Twixus Childcare Centre

Family run centre providing care and education for children since 1977

SETTING INFORMATION BROCHURE

www.twixus.co.uk

Twixus (Garland Hill) Limited
Garland Hill House, Sandy Lane, St Pauls Cray, Kent, BR5 3Sz
EMAIL: twixus1@gmail.com **TEL**: 01689 821033/07771 545452

FSA FOREST SCHOOL ASSOCIATION

ROYAL LIFE SAVING SOCIETY

Ofsted raising standards improving lives

Since 1977, Twixus Childcare Centre in the London borough of Bromley has been a trusted, family-run haven for thousands of children. Set in 1.5 acres of secure countryside, their ethos is grounded in creating a safe, stimulating environment where children build independent skills, confidence, and a love for lifelong learning.

Our Vision

To remain Bromley's leading family-run early years setting, offering a secure, country-based environment where children can play, grow, and learn. We aim to inspire a new generation of confident, independent learners who are empowered to tackle challenges, discover their world, and prepare for the future.

Our Ethos

- **Family Values:** Rooted in our heritage since 1977, we operate as an extended family, fostering a warm, nurturing environment where generations of local families entrust us with their children.
- **Safety & Security:** We prioritise the safety and wellbeing of every child within our 1.5 acres of protected countryside, secured by metal fencing, electric gates, and safe escorted transport.
- **Play & Challenge:** We encourage children to explore their potential, take appropriate risks, and challenge themselves - fostering independent skills and resilience through meaningful play.
- **Individual Growth:** We provide expert, tailored learning and fun for all age phases—from babies to preschool and primary school ensuring every child is happy, secure, and challenged at their own developmental stage

THE TEAM BEHIND TWIXUS

Mrs Beal (N.N.E.B)(Training and Development Skills Assessors Award) is The Founder and Principal at Twixus.
Graham Beal is our Operations Manager. His duties include driving our minibuses and introducing new families to Twixus. Graham has the N.V.Q.3 level qualification for childcare and a PSV licence to drive.
Garrick Beal is our Accounts Manager. He also has the N.V.Q.3 level qualification for childcare and a PSV licence to drive.
Ben Beal. 'BA(Hons) in Education with Qualified Teacher Status' is our resident qualified primary school teacher and the Manager of our Pre-school department. He is also the Safeguarding 'Designated Person' and Curriculum Coordinator.
Santina Beal BA(Hons) in Early Years with Early Years Professional Status' is our Special Educational Needs Co-ordinator. Nursery and Toddler department Manager.
Samantha Beal (N.N.E.B) is the officer in charge of the Preschool department.
Declan Beal (N.V.Q.3) is the officer in charge of our school aged children.
Stephanie Beal (N.V.Q.5) is our Officer in charge of the Baby and Toddler department.
Haydn Doran (N.V.Q.5) is our Deputy Safeguarding Officer.
Nursery Practitioners and Key People All have nationally recognised qualifications to work with children.
Apprentice Practitioners We participate in an apprenticeship training schemes to qualify as EYFS practitioners.
Swimming Teachers All have certified lifesaving status.
Jonathan Beal (L3 Food Safety & Hygiene) is our catering manager.
Catering Staff Have Catering Safety and Hygiene qualifications and have been awarded 5 stars by the Food Standards Agency.
Transportation Staff (mini buses) Have D1 PCV/PSV qualifications.
Grounds Staff To keep our environment aesthetically pleasing and safe.

All members of staff have been stringently checked through the Disclosure and Barring Service to work with children

OUR SERVICES

BABY UNIT THREE MONTHS to TWO-YEAR-OLD CHILDREN

Each child spends time playing and developing in a secure and caring environment with age-appropriate equipment and toys.
We meet all the individual needs of the children and each Key Person provides innovative ways to encourage learning through meaningful interactions and discovery play. The children will enjoy both indoor and outdoor play, music and imaginative activities all with a vast range of toys and resources.

