



Parents Information Handbook

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Super Start Nurseries (www.superstartnurseries.co.uk)

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Introduction

We are delighted that you are considering our nursery for the care and education of your child.

We aim to promote a caring environment through the highest standards of professional practice in which children can flourish, physically, emotionally, socially, and intellectually.

We aim to encourage the development of children to enable them to maximise their potential within a caring, stimulating, and homely environment.

We hope that this handbook will be a useful guide to help you get an overview of our policies and procedures and settle your child into the nursery. Please also keep this document as a reference document for the future. Our full detailed policies and procedures are available on our nursery's websites. These policies may be revised from time to time and updates will be provided to you via newsletters and communications. Please do refer to them for more details.

This handbook will be updated annually to ensure we are keeping in pace with the ever-changing regulatory environment and best practices in early years. All parents will be advised the updated version of this handbook.

If you have any questions or queries, please speak to the nursery's office manager, nursery manager, the deputy manager or your child's key person. We are all here to help. We look forward to building a strong and positive relationship with you and your family.

The best way to contact the nursery is to send a message on our online system "Family".

Please do not email us as given our focus and priority to work with children, we do not look at emails on a continuous basis.

NURSERY TIMING AND SESSIONS

Our nursery is open at The Cottage Nursery and The Chapel nursery from 7:30am till 6:30pm and at The Pickford nursery from 8.00am till 6.00pm.

We offer childcare as standard consistently weekly sessions planned for in advance all year through. These are important for us to be able to plan for staff shifts and deployment in compliance to the statutory regulations under which we operate.

Our day is broken into the following sessions:

Sessions	The Cottage Nursery	The Chapel Nursery	The Pickford Nursery
Morning Session	7:30am till 1pm	7:30am till 1pm	8am till 1pm
Afternoon Session	1pm till 6:30pm	1pm till 6:30pm	1pm till 6pm
Full Day Session	7:30am till 6:30pm	7:30am till 6:30pm	8am till 6pm

Due to the nature of a nursery's operations and compliances required, we are **unable** to provide flexible sessions outside of these standard sessions. We are unable to swap sessions or provide refund or replacement sessions. On exceptional circumstances we do provide additional care by hourly rate as per schedule of fees.

We can provide for a standard weekly pattern of attendance for children that **cannot change each**

week. We can offer emergency childcare for additional days at short notice of at-least a day. This is subject to availability of space.

We do require children to attend a minimum **of 2 days** at the nursery **each week.** This is important for the children to be able to get meaningful benefit of their time at the nursery and us to be able to contribute to the child's learning and development.

We are open all year through but closed between the Christmas Eve and New Year Day (both days inclusive).

We are closed on Bank Holidays. We are also closed for childcare on staff training days, and these will be advised to you at least 6 weeks in advance. We do not provide any refunds or credits for missed sessions due to Bank Holidays or Staff Training Days.

Please refer to the schedule of fees for latest information on fees and charges and terms and conditions applicable.

Introductory session

The nursery will contact you 2 to 3 weeks before your child's start date to arrange a convenient time to bring your child in for **an introductory session.** This session will last no more than an hour and the parent must stay with the child for the session.

The introductory session allows the staff to meet with the parent, get to know all the child's needs and observe them in our environment. During this session the parent will be able to share any information regarding their child and ask any questions they would like answers to.

This is an informal meeting; post this session an assessment of the child's needs will be made for decision on enrolment and sessions that we can offer. Once the introduction session is completed, the office manager will contact the parent and discuss onboarding and starting and settling sessions will be arranged based on the child's requirements.

Settling in

We provide settling support once you have accepted an offer of space at the nursery and completed the signing up process and **paid for the first month's fee.**

We offer up to 6 hours of complimentary settling (which is not a trial) for you and your child to enable both child and parent to familiarise themselves with both staff and nursery. We also encourage "play dates" before your transition week where you can come with your child and join in the fun at the nursery for however long you feel it's necessary to familiarise yourself and your child with the new environment (this may not be possible during a situation such as the pandemic we have faced in the recent past).

Some children will settle in on their first visit and others will take a little longer to get used to a new environment. To support you and your child when settling,

During the settling in sessions, an appointed member of staff in your child's room will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. As well as discussing some development goals for your child. This information will enable us to cater for your child's individual needs and assist in the settling in process.

On your first day please bring your child's favourite toy and ensure all items (this includes any clothing, toys, backpacks etc) are clearly labelled with your child's name as we can't take responsibility for any items that have not been clearly labelled.

We endeavour to work with parents as a partnership and will spend time explaining room routines,

key-person systems, activities etc. Each day a member of staff will feedback to the parent/carer about the child's day. Staff are available to discuss any concerns they may have regarding the child or room.

