



Prospectus

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BROCK HOUSE BABY CARE



WHY CHOOSE BROCK HOUSE BABY CARE FOR YOUR CHILD?

Brock House was established in 1991 by the present owners and is situated close to St Albans City Station and Clarence Park. The Nursery occupies our purpose-designed residential building, and we offer a friendly family atmosphere to both the children in our care and their parents.

At Brock House Baby Care we can provide for up to eighteen children aged from 3 months operating as a separate unit within Brock House Nursery School. Most children will move into the Nursery at 2 years of age. We try to meet all your children's needs by providing a safe, happy, stimulating environment (which is regularly inspected by OFSTED) constantly monitoring their progress and sharing our observations with you on a daily basis; at regular parents evenings and at any other time you or we feel it is appropriate.

Our team of staff has only one job (unlike busy parents) which is to ensure the children remain safe, enjoy themselves, and gain valuable experiences from their stay.

The benefits your child will receive:

1. Our main goal is to provide the best care possible for your child. This includes support, advice and close liaison with you at any time.
2. We have a small, close-knit and very friendly team of highly qualified, experienced staff.
3. We provide a minimum ratio of one staff member to three children. Each staff member is Paediatric First Aid trained and holds a Food Hygiene certificate.
4. All staff are carefully vetted and police checked.
5. Children are in small groups to help individual development needs and emphasis is given to building independence and adaptability.
6. Topics and activities are carefully chosen to enable the children to progress in all developmental areas and to further their well-being.
7. We provide a freshly cooked, balanced, nutritional diet and cater for essential dietary and cultural needs.
8. The babies have separate areas within our large, safe, outdoor play space which includes both grassed and hard surface areas for physical play.
9. We have a key-worker system for monitoring and reporting your child's progress to you.



BROCK HOUSE BABY CARE

MISSION STATEMENT

It is our aim at Brock House Nursery School and Baby Care to offer the highest standard of care for all children in the setting.

We try to ensure that the children are happy, confident and well-mannered, whilst being progressively encouraged to develop their learning skills through structured play, in a caring family atmosphere. Caring for the children "in loco parentis" and offering them our loving attention is a vitally important aspect of our overall philosophy and great emphasis is placed on this.

To attain this aim our principle objectives are to provide the highest quality staff, environment, equipment and standards to ensure that Brock House Nursery School provides the best "Educare" available for your child, to maximise your child's wellbeing.

To Achieve Our Aims

We are committed to working, together with parents, to provide a stimulating and enabling, fun-filled environment where each child has the opportunity to become a happy, confident, independent learner within the safety of our nursery setting. We seek to promote within each child a well-balanced, positive attitude towards life and learning, the development of resilience and adaptability, the desire to communicate and respect for others and the world around them.

BEHAVIOUR POLICY STATEMENT

At Brock House, we believe it is important for the children's personal and social development that they acquire a sense of "right and wrong".

Accordingly, we have a clear policy on Achieving Positive Behaviour, so that all children come to understand the boundaries of acceptable behaviour both within the nursery and outside.

Summary of Procedure

We acknowledge considerate behaviour such as kindness and willingness to share. We also work in partnership with parents, who are regularly informed of their child's development, to address inconsiderate behaviour by understanding the cause and jointly deciding on an appropriate response.

For further information please see the full policy: Achieving Positive Behaviour.



BROCK HOUSE BABY CARE

THE SEVEN AREAS OF LEARNING

The Early Years Foundation Stage is the government guidance that our nursery follows. This guidance ensures that all children have the best possible start to learning made available to them. There are seven areas of learning and development that shape educational programmes in early years settings. These are split into two categories, Prime and Specific. The Prime areas focus on children up to age 3 and are particularly crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn, form relationships and thrive. Children aged 3 and over are supported by the Specific areas – through which the Prime areas are applied and strengthened.

PRIME AREAS

The Prime Areas are:

Communication & Language – involves giving children opportunities to experience a rich language environment, to develop their confidence and skill in expressing themselves and to speak and listen in a range of situations.

