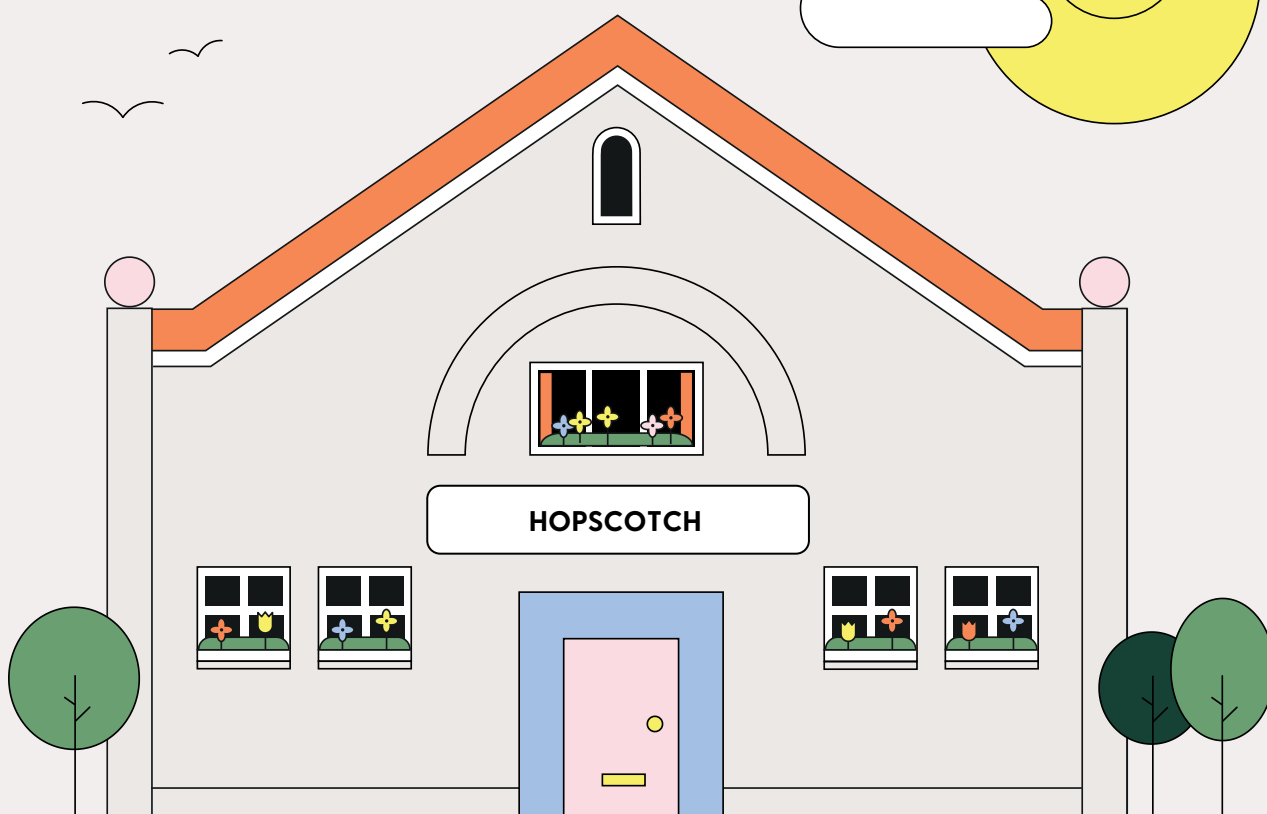
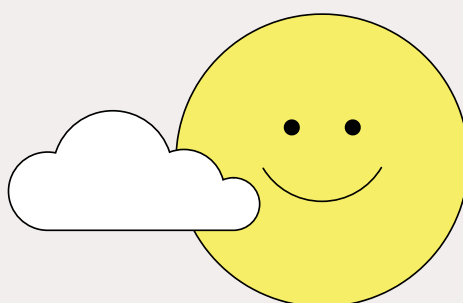


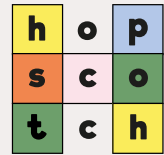
CHILDREN'S NURSERIES

# Welcome to Hopscotch

Information pack



# Welcome to Hopscotch!



Thank you for registering your child at one of our nurseries.

