

# PROSPECTUS





3 Stratford Court, Cranmore Boulevard,  
Shirley, Solihull, B90 4QT

Dear Parent,

Many thanks for your enquiry regarding day care and learning at **Manor Hill Day Nursery**.

We are delighted that you have expressed an interest in our nursery. It is every parent's priority to find a nursery that offers a caring and sensitive environment instilling both confidence and trust. After all, the nursery will become your child's "home from home". We would therefore like to offer you the attached prospectus which explains what we offer you and your child at Manor Hill.

At **Manor Hill Day Nursery**, highly qualified staff are fully committed to providing your child with the very best in care and education in a full-of-fun, warm, friendly and nurturing environment. Our setting has been designed to provide your child with positive, motivating experiences, which will help to shape his or her learning development.

Your child deserves the very best start in life and our 'play and learn' activities ensure exciting, fun filled educational opportunities. Our commitment to your child's progress and development is realised through small groups, carefully supervised by experienced, friendly and professionally trained staff. Our undertaking is to work closely with you, keeping you informed of your child's progress and making time to discuss with you any concerns you may have.

For your child's added safety and security (and for your extra peace of mind) the nursery operates security cameras throughout the building and grounds. We also use a finger print biometric entry security system.

If you have any questions or would like to visit the nursery, please contact the nursery manager Joanne Williams. If you would like to register, simply complete and return the enclosed forms with the registration fee.

We look forward to meeting you and hope that we may be of service in the coming months.

Regards,

**Manor Hill Day Nursery**



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### About Manor Hill Day Nursery

Manor Hill Day Nursery was established in January 2012 as a flagship for Banana Moon a nursery franchise operation. The nursery moved away from the franchise and became independent as **Manor Hill Day Nursery** in February 2014.

The nursery stands in the court of a lush business park in Solihull. It takes its name from the building which is one of two uniquely designed buildings in the court and from the fact that Solihull had its humble beginnings on a hill.

**Manor Hill Day Nursery** is spacious and is built over 3 floors with a capacity of over 94 children. The nursery is well resourced and its interior is exceptional.

The nursery provides care and early education for children from 3 months to 5 years, working within the required guidelines for the EYFS (Early Years Foundation Stage) curriculum.

**Manor Hill Day Nursery** operates from 7.30am to 6.30pm, for 51 weeks of the year. We are able to support children with special educational needs and/or disabilities and also children learning English as an additional language. All staff hold a relevant childcare qualification. The nursery is managed by Joanne Williams who is a highly experienced and qualified nursery manager.

At **Manor Hill Day Nursery** the baby rooms are bright and comfortable with new, stimulating toys. These rooms are specifically designed for the youngest children and all the features have safety in mind. All rooms are open to view, giving a light and airy feeling to the nursery.



There are separate rooms set aside for Babies 3 months – 18 months, Teenies 1-2 years, Toddlers 2-3 years and 3-5 year groups. There is a set space for messy play in each room, a role-play area and a quiet area. The nursery also has a spacious soft play and sensory room. This wonderful resource is used by all children. Its use is built into each group's daily routine. This room is particularly helpful for rainy days when children cannot access the garden and for settling children and parents.

Each child has his or her **Key Worker** who establishes a loving and close bond with your child and also maintains observations and progress records to share with you. These records are called **The Learning Journey**. Each child's **Learning Journey** book is a wonderful record of your child's time at nursery and is also a great resource for keeping parents informed and regularly updated with progress. It includes photographs, samples of work, comments from your child's **Key Worker** and special areas of interest that your child may be interested in. We also encourage your notes and views and even photos and experiences from home or holiday as well as pets and family members.

We have a comprehensive and varied timetable for all children allowing for child initiated play and adult led activity. This helps to stimulate the children and encourage their progress and development in different areas such as - physical, social, communication and problem solving - covering the 'Early Years Foundation Stage' framework. Activities are planned based on the children's interests and what we have discussed with their parents and carers that they enjoy doing at home.