Physical Development – involves providing opportunities for young children to be active and interactive and to develop their co-ordination, control and movement. We achieve this by building core strength, using both gross and fine motor skills and exploring spatial awareness. Children are also helped to understand the importance of physical activity and to make healthy choices in relation to food. We also develop their awareness of both oral and general hygiene.

Personal, Social & Emotional Development – involves helping children to develop a positive sense of themselves and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups and to have confidence in their own abilities.

SPECIFIC AREAS

The Specific Areas are:

Literacy – involves encouraging children to link sounds and letters and to begin to read and write. Children are given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

Mathematics – involves providing children with opportunities to develop and improve their skills in counting, understanding, and using numbers, calculating simple addition and subtraction problems and to describe shapes, spaces and measures.

Understanding the World – involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

Expressive arts and design - involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play and design and technology.



BROCK HOUSE BABY CARE

GENERAL OUTLINE

Hours of Opening

Brock House Baby Care is open between the hours of 7.30am and 6.45pm, Monday to Friday, all year round, except for Bank Holidays and one week between Christmas and the New Year. It is felt that within this range of hours we can cater for the needs of most working parents without over extending the children.

Special Events

A varied programme of trips and outings is provided for both pleasure and stimulation of the children. We organise visits from people who can illustrate our current theme, which have included for example a Nurse, a Fireman, a Policeman, a mother with a new baby and a blind person with a guide dog. We also explore and celebrate the festivals of different cultures, such as Christmas, Hanukah, Diwali, etc.

Meals

A well-balanced cooked meal is provided at lunchtime, prepared by a qualified cook in our own kitchen. Mid-morning and afternoon snacks are also provided, as well as a substantial tea and a light breakfast for early starters. Menus for the week are displayed on the notice board.

Equipment

Traditional and modern teaching aids and techniques are offered: from dressing-up clothes and puppets to digital equipment, from feathers, leaves and potter's clay to sensory aids and an electric keyboard.

Staff

Our experienced staff are selected for their commitment to child-centered education and are highly trained to provide the best possible care. The ratio of staff to children is 1 member of staff to not more than 3 children. Qualified and specialised staff also bring their skills to bear, including caring for different abilities, enhancing language skills, music and handicrafts.

Parents as Partners

Progress reviews are produced twice a year and are presented at parents evenings to help monitor each child's progress, both developmentally and in particular skills. We encourage parents to visit the Nursery at any time, either to observe or to consult our staff concerning the welfare or progress of their child.

Settling In Visits

We encourage parents to bring their child for several settling in sessions before they are due to start at Nursery. These visits will be arranged for you by the Principal/Deputy, either on registration or nearer to your child's start date.

Policies

Our Behaviour Policy Statement is included as part of our prospectus information. Copies of all policies are always available for inspection at the Nursery on request.

Complaints

We will listen and try to address any complaint you may have. Should you not be satisfied, having escalated the matter to a written complaint and response from the nursery management (see complaints policy).

- 1) For Care issues, please contact the Ofsted Helpline on 0300 123 1231 (E-mail: enquiries@ofsted.gov.uk)
- 2) For administration issues please contact Early Years Services, Herts County Council on 0300 123 4040 (E-mail: earlyyears@hertfordshire.gov.uk)



BROCK HOUSE BABY CARE

OPERATING TIMES

Total Hours	7.30 am - 6.45 pm
Lunch (approx)	11.30 am – 12.00 pm
Morning	7.30 am – 12.30 pm
Afternoon	12.30 pm – 6.45 pm
Open Every Weekday	Except 1 week at Christmas and Bank Holidays: New Year's Day Good Friday Easter Monday Early May Bank Holiday Late May Bank Holiday August Bank Holiday



BROCK HOUSE BABY CARE

DAILY ROUTINE

7.30am – 8.30am	Breakfast and Free Play
8.30am – 9.00am	Singing / Story Time
9.00am – 10.00am	Morning Session, Activities and Snack
10.00am – 11.30am	Garden, (Children use garden at different times and for different activities)
11.30am – 12.00 noon	Lunch
12.00 noon – 2.00pm	Sleep Time / Quiet Play
2.00pm – 4.00pm	Afternoon Sessions, Activities, Garden time and Snack
4.00pm – 4.30pm	Tea
4.30pm – 6.45pm	Free Play

Note: This routine is always subject to variation in accordance with the needs of the children in our care.



