

CHESTNUTS

Chestnuts consists of 3 settings:

Chestnuts Corner Nursery in Colne Road, TW2 – for children between 3 months and approximately 2 years of age.

Chestnuts TW2 Pre-school in Colne Road, TW2 – for children aged 2 years to 3 years of age. Once a child reaches 3 years of age, they will finish at Chestnuts TW2 Pre-school at the end of that school year and then will move across to Chestnuts TW1 Pre-school in Strafford Road, TW1 for their final year before they start school.

Chestnuts TW1 Pre-school in Strafford Road, TW1 – for children aged two years to school starting age.

Opening Times are from 07:30 to 6pm.

Chestnuts is open all year round for 51 weeks of the year. It is closed on bank holidays and the week between Christmas and New Year.

Settling in Sessions

You will be offered 3 1.5 hour settling in sessions before your child's official start date. The first session involves you staying with your child and you will not be charged for this session. The further two sessions will be charged at £15.00 per session.

Fees

A £125 non-refundable admin fee is payable upon registration to secure your child's place.

Please, note that fees remain payable during all holidays (see holiday discount), periods of sickness and closure due to unforeseen circumstances.

Sessions	Daily Fees
7.30am – 8am (inclusive of breakfast)	£7.25
8am – 9am	£10.50
9am – 12pm (inclusive of lunch)	£36.10
12pm – 3pm	£31.50
9am – 3pm (Inclusive of lunch)	£67.60
3pm – 6pm (inclusive of tea)	£33.80

Additional costs:

- £10.50 per hour
- £2.00 for breakfast (between 7.30am and 8am)
- £4.90 for a catered lunch
- £2.30 for a catered tea

Discounts:

- 7.5% for full 5 days (7.30am – 6pm)
- 7.5% sibling discount. This is applied to the eldest child already attending Chestnuts.
- 20% twin discount. This is applied to both children.

Early Education Entitlement Statement

Chestnuts is registered with the Local Authority, Achieving for Children, to offer the free early education entitlement to eligible families and claim the funding from Achieving for Children to deliver the entitlement hours.

Chestnuts offer the following entitlement streams:

Families Receiving Additional forms of Government Support (FRAS)

1. Children with parents/carers in receipt of certain benefits
2. The child is in receipt of Disability Allowance
3. The child is a 'Looked After' child.

Children that meet at least one of the above may be eligible to access 15 hours of free childcare per week over 38 weeks (term time only) from the start of the term after the child turns 2 until the end of the term in which the child turns 3.

To access the free hours at Chestnuts, the requirements are

1. your eligibility reference from Achieving for Children
2. the completion of a parent authorisation form to confirm the agreement to access the funding for your child's place.

To find out if you are eligible and to apply visit

[AfC Info website - Kingston and Richmond :: Community Information / Information and advice / Early Education Funding and 30 hours Childcare Offer / Two year olds - free childcare and early education](#)

If you are eligible for the free hours under both the FRAs stream and the working entitlement stream you will only be able to access 15 hours per week in total and it is advisable to apply under the FRAs scheme as eligibility is confirmed until your child turns 3.

Working Entitlements

The working entitlements allows a child of working parents to access 15 hours free childcare per week over 38 weeks (term time only) from the start of the term after their second birthday.

Chestnuts offers the working entitlements stretched over 51 weeks. This means a child can access the entitlement hours across the 51 weeks that we are open and receive 11.17 entitlement hours a week across the 51 weeks.

When taking up a stretched offer the number of hours per week must remain consistent across the stretch period and cannot be accumulated e.g. you cannot use less than 11.17 hours in term time and more hours over the holidays.

To access the free hours at Chestnuts, the requirements are:

1. proof of your child's date of birth
2. your eligibility code from HMRC which is valid for the period that you wish to claim your free hours
3. the completion of a parent authorisation form to confirm the agreement for Chestnuts to access the funding for your child's place.

To find out if you are eligible and to apply for the eligibility code visit <https://www.childcarechoices.gov.uk/>.