We are really excited to welcome you and your child to your chosen nursery and we are here to make your transition as smooth as possible.

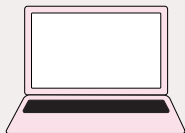
We hope you find this leaflet helpful but if you have any further questions then you can always contact our Head Office at:



01273 385577

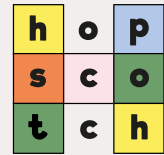










office@hopscotchmail.com

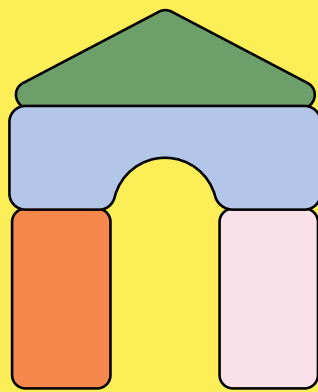


www.hopscotch.uk.com

# Contents



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	Food at Nursery
	Nursery Life
	Policies and Terms & Conditions
	Invoicing and Payment of Fees
	Ofsted and EYFS
	Complaints and Feedback



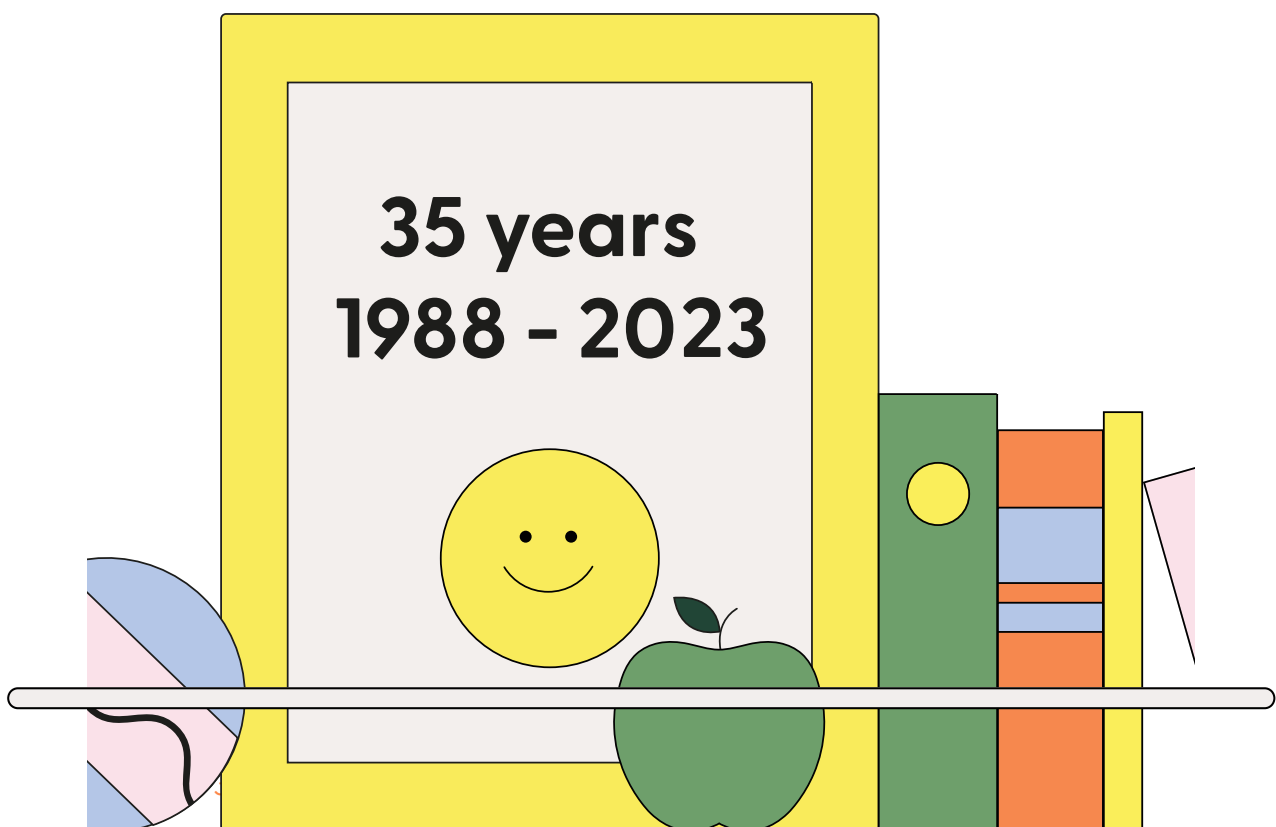


# Our nurseries

# 30+ years of experience

Founded in 1988 by local teacher Barbara Watson, Hopscotch has over 30 years of experience providing childcare to the children of Brighton & Hove and East Sussex.

We remain a family run business with a strong emphasis on providing first-class childcare to all. We create fun-filled learning environments which are calm, structured and family-orientated with the aim of delivering excellence in childcare.

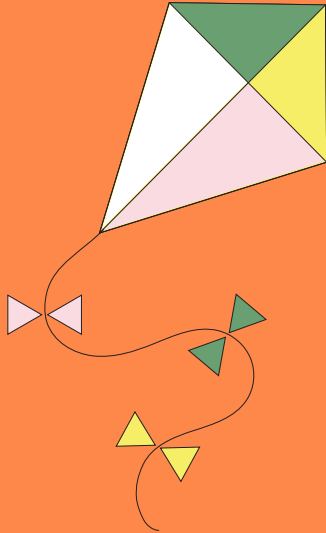




We currently have six nurseries – four in Brighton & Hove (Nizells Avenue, Preston Park, Hove Station and Portland Road) and two in East Sussex (Peacehaven and Seaford).

At Hopscotch, we prioritise supporting the development of young children to harness their full potential as well-rounded, accomplished and happy individuals. We pride ourselves in nurturing the academic, social and emotional needs of our children and helping them develop the skills which will set them on the right course for life, whether at school or in later life.