BROCK HOUSE BABY CARE STAFFING

PROPRIETORS: **MR K M HUDSON FCA & MRS J E HUDSON**

**Deputy Principal/
Supervisor:
Safeguarding Officer
First Aid Officer** **Mrs Louise Church, NNEB, EYP, Childhood Studies BA (Hons)**
28 years experience in our nursery setting

QUALIFIED STAFF: **Ms Laura Hart, Dip Childcare & Education, NVQ3
Team Captain - Babies**
11 years experience in our nursery setting

Ms Madalina Avram NVQ3
Nursery Nurse
4 years experience in an educational setting

Ms Mya Leach, NVQ3
Nursery Nurse
4 years experience in our nursery setting

Mrs Samantha Archer, NVQ2
Nursery Nurse
15 years experience in our nursery setting

Ms Yusra Aslam, NVQ2
Nursery Nurse
2 year experience in our nursery setting

Ms Stephanie Ritchie NVQ2
Nursery Nurse
3 years experience in our nursery setting

ADDITIONAL STAFF: **Mrs Dawn Willmott, City & Guilds Certificate**
Cook with over 25 years experience.
15 years in our nursery setting



BROCK HOUSE BABY CARE

Age 3 Months -2 Years

Summary of Our Childcare Offers – From 1st April 2026

1. **Full Day Care** All Year = 51 Weeks
Sessions = Morning, Afternoon, Day, Week
2 Full Days are recommended.
Times and Prices – See Scale of Charges (From 01/04/2026)

2. **Partially Funded** (Wrap Around Sessions) = Any attendance greater than the child's F.E.E. entitlement
All Year = 51 Weeks
From age 9 months
 - a) Children accessing **15 hours** (Universal) Funded Early Years Entitlement. and
 - b) Children accessing **up to 30 hours** (Extended + Universal) Funded Early Years Entitlement.

Sessions= From 2 Full Days to Full Week.
2 Full Days are required.
Times and Prices – See All Inclusive Fees
(From 01/04/2026) – Universal Funding
(From 01/09/2026) – Extended + Universal Funding

These chargeable sessions (which include all food and consumables) are Wrapped Around each eligible child's Funded Early Years Entitlement (F.E.E.)
The F.E.E. element is entirely free of charge and is offered up to the statutory limits within the current rules.

3. **Fully Funded** (F.E.E. Sessions **Only**) = for 9 months – 23 months Old
 - a) **Universal Funding** = 15 Hours per Week times 38 weeks
– per Government Scheme – stretched over 51 weeks
= Maximum 11.18 hours per week.

Sessions = As available and offered by Brock House Nursery School.
These sessions are entirely **Free of Charge**.
 - b) **Extended + Universal Funding** = Up to 30 Hours per Week times 38 Weeks
- per Government Scheme – stretched over 51 weeks
= Maximum of 22.36 hours per week.

Sessions = As available and offered by Brock House Nursery School.
These sessions are entirely **Free of Charge**.



All sessions are allocated in full (even if not attended for the complete time shown) and will be charged in full.

All additional hours required at the beginning or end of the published session times, if available, will be charged at the extra hours rate. (Sessions cannot be adjusted by “swapping” hours.)

No ad hoc hours may be added to Fully Funded – this automatically becomes Partially Funded with Wrap Around Fees applicable.

Change in provision from Full Day/Partially Funded Care to Fully Funded and vice versa requires re-application (See Terms and Conditions) as they are fundamentally different offers.

This means that a child previously attending on a Full Day Care contract of up to 30 hours total occupancy per week, upon reaching eligibility for 30 funded hours, cannot automatically expect to be offered a place to continue with the same session times using only 30 hours funding, even on a full year basis.