The children are taught language skills from a very early age in order to increase awareness that language is made up of different sounds. It is essential that children in the pre-reading stage understand that these sounds are meaningful and are relative to the written word and they convey meaning. The children undertake a variety of exercises in this area, the emphasis is in language development, and creative play, art activities and storytelling, in order to familiarise them with these sounds and how they are recognised.

Writing is positively encouraged through free pencil control and understanding of why we write and what purpose it serves. We encourage the children to be positive in working with writing tools and a variety of their mark making is displayed throughout the nursery.



Problem solving, reasoning and numeracy are explored at a very early age. We encourage the children in these areas so their experiences are wide and varied. We feel mathematics should be interesting and involve the children in hands on exploration. Number recognition plays only a small part in our learning programme. We look at patterns, ordering, sorting, balancing and measuring through practical work including cookery, laying the table, shopping etc. Some recording is carried out, but these activities are short and undertaken to enhance achievement - not to discourage or instil a sense of failure. The key words are **success and enjoyment**.



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We like to keep parents fully informed of all the activities at the nursery and the day to day activities. Photographs are posted regularly throughout the nursery to enable parents to enjoy the moment with the staff

and children. Each child has a **Daily Communication Book**. The book records messages from home, food eaten at each meal sleep times play experiences etc. The **Daily Communication Book** travels between home and nursery each day.

We have a sizeable outside garden securely enclosed. Outdoor play allows and encourages children to relive their experiences through their most natural channel – movement. Movement is one of the four vehicles through which children can learn. The others are play, talk and sensory experiences. Physical development is the pre-requisite for the children's growth. It enhances the development of motor skills (gross and fine); develops co-ordination, balance and body awareness; keeps the body, heart and other organs healthy; and develops a life-long good habit of daily exercise.

Our wonderful cook manages the catering for the children. We use fresh food and employ a consultant nutritionist to advise our menu planning and special diets. In addition to a full hot lunch with dessert, we also provide breakfast, tea and snacks (menus for all meals are posted weekly).

The high percentage of qualified staff at Manor Hill provides security for parents and children alike. We feel we can offer a first class service to all our parents secure in the knowledge that their child will be well cared for each day.

This nursery is registered with OFSTED and will be fully inspected every 3/4 years. Our recent inspection is available for parents to read and any requests for further information are encouraged.

We would however like to stress that although we participate and work towards the early learning goals, we also believe in the child as an individual. At Manor Hill there is no such word as "I can't"; we believe in any small measure of progress as "I am able". To feel unable at any age is detrimental to emotional, social and personal development and it is our primary aim is to bring out all the positive qualities in every child in our care.

### **Equal Opportunities Statement**

We endeavour to develop an environment in which the value of each and every child is fully realised. We aim to break down all barriers relating to race, gender, social class and physical and mental abilities

## Child Protection

Social Services Departments require all child care establishments to include the following statement.

It may be helpful for parents to know that the Authority required Heads of childcare establishments to report any obvious or suspected cases of child abuse – which include non-accidental injury, severe physical neglect, emotional abuse and/or sexual abuse. This procedure is intended to protect children at risk and schools are encouraged to take the attitude that where there are grounds for suspicion, it is better to be safe than sorry.

This does not mean that manager's risk upsetting some parents by reporting a case which, on investigation proves unfounded. In such circumstances, it is hoped that parents, appreciating how difficult it is for managers to carry out this delicate responsibility, would accept that the manager was acting in what were believed to be the child's best interests.

## Meals

All meals are well-balanced and of good nutritional value. All food is freshly prepared daily. Fresh fruit and vegetables are always available as is milk and water along with special dietary needs and vegetarian meals.

We try to follow the dietary guidelines which are beneficial for such young children. In order to encourage healthy eating habits the children are given at least five portions of fresh fruit or vegetables every day. We minimize salt and fat intake and also ensure that every child has plenty of exercise and rest every day. Artificial colourings and flavourings are discouraged and the children are offered milk and water at nursery. We hope that parents will assist us in this and not permit snacks to be brought onto the premises during the day.