NURSERY TWO to THREE-YEAR-OLD CHILDREN

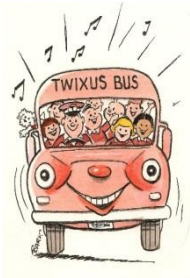
We offer varied, stimulating and exciting curriculum to encourage your child's growth and development. Learning will be tailored to the individual needs of each child and our topics will provide a wealth of different experiences to extend their knowledge and understanding.
The Nursery department will spend time encouraging your child to learn through play, songs, colours, shapes, numbers and letters in preparation for the move to Pre-school. They will also help your child with toilet training prior to moving to Pre-School.

PRE-SCHOOL to PRIMARY SCHOOL AGE CHILDREN

Continuing through the Early Years Foundation Stage the children will have every opportunity to develop skills and knowledge. As part of the curriculum the Pre-School children will take part in many different topic themes. They will be supported and prepared for the transition into primary school. They will also have access to outdoor areas every day and use of the swimming pool when they are ready.

BEFORE AND AFTER SCHOOL CARE

Our before and after school care service is currently dropping off and collecting from the following schools in Orpington -



Grays Farm Primary School
Midfield Primary School
Tubbenden Primary School
St Paul's Cray Primary School

You can drop your children off at Twixus between 7.00 and 8.10 for breakfast club (served until 7.45am) and they will be taken by minibus or car to their primary school.

There is an area especially designed for school aged children, including - swimming, computer games room, craft areas, toys and games rooms and plenty of outside play. We can even help with homework!

SCHOOL HOLIDAY CARE

Our school holiday care is available when your child's school is closed, including teacher training days. The children are provided with activities and outings as well as special events such as our fun days and visitors to the centre.

The children are provided with a cooked meal and tea during the day, as well as healthy snacks and drinks between meal times.

SWIMMING AT TWIXUS

Our pool is a purpose built, heated indoor swimming pool with changing facilities and toilets. The pool is open all year round. Your child will be supervised by a qualified Lifesaver (Rescue Test for Teachers and Coaches of Swimming Certificate), during their swimming session along with the appropriate number of staff for the session. Parental consent is required before your child can commence swimming at Twixus. All children wear armbands unless they can swim 10 metres and must be toilet trained, from the age of 3 years

TWIXUS UNIFORMS

Twixus uniforms look smart and are practical for all activities, easier for changing younger children who are in nappies or toilet training and it is also important for the child to feel part of the setting and get ready for big school!
Your initial deposit will be exchanged for a tracksuit and polo shirt when your child starts at Twixus. Uniforms are available to purchase via the office.

OUTSIDE PLAY AND LEARNING

Twixus has unrivalled outside learning environments that your child will use every day. We are one of the few that can offer all weather areas outside, woodland areas, an adventure park and outside classrooms designed specifically for your child's developmental age.

FOREST SCHOOL STATUS & SOFT PLAY ROOM

Twixus is a registered Forest School. Forest School involves lots of outdoor, practical activities with the children. Our qualified Forest School leaders provide practical support to develop the children's understanding of the world. Our soft play room allows all groups to participate in physical activity no matter the weather outside.

LEARNING AT TWIXUS

Our learning structure closely follows the non-statutory curriculum guidance published as 'Development Matters for the early years foundation stage' September 2020 Revised July 2021.