Parents can have access to their child's records, at any time, however, due to confidentiality they will not be allowed to look at, or discuss, other children in the Nursery setting.

We value parent/carer input into the Nursery and look forward to their attendance at Sports or Graduation Days, Christmas plays and parents' evenings (this may not be possible during a situation such as the pandemic we have faced in the recent past).

The Key Person

Children at the nursery are cared for in age-appropriate groups. **All staff in the nursery bond and make relationships with the children in their rooms. All the staff will be making observations on your child.** However, it is important that we meet the individual needs of your child and for this purpose we have a Key Person system at the nursery.

We believe that it is important that you have a specific person whom you can get to know and share information with about your child. **Each child is assigned a "Key Person" at the nursery. It is the Key Person's role to share information with you about your child and ensure that your child's individual needs are being met.** The Key person will plan for your child's learning and development and make assessments on progress. Key person is chosen based on which staff the child bonds and parent feels comfortable with within the room.

Although Key person will play big role when it comes to tracking your child's progress, will not at any time be the only person looking after your child. We take extra care to ensure your child will form a bond with all staff in the room as all staff members make observations on children and support their mental and physical well-being.

Staffing ratios for the nursery are:

- 0-2 years 1:3 Ratio
- 2-3 years 1:5 Ratio
- 3-5 Years 1:8 Ratio

To maintain our level of quality, our childcare practice standards and performances are continually monitored and staff can participate in continual professional development and training throughout the year. As a company we understand that childcare is demanding, and staff are supported in many ways. As a nursery we actively encourage staff to seek support if they need assistance. Regular team meetings and training sessions further promote a feeling of team spirit and encourage staff to feel proud of the important role they play in your child's learning and development.

Our Organisation

Please note below is our organisation that shall be supporting you and your child at the nursery.

The Nursery Manager, Deputy Manager, and Third in Charge have an overall responsibility for the smooth running of the nursery. The nursery manager leads the compliance and implementation of the Early Years Statutory Framework. The nursery manager closely monitors the welfare of children and the learning and development focus for the nursery. The nursery manager also leads the compliance to legislations of Health and Safety and Environmental health. A lot of office admin matters including setups for new staff and children, monthly booking plans for children, orders and supplies, invoicing and payments and payroll are done by central group administration functions.

They will be ensuring that we are following and are compliant with the statutory framework, health and safety, environmental health, and the nursery's policies & procedures. The Senior Educators

and Early years educators have responsibility in ensuring the best and professional care and development and work directly with you and your child.

Our information boards at the entrance of the nursery will display the various staff and their first aid qualifications. The board shall also provide the information on who is the Special Education Needs Coordinator (SENCO) and the Nursery's overall Designated Safeguarding Lead (DSL).

What to bring on your child's first day

We request all parents to ensure that **all personal items and clothing** must be **clearly marked / labelled** with your child's name. The labels can be purchased from the following website: <https://www.labels4kids.com/> (just one option and there are many others)

Your child will typically need the below at the nursery:

1. Water bottle
2. Overalls – winter and summer.
3. Wellington boots.
4. Spare clothes.
- 5. A cot sheet and a blanket. (if your child sleeps)**
6. Hat in the summer.
7. Sun cream in the summer
8. Box for Dummy labelled with child's name (if applicable).
9. If toilet training an ample amount of spare underwear and clothes

You will need to provide with your child **a spare set of clothes (or more if your child is toilet training)** and any personal items, such as a comforter or favourite teddy, which your child may require. These should all be placed in **named backpack** brought to the nursery with the child.

Children will regularly take part in messy activities involving paint, glue, etc., therefore they should not be brought to nursery in their best clothes.

Children will also spend time in the garden every day so suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream in the summer months.

Please ensure all clothes and belongings are clearly labelled with your child's name. You can source full name tags from several online suppliers. Please ask the manager for help if you have a challenge.

Nursery is a busy environment, and all care is taken to ensure your child's belongings are properly identified and placed on his hook and bag. **However, we are unable to take a responsibility for any lost items at the nursery. Therefore please do not send expensive and branded clothes to the nursery.**

Policies / Procedures

Our Policies are available on our website in public domain to make it easy for you to refer to at any point of time. Please refer to the following links for the policies:

<https://www.thecottagenursery.com/policies-crayford.php>

<https://www.thechapelnursery.com/policies-dartford.php>

<https://www.thepickfordnursery.com/policies-bexleyheath.php>

Parents Facebook Page

Once your child starts at the nursery, we welcome you to join our parent's Facebook page. Each of our nurseries has a closed Facebook group for parents and staff to be able to interact and share information. We request you not to share any confidential information about your child or any other child in this forum. **This is a forum for parents to be able to network, share, and get support. This is a “Closed” group for existing parents and staff to share updates, reminders, ideas, and support.** This group is for parents and staff at the nursery to share ideas, updates, broadcast messages, news and catch up on all things that matter.