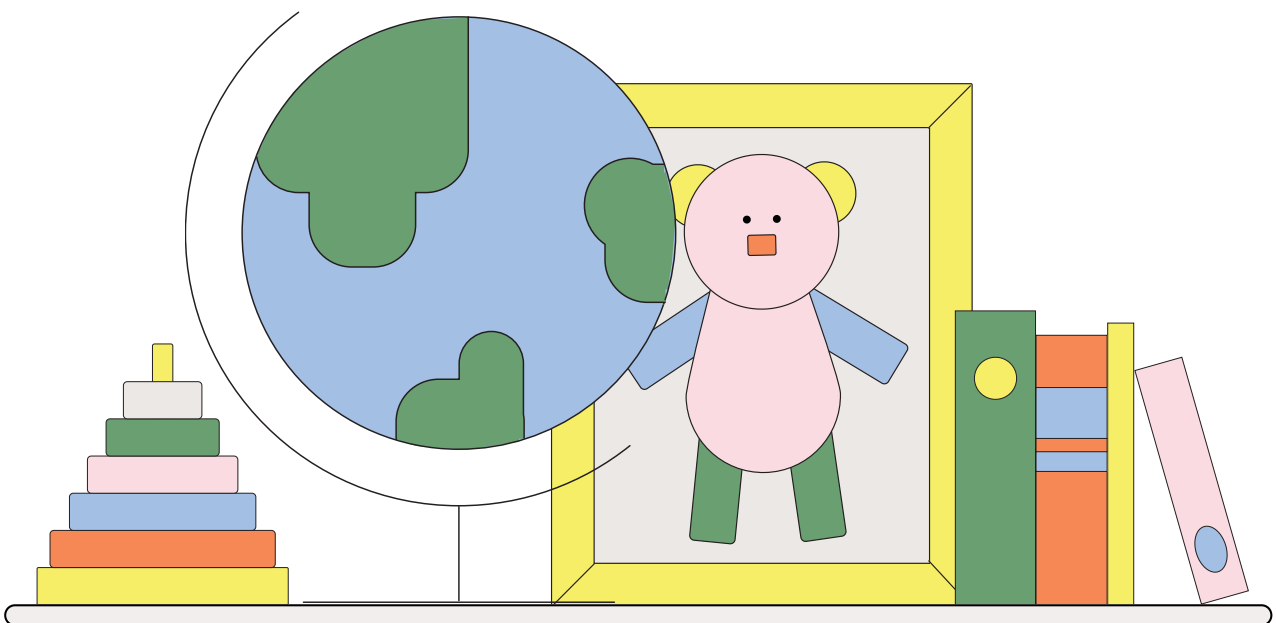




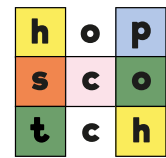
# Settles and your first day at nursery

# Getting to know each other

Now you are registered your Nursery Manager will be in touch in the coming days to confirm your place and also to organise a first settling in session for your child. We are happy to offer settles for you and your child to help reassure you both before your official start date.



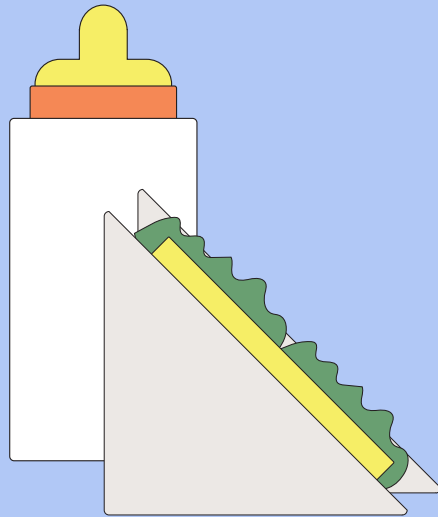
The settles are your opportunity to tell us all about your child, their routine, their likes and dislikes and anything else you think will help us give them the best possible care.



Our settle is also an opportunity for you to meet some more of the nursery team who will look after your child, including your child's Key Person. It is also an opportunity for your child to become used to their new nursery surroundings, which might feel quite different from their home environment.

Your Nursery Manager and Key Person will use all of the information you give us to come up with a tailor made plan to help your child settle at nursery. Our Nursery Managers have a vast wealth of experience in helping children and parents to settle calmly and we are always ready to support you and your child in this process.







# Food and Drinks

# Food for Thought

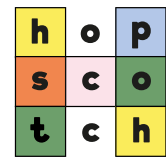
Nutritious lunch and tea meals are provided by well trusted local company **Little Tums** who have been providing Hopscotch with exciting and well-balanced meals for over 10 years.

Our children love the variety of these meals which are available for a small extra charge per meal. If you would like your child to have Little Tums meals then please speak to your Nursery Manager.

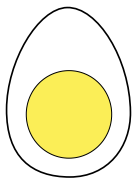
Healthy breakfast and snack options are always available to all our children free of charge and we always supply organic milk from local Sussex dairy farms.



