in.

We also have a finger print system, where staff and main carer can gain access to the building during opening times. This ensures that only staff and main carer's can gain access to the building when the need to drop off or collect their children.

Lost Property

The management cannot accept any responsibility for any items left in the nursery. To ensure that items are not lost, please label each item with your child's name. Please make sure that you collect your children's belonging at the end of the day.

Data Protection Act (1995)

We registered with Data Protection register, and comply with requirements to ensure security and uses of data collected.

Complaints Procedure

The nursery operates a complaints procedure for parents/guardians. We believe children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes.

The complaints procedure is displayed on the parents' notice board, situated in the entrance hall.

An outline of the procedure is explained below:

A parent/guardian who is uneasy about any aspect of the nursery's provision should first of all talk over any worries or anxieties with the Nursery Manager.

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Nursery Manager, where minutes will be taken.

If the matter is still not solved to the parents' satisfaction, the parent should again contact the Nursery Manager, who will arrange a meeting with the parents/guardians and Director of the nursery.

Finally, if the matter is not resolved after a further meeting with the Director and Nursery Manager, either party have the right to contact OFSTED who will work in partnership to try and resolve the matter.

**OFSTED,
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD**

Help Line & Complaints Telephone Number :
Website address:

0300 123 1231
www.ofsted.gov.uk/parents

We believe that if complaints are made constructively, they can be resolved at an early stage. We also believe that it is in the best interests of the nursery and parents/guardians that complaints are taken seriously and dealt with fairly and in a way that respects confidentiality.

Nursery Fees/Annual Holidays

The nursery is open approximately 51 weeks of the year and is closed for the Christmas period, of which dates will be posted on the entrance door.

Nursery fees are payable 52 weeks of the year regardless to sickness, annual, bank or public holidays.

If paying weekly, nursery fees are to be paid one week in advance, if paying monthly, nursery fees are to be paid one month in advance.

The nursery requires a minimum of one week's notice to be given, in writing, to the Nursery Manager when booking annual holiday.

Payment Methods

You may make payments either by: Standing Order, Cheque, or Childcare Vouchers - made payable to:, ensuring your card number is printed on the reverse of the cheque. All children registered at the Nursery are assigned a unique Child ID, which should be used on Standing Orders, Cheques, and Childcare Vouchers to help us process the payments correctly.

Cheques should be made payable to "Dickory Docks Day Nursery", with payments placed in an envelope, stating the child's name, week commencing. Payments are to be posted in the fees box, conveniently situated in the nursery and under no circumstances are payments to be handed to a member of staff.

Cash payments are discouraged because we pay extra bank charges and it is time consuming, and present a security issue. In the event Cash payments are necessary, you must ensure cash payments are properly accounted for and given to the Nursery Manager and a receipt taken.

Our preferred method of payments is by Standing Order to the following account:

Account Name: Reading Daycare Limited
Account Number: 12748078
Sort Code: 23-48-80

All Standing order payments should be made on our Standing Order Mandate, with the child ID given as a reference and child's name to the payments so that they can be tracked. Once completed by us, the Mandate should be filled in with your bank details, and given to your Bank for processing.

We also accept various nursery childcare vouchers.

If you would like any further information on payment methods or price lists, please contact the Nursery Manager on 01189598252

Price List

Full time - 10 hrs per day (8am - 6 pm), 5 days	£256.00
Full day session 10 hrs (8am - 6 pm)	£56.00
Morning session 5 hrs (8am - 1 pm)	£38.00
Afternoon session 5hrs (1pm - 6pm)	£35.00

Out of grant term time:

Full time - 10 hrs per day (8am - 6 pm), 5 days	£256.00
Full day session 10 hrs (8am - 6 pm)	£56.00
Morning session 5 hrs (8am - 1 pm)	£38.00
Afternoon session 5Hrs (1pm - 6pm)	£35.00

Holiday Club (0 - 8year olds):

Full time - 10 hrs per day (8am-6 pm), 5 days	£256.00
Full day session 10 hrs (8am-6 pm)	£56.00
Morning session 5 hrs (8am-1 pm)	£38.00
Afternoon session 5hrs (1pm-6pm)	£35.00

Charges with the Nursery Education Funding are dependent on the actual hours of attendance and need to be calculated separately.

Parents comments

Listed below are a few of the comments that we have received from parents,

Thank you for giving our children your care and attention. We have had some fond memories and lots of photos to remember this time by. Gabriel and Daniel will miss you all so much.

Stephen, Rina, Isabel, Gabriel and Daniel.

Thank you for making nursery a place that Harry loves to come to and asks for in the holidays. Especially for potty training. You all have worked so hard to entertain and encourage the children as they grow as individuals.

Thank you for all you have done for Harry as his key person in toddler room. He loves coming to 'Dickory docks' and that is down to the engaging, nurturing atmosphere created by you and your team. We'll miss you as we head up to the log cabin.

Emily & Bob Cowdry

Thank you so much for the opportunity to see Charlie in his pre-school environment. We had a great time making things together. It was a brilliant experience for us.

Mrs Kean

Really lovely to have chance to see what things Elise gets up to at nursery and to be a part of it.

Lorna & Bud Plank

Thank you for organising a great morning. It was lovely to be able to see Amelia in her nursery setting.

Kendra Rowe