You can join the groups at the following links:

The Cottage Nursery: <https://www.facebook.com/groups/thecottagenurseryfamilies>

The Chapel Nursery: <https://www.facebook.com/groups/thechapelnurseryfamily/>

The Pickford Nursery: <https://www.facebook.com/groups/thepickfordnurseryfamily>

While we have constant two-way communication ability on our nursery app “Family”, we cannot ignore the power of Facebook. Where many people are already on the Facebook app, we would like to leverage their presence on the app to have a better communication and support network.

Please remember our primary aim is a better education and care of our children at the nursery. We also aim to provide a supportive environment for all caring for the children. Please keep your messages, posts positive and in good humour. Also request you to please refer to our “Social Networking” policy for more details.

We ask parents **not to:**

- Send friend requests to any member of nursery staff
- Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
- Post any photographs to social media that have been supplied by the nursery with other children in them (e.g., Christmas concert photographs or photographs from an activity at nursery)

We ask parents to:

- Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents’ policy, complaints procedures and grievance policy).

Family System

We use an online system called “Family“ (<https://www.family.co/>). Family is a childcare management software system that helps us manage the nursery operations and remain compliant to several laws and regulations that we need to work with.

This system is used to record information about children, to communicate with parents, for invoices, to enable parents to view all our policies and procedures as well as signing a contract and many more things.

Once your child’s place at the nursery has been confirmed you will be provided an access to the system. This will be sent to you via e-mail from the system itself. The system will prompt you to create a username and password. This should not be shared with anyone else as each parent/carer will be sent a separate access link. The system will contain confidential information about your child therefore we strongly recommend keeping passwords as secure as possible.

Once you have created your username and password you will be able to see all information we hold on your child. **You are requested to please ensure you review this information from time to**

time and help us keep it updated and current. This includes information about your child's medical condition, allergies, address, immunizations etc.

The system will send you a notification every time an information is updated about your child, this can include a photo added to the gallery, an update on progress of learning, an accident form (this must be signed by parent via Family), simple update on 'how the day is going' or a message about your child.

Please be advised that you may receive a notification from the system on the day when your child does not attend the nursery. This only means that the information has been updated on the system by a staff at the nursery such as development and progress and observations.

Family Android mobile, Apple iPhone, Android tablet, iPad and Amazon Fire apps are available in the relevant app stores, just search for Family to download them to install for easy access on your mobile devices.

There are a number of things you are able to do on the Family system please see more information on this at: <https://help.family.co/en/collections/2776807-help-centre-for-parents>

You can view your child's progress at any time on the system and contribute to their progress tracking. You can **add** observations relating to your child. This helps practitioners at the nursery quickly move their planning and interactions with children to help their further development. **This is especially helpful when children are not full time at the nursery.**

Progress and Observations for your child can be seen within their progress section. See at a glance how well your child is progressing through the Early Years Foundation Stage (EYFS).

You can view photos of your child at the nursery at any time on the system and **also add** photos from home to contribute to his progress tracking.

We request you to please spend time understanding this system and using it to partner with us for care and learning and development of your child.

Learning and Development

We fully embrace the regulatory framework, Early Years Foundation Stage (EYFS). Our ongoing commitment is to provide rich learning and play experiences that empower children to become confident, creative lifelong learners. We help each child to see the world as an invitation to learn, to grow, and to live fully; to see a world full of possibilities to explore.

We recognise that each child in our care is unique and shall develop at his/her own pace. We provide for inclusive activities in which all children can participate. Where required we adjust to ensure children with special needs feel included in those activities. We interact with children by encouraging, facilitating, and supporting them as they play. Children learn through play, talking about their experiences and sharing their enjoyment and therefore becoming more confident and independent.