Please Note: the maximum number of F.E.E. hours permitted on any day is 10.

All offers are made in accordance with our Terms and Conditions.



BROCK HOUSE BABY CARE FEES

Age 3 months – 2 years

Scale of Charges from 1st April 2026

These fees are the full amount chargeable before taking into account any grant, allowance or discount that may be correctly due.

(To be read in conjunction with our published Terms and Conditions)

	£
Morning (if available) 7.30am - 12.30pm	59.25
Afternoon (if available) 12.30pm - 6.45pm	59.25
Day 7.30am - 6.45pm	98.75
Full Week	452.50
Full Time Calendar Month Equivalent Rate	1,923.00
Additional Hours Requested Added to full morning or afternoon sessions – if available	£12.50 per hour

The above includes all food, nappies and wipes, but excludes Formula milk.

For the benefit of your child, we advise a minimum of 2 days per week attendance.

Adjustments relating to Funded Early Years Entitlement (F.E.E.) (or any other grant/discount) are detailed on the following pages, and will be shown on the Termly Bill as appropriate.

For further details relating to fees and registration please see Additional Terms overleaf and refer to Terms and Conditions.

We aim to maintain these charges from 1st April 2026 for a year i.e. until the beginning of the Summer Term 2027 billing period.

Brock House is open 51 weeks per year from 7.30am to 6.45pm Monday to Friday (closing between Christmas and New Year).



BROCK HOUSE BABY CARE FEES

Age 9 months – 2 years

Scale of Charges From 1st April 2026

Partially Funded (Wrap Around) Fees

All-inclusive Fees – Children accessing **30 hours** (Working Families) Funded Early Years Entitlement (F.E.E.)

ATTENDANCE	Total F.E.E. Duration	Cost
2 Full Days Wrap Around Session – Weekly 7.30am – 6.45pm F.E.E. Wrap Around Fees	Up to 20.00 Hours Per Week Maximum	NIL £ 22.50
3 Full Days Wrap Around Session - Weekly 7.30am – 6.45pm F.E.E. Wrap Around Fees	Up to 22.36 Hours Per Week Maximum	NIL £99.75
4 Full Days Wrap Around Session - Weekly 7.30am – 6.45pm F.E.E. Wrap Around Fees	Up to 22.36 Hours Per Week Maximum	NIL £201.50
Full Week Wrap Around Session 7.30am – 6.45pm F.E.E. Wrap Around Fees	Up to 22.36 Hours Per Week Maximum	NIL £278.50

Children eligible for Working Families F.E.E. will be charged for all additional hours taken outside the scope of the scheme and Registration costs apply. No increase in the number of Working Families F.E.E. hours may be made within the billing period.

To be eligible for the F.E.E. scheme administered by Brock House, your child must attend for a minimum of 2 full days each week.

Wrap Around sessions include all food and consumables offered as appropriate to the period attended.

For further details relating to fees and registration please see Additional Terms overleaf, and refer to Terms & Conditions.

Our Fees are based on 51 chargeable weeks per year and Funded Early Years Entitlement is accordingly stretched over all 51 weeks, up to the maximum entitlement. Bills are issued to cover each of the 3 funding periods (Spring, Summer, Autumn) and are payable, by equal instalments, calendar monthly in advance.

We offer **Working Families F.E.E. Only** sessions (no registration fee) subject to availability.

We aim to maintain these charges for a year from 1st April 2026 - ie until the beginning of Summer 2027 billing period. However, we reserve the right to review Wrap Around Fees each billing period (Spring, Summer, Autumn).

Brock House is open 51 weeks per year from 7.30am to 6.45pm Monday to Friday (closing between Christmas and New Year).



BROCK HOUSE BABY CARE FEES

Age 3 months – 2 years

Scale of Charges from 1st April 2026

ADDITIONAL TERMS

(To be read in conjunction with our published Terms and Conditions)

Registration (this is a two-part process).

Part 1: Waiting List:

This places a child's name onto the waiting list for a place at a particular time **if more than 3 months** in the future.