## Parents as Partners

We know how important it is to make sure the transition from home to nursery is as smooth as possible. To help with the transition we offer home visits prior to settling in sessions. By offering this service we feel we are giving the children the best possible start to nursery life.



It is our duty as childcare practitioners to ensure that parents are kept fully informed of their child's day in the nursery. To this end we provide daily diaries for each child. It is important that parents look at these diaries and sign them each day and make comments when they are able. We welcome your feedback. The diaries contain information about activities, eating and general welfare.

Parents are also able to discuss any matters regarding their child's care at any time. A senior member of staff will always be on hand for this purpose.

At **Manor Hill Day Nursery**, we follow the **Early Years Foundation Stage** (EYFS 2012) which is the framework for the care and education of babies and children up to five years. The areas of learning and

development consist of the prime areas and four specific areas. The prime areas cover the knowledge and skills which are the foundations for children's school readiness and future progress, and which are applied and reinforced by the specific areas. Where they have close links with National Curriculum subject areas – particularly literacy and maths – they form an appropriate baseline for the National Curriculum.



There are 17 Early Learning Goals. For each goal we must determine whether children are meeting expected levels, are exceeding them, or are below the expected level, ('emerging').

#### **The EYFS learning and development requirements comprise:**

- the seven areas of learning and development and the educational programmes (described below);
- the early learning goals, which summarise the knowledge, skills and understanding that all young children should have gained by the end of the Reception year; and
- the assessment requirements (when and how practitioners must assess children's achievements, and when and how they should discuss children's progress with parents and/or carers).

There are seven areas of learning and development that shape the educational programme. All areas of learning and development are important and inter-connected. Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the prime areas, are:

1. communication and language;
2. physical development; and
3. personal, social and emotional development

We also support children in four specific areas, through which the three prime areas are strengthened and applied. The specific areas are:

- literacy;
- mathematics;
- understanding the world; and
- expressive arts and design.

Finally, we involve activities and experiences for children, as follows.

**Communication and language development** involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.

**Physical development** involves providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.

**Personal, social and emotional development** involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.

**Literacy development** involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

**Mathematics** involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures.

**Understanding the world** involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

**Expressive arts and design** involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and



encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology.





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## **Complaints Procedure**

We pride ourselves in having excellent communication and partnership with all our parents regarding each child. In the event of a parent feeling unhappy with any aspect of the care we provide, the nursery manager is always available to talk to you and put matters right immediately. We take your views very seriously. If the matter needs to be investigated, it will be done so as urgently as possible and you will be invited to discuss the matter in full once investigations are complete. If you are still not satisfied – our Directors will be very happy to meet with you to discuss any concerns and if you are still not happy you are able to contact OFSTED direct at the address below:

OFSTED

Piccadilly Gate,

Store Street,

Manchester M1 2WD

Our Registration Number is: EY458395.

## **Administration of Medicines and Accident Procedures.**

The policy of the Nursery is that parents will administer medicines where possible, if this is not possible the nursery staff will only administer medicines that parents have signed for. Medication records must be signed by the parent and countersigned by the designated member of staff. Medicines will be stored in their original containers, clearly labelled with the child's name and dosage to be given. All medications will be stored in a locked cupboard or in the refrigerator if required. We have robust procedures for allowed non-prescription medications.

In the event of an accident at nursery, we follow clear procedures. If a child has a bump to the head, parent /s will be informed by telephone and an accident form will be completed, signed and countersigned. You will be asked to read and sign the head bump accident report. If the injury is deemed to be serious, then the parent/s will be asked to come to the setting to collect their child or in extreme circumstances a member of staff may seek emergency attention immediately (parents are always kept fully informed of any actions taken by the setting).

For minor accidents we have an accident book in which the incident is recorded and countersigned by members of staff involved. Parents are requested to read the report and countersign and take a copy of the report home.