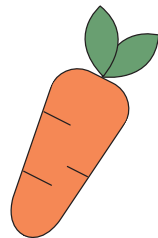
We are able to cater to a number of dietary requirements. Meals which are currently available include:



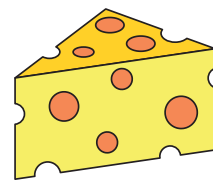
**Vegetarian**



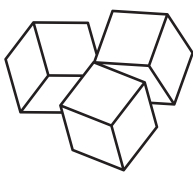
**Vegan**



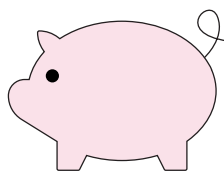
**No dairy**



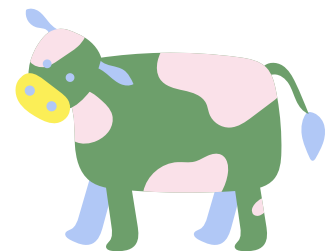
**No sugar**

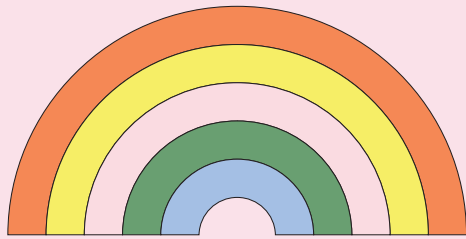


**No pork**



**No beef**





# Nursery Life

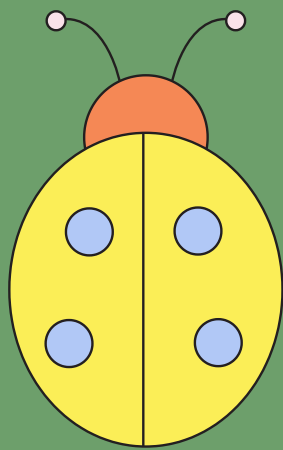
# A rich and varied nursery experience for all



Whether we are learning about, and celebrating different cultural festivals, or we are playing around in our Soft Play rooms, or Imagination Playgrounds.

Our experienced staff teams create activities to help your child develop on their learning journey.

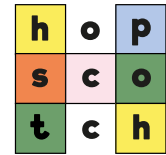
We share your child's experiences at nursery via the **Tapestry** platform, which can be accessed via either app or website link. We encourage our parents to also share their home life experiences on the platform too. Follow us on **Facebook** and **Instagram** or keep up-to-date via our **website** to see more information.



# General Policies and Terms & Conditions



# Our Terms

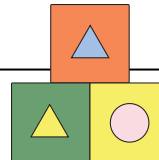


You can ask to access any of our policies in our nursery at any time and our Terms and Conditions are set out on our website and also in the copy of the registration paperwork you completed.

The main points to consider are:

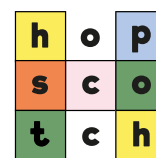
## Absence

Please be aware that any absence from nursery as a result of illness or holiday or any other reason will still require full fees to be paid.



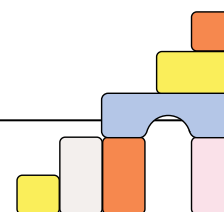
## Medicine

We are only able to give prescribed medicines to children that attend our nursery and unfortunately, we are not permitted to administer Calpol or other generic over-the-counter medicines unless specifically prescribed by a medical professional. Medicines will need to be provided in their original dispensers and with clearly marked child information listed on the label.



## Safeguarding

We take all safeguarding issues extremely seriously and if we are made aware of any safeguarding related concerns relating to either an attending family or a member of staff we will work closely with the relevant authorities as required. All Hopscotch Nursery Managers, Deputies and the Hopscotch Management Team are Designated Safeguarding Leads.