Twixus values and promotes the following -

- Accurate and proportionate assessment is vital.
- Informed decisions about what a child needs to learn and be able to do next.
- Teachers using professional knowledge to help children make progress without needing to record lots of unnecessary information.
- A deeper knowledge and understanding of concepts before moving on.
- Every child making progress with the right support.
- The use of observation checkpoints which can help you to notice whether a child is at risk of falling behind.
- Monitoring a child's progress closely and quickly making the right decisions about what sort of extra help is needed.
- Regular dialogue with parents to understand the child better to support learning at Twixus and at home within the family. Health colleagues, like health visitors or speech and language therapists, offer vital support to this work. Foundation Stage are statutory from September 2021. They will help you to improve outcomes for all children, especially disadvantaged children.
- Putting early language at the heart of a broad curriculum.
- Spending more time with the children to improve outcomes and help close the gap for disadvantaged children.
- Language is the foundation of children's thinking and learning.
- A strong focus on communication, is good for every child. It is especially positive for disadvantaged children.
- Prioritising time to help children who are struggling with their learning.
- Children need opportunities to develop their own play and independent exploration.

- Adults that 'scaffold' learning by giving just enough help to achieve something they could not do independently. Helping children to think, discuss and plan ahead. These are ways of helping children to develop the characteristics of effective learning.
- Adults providing extra help when a child is functioning in an earlier stage of development than expected.
- Developing good communication skills by listening to and having conversations with our early learners.

The three characteristics of effective teaching and learning are:

- **playing and exploring** – children investigate and experience things, and 'have a go'
- **active learning** – children concentrate and keep on trying if they encounter difficulties, and enjoy achievements,
- **creating and thinking critically** – children have and develop their own ideas, make links between ideas, and develop strategies for doing things

Curriculum Delivery

We use a child-based approach to learning so that every child is encouraged and supported to achieve their own personal best outcomes. There is a balance of both adult led and child initiated activities within the setting. The children are taught within small groups, in pairs or individually depending on their individual needs and learning styles.

The children's achievements are celebrated on our 'Achievement Walls' and 'Next Steps' are carefully designed to be obtainable and rewarding. This form of monitoring and assessment is ongoing, not arduous and self-affirming for the child and the adults involved. The information is gathered organically in wall displays so that every person around the child can see what the child can do and what we are working towards. It's then transferred into a learning journal which can be shared with other agencies helping in the development of the child, such as parent and learning support specialists. Santina Beal is our resident **SENCO**

No child is the same, this is why our Key People create activities and experiences that the children can access throughout the week both in and out of the classroom. When a Key Person leads an activity, it is because they have something specific that they want to teach the children. This then means that the children have the opportunity to learn a variety of skills and behaviours. Children requiring extra support will be identified and an education plan will be executed.

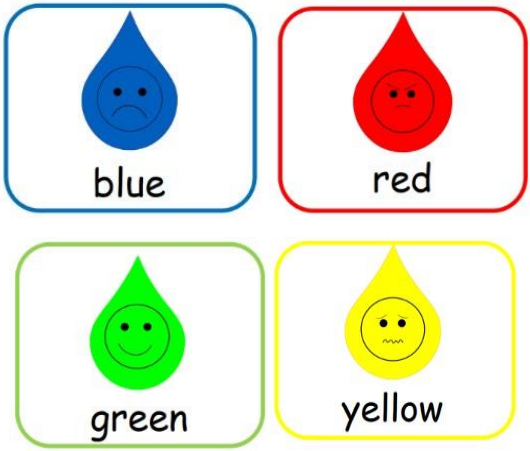
Moderation

Some children require extra support in either a small group or one to one to help them make progress. Parents will be informed if a child is not at the expected level and will receive extra support. This extra support is recorded on an Individual Education Plan which is monitored by the Key Person and Senco.

Areas of Learning and Development	Birth to 5 Matters Aspects
Prime Areas	
Personal, Social and Emotional Development	Making Relationships
	Sense of Self
	Understanding Feelings
Physical Development	Moving and handling
	Health and Self-care
Communication and Language	Listening and Attention
	Understanding
	Speaking
Specific Areas	
Literacy	Reading
	Writing
Mathematics	Mathematics
Understanding the World	People and Communities
	The World
	Technology
Expressive Arts and Design	Creating with Materials
	Being Imaginative and Expressive

Meet the Rainbow Drops

We aim to introduce shared language and vocabulary for identifying emotions and developing self-regulation skills at Twixus through our Rainbow Drops.



