

# Twiggs Lane Pre School

## Prospectus





**At Twiggs Lane Preschool we offer a safe, stimulating, caring and inclusive environment for all children in our care.**

### **Our Constitutional Aim**

The aim of Twiggs Lane Pre-school is to:

- provide high quality care and education for children aged from 2 years to 5 years old.
- work in partnership with families to help children learn and develop.
- add to the life and well-being of its local community.
- offer children and their families a service which is individual to each child and promotes equality and values diversity.

### **As a member of Twiggs Lane Pre-school, your child:**

- is in a safe and stimulating environment.
- is given generous care and attention; we have a high ratio of adults to children.
- has the chance to join with other children and adults to play, work and learn together.
- is helped to take forward his/her learning and development by being helped to build on what he/she already knows and can do.
- has a personal key person who, along with all other members of staff, enables your child to fulfil their potential and make good progress in all the areas of learning.
- is in a pre-school which sees you as a partner helping your child to learn and develop and shape their future.

### **How Twiggs Lane Preschool operates – Board of Directors**

Twiggs Lane Pre-school is a charity run pre-school which was opened in 1986. We operate from a rented room at Marchwood Infant School, with our 2 – 3-year-old cabin located in our garden.

In February 2011, Twiggs Lane Preschool became a Company Limited by Guarantee and is managed by a Board of Directors, which is made up of parents and staff.

The Board of Directors is voted in at the Annual General Meeting which is held in June. Alongside this group of directors, the pre-school also has a fundraising committee who are parent/carers volunteers to help at our fundraising events throughout the year.

Three of the directors must hold the title of Chair, Secretary or Treasurer. All directors are responsible for:

- Overseeing the management of the pre-school finances.
- Promoting the success of the pre-school.
- Acting in accordance with and adhering to our Constitutional Aim.
- Employing and managing the staff if required.



- Ensuring that the pre-school has comprehensive policies in place which help to provide a high-quality service and that these policies are adhered to.
- Ensuring that the pre-school works in partnership with the children's families.

The Annual General Meeting is open to all the parents/carers of children who attend the pre-school. It is their forum to look back over the previous year's activities and provides an opportunity to join the pre-school by either becoming a director or a member of the fundraising committee and help to shape the coming year's activities.

### **Board of Directors – September 2025 to September 2026**

Our Board of Directors is made up of the following members:

Chairperson	Nathan Herridge - (Parent)
Treasurer	Jenna Poole - (Parent)
Secretary	Bridget Crowley-Winter - (Parent)
Director	John Bennett- (Parent)
Director	Becky Copland- (Staff)

There are other members who have the right to vote on decisions or changes which affect the running of the preschool. These members are made up of a group of parents of children who attend Twiggs Lane Preschool, and they may be asked to attend meetings on an occasional basis. All directors are DBS checked.

Our Annual General Meeting is held in June when new directors are appointed or directors currently on the board are re-appointed.

### **How Twiggs Lane Preschool operates day to day**

Twiggs Lane Preschool operates out of 2 thoughtfully arranged rooms equipped with age and stage appropriate resources supporting the unique developmental needs of young children.

A team of highly experienced, enthusiastic and fully qualified staff take the responsibility for the children's play and learning.




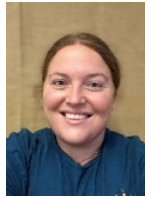



The staff are continuously updating relevant training whilst extending their own professional development.

The Statutory requirements of the Early Years Foundation Stage recommend a high ratio of one adult to every eight children over the age of 3, and one adult to every Five children for children aged 2 and under. However, at Twigg's we operate at a ratio of one adult to every six children in our preschool room and one adult to every four children in our cabin for 2–3-year-olds in order to maximise the potential of their environment. This helps us to:




- give time and attention to each child.
- talk with the children about their interests and activities.
- help children to experience and benefit from the activities we provide.
- allow the children to explore and be adventurous in a safe, secure environment.