## Safe Collection of Children

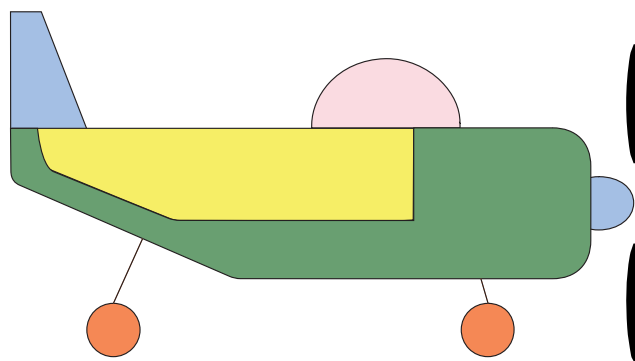
Only parents or authorised adults (who have been listed in the relevant section of the registration documents) are permitted to collect children from nursery. Under no circumstances will a child be allowed to leave with an unauthorised collector. In the event of a child not being collected, the Nursery Manager or deputy has an obligation to stay with the child. However, if all the contact numbers held on file have been tried and there has been no response from authorised collectors, the duty social worker will be contacted, and their advice sought.

## Late Collection Charges

In the eventuality of a late collection without prior booking we do need to apply a late collection charge. This is £15 per 15 minutes late, or part thereof. We will always do our best to be flexible to support our families in case you are not able to collect your child on time but we will need to apply late collection charges in order to cover our staff's time in such an instance.

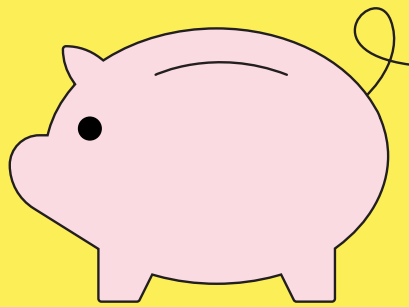
Our full Terms & Conditions are available on our website here:

[www.hopscotch.uk.com/how-to-pay/terms-conditions/](http://www.hopscotch.uk.com/how-to-pay/terms-conditions/)



h	o	p
s	c	o
t	c	h



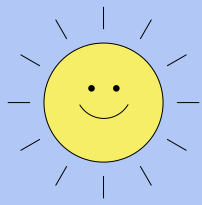


# Invoicing and payment of fees

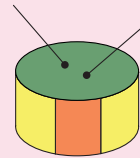
# Payment options

Invoices are issued ahead of the relevant month via email and should be paid by the **15th** of the corresponding month.

We are able to accept a number of different payment methods which include:



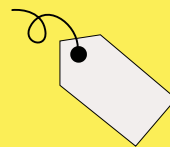
**BACS transfer**



**Credit and debit card  
payment online**

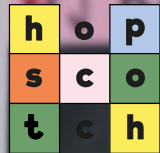


**Tax-Free Childcare  
(TFC)**



**Nursery voucher  
schemes**

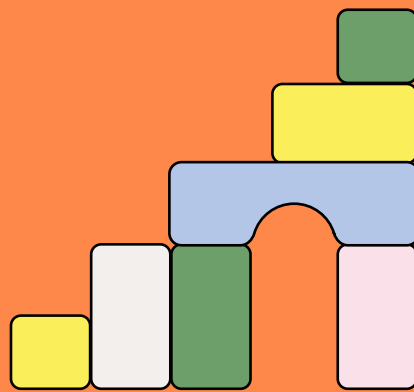




We no longer accept cash or cheque.

For further information please see our [website](#).





# Ofsted and EYFS

# As is legally required, all our nurseries are registered with Ofsted.



The Early Years Foundation Stage (EYFS) is the framework by which we help support and aid your child's development in the formative years between 0-5 whilst they attend nursery.

Ofsted is responsible for creating the framework and, as a registered childcare provider, we are responsible for implementing it in our nurseries.



You can find all of our inspection reports by searching for 'Hopscotch' and the name of your chosen nursery here:

**[www.gov.uk/find-ofsted-inspection-report](https://www.gov.uk/find-ofsted-inspection-report)**

Primarily, there are seven key areas of learning and development which are covered by the EYFS:

h	o	p
s	c	o
t	c	h



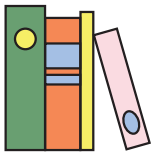
Communication and language



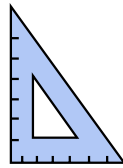
Personal, social and emotional development



Physical development



Literacy



Maths



Understanding the world



Expressive arts and design



We aim to integrate all of these key learning areas into all aspects of our nursery life and your Nursery Manager will be able to give you more information about how our specific activities, resources, and equipment help develop these areas.