Children are provided with various resources, this includes but is not limited to: natural materials to explore such as sand, water, clay, earth, etc; construction toys (large and small); puzzles; pencils, crayons and paper; paints – presented in different ways; other creative materials and junk modelling, such as shredded paper and boxes; settings for fantasy play; home corner and dressing up clothes; musical instruments; books, stories and puppets; dolls and small world equipment; nature or interest tables etc

Our learning plan for children includes activities for indoor and outdoor play and outings. Our plan of activities will be as per the needs of the children and based on the Early Years Foundation Stage Program, working towards the Early Learning Goals, covering the seven areas of learning:

1. **Personal, Social and Emotional Development,**
2. **Communication and Language,**
3. **Physical Development,**
4. **Literacy,**
5. **Mathematics,**
6. **Understanding of the World,**
7. **Expressive Arts and Design.**

For Babies - We provide a safe world where each baby receives individual attention from caring staff who will be happy to follow the same comfortable routine your baby has at home. We nurture babies through a variety of activities and learning opportunities. These include starting to feed themselves, learning to crawl and walk as well as joining in with 'messy play'.

For Toddlers - We support your child's developing skills and physical abilities. We encourage children to learn new words and to improve co-ordination. We work with parents to teach personal, social, and emotional skills through play with other children and adults.

For Pre-school Children - enjoy a wide variety of activities which creates the desire to think for themselves, solve problems, work with others, and gain an increasing understanding of the world and how it works. With an emphasis on language, pre-writing skills and maths, our activities help further extend learning from the nursery to home in fun and enjoyable ways and ultimately prepare your child for school.

While the children are at Nursery, we like to encourage their independence, natural curiosity and self-esteem giving them lots of support to achieve, by providing stimulating activities which will interest all children of different needs and abilities. We show children how to respect and appreciate each other and build positive relationships with friends and staff (especially their key person). They will also develop language skills, mathematical thinking, and imagination.

At our nurseries we value each child and take time to listen to what they want to say and to help them have positive self-worth. We provide all the above by creating many opportunities throughout the day for them to enjoy and achieve, both indoors and outdoors, and by establishing quiet areas for them to "chill out".

We monitor the child's progress, by observing them while they are at play and plan activities to meet their needs and interests. These will be mapped into the Early Years' Foundation Stage Framework. The staff will be happy to explain this to parents/carers and keep them informed of your child's progress, and then you will be invited to contribute to your child's unique story. These observations help us to plan the child's next activities by highlighting what the child has enjoyed, what educational value they got out of the activity and where we need to go next with future activities.

The nursery will normally be inspected by Ofsted every three years. Extracts from the most recent inspection can be downloaded from the Ofsted website, www.ofsted.gov.uk. Alternatively, we will be happy to provide you with a copy if required. We aim to give parents as much information about the nursery as possible.

Observations and communication

When your child starts at the nursery, we shall partner with you to make a Baseline assessment of the child's development stage and discuss what are the next steps we should be working on to progress your child's development. We shall constantly make observations of your child's progress. This will be done using either written notes, electronic notes, or photographic evidence. These observations will be used to monitor progress and plan further activities that will help him/her to work towards the Early Learning Goals. These observations also provide information that can be shared with you and are available for your viewing via the **Famly** system.

We hold a parent meeting once every term with you to discuss your child's progress and agree next steps. Appointments will be made with you for a convenient date and time. These are aimed towards ensuring that we can work in the direction of school readiness for your child to be confidently able to join and learn when it is time to transition to primary school.

Daily feedback about your child's day at nursery is provided through daily diaries for babies and through message broadcasts for older children. Please feel free to discuss any issues with your child's key person at any time. A concern can often be easily resolved by talking about it at an early stage.

Photographs and videos

The Nursery takes photographs and videos of the children as part of its programme, business activities, children's portfolios, and training activities.

We may display these photographs on our Facebook pages, nursery websites and in the nursery, use them in individual children's progress/development records, and/or email them to you. **We shall never tag or identify any child by their name in our photographs.** The Nursery retains all rights, title, and interest in any photographs taken of the children and will only use them for the purposes described above.

You can withhold your consent for the Nursery to use your child's photograph and videos for Facebook or marketing or Ofsted and other regulatory purposes. Please speak to the Nursery manager on the same.

Safeguarding

The safety, welfare, and well-being of all the children in our care is our priority. More detailed information can be found in our safeguarding children's policies, procedures, and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure, and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

If we have concerns regarding your child, we are required by law to act upon them. Any staff member who has a concern will raise it with the nursery designated safeguarding officer. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided further action is necessary, this may be to seek advice or make a referral to social services, the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

All staff in the nursery are aware of their responsibilities regarding safeguarding children and receive regular training in safeguarding children's policies and procedures.

To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. All our staff are required to be signed up to the DBS update service and we review their ongoing suitability to work with children every 6 months. In addition, no member of staff is permitted to commence employment until two satisfactory references have been obtained.

We have a duty of care to the children, parents/carers, and staff to act quickly and responsibly in any instance of safeguarding that may come to our attention. We have a duty to make a referral of any suspicions around abuse or needs of the child. This will be the responsibility of the Designated

Safeguarding Officer within the nursery (usually the Manager of the nursery), who will contact the relevant authorities. Any written documents will be kept; however, confidentiality will always be respected.