Please apply for the eligibility code within the recommended times set out below and provide the code by the following deadlines. You must also continue to renew the eligibility code, every 3 months or as directed by HMRC to remain eligible. Otherwise, you will no longer be eligible or able to access the working entitlement hours.

Child's birthday	Recommended time to apply for eligibility	Deadline to give eligibility code to childcare provider	Working entitlement access begins (start of funding term)
1 January - 31 March	15 January - 28 February	1 March	1 April (summer term)
1 April - 31 August	15 June - 31 July	1 August	1 September (autumn term)
1 September- 31 December	15 October - 30 November	1 December	1 January (spring term)

Universal Entitlements

The universal entitlements allow a child to access 15 hours free childcare per week over 38 weeks (term time only) from the start of the term after their third birthday.

Chestnuts offers the universal hours stretched over 51 weeks. This means a child can access the universal entitlement hours across the 51 weeks that we are open and receive 11.17 entitlement hours a week across the 51 weeks.

When taking up a stretched offer the number of hours per week must remain consistent across the stretch period and cannot be accumulated e.g. you cannot use less than 11.17 hours in term time and more hours over the holidays.

To access the free hours at Chestnuts, the requirements are:

1. proof of your child's date of birth
2. the completion of a parent authorisation form to confirm the agreement for Chestnuts to access the funding for your child's place.

Extended Entitlements

The extended entitlement allows a child of working parents to access 15 hours free childcare per week over 38 weeks (term time only) in addition to the 15 hours universal entitlements, from the start of the term after a child turns three years of age, resulting in accessing 30 hours free childcare per week.

Chestnuts offers the 30 hours extended entitlement on a stretched offer. This means a child can access the extended entitlement hours across the 51 weeks that we are open and receive 22.35 hours per week when using both the universal and the extended entitlement.

When taking up a stretched offer the number of hours per week must remain consistent across the stretch period and cannot be accumulated e.g. you cannot use less than 22.35 hours in term time and more hours over the holidays.

To access the free hours at Chestnuts, the requirements are:

1. proof of your child's date of birth
2. your eligibility code from HMRC which is valid for the period that you wish to claim your free hours
3. the completion of a parent authorisation form to confirm the agreement for Chestnuts to access the funding for your child's place.

To find out if you are eligible and to apply for the eligibility code visit <https://www.childcarechoices.gov.uk/>.

Child's birthday	Recommended time to apply for eligibility	Deadline to give eligibility code to childcare provider	Working entitlement access begins (start of funding term)
1 January - 31 March	15 January - 28 February	1 March	1 April (summer term)
1 April - 31 August	15 June - 31 July	1 August	1 September (autumn term)
1 September - 31 December	15 October - 30 November	1 December	1 January (spring term)

Accessing Entitlements at Chestnuts

A £125.00 non-refundable administration fee is required to secure an entitlement place.

Families who have been allocated a fully-funded place through the local authority (FRAS) will not be charged an administration fee.

Stretched Offer

Please, see fees for children receiving the 15 / 30 hour of Early Education Entitlement.

The 15 hours entitlement is for 38 weeks only. The fees below are based on stretching that entitlement to 51 weeks, which means you are paying the same weekly amount throughout the year.

	15 hours over 51 weeks	30 hours over 51 weeks
Sessions	2 x days = 9am – 3pm 1 x am = 9am – 12pm Or 1 x pm = 12pm – 3pm	4 x days = 9am – 3pm
Weekly Cost	£71.00 (inclusive of lunch)	£141.50 (inclusive of lunch)

Corner Nursery
124 Colne Road
020 7062 5614

TW1 Pre-school
22 Trafford Road
020 8892 0011

TW2 Nursery
127 Colne Road
020 8617 0464

Additional Charges

The entitlement hours cover basic childcare only. Chestnuts offer services in addition to the basic childcare and the additional charges are as follows:

- £9.00 an hour for ad-hoc sessions
- £2.00 for breakfast (between 7.30am and 8am)
- £4.90 for a catered lunch
- £2.30 for a catered tea

Entitlement Regulations

If a child does not attend an agreed entitlement session, for example due to sickness or holiday, then the entitlement hours cannot be offered at another time.