**Details of the Pre-school staff are as follows:**

<b>Name</b>	<b>Job Title</b>	<b>Qualifications</b>
Becky 	Pre-school Manager Lead Designated Safeguarding Officer	CACHE Level 3 NVQ in Children's Care, Learning and Development first aid, Food hygiene, Safeguarding,
Emma 	Room Leader Deputy Manager Deputy Safeguarding Officer	QTS, First aid, Food hygiene, Safeguarding
Jenn 	Room Leader	CACHE Level 3 NVQ in children's care. Learning and development, First aid, Safeguarding, food hygiene
Sophie 	Practitioner SENCO	Bachelor degree in early childhood studies , First aid, Safeguarding , Food hygiene
Karen 	Early Years Practitioner	CACHE Level 3 Diploma for the Children and Young People's Workforce, First Aid, Food hygiene, Safeguarding,
Vicki 	Early Years Practitioner	Level 3, First Aid, Safeguarding
Suzie 	Early Years Practitioner	Level 2, , First aid, Safeguarding



Lauren		Early Years Practitioner	Level 3 Early years educator First aid, food hygiene, safeguarding
Lisa		Financial Controller	
Laura		Bank Staff	Level 2 , Safeguarding

### Daily routine

We offer a free flow environment for children at Twiggs Lane Preschool, this means the door to the garden is open throughout the session so children can choose where they would like to spend their time.

We offer a morning snack to children with either milk or water to drink, each day we write on our daily white board what the snack has been for that day. Children cannot access the toilets themselves so need to ask a member of staff if they need to go, if your child is not asking to go we will work with you to learn how your child communicates their need for the toilet, all visits to the toilet are supervised by an adult at all times.

If your child is not yet toilet trained and wears nappies or pull-ups when they attend pre-school, we ask that where possible they arrive in a clean dry nappy and that you provide nappies and wipes daily for the session they are attending.

We also offer Language box during our sessions, these small group sessions are for children who might need some support with their speech and language, communication or listening and attention. If we feel your child might benefit from these small group times a member of staff will speak with you and you will be asked to sign a permission form.

Twiggs Lane Pre-school believes that care and education are equally important in the experience which we offer children. The routines and activities that make up the pre-school's session are provided in ways that:

- help each child to feel that he/she is a valued member of the pre-school.
- ensure the safety of each child.
- help children to gain from the social experience of being part of a group.



- provide children with opportunities to learn and help them to value learning.

If your child is staying for lunch, we promote “Healthy Eating” they must bring a packed lunch including a drink and no sweets please. From April 2024 we have included a hot meal option prepared by the infant school charged at £2.50 per meal. The pre-school is also a **NUT AND EGG FREE ZONE** so please do not include any peanut butter sandwiches or other foods known to contain nuts in your child’s lunchbox. Cooked egg products are ok to include . but please be aware of products that have hidden egg ingredients in like mayonnaise that is not cooked .

### **The first days**

Prior to your child starting we will arrange to do home visits and book stay and play sessions where you visit with your child and leave them in our care for 2 hours, This gives you an opportunity to meet your child’s key person and the rest of the team at Twiggs.

We want your child to feel happy and safe at pre-school. To make sure that this happens, the staff will work with you to decide on how to help your child settle into the routines and the environment of the preschool. When children arrive at preschool staff will welcome them at the door and settle them within the room. In exceptional circumstances we might ask you to come into the room with your child to help settle them however, we usually find children cope better when reassured by staff within the preschool. In the early weeks, your child may find it reassuring to bring a favourite toy or comforter with them.

### **Key persons**

At Twiggs Lane Preschool we use a key person system. Your child’s key person will be appointed before your child starts; however, all staff work together to help your child to settle and ensure that the preschool is providing appropriate care for your child’s needs and interests. Your child may be given a buddy key person where we feel this is necessary, this will be another member of staff who will continue with your child’s observation and learning journal in their key person’s absence.