Fee (non-refundable) £ 75.00

Part 2: Registration:

This occurs within **3 months of the proposed start date** and requires payment of :

- (a) Fee, payable upon completion of the application form for a new place (non refundable). **£ 75.00**
- (b) Deposit, payable upon completion of the application form for a new place.

For the attendance levels as follows:

1 Session to 2 Sessions (up to 1 day)	per week	£200.00
3 Sessions to 6 Sessions (up to 3 days)	per week	£250.00
7 Sessions to 10 Sessions (up to 5 days)	per week	£300.00

The deposit is fully refundable when the child leaves Brock House – provided our terms and conditions have been adhered to.

Absence and Holidays

All absences are chargeable – any replacement session must be booked as an “Extra” if available. (The only exception is “School Holiday Allowance”).

Swaps are NOT permitted.

Bank / Public Holidays: - These are not charged for because:

Full week Full Day Care fees are calculated to exclude charges for these days.

Part Time Full Day Care – children may exchange their usual session by request if it falls on a Bank Holiday for a day within 10 days of the Bank Holiday - (subject to availability). However, no reduction to the weekly charge may be made.

School Holiday Allowance:

To assist particularly parents of siblings of school age there is a **50% allowance** for up to **2 weeks** holiday taken within the main school holiday period **20th July – 28th August 2026**. (Prior notification **in writing** is required – holiday slips are provided).



BROCK HOUSE BABY CARE FEES

Age 3 months – 2 years

Scale of Charges from 1st April 2026

ADDITIONAL TERMS

(To be read in conjunction with our published Terms and Conditions)

- Sibling Discount** - A reduction of 10% of the fees payable will be made for the oldest sibling attending Brock House where the younger child is being paid for at full rate and attends for at least the same number of sessions.
- Prompt Payment Rebate** - 1.0% rebate will be applied to the termly fee charged and paid in full, at the end of the term. To qualify, **all** payments for the term must be made in full by the due dates as shown on the termly bill.
- Late Collection** - The Nursery reserves the right to charge in the case of late collection. This charge would be £20 for up to 30 minutes and an additional £30 for each subsequent 30 minute period or part thereof.
- Late Payments** - In the case of late payment we reserve the right to charge £30.00 for the 1st week or part week. Interest will be charged thereafter. See Terms and Conditions.
- Notice** -
1. 4 Calendar months (ie a full “Term” equivalent) notice must be received **in writing** for any reduction in times or sessions (ie no changes within the “Term”).
 2. A full calendar month’s notice (or payment in lieu) must be received **in writing** before a child leaves Brock House Baby Care.

Calculation and Payment of Fees:

Funding via Government Grant (F.E.E.) is applied 3 times a year. The periods are of unequal length and each currently matches 2 school terms plus associated holidays. Because all children from age 9 months could be affected, we use this pattern and draw up 3 Termly bills each funding year (Summer, Autumn, Spring). Accordingly, a term’s notice is required for a change in times or sessions.

The Payment Value per bill is calculated as follows:

(A) Full Day Care and Partially Funded (Wrap Around) Fees

Charges x Number of Weeks/Sessions in Term ÷ Number of Calendar Months in Term = Payment Value

The Payment Value is thus **not** the precise fee due each calendar month, but is the figure calculated to be equal for each payment during the term.

Actual fees due are in accordance with our Scale of Charges for the actual attendance period booked. These are reconciled termly to payments made, and any adjustment required is notified accordingly.

The due date for payment is the 20th of each calendar month payable **in advance** (i.e. 20th January pays February fees). Payment method is Bank Transfer. The amount payable on the due date is the calculated **Payment Value**.

Adjustments for Early Years Funding (currently Funded Early Years Entitlement) or any other grant is shown on the Termly Bill as appropriate. Charges for items/services not included in the F.E.E. are shown on the Termly Bill as appropriate.