Each Rainbow Drop represents a different emotion/feeling. We invite you to discuss and share these with your children.

What is self-regulation?

It is the ability to understand and manage your behaviour and your reactions to feelings and things happening around you.

What does self-regulation look like in the Early Years?

It includes the adult modelling calming strategies, naming and talking about feelings and ways to manage emotions.

This helps children learn to recognise their feelings and builds their cognitive awareness of strategies to reduce or manage extremes of emotion.

Overall principals of The Rainbow Drops Family:

- Children are introduced to 4 characters linked to key emotions, with agreed vocabulary, visual support and toolboxes of resources
- Children learn to identify these emotions
- Children learn strategies to manage and regulate these emotions
- Children understand that it is ok to feel a range of emotions and they have the confidence to start using personalised tools to support these
- Children are taught that one emotion is not better than another, but sometimes we need to be able to manage each emotion
- Activities are centred around how we might feel when experiencing each emotion, with an emphasis on what we can do if we need help to regulate

SAFEGUARDING AT TWIXUS

It is a statutory requirement that Twixus is responsible for ensuring that their staff are competent and confident to carry out their responsibilities for safeguarding and promoting children's welfare.

Any Safeguarding concerns should be brought the attention of: -

Ben Beal / Haydn Doran

They are the qualified and designated safeguarding officers.

RECORD KEEPING

We have an obligation to challenge parents and ask for explanations to any marks, bruises and scrapes found on a child when they arrive. The explanation will be recorded on a 'Body Form'.

It is also part of our Safeguarding policy that while your child is at Twixus records are made on 'Accident and Incident Forms' when they occur. Parents will be informed and will be asked to sign the relevant forms on arrival.

Parents will also have to give written consent for any required medication on our 'Medicine Form' with details of dosage and times. All medicines will be stored in a secure place.

If your child becomes ill at Twixus records will be kept and you will be contacted to collect if we feel it is in the interests of the child and others.

It is every adult's responsibility to be vigilant when it comes to Safeguarding issues. Twixus has a duty to record all issues that may arise and involve any outside agencies necessary to assist.

ABSENCE AND LATENESS

It is also a statutory Safeguarding requirement that we account for all children on our registration at all times. Therefore, all lateness and absence must be reported before or no later than one hour after your child's session is due to start. To report absence, use the 'Reporting Absence' tab on our website. Late collections are unacceptable.

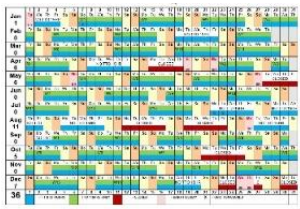
Failure to report lateness and absence becomes a reportable Safeguarding concern and could lead to investigation and your removal from the register.

FEES, BILLING AND DEBT

Twixus Policies on Managing your Payments and Account.

Our contract with you states -

- **All monthly charges MUST be cleared by 10th of each month.**
- Twixus calculates the session fee rate from 1st April to 31st March each year.
- Debt/Arrears are not acceptable. As a small business we cannot cover any debt or late payments. You must pay on time so that we can cover our (ever increasing) overheads.
- Twixus reserves the right to refuse service to families that do not settle by the 10th of the month and will pursue outstanding depts via legal means.
- No refunds will be given for sickness or holidays during operational times.
- Day Swapping is not possible. (see office for permanent changes).
- **Children should not attend any sessions or order any food that cannot be paid for on time!**



Children with NO FUNDING

Your Fees will be calculated as = **The daily rate for agreed sessions (X) The number of days in the month.**

Term dates for attendance are shaded in BLUE on our 'Yearly Term Time Calendar'.

Fee tables can be request at any time via the main office.

Children with 0-30 HOURS FUNDING also participating in Extended Childcare Sessions.