The key person will keep a record of observations and photographs; this information of each child is uploaded onto a secure online system. As and when it has been observed that any child has made a significant development in any of the seven areas of learning, it will be uploaded onto their online learning journey. It will then be decided between the child’s family and the child’s key person as to the ‘next steps’ to help their child progress further.

Each key person daily will spend time with their key children for key group time. In this time, the key person will provide activities or resources based on the areas of development for the children, these are sometimes based around our weekly themes, and otherwise they will be activities around the children’s interests.

Any information you can give us about your child’s needs, activities, interests and achievements will enable us to identify their stage of progress, which in turn will help the staff to decide how to help your child move into the next stage.





## The Curriculum

Children start to learn about the world around them from the moment they are born. The care and education offered by Twiggs Lane Pre-school helps children to continue to learn by providing all the children with interesting activities that are appropriate for their age and stage of development.

At Twiggs we deliver the Early Years Foundation Stage framework. This guidance includes principles which guide the work of all early years' practitioners. These principles are grouped in four themes:

- **A Unique Child** - every child is a competent learner from birth who can be resilient, capable, confident, and self-assured.
- **Positive Relationships** – children learn to be strong and independent from a base of loving and secure relationships with parents and/or pre-school staff.
- **Enabling Environments** – the environment plays a key role in supporting and extending children's development and learning.
- **Learning and Development** – children develop and learn in different ways and at different rates; all areas of Learning and Development are equally important and inter-connected.

The guidance also divides children's learning and development into three prime areas and four specific areas:

### Prime areas:

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

### Specific areas:

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

During the children's time at Twiggs Lane Pre-school the emphasis is 'learning through play'. Play helps young children to learn and develop through interaction and communication.

The characteristic of effective learning within the statutory framework is a crucial foundation for children. These are:

- Playing and Exploring
- Creating and Thinking Critically
- Active Learning

Staff members meet at regular times to implement planning to enhance children's learning; this is based upon the children's interests and next steps which are ascertained through observations.



## **Learning through play**

Play underpins all the development and learning for young children. Most children play spontaneously, although some may need adult support, and it is through play that they develop intellectually, creatively, physically, socially, and emotionally.

Play secures the delivery of all the Early Years Foundation Stage and states that children must have opportunities to play indoors and outdoors and that all the early years providers must have access to an outdoor area which the children can benefit from. At Twigg Lane Pre-school children are given access to the outdoors as much as possible. Every session is characterised by the ability of children to move freely between activities.

With the support of friendly adults, in a relaxed and welcoming atmosphere, children in pre-school have the opportunity to:

- enjoy imaginative and creative activities such as painting, drawing, sticking and collage, dressing up and role play.
  - share the companionship of other children.
  - practice language skills through stories, songs and role play and encouraged to talk about important experiences.
  - extend their physical skills and muscle control by moulding dough, moving to musical rhymes (action songs) playing with construction toys and puzzles and playing outdoors under supervision.
  - develop the beginning of scientific and mathematical understanding through play by experimenting with sand and dough, beads, pegboards, games and puzzles, creating sounds and making musical instruments.
  - respond to books, stories, and music.
- 
- accept the discipline of a group and the authority of adults other than their parents and/or carers.

## **Clothing**

The preschool provides all children with protective clothing for 'messy play' activities such as painting, but we cannot be held responsible should clothing become messy when playing outdoors. The preschool encourages children to gain the skills to help them to be independent and look after themselves. This includes taking off and putting on outdoor clothes and shoes and helping them to manage their own personal hygiene. If they attend preschool wearing clothing which is easy for them to take off and put on it will help them to manage this.





At Twigg we encourage all children to access the outdoors as much as possible; therefore, children should come equipped with sun hats for warm weather, we will provide (sun cream at lunch time, please ensure you have applied before your child's session) or warm coats, hats, gloves during the winter months. Welly boots for rainy days are also a good idea and a change of clothes should be provided daily.

