

Sophie's Den



Parent Welcome Pack

Updated: August 2026

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This information is to give you an idea of how I work and what I can offer for you and your child. If there is anything which is not included, then please do ask and I will be happy to go through this with you.

The policies and procedures are put in place so we both understand how the Setting is run and what is expected of each other.



About me

My name is Sophie Dennis and I would like to welcome you to 'Sophie's Den'.

I live with my husband Alan and my son Brandon, who was born in 2006. We moved to Trispen in 2012 and really enjoy village life and all that it has to offer.

I have been working with children for over 15 years and I have experience with children from birth to 16 years old.

From a young age, I always knew that I wanted to work with children and I started out when leaving school, studying for my BTEC National Diploma in Care. During this time, I worked in various nurseries and schools as a nursery nurse and lunchtime assistant in a secondary school. In 2014 I decided to take a break and return to education, I completed my Foundation Degree in Education and then went on to obtain my BA Honours in Education.

After this time, I decided to return to work in a nursery where I worked my way up to become a manager, during this time I gained various experiences and got to meet lots of new people. I decided it was then that I needed a new challenge, I love teaching and watching children learn, childminding combines both.



About the Setting

My husband, son and I live in a lovely 2-bedroom home in the quiet village of Trispen. We have an enclosed private garden and space for the children to explore and learn.

I provide children with a safe and happy, stimulating environment that encourages them to develop as individuals in a friendly, homely atmosphere.

The children will have use of the following rooms:

- Living Room - This is the main play room which has toys, books and other exciting things, children will have the use of the tv and books at lunch for quiet time if they are not sleeping and for looking at books in the cosy area.
- Kitchen - This is where all arts and crafts take place as well as baking and lots of other lovely activities, the children will also sit at the table to eat snacks and meals.
- Garden - The children will have lots of time to play and explore outside in the garden, we have outdoor games and resources including sand and water trays plus a mud kitchen. We will also be growing our own fruit and vegetables.
- The Cabin - A new feature in 2024, the Cabin is mainly used in the summer months as it gives us an extra space to use as part of free play in the garden.

My sister, Jeniche (known as Jen) joined the Setting as my assistant. She joins us every day, except Thursdays and as she enjoys baking with the children, she can usually be found in the kitchen, rustling up some treats and yummy things to try.



Meals

Sophie's Den is committed to providing fresh, healthy and nutritious meals and snacks for the children. All the meals and snacks are freshly prepared in-house, and I encourage the children to sample new flavours. I will provide milk at snack times and fresh drinking water is available throughout the day.

Below is an example menu of some of the snacks and meals your child will be offered whilst at Sophie's Den, I will inform you each day that your child is with me which snacks and meals they have been offered and what they have eaten. Please inform me of any allergies your child may have so that I can provide alternatives where necessary.

	SNACK	LUNCH	SNACK	TEA
MONDAY	Fresh fruit with natural yoghurt	Sausage and bean hot pot, served with seasonal vegetables	Breadsticks with a hummus dip	Sandwiches, wraps and veg sticks
TUESDAY	Rice cakes with beetroot spread	Chicken curry served with rice	Vegetable cous cous served with carrot sticks	Sandwiches, wraps and veg sticks
WEDNESDAY	Mackerel with cream cheese served on a Ryvita cracker	Cottage pie served with vegetables	Fresh fruit with Natural yoghurt	Sandwiches, wraps and veg sticks
THURSDAY	Fresh fruit with natural yoghurt	Roast dinner served with vegetables	Crackers with cream cheese and tomato	Sandwiches, wraps and veg sticks
FRIDAY	Malt loaf with sunflower spread	Tuna Pasta Bake	Cheese & pesto wraps with cucumber sticks	Sandwiches, wraps and veg sticks



General Information

Opening hours & Times

Sophie's Den will be open both term time and throughout school holidays:

Monday	8.00am - 5.30pm
Tuesday	8.00am - 5.30pm
Wednesday	8.00am - 5.30pm
Thursday	8.00am - 5.30pm
Friday	8.00am - 5.30pm
Weekends	CLOSED

We will be closed on all public and bank holidays and there will be no charge for these days.