BROCK HOUSE BABY CARE FEES

Age 3 months – 2 years

Scale of Charges from 1st April 2026

ADDITIONAL TERMS

(To be read in conjunction with our published Terms and Conditions)

(B) Fully Funded Fees

We charge for items/services not included in the F.E.E. in accordance with our offer and our commercial Terms and Conditions.

For 9mths – 2 Years Working Families Entitlement (30 Hours) Fully Funded Places:
There is currently No Charge.

For 9mths – 2 Years a Fully Funded Place consists of: Up to 30 hours with valid eligibility code for 38 weeks per Government F.E.E. scheme.

These hours are stretched over 51 weeks and are as available and offered by Brock House Nursery School.

Payment amounts, where applicable, are as shown on the Termly Bill.

Payment Dates are fixed:

Summer Term =	20 th April, 20 th May, 20 th June
Autumn Term =	20 th August, 20 th September, 20 th October
Spring Term =	20 th December, 20 th January, 20 th February

All offers are made subject to our commercial Terms and Conditions.

We aim to maintain these charges for a year from 1st April 2026: ie to the beginning of Summer 2027 billing period.

However we reserve the right to review item/service charges each billing period (Spring, Summer, Autumn).



BROCK HOUSE BABY CARE

Age 3 months – 2 years

CHILDCARE VOUCHER / TAX FREE CREDIT INFORMATION

Childcare Vouchers are now being phased out and replaced over time by Tax Free Childcare Credit (see www.gov.uk).

Under this scheme HMRC will add the appropriate credit to your funds held in a special bank account for the payment of day care provision. This is completely under your control.

Brock House continues to accept Childcare Voucher payments covering all or part of the cost of childcare. There are various companies who provide the service via your employer's personnel / payroll department in accordance with HMRC rules.

The voucher payments are issued in place of part of your salary which is "sacrificed".

There are currently nearly 20 childcare voucher payment providers – of whom the best known are:

Allsave, Care 4, Computershare, Edenred, Kiddivouchers, Fideliti, Sodexo

We may accept voucher payments from other providers, but please check that we hold an account with them first.

Please note: It remains the parent's responsibility to ensure that we receive the Tax-Free/Childcare Voucher payment by the due date in accordance with our Terms & Conditions.