If, when claiming the funding we find that you are not entitled to the free hours you have agreed to access at our setting, for example, not declaring hours at a different setting or not renewing an eligibility code, then you will be charged our standard hourly rate for any hours accessed in the term. Persistent absence of more than 4 weeks may result in your entitlement being withdrawn.

It is possible to split the entitlement hours with another setting. If a child is accessing the entitlement at another setting this must be declared on the parent authorisation form.

Invoicing

Invoices will detail how many free entitlement hours have been accessed in the invoice period separately to additional hours and services that have been charged for. The invoice will be sent monthly in advance and payment is expected to credit our account by 28 of the month, otherwise a £30 late charge will be applied.

Should notice be given prior to your child accessing a full year of entitlements the total services accessed outside of the entitlements up until the end of the notice period will be recalculated and a balancing figure calculated.

Family

We accept payments via Family, the software platform we use to bring all different ways of communicating together into one app making it a lot easier for you as a parent to manage. Full details of your account including sessions booked and current balance can be accessed on Family.

Childcare Voucher Schemes

Fees can be paid through various employer childcare voucher schemes. Chestnuts is currently registered with majority of providers.

Term Time Only Childcare

We recognize that some parents work term time only. At the time of registration, we can agree to term time only contracts for those parents.

Holiday Discount

In order to receive the holiday discount, of 20% of all fees and no lunch charges, one month notice period is required if your child is going to be absent from the setting due to a holiday.

Notice Periods

Once a child has started accessing the entitlements there is a 4 calendar week notice period to change the number of hours or to end the agreement and move the entitlements to another childcare provider.

Once notice has been formally given in writing parents / carers will be given a copy of a notification of changes form that must be taken to any new childcare provider that you are taking up the entitlements with. Entitlement hours cannot be accessed at another provider until the week following the end of your 4 week notice period.

Please be aware the notice period for the entitlements is different from our contract for any hours purchased outside of the entitlement hours for which we require 12 weeks' notice.

The Local Authority will only allow a change to hours or move to a different provider once per term.

In the event that Chestnuts has to give notice that Chestnuts can no longer offer the entitlement sessions, then there will be no notice period applied to the early education entitlements and a parent may take up their entitlement sessions with another childcare provider as soon as arrangements have been made.

Catered Lunch / Tea

Chestnuts uses a specialist catering company called Care Catering that has been providing food exclusively for day nurseries for over ten years.

They offer a 6 week lunch menu cycle with seasonal variations. They cater to specific dietary requirements and offer a separate baby weaning menu and a vegetarian menu.

For more information, please take a look at their website www.carecatering.co.uk

Late Collection

Children must be collected promptly at the end of each session. Parents/carers who know they are going to be late MUST inform Chestnuts at the earliest opportunity.

Parents/carers who are constantly late will receive 2 verbal warnings before a late fee charge of £30.00 is issued.

Policies

If you would like to review any of Chestnuts policies, please visit the website www.chestnutsnurserytwickenham.co.uk

Customer Complaints

Corner Nursery
124 Colne Road
020 7062 5614

TW1 Pre-school
22 Strafford Road
020 8892 0011

TW2 Nursery
127 Colne Road
020 8617 0464

We hope you will always be happy with Chestnuts but acknowledge that you may occasionally have a concern or an issue.

If you are not satisfied with the verbal response, you get or would prefer to contact the owner in writing, please do. Should you remain unsatisfied you are able to complain directly to Ofsted:

Alison Archibald Director Chestnuts Childcare & Training Limited 12a Princes Road Teddington TW11 0RW	Ofsted North Regional Centre 3rd Floor, Royal Exchange Building St Ann Square Manchester M27 LA
---	--

January 2024