Please provide a change of clothes for your child each day, we have limited spare clothing at preschool and children often prefer to wear their own clothes should they have an accident or need changing.

### **Special needs**

As part of the pre-school's policy to make sure that our provision meets the needs of each individual child, we will take account of any special needs which a child may have.

Further information can be found on: <https://fish.hants.gov.ukkb5/Hampshire/directory/home.page>

We liaise on a regular basis with Inclusion officers and we have good links with other outside agencies such as: MASH, Portage, health visitor/nursery nurse and educational psychologist. We will also contact any other agencies as and when necessary.

We work alongside parents to provide the best care and education for your child, and we will liaise closely with the feeder school when your child is due to move on.

The pre-school's special needs co-ordinators is Sadie Mackie who is continually updated with any relevant training as and when necessary, working alongside Sadie is also Becky Copland.

### **Working in partnership with families**

As a member of the Early Years Alliance, Twigg Lane Pre-school recognises parents/carers as the first and most important educators of their children. All the staff see themselves as co-workers with you in providing care and education for your child. There are many ways in which parents/families take part in making pre-school a welcoming and stimulating place for children, such as:

- exchanging knowledge about their children's needs, activities, interests, and progress with the staff.
- helping at a pre-school session.
- sharing their own special interests with the children.
- helping to provide, make and look after equipment and materials used in the children's play activities.
- joining the fundraising committee or becoming a member or director. Please contact us if you are interested.
- taking part at events.
- joining community activities in which the pre-school takes part.
- building friendships with other parents of children at preschool.



We have an open-door policy at Twiggs Lane Preschool and welcome any help or suggestions and ideas to improve our practices. Family members who express an interest to help on a regular basis will be asked to complete a DBS form for us to submit.

### **Illness**

The pre-school cannot accept any child who is unwell. Should your child become unwell during a session, you will be contacted to collect your child and will be asked to keep your child at home for 24 hours minimum and to only return when they are well again ; if we cannot contact you, we will begin phoning your emergency contacts. Please note that there should be a full 48-hour period following any episode of sickness or diarrhoea before your child comes to pre-school. The Manager/Deputy must be advised if your child has had a head injury in the last 24 hours; it will be at the Manager's discretion as to whether that child is accepted into pre-school on that day or not.

Twiggs Lane Preschool will notify families of any cases of headlice within the preschool, you will be asked to check your child's hair and treat accordingly.

### **Collection of children**

Please always be prompt and on time when you collect your child at the end of the session as they may become upset if their parent/carer is not there. The Manager/Deputy must know exactly who is collecting the child if it is not the parent/carer. If there are any unforeseen circumstances that prevent you collecting your child on time or it has become necessary for you to ask another person to collect your child, you must telephone the pre-school immediately.

If your child is to be collected by anyone other than the regular family member staff MUST be notified. If any unforeseen circumstances arise and the regular family member is unable to collect your child, then you MUST contact the pre-school immediately on 02380 675818. This is a very important procedure as it protects the child being released into the correct care arrangements.

Anyone collecting a child from Twiggs Lane Preschool who has been preauthorised by the parent/carer to collect will need to undertake the roles and responsibilities of a parent/carer at the end of the child's session. You will be given information on the child's day including the reporting of any accidents and incidents that you will be required to sign for on behalf of the parent/carer. We endeavour to only disclose the essential urgent information (for example accident and incident forms). Where possible always sensitivity and discretion will be applied. Parents/carers will also be informed via email or our family app.

If you have an arrangement where someone regularly picks up your child for you then we would be grateful if you could write all the necessary details in a letter which we will keep on record for our information.