Any fees/charges are based on the number of days attended in the month after the value of the funded hours are used up. Funding is designed to cover the Early Years Education of the child. The government has stipulated that Funding is not allocated to cover food, drinks and consumables. All children attending for more than the funded are charged additional fees for hours and consumables. Extend childcare sessions take into the account our business margins to remain operational and cover all food, drinks and consumables. Parents choosing to use extended childcare sessions are contractually obliged to pay all fees/charges on time, as agreed. No debt will be excepted and your child's place will be deregistered until all accounts are settled. 'Fees' will be different for each child depending on funded hours claimed. 'Fees' will also alter in accordance to the number of attendance days per week. Your child's funded hours are stretched over the whole year. This means that your child will attend through the school holidays as long as Twixus is open (refer to our yearly term time dates).
Term dates for attendance are shaded in **BLUE** on our 'Yearly Term Time Calendar'. (approx. 46 weeks per year)

Children with 0-30 HOUR FUNDING (From 9 months – Depending on eligibility).

0-30 hours (ONLY) funding is for 38 weeks a year only during published term time dates. This means that your child can only attend during term times and not through the school holiday unless extra (chargeable) sessions are booked (refer to our yearly term time dates). Your account will be charged for any additional hours/sessions booked or any food/extras provided after the funding has been allocated.

'Fees' will different for each child depending on attendance and extras purchased. 'Fees' will also alter in accordance to the funded hours available and the number of attendance days that term. Term dates for attendance are shaded in **GREEN** on our 'Yearly Term Time Calendar'.

Tax Free Childcare

If you do not get childcare vouchers from your place of work then you will benefit from starting a 'Government Gateway Account'. You should be entitled to £2 towards childcare fees or every £8 you spend. This is in addition to any additional funding schemes (links can be found at the bottom of the Twixus homepage).

Primary Aged Children

Fees are charged daily for the 'school bus run' for all the days that your child's schools are open. School holiday full day sessions are charged as booked. Holiday Dates are published on the Parents Page of Twixus.co.uk

THE TWIXUS FOOD PLAN

- Full Time / Over Government funded hours pupils have the price of any food during sessions included so are not required to pay any additional costs for food.
- Government funded only pupils bring a packed lunch and/or a tea time snack or pay for a Twixus lunch time or tea time meal in advance.

FREQUENTLY ASKED QUESTIONS

Can my child bring toys or personal items?
No, we have plenty to keep them amused so they should not bring toys. Comforters can accompany a child with the agreement of the Key Person.

Will my child miss me?
Children are all different, some take a little time to settle in but all get there eventually. Given a little time they will think of Twixus as home from home.

How can I check on how my child is doing?
You can phone your child's department at any time during the day. You can also arrange a meeting with your child's Key Person at any time. During this meeting you can request to see your child's Learning Journal.

What happens to my child's Learning Journal when we leave?
You will take the Journal away with you.

Who do I talk to if I have a comment or complaint?
Any complaint in the first instance should be directed to management. Every member of the management team will ensure that any issues are resolved quickly and in accordance with statuary requirements. More information can be found on the parents notice boards

Will my child have enough to eat and drink?
Yes, every department makes water and other drinks available at all times. Healthy morning and afternoon snacks are part of our daily routine and our catering department works consistently to use the best ingredients available.

Does Twixus close for annual holidays?
Yes, the dates are published on our website well in advanced. You will not be charged during these periods but will be charged for holiday time taken during operational times. It is always best to book holidays when we are closed to avoid charges.

How do I drop off and collect my child?
Preschool children use the green door to the right of the main building; every other child uses the main entrance. The door remains locked for security throughout the day and each room has a direct contact number which can be used. Each child will have a secret password for added security to be used in case of an unknown collector. No child will be released unless we are sure about who they are going with. After 6pm all children use the main door.

How I keep up to date with Twixus information, news and events?
Go to www.twixus.co.uk – Check our notice boards at both entry points or ask the management team directly

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