You can also follow their progress in each of these areas in their own individual Learning Journeys in Tapestry. You can read more about the EYFS [here](#).





# Contacting Ofsted

You can contact the Ofsted Contact Centre, open 8am to 6pm, Monday to Friday:

**Phone:**

03 00123 1231

**Online Enquiry Form:**

<https://contact.ofsted.gov.uk/contact-form>

**Email:**

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**Address:**

Ofsted, Piccadilly Gate, Store Street,  
Manchester, M1 2WD



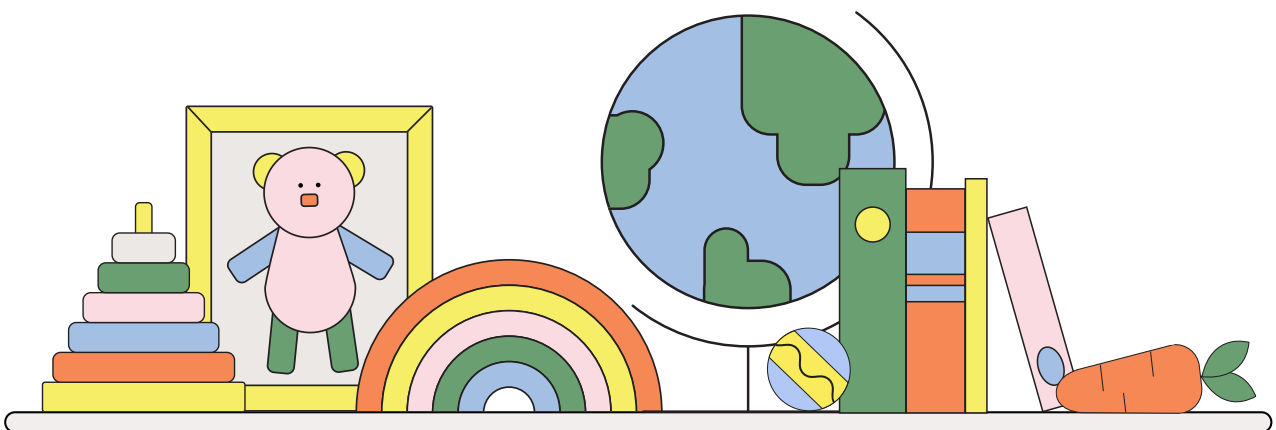
# Complaints and feedback



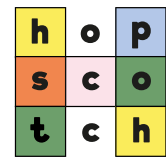
# We value your feedback

We sincerely hope that our children and families are always fully satisfied with their experience at Hopscotch.

However, if your expectations are not met, or you have any other concerns that you would like to raise, or if you would like to make a formal complaint, you should first speak with your Nursery Manager who will investigate the issue and do everything they can to help resolve the issue. If you are still not happy with the outcome you can raise a complaint with our Head Office in writing by contacting **[office@hopscotchmail.com](mailto:office@hopscotchmail.com)**



We will aim to respond to you as quickly as we can but always within a maximum of 28 days since receipt of the first notification of a complaint.