If we are not informed a late collection fee will be charged at £1 per minute after your agreed pick-up time. If you are late collecting your child, you will be asked to sign a late slip and will be invoiced accordingly

For children attending a morning or afternoon session the times are as follows:

8:45am – 11:45 am (not including lunch)

9:15am – 12:15pm (including lunch club)

12:15pm – 3:15pm (children can bring lunch if they want too, we may ask where possible that this is something small to eat)

For children attending all day, the times are as follows:

8:45am – 2:45pm / 9am – 3pm / 9:15am – 3:15pm / 8:45am – 3:15pm

The Board of Directors and staff reserve the right to decrease a child's sessions in the event of them causing significant harm to others. This action would only be undertaken in extreme circumstances. We will work closely with parents and any outside agencies with the parent's consent, to provide for every child's individual needs within the setting. Twiggs Lane Pre-school respects and values children and their families and would appreciate the same in return.

One complete half term's notice in writing is required before a child is withdrawn from preschool unless it is at the Director's discretion. It is the responsibility of the parents to pay for the whole half term's fees even if the child is withdrawn earlier.

### **Safeguarding**

Twiggs Lane Preschool believes that a child should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and to keep them safe.

All staff at Twiggs has relevant safeguarding training which is constantly updated.

Becky Copland is Lead Designated Safeguarding Officer (DSO) supported by Emma Gibbs who is Deputy Safeguarding Officer

### **Complaint's procedure**

If you have any reason to make a complaint against a member of staff you must speak to the Pre-school Manager, Becky Copland immediately. If you, however, have a complaint against the Pre-school Manager, you must speak to the Deputy Manager Emma Gibbs. The matter will be dealt with in the strictest of confidence. If you wish to contact Ofsted directly to make a complaint about the setting you can visit their website [www.ofsted.gov.uk](http://www.ofsted.gov.uk), telephone them on 0300 123 4666, Email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or in writing to: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD



## **OFSTED – Office for Standards in Education**

Twiggs Lane Pre-school has been continually inspected since 1997. Our most recent inspection was carried out in July 2024 and the pre-school was awarded a grade of 'GOOD'. The purpose of an inspection is to identify strengths and weaknesses in the setting in order that the pre-school can improve the quality of the educational provision and help children achieve the desirable outcomes for their learning when they start compulsory education. A copy of the OFSTED report can be viewed on their website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Policies**

The pre-school has a comprehensive set of policies. A copy of our policies is available at the pre-school to borrow/read at any time, once read we require a signature to confirm you have understood our policies and procedures. We would strongly advise you to read these please speak to a staff member.

### **General Data Protection Regulations (GDPR)**

Twiggs Lane Preschool is fully GDPR compliant; a copy of our data privacy policy can be found on our website or displayed in the preschool room.

### **Fees**

#### **Invoicing of Fees:**

- Invoices will be produced and sent to our parents/carers no less than 6 weeks before the start of the term to be charged for.
- Full payment must be received within 28 days of the date of issue.
- Details will always be sent in a covering letter with the invoice due.

#### **Spreading the payments:**

An option to pay by instalments will be available.

- Parents/carers must contact either the manager or finance controller within 7 days of the issue of the invoice.
- A payment plan will then be issued and require the signatures of both the manager and parent/carer.
- Full payment must be received by the date agreed , full details will be included with the payment plan agreement letter.

#### **Late payments policy:**

- Parents/carers will be informed by email that a payment has been missed.
- A 10% late payment charge will be applied immediately, and further daily charges may be applied at the manager's discretion.
- Twiggs Lane Preschool reserves the right to refuse a child's place in the following term/half term if any outstanding monies are due.



Fees from April 2024 will be charged at a rate of £7.50 per hour for non-funded 3 – 4-year-old children or children going over their allowance of hours. For children aged 2 will be charged at a rate of £8. If your child reaches the age of 3 part way through the first half term, the second half will be charged at the 3 year old rate.

Fees are reviewed annually by the Board of Directors to stay in line with the rise of the minimum wage and the rate of inflation.

A Voluntary New starter fee of £40 is charged in advance of a child's start date. In return you will receive a book bag and polo top, additional uniform is available to order through preschool.