The nursery will also make a 'Channel' referral for any concerns including periods of unexplained absence, or comments and remarks that may indicate a child is vulnerable and at risk of radicalisation.

We will follow procedures set out in the Local Safeguarding Children Board Documents as well as our own policies and will follow through on any concerns which may mean a child could be at risk of significant harm, or who requires additional help and support.

You are requested to contact the nursery manager if you have any safeguarding concerns in respect of any child(ren).

Equal opportunities and positive behaviour

We have an equal opportunities policy which states that we have inclusion for all children and adults and that we will endeavour to meet the individual needs of the child, staff and parents showing regard for all anti-discriminatory practice. We will challenge anyone who does not up-hold this within the Nursery setting.

A Behaviour Management and Dealing with Discriminatory Behaviour Policies are in place, which also includes bullying and harassment. All staff and parents are requested to adhere to these policies and staff attend training on how to promote positive behaviour and how to deal with negative behaviour in a positive way, by respecting each child as an individual and at their level of understanding.

No physical punishments, or threats will be tolerated, and physical restraint is only acceptable if a child is in danger of hurting themselves, other children or adults, or nursery property. All incidents of physical restraints will be reported to the parents on Family app / system.

Special Education Needs (SEND)

Through observation and identification, we may sometimes feel that the child, or the staff working with the child, would benefit from obtaining advice from a Special Needs Co-ordinator ("SENCO"). In instances like this, we suggest and provide a route to ensure this happens and follow this up to a satisfactory conclusion. Please refer to our "Special Educational Needs and Disabilities (SEND)" policy for more details.

We have a Special Educational Needs and Disabilities (SEND) Policy, enabling integration of all children in a manner that is appropriate to their needs and development. Throughout this, parents will be consulted to endeavour that we are working together to meet the child's needs. Please refer to the policy on our website for more details.

Allergies

We have an Allergies and allergic reactions policy which you can review on our website. We shall endeavour to manage any allergy for children and keep them safe. We operate a nut free facility. We also do not offer pork at our nurseries due to recognised health risks of pork for small children.

Staff are aware of standard procedures under their paediatric first aid training on how to spot signs

and symptoms of allergies and actions to take.

We have a standard permission to administer "Piriton" as an antihistamine on our permission for non-prescription medications.

We ask parents to share all information about allergic reactions and allergies on child's registration form and to inform staff of any allergies discovered after registration. This information is always updated and available on the Family system.

We offer and plan for children with allergies alternative food options. Food is prepared for a child with a specific allergy is prepared and served safely managing any risks of contamination.

In exceptional circumstances if your child has a severe and complex food allergy or food intolerance, we will request you to provide food for the child. This would include all snacks, formula, or milk as well as breakfast, lunch, and tea. Due to an increase in food allergies and the risk of anaphylactic attacks we want to ensure safely for these children. Please speak to us about your child's allergies. Please note that there is no concession on your fees and charges even if you provide food from home for your child due to the severe or complex allergies.

Allergy & Medical Alerts bands: While we do have the notices on the board with the child's picture for their allergies and other dietary requirements in addition to having colour coded food mats for children. This information is not always there for outings and picnics. We have identified the use of Alert Bands for children who have allergies and asthma and any other special food dietary requirements. These are Latex-free band and Nickel-free snaps and meet and exceed US and European safety standards. You can purchase a specific one like "nut allergy or gluten allergy" or a general one alerting to "allergies".

The visual bands help in quick identification and alerts any staff (even if not from the particular room that the child attends) to the needs of the child. This is especially important when staff cover each other for lunch breaks to holidays and absences.

We do not recommend any supplier of these, and you are free to make your choices among the various options on this. **If your child has any allergy or medical conditions, then parents are required to provide a suitable allergy/alert band for their children.** If your child has an allergy or medical condition, then request that this be please provided for your child at the time of always joining and while at the nursery.

Food and Menus

We have an in-house kitchen where all food served is prepared and provided by our dedicated kitchen team.

We do not use any ready-made packet mixes, and everything is prepared from scratch to the highest standard. Our kitchen has been awarded 5 stars by the Food Standards Agency multiple times and thrives to maintain it supported and checked by regular internal audits.

We endeavour to provide a healthy wholesome food for our children at the nursery. Our menus will be available to you to review on Family. These are reviewed regularly to ensure the children are enjoying a range of wholesome food. We also partake in special cultural days – This includes a whole nursery Christmas meal. Chinese New Year and Diwali.

