



**SPLAT Day Nursery & Forest School**

**April Newsletter 2019**

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# Open Day

We are holding an open day for prospective families on  
Saturday 22nd June, 9:30-11:30.

We would like to invite our current families to also join us to enjoy the day and also be  
available to talk to new families.

*Offers on the day only for new families:*

*No registration fee and 10% off of your first 3 months will be applied to all new  
families who register and book on the day if your starting date is on or before 2nd  
September.*

If you would like to attend or know anyone that would like to meet our team please  
call to register on  
01462 342 050 by 19 June.

More information will be available on the day regarding 30 hours funding.

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## THIS MONTH'S TOP STORIES

We would like to start by welcoming all of our new families.

It is a pleasure to have you join us on our journey in providing quality childcare and play learning experiences for your children to flourish within.



## Application Updates

We are pleased to be launching another batch of updates to your family hub.

**Cancellations** - As you are aware, there is a 6 week notice period for any cancellations. Parents can initiate a request to cancel their booking - give 6 weeks notice. Management will then receive the request by email to approve it.

**Edit Commitment** - We are now able to edit a commitment at any time and immediately apply the updated arrangement from a chosen date. If fees will increase the change can be applied with 48 hours notice. If fees will decrease 6 weeks notice is required.

For parents editing a commitment, this works very similarly to cancelling - you make a request and management will approve it.

**View Bookings** - We've made it possible to see which booking a particular payment relates to in several more places now. This should make things much easier for you to see what has and hasn't been paid for.

**Edit Bookings** - We've changed the way that ad hoc bookings appear so that only one ad hoc booking tab will exist per child per term (with fees charged monthly).

That ad-hoc booking can now be amended as many times as the parent requires. This will avoid any account having multiple bookings across a single term for various ad hoc days. This makes things much easier to track.

## Parent Reminder

Family information Update - Please ensure you log in to your hub and check your child and family details are correct and up to date. Each child should have *at least 2* emergency contacts, ideally within 1-hour travel distance.

Clothing - We are now approaching the summer season, which we are all looking forward to. As you know we are within the gorgeous surrounding of Henlow Lakes which mean we access lots of sun rays. Please could you provide your child with the following;

- Labelled sun hat
- Layers of lighter clothes. We will be spending more time in the forest during the summer months to ensure we are able to offer the children shade and a cool environment, therefore they will still need their legs covered. Keep an eye out for loose cotton trousers.
- If your child has any specific requirements for sun cream, please provide a labelled bottle of factor 50. We will use a well known brand of factor 50, usually from Boots, but not exclusive to.
- Labelled swimwear and a labelled towel as we will be having lots more water play.

## Policy Updates

We would like to remind all parents to review our policies and procedures. On registering your child, you have confirmed that you have read and agree with these, therefore it is important that you have done so.

Recent updates;

Promoting Positive Behaviour- Slight wording amendment.

# Staffing Updates

We are very sad to be saying farewell to Reanne our toddler room assistant who is leaving to progress in her career in the film industry. Reanne's last full day will be 30th May, however, will remain part of the team in our casual pool of staff for the foreseeable future. Reanne will work part-time for the remainder of next week to help induct the new member of our toddler room team, Emily.

We have also just been informed that Poppie our toddler room leader will be leaving us to pursue a career out of childcare. Poppie will be leaving mid-May. We are interviewing for this position next week.

We would like to wish both ladies every success in their careers and with our full support. I'm sure they will be back to visit often.

We would like to welcome to the team;



**Kirsty, our new toddler room assistant.**



**Georgia, our new assistant practitioner for preschool.**



**Jo, our new cook.**

Emily, our new Level 3 practitioner for the toddler room, who will be starting on the 1st May.

Esther, our new playworker who will mainly be working on our activity club sessions.

We are very pleased to have such a strong team in place and look forward to an exciting summer of fun.

For more information visit <https://www.splat.ltd/our-team/>

## Recruitment

We are currently recruiting for;

**Forest School Leader, Level 3. Full time or part-time position.**

**Experienced Toddler Room Leader**

**Experienced Play Leader, Level 3. Holiday club Henlow.**

**Playworker, qualified and unqualified.**

## Payments

Thank you for keeping your payments up to date.