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### **Supporting Children with additional needs**

The Nursery welcomes all children including those with special needs. The needs and progress of children are monitored by the Nursery **Inclusion Co-ordinator** who assists the nursery together with other carers in providing an independent learning programme for each child. We welcome support and advice from outside agencies to meet each child's specific requirements.

### **Achieving Positive Behaviour**

We have very few instances in our nursery of behaviour difficulties. An engaged and busy active child with a wealth of stimulating equipment finds little time to require their behaviour to be "managed", and so we generally expect and experience a happy environment at nursery. If each child is well motivated then behaviour is positive and he or she responds well to staff and to other children. If a problem does arise with challenging behaviour, the child is normally removed from the situation and given an activity to distract them from the situation. The problem is soon forgotten.





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## Anti-Bullying Policy

The nursery believes that anti-social behaviour is an issue even at a young age. The message at the nursery is clear and unequivocal: No hurting. That applies to everyone. This rule applies not only to physical acts, but also words that are intended to cause emotional hurt. We focus our attention on the child who has been affected by the behaviour. If the child is going to hurt themselves or another child (or damage the property) we remove them from the situation and talk to them.

When a young child is violent towards another, close attention is always given to the victim, not the aggressor. Then the aggressor should be made aware (to the best of his/her developmental capability) of how the violence felt to the victim: "That really hurt him/her. You would not like it if someone did that to you."

We try to teach the children empathy. Young children, being naturally self-centred, have only a limited capability to feel empathy. A two year old biter, for example, does not understand what she is doing to the one she bites. But what the child can understand and learn from is the attention given to the victim. That said we always try to establish the reason for unwanted behaviour and work closely with parents to make positive changes. As the children get older matters such as these can be discussed in circle time, when language is more developed and cause and effect understood.

## Our Mission

*To ensure that every child's happiness, wellbeing and progress are central to all we do.*

- To respect and celebrate every child's uniqueness
- To encourage every child to achieve their full potential
- To offer a range of developmentally appropriate activities that nurture and feed the unique interests and abilities of each child.
- To work in close partnership with parents to assist **Manor Hill Day Nursery** - in providing high quality care and education specific to the individual needs of their child.
- To develop and empower a skilled and knowledgeable staff team, developing the strengths of all practitioners to support and extend children's learning and development through each child's interests and abilities
- The founder and educators wish to continually respond to the demanding standards to which they hold themselves. Every decision related to the educational policies of the nursery will be made in collaboration and with highest regard to the mission, vision, and values of **Manor Hill Day Nursery**



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## Our Beliefs and Values

- We believe that children are born with a natural ability to learn from their surroundings and experiences.
- We believe that all children have the right to a safe, loving and nurturing environment in which to grow and explore the world.
- We believe in the collaboration between children, teachers, parents and community.
- We believe the educator's job is to support and deepen the innate affinity towards learning.
- We believe that open and honest communication and dialogue among educators and families is a cornerstone to positive experiences for children.
- We believe that all individuals are unique in their perspective and have the right to share their ideas in a respectful environment.
- We believe in a high level of accountability of all to support the nursery environment.
- We believe that the nursery creates an organic, dynamic and changing culture in which to navigate and grow.
- We believe that a nursery is connected to a larger community and the nursery has a responsibility to enter into intentional and purposeful exchange with the community.
- We value each child as a capable individual full of ideas and knowledge.
- We value the education of children at every age.
- We value the reciprocal learning of children and adults.
- We value time as a necessity for exploration and learning.
- We value simplicity in form, function, process and policy.
- We value complexity in thinking processes, research and stages of development.
- Above all, we value the joy, inquisitiveness and sanctity of childhood.