Fees

Hourly Rate: full or part-time	£6.00
Full Day: including Lunch, Light tea and snacks	£55.00
Public/Bank Holidays	No Charge
Late Collection charge (charged per 15 minutes over)	£25.00
Morning snack	£1.00
Hot lunch & pudding.....	£2.50
Afternoon snack.....	£1.00
Tea	£1.00
School Holiday Club (08:00-17:30) including lunch & snacks	£40.00

I will require a holding deposit of £30 for privately funded places, this will be refunded when your child leaves the setting.

Trips out and classes

I regularly take the children on trips and outings, including using local buses and trains. Routine outings are included within the fees. Some special activities or trips with additional costs may incur a charge, but I will always let you know and seek your agreement beforehand.

Absences

Setting Closures

If I take a holiday, then no fee will be charged as the setting will be closed. I will give you at least 4 weeks' notice if I do need to take a holiday or close the Setting.

Child Absence

If your child is unable to attend due to illness, or you choose not to use a contracted childcare session, the full fee will still be payable.

Family Holidays

If you take a holiday, please ensure the correct notice is given to ensure the correct fees are charged. Our holiday form is available on our [website](#).

More than 4 weeks' noticeNo fee

Less than 4 weeks' noticeHalf fee

Less than 1 weeks' noticeFull Fee

Fees & Invoices

Invoices are issued via QuickBooks and payment is due by the last day of each month. Where the last day of the month falls on a Bank Holiday Monday, payment must be received by the preceding Friday at 2pm. A £25 late payment fee will be applied to payments received after the due date.

If you have any questions or concerns about an invoice, please contact me as soon as possible so that we can discuss them.

Payment is by bank transfer, using the following details:

Type of account: **Business**

Name on account: **Sophie's Den**

Sort Code: **20-87-94**

Account Number: **03892220**

Finally...

I understand how difficult it can be to leave your child with a childminder, I will therefore work with you to ensure your child is settled and that you are happy with the care that I provide. I would ask you to provide me with as much information about your child, their likes and dislikes, routines and favourite activities, this gives me the opportunity to start to build a relationship with your child.



Working Together

Working in partnership with Parents and Families

At Sophie's Den, we believe that children thrive when they feel safe, secure and supported. This happens best when there is a strong, trusting relationship between us and you.

As a registered childcare provider, I work in close partnership with parents and carers, recognising that you know your child best. I will always listen to your advice, value your beliefs and work together with you to ensure continuity of care. Respect is shown for family traditions and parenting styles, and the care I provide is intended to complement your values and wishes, not override them.

At the same time, I may occasionally offer guidance or make suggestions based on my professional experience as a childminder. These recommendations are always intended to support your child's development and wellbeing. I hope you will feel confident discussing any concerns or questions openly with me.

We use a brilliant tool called the **Famly app**, which helps us stay connected. It allows me to share updates, photos and progress throughout the day, and helps you stay informed about everything from nappies to next steps.

Partnership works both ways. Below is what you can expect from me, and what I ask from you in return.

What you can expect from us:

- A caring, safe and stimulating environment where your child feels secure, valued and able to grow;
- Daily updates through Famly, WhatsApp or face-to-face conversations;
- Open, friendly communication. I am always happy to talk;
- A commitment to your child's individual needs, routines and preferences;
- Professional care guided by training, experience and a genuine love for what I do.