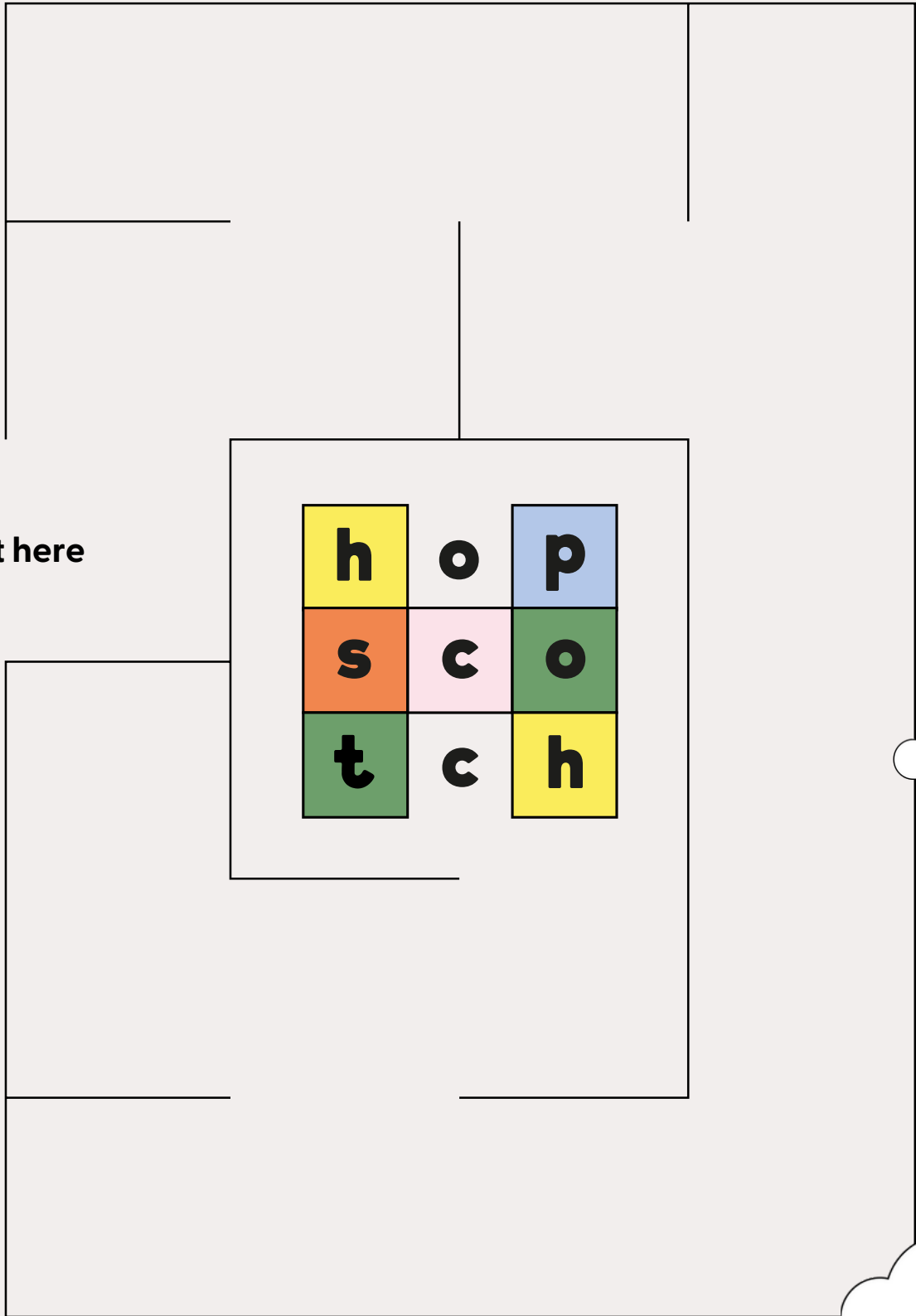


Furthermore, we are always very happy to hear feedback from our parents and suggestions as to how we might improve our service.

Again, please contact [office@hopscotchmail.com](mailto:office@hopscotchmail.com) to share any ideas.

We also issue a **Leaver Survey** to all leaving families at the end of your time with Hopscotch so this is another way to share any feedback. And of course we are always happy to see positive Facebook or Google Reviews about your experiences at Hopscotch!





**Start here**