## Our principles and philosophy

- The aim of **Manor Hill Day Nursery** - is to provide a welcoming, stimulating, safe, and happy home-like atmosphere for children.
- Children should be safe and secure at all times.
- Staff should be trained/experienced in work with this age group.
- Each child should have the security and the freedom to develop at his/her own pace. Children's abilities should be identified, respected and encouraged in a developmentally appropriate environment.
- A warm secure relationship must exist between the adult and child, which encourages and enables the child to better use the environment, and through play develop knowledge of themselves and their world. They will learn to socialise, develop new skills, make decisions, develop emotionally and start to gain some independence.
- All adults working with children should be actively involved in planning programmes of activity in collaboration with children which promotes children's physical, personal, social, emotional and intellectual development.
- As far as possible, programmes for young children should resemble how they should be cared for at home. Every effort should be made to maintain a happy and relaxed atmosphere for the children, where they are well cared for, where there is an acceptable standard of care and the developmental needs of the children are met including their religious persuasion, racial origin and cultural and linguistic background.
- All children should be treated equally and with respect. Diversity should be recognised and positively embraced.
- Parents, families or carers are children's first educators and role models. Partnership with you is vital for children's development and well being.
- An agreed code of confidentiality appropriate to the childcare setting must be adhered to when working with children and families, which establishes clear expectations about the sharing of information whenever there are child protection concerns.



## FEES - 2014

### Babies & Teenies (3 months – 2 years)

#### Full Day Sessions

7.30am – 6.30pm	Daily rate: £48.00
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Attendance	MONTHLY FEE
Full Time	£1,000.00
4 days	£816.00
3 days	£612.00
2 days	£408.00
1 day	£204.00

#### Half Day Sessions

7.30am – 1.00pm Or 1.00pm – 6.30pm	Daily rate: £28.00
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Attendance	MONTHLY FEE
5 ½ days	£595.00
4 ½ days	£476.00
3 ½ days	£357.00
2 ½ days	£238.00
1 ½ days	£119.00

### Toddlers & Pre-school (2 + years)

#### Full Day Sessions

7.30am – 6.30pm	Daily rate: £46.00
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Attendance	MONTHLY FEE
Full Time	£958.33
4 days	£782.00
3 days	£586.50
2 days	£391.00
1 day	£195.50

#### Half Day Sessions

7.30am – 1.00pm Or 1.00pm – 6.30pm	Daily rate: £28.00
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Attendance	MONTHLY FEE
5 ½ days	£595.00
4 ½ days	£476.00
3 ½ days	£357.00
2 ½ days	£238.00
1 ½ days	£119.00

\* Fees are reviewed annually with any increases notified 2 months in advance.

#### Our fees are inclusive of:

- Extended Opening Hours: Opening at 7.30am and Closing at 6.30pm
- Breakfast Served Until 8.30am
- Mid-Morning Snack
- Hot Home Cooked Lunch
- Afternoon Snack
- Afternoon Tea 4pm

NB: Children on fully funded Early Education grant places will be charged for any meals taken. Please speak to the manager or deputy about meal charges.



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## Discounts

### Sibling discounts

In order to support families who attend Manor Hill Day Nursery, we are pleased to offer a 5% siblings' discount.

This sibling discount is not valid in conjunction with any other offer or discount.

### NHS discount

NHS staff members will receive a 5% discount off nursery fees.

Terms and conditions:

The child's Legal guardian must be an employee of the NHS. Proof of employment will be required for eligibility. Not valid in conjunction with any other offer or discount.

## Drop offs and Collection

Due to the planned staffing levels, and for insurance purposes **Manor Hill Day Nursery** require you to drop off and collect your children at the designated times. Please contact the nursery by 10.00am if your child will not attend that day. If your child is ill or has had an accident at home, do please let us know.

## Registration Fee

On registering with **Manor Hill Day Nursery** we request a non-refundable registration fee of £50.00

## Deposit

**Manor Hill Day Nursery** does not require a deposit.

## Invoicing

Before your child/children start at nursery you will be provided with a monthly invoice. We require payment by direct debit - monthly in advance which is set up prior to admission. If your child/children attend only for their free early years funded hours, an invoice is not produced; however we retain copies of the termly headcount forms - available upon request.