All our staff members will have completed basic food hygiene induction training and information upon joining. Further our standard operating procedures have controls and checks including wearing of aprons when serving food or preparing snacks, adhering to safe food handling procedures.

Fresh drinking water is available throughout the day and the children are given water or milk at mealtimes. We do not offer juices or artificial flavour drinks at the nursery.

If there is anything on the menu that you do not wish your child to have you will be asked to provide an alternative.

Weaning: We will work with you and agree on a weaning plan for your child. All our staff in the baby rooms have been trained to help you wean your baby and to ensure your baby is getting a healthy nutritious diet to help them grow and develop. Please can we ask that all bottles are named with the child's name, any milk powder or cartons should also be labelled.

The Department of Health recommends that all infants, breastfed and formula fed should be weaned at six months. If parents wish to wean earlier, four months, or 17 weeks should still be considered as the earliest age that weaning onto solids should be started. Babies who are born preterm need to be weaned according to their individual needs, and advice should be sought from your dietician and medical team.

Hygiene and Wellbeing

High standards of hygiene are paramount throughout our nursery. Toys are also cleaned on a regular basis, and we also have a deep clean once every month.

Children are taught about their own personal hygiene. They are encouraged to wash their hands when using the bathroom and before all meals. They also help with washing up in the rooms when possible and all help to tidy and up after themselves.

All staff in the Nursery are first aid trained. First-aid boxes are checked regularly, and supplies replaced when necessary. If a child has an accident, then it is recorded via Family system and available immediately to the parents.

We have policies in place, which are available to the parents on our website, for sick and infectious diseases.

Daily Routine

Daily routine at the nursery shall follow the following format. This is setup and shared so that children, staff, parents, and visitors are aware of what is happening. Children benefit from the security of a structured routine. However, the routine will be flexible, and children will be free to choose activities from those made available to them.

7:30/8:00am till 9.00am	Welcome & Breakfast	
9:00am-9.30am	Self-registration & Circle Time	
9.30am – 10:30 am Indoor Learning and Play <i>Child - initiated & Adult led activities & interactions</i>	10:00am	Toileting, Nappies, Handwash & Supervised
10:30 am - 11:15 am Outdoor Learning and Play	Outdoors - Child - initiated & Adult led activities & interactions	
11:15 – 11:30am	Butterflies & Bumblebees - Jolly Phonics	

11:30 am - 12:00 pm	Lunch Time	
12:00pm – 2 pm	12 pm	Toileting & Nappies
	12 pm – 2pm	Nap time for Ladybirds and Caterpillars. Child led play alongside for children not napping.
	12:00pm	Meditation Time for Caterpillars, Butterflies, & Bumblebees
	1.00pm	Morning session finishes & PM session begins
	12:20pm – 2pm	Outdoor play for Bumblebees
2:00pm – 2:15pm	Self-registration & Circle Time	
2:30 pm – 3:30 pm Indoor Learning and Play <i>Child - initiated & Adult led activities & interactions</i>	2:30 pm	Toileting, Nappies, Handwash & Supervised
3:30pm – 4:30pm Outdoor Learning and Play	Outdoors - Child - initiated & Adult led activities & interactions	
4:30pm – 6:00pm Indoor Learning and Play <i>Child - initiated & Adult led activities & interactions</i>	4pm	Teatime
	4:30pm	Meditation Time for Caterpillars, Butterflies, & Bumblebees
	4:30pm	Toileting, & Nappies
	5:45pm	Washing Hands and Home time

Behaviour Management

We have a detailed policy called “Promoting Positive Behaviour” that is available to you on our website. We constantly provide training to staff on managing children’s behaviour in line with the policy.

We believe that much unacceptable behaviour can be avoided by good observation and anticipation and appropriate action can be taken to defuse potentially difficult situations by diverting the child’s attention elsewhere.

We believe that children respond more to praise and encouragement than to punishment, therefore, every effort will be taken to foster a sense of self-esteem and self-discipline in all the children attending the Nursery.

In accordance with The Children Act 1989, corporal punishment has no place at our nursery under any circumstances.

It is important for us to have rules of behaviour. Presence of rules makes us all feel safe and being safe makes us happy. Our room has Golden Rules which we expect all children to follow.

They are Kind Hands, Kind Words and Kind Feet.

Parents can please use these words for messaging good behaviour at home too.

To support our rules, we use a traffic lights system. This visual board helps the children realize the consequences of their behaviour and encourages them to be kind.

There are times when children may struggle to follow nursery routines and rules. We will use positive messages to encourage their participation.