In the event of holidays or brief spells of sickness the pre-school will continue to issue fees as normal as the running costs of the pre-school remain the same. A holiday form must be completed and given to the preschool manager.

### **Universal Government Funding**

All children qualify for funded education from the term following their 3rd birthday. Once your child is eligible, we will give you a form to complete each term in order to make your child's claim for up to 15 hours funding per week during term time only, for a maximum of 38 weeks per year. **The maximum number of hours each child is allowed to claim is 570 hours per year.**

Each child's eligibility of 15 hours per week (**570 hours per year**) can be shared between Twiggs Lane Preschool and one other nursery/pre-school/childminder during the same day, however, you can have up to four providers in total. Their details must be detailed on the funding form.

Once we have received the funding form, we will collate all the hours and liaise with any other providers before sending our claim to the local education authority.

**Please note any hours over eligible funding and eligible weeks will be charged at out hourly rate.**

### **When your child is eligible to receive universal government funding**

Child's 3<sup>rd</sup> Birthday falls between:

1<sup>st</sup> April – 31<sup>st</sup> August - Eligible from 1<sup>st</sup> September (Autumn term)

1<sup>st</sup> September – 31<sup>st</sup> December – Eligible from 1<sup>st</sup> January (Spring term)

1<sup>st</sup> January – 31<sup>st</sup> March – Eligible from 1<sup>st</sup> April (summer term)



### Extended entitlement

With effect from September 2017. Some children could also qualify for an extended entitlement of an additional 15 hours. Parents should check their individual qualification criteria by visiting the web site: <https://www.childcarechoices.gov.uk/>

Please be aware that this is also limited to 570 hours per year and not transferrable with the universal hour entitlement mentioned above.

### Additional Service charge

The Government Early Years Education funding (15 universal hours and 15 additional hours) rates sadly do not cover the cost of providing this service. As a setting and this is true for all settings have been left to subsidize the difference between funding and the actual cost to deliver it. This is highlighted by the Department of Education (DfE) who state that *'Government funding is intended to deliver 15 or 30 hours a week of free, high quality, flexible childcare. It is not intended to cover the costs of snacks, other consumables, additional hours or additional services'*.

Despite having high quality staff and receiving the highest funding rate available in Hampshire the funding rate hasn't kept up with the high increase in minimum wages over the same period. Historically, as a not for profit, charity run preschool we have not imposed a consumable charge for families in receipt of Government funding. However, as we are now facing increasingly rising costs to deliver our service (energy bills, food, etc), and government funding has not kept up with inflation we find that in order to continue to provide this service we will need to make a consumable charge to those in receipt of government funding.

**To remain sustainable, we charge a voluntary fee of £2.50 for half a day or £5.00 for a full day .** This will be reviewed periodically. This charge will cover snacks, arts and crafts, special celebrations, cooking, gardening, suncream, music and movement; this list is not exhaustive. Any children in receipt of 2-year-old funding or Early Years Pupil Premium will be exempt from this charge

### Two-Year-Old Funding

Twiggs Lane Pre-school is registered to accept funded two-year-old children. From September 2025 children from 9 months may be entitled to 15-30 hours. There are 2 forms of 2 year funding which you can check criteria online.

If you meet the requirements to receive two-year-old funding for your child and have been successful in your application, you will be given a unique reference number to enable us to submit a funding form for your child. Further information is available should you require it at:

<https://www.childcarechoices.gov.uk>

We hope that you and your child enjoy being part of Twiggs Lane Preschool and that you find taking part in our activities interesting and stimulating. The staff are always ready and willing to talk with you about your child and share your ideas.





**If you have any questions, please do not hesitate to speak to a member of staff who will be more than happy to answer and questions.**

### **Contact information**

Telephone: 02380 675818

E-mail [info@twiggslanepreschool.com](mailto:info@twiggslanepreschool.com)

Manager email: [becky.copland@twiggslanepreschool.com](mailto:becky.copland@twiggslanepreschool.com)

Twiggs Lane Pre-school

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