## Payment

All childcare fees are payable full in advance on the first day of each calendar month by Direct Debit.

**NB: Accepted methods of payment include Direct Debit, Childcare Vouchers, Debit or Credit card.**



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## Childcare Vouchers

You can use childcare vouchers to pay towards your fees. We accept childcare vouchers from all recognised voucher providers if paid electronically. Please ask your employer about which childcare voucher scheme they use. Any balance due after the voucher payment has been made should be paid by Standing Order. If you would like to pay by childcare vouchers, please inform the manager before your settling programme commences who can inform you of our account details to enable registration with your particular voucher scheme.

## Notice Period

We plan our staffing levels to ensure correct ratios are in place. We therefore need written notice of changes to days or hours, four weeks in advance. Please request a change of **days/hours application**. Fees in lieu of notice will be charged. In the event of you wish to withdraw your child/children from the nursery, we will also require a four week written notice.

## Sickness and Holiday Absence

Due to having planned staffing levels, **Manor Hill Day Nursery** will not make refunds on occasions where your child/children have been sick or absent.

## Closures

In the event of the nursery being forced to close, we will endeavour to give as much notice as is reasonably possible. The nursery offers the right to offer replacement sessions in lieu of refunds

In the event of adverse weather, we will endeavour to open the nursery as normal. If the nursery is open and operating normally, fees will be charged regardless of whether the child/children will be able to attend. If the nursery is unable to open you will not be charged and you will be offered a replacement session. If your child attends full time, then a refund will be provided.

## When are you closed for holidays?

We are closed on Bank Holidays and any days between 25<sup>th</sup> December and 2<sup>nd</sup> January. The nursery closes at 1.30pm on 24<sup>th</sup> December and re-opens on 2<sup>nd</sup> January at the normal time. Fees have been calculated with these closures in mind. Fees are payable as normal.




## Settling In

Every child is offered a free week of settling. On the first day you come to nursery with your child and stay with us to spend time in the nursery and to complete the **admission documents**. Do bring your child's health info including contact details for your child's health visitor and doctor. The second day we invite you to come into nursery for two hours where you may leave your child to play after 20minutes or so but stay in the nursery where we can provide you with coffee or tea and call on you if we need to. By day 3 your sessions will increase and if going well you can leave the nursery as long as we have contact details and registration forms are complete.

On the final day we ask you to meet with the manager or deputy and your child's key-worker to discuss the settling programme, to ensure we have the completed paperwork and to arrange your fees and direct debit. This meeting will be scheduled for 30-40minutes prior to collecting your child. Any difficulties experienced during settling will be discussed with you and a plan of action agreed. A further meeting is scheduled for one week later and again two weeks after that.

## MANOR HILL MANAGEMENT TEAM

	<p><b>Joanne Williams</b> Deputy Manager</p> <p>E: <a href="mailto:deputy@manorhillnursery.co.uk">deputy@manorhillnursery.co.uk</a> T: 0121 745 9455</p>	
<p><b>Jo Stuart</b> Finance Manager</p> <p>E: <a href="mailto:accounts@manorhillnursery.co.uk">accounts@manorhillnursery.co.uk</a> T: 0121 745 9455</p>	<p><b>Abid Ismail</b> Operational Director</p> <p>E: <a href="mailto:abid@manorhillnursery.co.uk">abid@manorhillnursery.co.uk</a> T: 0121 745 9455</p>	<p><b>Mohamedraza Virji</b> Managing Director</p> <p>E: <a href="mailto:mhaza@manorhillnursery.co.uk">mhaza@manorhillnursery.co.uk</a> T: 0121 745 9455</p>
<p><b>General Enquiries</b> E: <a href="mailto:info@manorhillnursery.co.uk">info@manorhillnursery.co.uk</a> T: 0121 745 9455</p>		<p><b>Fees Enquiries</b> E: <a href="mailto:accounts@manorhillnursery.co.uk">accounts@manorhillnursery.co.uk</a> T: 0121 745 9455</p>