We would like to remind parents that all fees are due in advance. Late payments will incur a late payment fee of £5 per day until the outstanding balance is cleared.

We are aware that some payments such as childcare vouchers and tax-free childcare may come into our account later than anticipated, however, we will go by the date the payment is made, therefore you will not incur any late fees.

We would also like to assure parents that if you have made your payment, but your hub still does not show this is credited, please do not worry as this means that we have just not as yet run a round of accounting and your account will be credited once we have done so. No late payment fees will be applied as long as the payment date shows the payment has been made on time when we do account for this.

## Holiday Care for children 5-12 years

We are asking all parents who are interested in access holiday childcare for their older children to please click this link and express your interest.

Please share this link with any friends and family as it is essential we identify a true need prior to launching. <https://forms.gle/ph6Mvpk2xG4zv7XUA>

## Henlow Lakes Events

This year our activity team will be supporting children's activities at Henlow Lakes. More more information click this link

<https://www.facebook.com/pg/HenlowBridgeLakes/events/>

## Pre School Leavers

We hope you are all happy with your school allocation for September starters. We would like to remind you that your child can remain with us at SPLAT until the term after their 5th birthday, which then becomes a legal requirement for them to attend school.

We would like to encourage all parents to explore the benefits of your child remaining with us at SPLAT for a little longer. Please click the link for more information ???

Please return your school transition slips by 3rd April with the date your child will be leaving us so that we can implement your 6 weeks notice to ensure you are not charged beyond the time you need. We also need to ensure we allocate places accordingly if your child is remaining with us that little bit longer and to contact the schools to welcome their new teachers to visit us to help with their transition.

# Bookings & Vacancies

It is wonderful to have so many new families joining us this Spring/Summer. We are now fully booked on some days which is wonderful news but does leave parents with less flexibility on access ad hoc days.

If you require a set day or know you will need additional days in the near future, we advise that you place this as an ongoing booking promptly to avoid disappointment. Places will be allocated on whom secures the place first, therefore we ask all of our existing families to ensure you review your needs regularly to prevent disappointment.

We will continue to work closely with the families we know have specific needs, so please do work closely with us in advance.

Our booking system works on a traffic light system.

Green- Less than half full

Amber- Over half full

Red - Fully Booked

## **How do our bookings work?**

When you register your child and place your booking, you start by securing your desired days on an ongoing, rolling contract. This secures your booking pattern for the foreseeable future until you give us your 6 weeks notice to make any change to this. Once the new term is launched live on the booking system you will see your committed days allocated. This will continue from room to room.

This will also be your opportunity to book any ad-hoc days for this month. Ad hoc bookings are only released at the start of each month to ensure that regular commitments are given priority.

Ad-hoc bookings must be placed 48 hours prior to the date required to ensure we are able to meet our staffing ratios. If you require shorter notice please contact Gemma or Jo who can check the availability and book you on manually, if we can cater to your needs.

# Drop offs & Collections

We understand from time to time you may be running late to collect your children, we, of course, understand this and would rather you collect your children safely rather than rushing, but please do inform us within good time. However, if you are later than 15 mins you will be charged £5 per 15 minutes. If you are likely to be later than 15 minutes we ask that you start to call your emergency support network to make the collection and inform us of this.

We do understand that some families do not have a local network and there may be times of extreme delay. We aim to support you in such times as much as possible. However, if it is felt this is becoming a regular occurrence we will need to review your contracted hours with us.

We have now started to actively implement our late collection fees to your family hubs.

## Important:

We close our nursery at 6pm or 7pm if we have any evening bookings. We, therefore, expect parents to arrive no later than 5 minutes prior to collection time, especially if you require a verbal hand over. If parents are often collecting 10- 15 minutes after the expected time, we will be reviewing your contracts to extend to our evening session or the session that follows your current commitment. Similarly, families whose contracted hours start at 8am are reminded not to arrive prior to their start time. If you need to amend your start time, please do so via your family hub.



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