Any incidents of inappropriate behaviour may be recorded, and an incident form will be provided on our Family system to the parent.

Any sanctions that need to be applied should be made at the time of the incident, be as low key as possible and consider the child's age and stage of development. They shall be applied fairly and be relevant to the action or actions. The child shall always be told why his/her behaviour is unacceptable and the reasons for applying a sanction.

The Designated Safeguarding Lead takes the lead responsibility for appropriate behaviour management and will be available to offer support and advice to other members of staff.

If inappropriate behaviour persists, parent/carers shall be informed by the Room Leader / Nursery Manager. We will take the opportunity to discuss and agree strategies in the child's best interest. Strategies to encourage acceptable behaviour will be agreed, reviewed, and practised by all staff. These will include ensuring that the children know the rules and what is expected of them. These rules will be reasonable and within the child's comprehension and ability. Acceptable behaviour will be encouraged by praise and positive reinforcement. Children will not be labelled 'bad' or 'naughty' etc. We shall request the parents to follow similar strategy and expectations at home for the child.

Staff will, always act, as good role models and react to situations in a calm and reasonable manner, being pro-active rather than reactive.

Illness & Sickness

Children do fall sick and become ill from time to time. We do not expect children to attend nursery if they are unwell. If a child is unwell, it is in their best interest to be in a home environment with adults, they know well rather than at nursery with their peers. **The time at the nursery remains planned for and chargeable and cannot be refunded.**

We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.

If your child has high temperature and has been given Calpol it is requested that the child should not be brought to the nursery for 24 hours following the last dose of Calpol given. High temperature is symptom of the child fighting an infection and remains infectious to pass on the infection to others.

We are happy to work when we have minor ailments such as colds etc. However, we cannot work if we have sickness or diarrhoea or any other highly contagious infection. Continuing to work would only result in a further spreading of the infection and we would be unable to provide your child with the care they deserve, therefore please partner with us keeping your child at home when unwell to keep everyone safe and well.

Parents/carers shall be advised not to bring a child in the event they are not well. This is to prevent other children from catching the infection.

We generally follow the guidance for schools and nurseries issued by the Health Protection Agency, although we may take a view and extend the exclusion periods for certain illnesses. **For a detailed list of exclusion periods, please check our Sickness Policy on our website.** For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, www.nhs.uk.

Accidents

We manage our nursery to a high standard of safety. We continually risk assess the environment and resources that the children access. However, though the safest environments, children can sometimes get hurt. If a child gets hurt, then the following procedure is followed:

The child is immediately comforted and provided first aid.

The injury is assessed and if required then the Manager or Deputy is notified.

The child is then re-settled back into the Nursery and observed.

The incident is recorded on to an online accident form and a copy becomes available to the parent/carer immediately on Family system.

Parents are requested to sign the accident and injury forms online on the Family system on priority as evidence of the information shared with them.

In some cases, the staff may call a parent after the accident to let them know what has happened. Parents will always be informed at the time of pickup about any accident that may have happened during the child's time at the nursery.

In case the accident involves the child's head then parents are requested to always look out for signs of **concussion** and are always advised to go to a doctor. Please read our "Accidents and Incidents" Policy for more details.

Major accidents

A major accident is when a child is seriously hurt which cannot be treated with first aid at the nursery premises. In case of a major accident occurs, the procedure is:

Staff shall take appropriate action under the First Aid guidelines.

The Nursery Manager/Deputy will assess the situation and follow the first aid procedures.

If the child needs to go straight to hospital an ambulance will be called. The parent/carer will be contacted, and arrangements will be made to meet them at the hospital. A member of staff will always accompany the child but will not sign any consent forms for treatment to be carried out.

If it is possible for the child to wait for their parent/carer then he/she will be made as comfortable as possible, and a member of staff will stay with the child until the parent/carer arrives.

It will then be for the parent/carer to decide whether to go to the hospital or not.

The accident report will be recorded accordingly on the Family system on the same day.

Parents are requested to sign the accident and injury forms online on the Family system on priority as evidence of the information shared with them.

Ofsted will be informed if appropriate within 48 hours in line with the EYFS Statutory Framework, using the Serious accidents, injuries and deaths that registered providers must notify to Ofsted and local protection agencies for guidance.

Child becoming ill while at the nursery.

There can be an occasion that a child may throw up or is unwell at the nursery after arriving to the nursery. If a child becomes ill during their time at the nursery, then the parent/carer will be called as soon as possible. The child will be comforted appropriately.