What we ask of you:

- Communicate clearly and consistently. Please use WhatsApp, email or Famly to keep in touch;
- Allow space for me to reply during working hours. I may not respond to messages sent in the evening, at weekends or while on holiday, but I will reply once I am back at work;
- Ensure your child arrives **by 9.15am** and is collected **on time**;
- Notify me **by 8.00am** if your child will be absent, to help with planning;

- Only send your child if they are well enough to join in with the day. This protects them and others;
- Dress your child appropriately and ensure they have spare clothes at the setting at all times;
- Be respectful of our neighbours when parking and supervise children at all times during drop-off and pick-up;
- Provide any required daily items (shown below).

What you will need to provide:

- | | |
|---|---|
| • Nappies, wipes and any creams | • Baby formula and bottles |
| • Change of clothes | • Blankets and comfort toys |
| • Sun cream/sun hat | • Medication if required |
| • Appropriate footwear, e.g welly boots | • Coat or rain mac appropriate to the weather |
| • Hats and gloves in cold weather | • Cup or beaker |

What we will provide:

- | | |
|-------------------------|----------------------------------|
| • Aprons for messy play | • Pushchair |
| • Bibs | • Highchair |
| • Food and drink | • Travel cot or mat for sleeping |
| • Plates and cutlery | |

And finally...

If there is anything I can do to support your family, whether it relates to sleep, food, routines or anything else, please feel free to ask. I am here to work with you, and I genuinely want the best for every child in my care.



Policies & Procedures

When you join Sophie's Den, there will be a list of policies and procedures you will need to read through and an online agreement form to complete. The pack is available on website [here](#) and includes, but not limited to, the following:

- Accident & Emergency Policy
- Accident & Incident Policy
- Admissions Policy
- Alcohol & Other Drugs Policy
- Allergen Policy
- Attendance Policy
- Behaviour Policy
- Biting Policy
- Bullying Policy
- Care, Learning & Play Policy
- Childminder Sickness Policy
- Climate Plan
- Complaints Policy
- Confidentiality Policy
- Dropping Off & Collections Policy
- Electronic Device Policy
- Emergency Evacuation Policy
- Equal Opportunities Policy
- Failure to Collect Procedure
- Food & Drink Policy
- Food From Home Policy
- GDPR
- Headlice Policy
- Health & Safety Policy
- Holiday Policy
- Illness & Infectious Diseases Policy
- Lost Child Policy
- Medical Procedures Policy
- No Smoking Policy
- Non-mobile Baby Protocol
- Online Safety Policy
- Other Adults in the House Policy
- Over 8s Policy
- Parents Under the Influence Policy
- Personal Care Policy
- Pets Policy
- Physical Contact Policy
- Procedure for Allegations of Abuse
- Safeguarding & Child Protection Policy
- Safeguarding Training Requirements
- Safer Eating Policy
- Safer Recruitment Policy
- Safer Sleep Policy
- Screen Time Policy
- Settling In Policy
- Special Needs Policy
- Sun Protection Policy
- Trips & Outings Policy
- Whistleblowing Policy
- Working With Parents Policy

There will also be a list of parent permission forms you will need to read and sign. These include:

- Routine outings
- Sun cream application
- Photo permission
- Emergency first aid and medical treatment



A Parent's Guide to the EYFS

Every child deserves the best possible start in life and support to fulfil their potential. A child's experience in the early years has a major impact on their future life chances. A secure, safe and happy childhood is important in its own right, and it provides the foundation for children to make the most of their abilities and talents as they grow up. When parents choose to use early years services, they want to know that provisions will keep their children safe and help them thrive. The Early Years Foundation Stage (EYFS) is the framework which provides this assurance.

What is the EYFS?

The EYFS is a stage of children's development from birth to the end of their first (reception) year in school. The EYFS Framework describes how early years practitioners should work with children and their families to support their development and learning. It describes how your child should be kept safe and cared for and how all concerned can make sure that your child achieves the most they can in their earliest years of life.

It is based on 4 important principles:

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

Key areas of learning

Prime areas

- Personal, social and emotional development
- Communication and language
- Physical development

Specific areas

- Understanding the World
- Expressive arts and design
- Literacy
- Mathematics