TERMS & CONDITIONS

1. Upon Registration and our acceptance of the deposit the place is secured. However any delay of more than 2 weeks to the start date requested by the parent may mean we are unable to hold the place open. Non take-up of the place forfeits the deposit. Registration fee is payable for each new place applied for. (Change in type of provision eg from Baby Care to Nursery will require a new application.)
2. Fees are payable in accordance with the current published Scale of Charges. Failure to comply with these financial requirements constitutes a breach of the contract and may result in your child being refused entry to Brock House. (See below).
We will issue a notification of monthly charges upon joining, then at the beginning of each term, and finally, upon your child leaving we will produce a full reconciliation which takes into account any anomalies ie part weeks, and under/over payments. Other "Invoices"/Reconciliations may be provided on request, but these will incur a charge of £25.00 each.
Fees are reviewed annually and we hope to maintain them at existing levels for at least this period. However, we reserve the right to amend them within this period. Any such amendment would take place at the beginning of a "Term" and we would give one month notice.
3. **Employment of Brock House Staff:**
If during the period of your child's attendance or within a period of 9 months thereafter you directly or indirectly employ or engage the services of or permit or allow any member of our staff to provide childcare for your child (or by your endeavours for a child known to you) such that their services are withdrawn from us, then you shall pay us a figure representing not less than 33% of the relevant gross annual salary as compensation for the cost to us of disruption and recruiting and training a suitable replacement.
4. Childcare Voucher Payments/Government Tax Free Credit payments are accepted for payment of all or part of the Nursery fees (See Childcare Voucher Payment/Tax Free Credit Information). **However the parent remains responsible for ensuring that total fees due are paid by the due date** in accordance with our Scale of Charges (wherever they may be paid from).
5. Funded Early Years Entitlement (F.E.E.). This is a partial provision funded by the Government. Entitlement commences in the "Term" after the child's relevant birthday and is administered by us in accordance with the prevailing rules. It is **not** full time free provision and does not cover the cost of meals or any other services provided, which remain chargeable to the parent. Currently it consists of **part** days and **part** year only. Term dates, length and number of sessions are all subject to change. We identify the F.E.E. on the relevant termly bill where applicable. (See 2 above).
6. Sibling Discount. Reduction will be applied to the oldest child's fee, while the younger child attends for a greater or equal number of sessions per week.
7. Absence and Holidays – no reduction in fees is made for any absence or holiday – other than the specified School Holiday Allowance (See Current Scale of Charges).
8. Bank/Public Holidays and the week between Christmas and New Year. The Nursery is closed and **no charge** is made for these periods. Fees are pre-adjusted or alternative days may be offered as appropriate, however no reduction may be made to the weekly charge.
9. Extra sessions (subject to availability) may be booked and will be separately billed and must be paid separately from fees for routine attendance.
10. Session swaps are NOT permitted.
11. Late Collection of Child. We reserve the right to make a charge. Please note that if you fail to contact us until after the session is finished we are required to notify Social Services.
12. Late Payment of Fees. We reserve the right to levy a charge immediately in the case of late payment. This charge will cover a delay in payment up to one week from the payment date shown on your bill. If full payment of fees due and late payment charges have not been received within an additional week we reserve the right to refuse your child entry to Brock House Baby Care. Additional charges of 8% of the balance outstanding will be added weekly. We urge parents who may experience temporary difficulties to contact our administration office **before** they miss a payment or as soon as possible afterwards so that we may help formulate a solution. **Late payment could result in your child being refused entry to the Nursery.**
13. Notice.
 - a) A full calendar month's notice **in writing** is required before leaving. Payment in lieu will otherwise be required and any deposit held may be used towards this.
 - b) A full term's notice is required **in writing** for any reduction in times or sessions.
14. Inclusive Provision.
 - (a) Our Full Day Care fees include provision of all hot food, snacks and refreshments (including government funded milk) during the day. We work with parents to ensure children with allergies and compelling (eg religious) preferences can be accommodated. **Parents are requested not to allow their children to bring snacks or sweets into Brock House to avoid adversely affecting anyone else.**
 - (b) Our fees include provision of nappies, wipes and associated creams. Should parents require a brand different to our usual supply they may supply their own. There is no reduction of fees if items are supplied by parents.
15. Formula Milk: We believe that in the best interest of your baby the formula feeds should be supplied by the parent to ensure there is no variation from those given at home. Our staff will strive to ensure that you are given all possible assistance during this particularly demanding time.
16. Your child will only be released into the care of either person named on the Applicant Record, the only exception being the Local Emergency Contact who will deputise if necessary (and suitable password/security procedure will be followed).
17. Before acceptance of your child into Brock House Nursery a member of staff must see a copy of the child's Birth Certificate and the Red Book of Immunisations. Full and up to date Vaccination is required unless there is a medical reason to the contrary confirmed by your family doctor.
18. In the interest of the welfare of all the children, entry may be refused to your child for any period during which he/she is diagnosed as infectious. (See Health & Safety Policy).
19. Medication will only be administered in accordance with full written instructions from the Doctor/Parent/Guardian (See Medication Procedure/Policy).
20. Your child must bring a complete change of indoor clothes, clearly marked, to be retained at Brock House for emergency use, in a bag provided, and wear adequate outdoor clothes for outdoor play in all prevailing weather conditions.
21. We ask that the children do not bring their own toys (except for special "Show and Tell" times) as broken or lost toys cause disappointment.
22. Brock House will organise activities outside the Nursery premises from time to time. These will be conducted with at least the child:staff ratio recommended by the Children and Families Act 2014. Parental consent is required before the child can participate.
23. Brock House Nursery is unable to accept any liability for any loss or damage to personal property brought onto its premises.

Note: Reference to: Parents, you, your, all relate to the Parent/Legal Guardian
Reference to: Brock House, we, our, the Nursery: all relate to Brock House Nursery School.



BROCK HOUSE BABY CARE

COMPLAINTS PROCEDURE

A. Care/Welfare of your child

1. Make initial complaint to appropriate member of staff.
2. If not satisfied, write to the Principal.
3. If still not satisfied write to the Director.

There will be an internal investigation led by the Principal. The complainant will be notified of the outcome within 28 days of the nursery having received the initial complaint.

4. Should there still be a problem you should contact the Ofsted Helpline on 03001231231 or write to them at:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester, M1 2WD

E-mail: enquiries@ofsted.gov.uk

B. Administration/Fees/Funding concerning your child

1. Make initial complaint to the Business Manager.
2. If not satisfied write to the Director.

There will be an internal review led by the Business Manager. The complainant will be notified of the outcome within 28 days of the initial complaint.

3. Should there still be a problem you should contact Hertfordshire Early Years Team:

Telephone: 0300 123 4040

By post:

Early Years and Childcare
Commissioning Families and Children
Hertfordshire County Council
Room 147 County Hall
Pegs Lane
Hertford, SG13 8DF

Email: earlyyears@hertfordshire.gov.uk



BROCK HOUSE BABY CARE

PRIVACY NOTICE (General Data Protection regulation 2018)

Brock House Baby Care (We) may collect and hold information about you (The Parent); your partner; and your child. This is done for the purpose of providing day care for your child – in accordance with our prospectus and terms and conditions. Data is also collected so that we may assist you to participate in Government/Local Authority schemes concerning either the health and welfare of your child, or financial benefits to you. We ask you to notify us of any changes as quickly as possible and will ask you to confirm details from time to time.

An up-to-date copy of this notice will be obtainable by writing to the: -
Lead Compliance Clerk, Brock House Nursery, 6 Lemsford Road, St Albans, AL1 3PB
We will notify you of any significant changes to this Notice.

We will only collect information from the following:

- You (or someone appointed by you)
- Government Agencies/Departments
- Credit Approval / Debt Collection Agencies
- Previous Day Care Providers

We do not seek information about you from any unrelated third party, and will never share it with any third party (beyond the agencies mentioned above).

We never transfer your data abroad; we never sell it; we have procedures in place to safely store it as long as is legally required; and we eventually securely destroy it.

We will never ask you for your bank account details.

All data collected and held, is retained in our own administration office and the appropriate room for your child, and for the purposes above. We do not use e-mail or social media to transfer your data. The only exceptions to this are:

1. Via encrypted file to one of the above agencies.
2. To you, in reply to your request for information.

You have the right to access the data, and rectify any inaccuracies.

Any complaint concerning data protection should be addressed in writing to:
Lead Compliance Clerk, Brock House Nursery, 6 Lemsford Road, St Albans, AL1 3PB.



BROCK HOUSE BABY CARE

SAMPLE WEEKLY MENU

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Morning Snack with drink	Milk Dried Fruit	Milk Pineapple & Breadstick	Milk Melon & Sultanas	Milk Malt Loaf	Milk Apple Wedges & Ritz Cracker
Lunch	Spaghetti Bolognese Broccoli Baked Jam Sponge & Custard	Cottage Pie Green Beans Peaches & Cream	Tuna & tomato Pasta Bake & Mixed Vegetables Baked Rice Pudding	Boiled Gammon & Pineapple Peas, Boiled Potatoes Lemon Pie	Quiche Lorraine Garlic Bread Carrots Sweetcorn Apple & Raisins with Cream
Afternoon Snack	Apple Wedges & Cheese Slices	Cheese Spread on Crackers	Carrot sticks and Breadstick	Cheese & Apple	Pitta Bread & Marmite
Tea	Crudit�: Cucumber sticks Homemade Leek and Potato Soup with toast Choc Crispy Cakes	Crudit�: Tomato Wedges Margherita Pizza & Salad Fresh Fruit	Crudit� : Courgette Baked Beans on Toast Yoghurt	Crudit�: Pepper Sticks Jacket Wedges & Spaghetti Fresh Fruit	Crudit�: Carrot Sticks Mixed Sandwiches Fromage Frais