In the case of Diarrhoea or vomiting a child will **not be able to attend the nursery for at least 48 hours after the last bout of vomiting or diarrhoea.**

We may need to measure and monitor a child's temperature. If the temperature of the child increased above the normal 36.4 C degrees, then we will need to give him/her Calpol to bring down the temperature. If the child's temperature reaches 38 C degrees, then we will need to request you to collect the child immediately as he/she needs medical assistance.

An incident report for the illness will be made on the system and available to the parent. **Parents are requested to acknowledge the incident forms online on the Family system on priority as evidence of the information shared with them.**

For each instance of medicine administered by the staff a medicine report will be made confirming the medicine dosage and time. This report shall be available to the parent immediately on the Family system. **Parents are requested to acknowledge the medicine forms online on the Family system on priority as evidence of the information shared with them.**

Medication at the nursery

We are happy to support you to on medicines that your child requires during the sessions at the nursery, provided our staff are confident and competent in administration of the medicine. We can only administer medicines that are specifically prescribed for the child by a General Practitioner in the UK. We will in addition require full disclosure of the reasons for the medicine and written instructions signed on our Family system for the administration of the medicine. Please refer to our "Medicines Policy" for more details.

It is recommended that children on a new course of antibiotics are kept at home and not attend nursery for the first 24 hours of the anti-biotic course of any antibiotic they have previously had. Parents will be requested to provide confirmation from a GP if they believe the child is fit and safe to attend the nursery for the first 24 hours of starting an anti-biotic course. We have the right to refuse admission to a child who is unwell and a decision to this effect will be made by the Manager on duty and be binding and final. This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics.

All medication will be kept out of child reach in a cupboard, the office or fridge. The medication will be clearly labelled with the child's name, dosage, and instructions. All medication will be administered by staff who are Paediatric First Aid trained. All instances of medication will be witnessed by at least one other staff for confirmation and recorded on the Family system as medicine record. **Parents are requested to acknowledge the medicine forms online on the Family system on priority as evidence of the information shared with them.**

Warm / Cold weather arrangements

In summer we request parents to ensure that they apply sun cream to their children when they bring them in to the nursery. The staff will only apply sun cream to the children attending full day session in the afternoon. The sun cream should be provided from home as per parent's preference.

Parents are also requested to ensure that they provide Sun hats for their children. These should be clearly labelled with the child's name.

In the winter months parents are requested to ensure that their child has the appropriate outdoor clothing and footwear to allow them to play outside during the day at the nursery. Appropriate clothing should consist of a coat, hat, gloves, and scarf. Suitable footwear must also be provided which could include a pair of wellingtons or sturdy shoes.

Collection arrangements

Your child will only ever be allowed to be collected by an 'Authorised Person', which is set up on the Family system. Please ensure any person that is collecting your child is clearly set up on the system (including a photo for verification) as well as any person, no longer allowed to collect, is removed from the system.

Under our statutory responsibility, the nursery staff and manager may refuse the child to be collected by anyone that poses a safeguarding risk for the child. This includes for example anyone under the age of 18 years will not be allowed to collect the child from the nursery, or if we suspect the person picking up is under the influence of alcohol or if the person picking up the child does not have a child seat in the car transporting the child.

We will not allow your child to be collected by anyone else other than people specifically authorised by yourself. There may be times when you must authorise someone not on the system to collect the child and in this case, we shall need **your instructions in writing that you can message on Family to the room staff**. Your instructions should include full name of the person collecting your child with a password that only they know. Please request the person collecting to carry an identity card with themselves this could be a driving license or passport or a bank card with their full name.

Late Collections

We request parents/carers to collect their child on time, but sometimes things happen beyond your control to delay you. In this case we ask that you contact the Nursery as soon as possible. That way we can reassure your child that you will be arriving soon.

There will be a 'Late Collection' charge to you at the rate of £1 per minute over the scheduled collection time.

If the Nursery staff have not heard from you at collection time, then they will contact you. If they have not heard from you in 15 minutes after scheduled collection time, they will try to contact an emergency contact. If we are unable to contact, you or the emergency contact we will try for a further 15 minutes.

In cases where we have not received contact from you or the emergency contact, the staff will have to contact Local Council Office and Front desk recording that the child has not been picked up.

A letter will be issued to parents/carers who are persistently late. If persistently late, we have the right to cancel the contract.

Emergency closure

We may be required to close the nursery due to unforeseen circumstances e.g.: flooding, loss of power, heating, bad weather, fire, or damage to building. We shall contact all parents via a message on the Family system and inform them about the closure. We shall endeavour to provide as much notice of the closure as possible.

Charges shall remain applicable for planned sessions and attendance in the event of forced closure of the setting due to government guidelines or any unforeseen circumstances to the extend maximum of 2 weeks. Any longer period of closure will not be payable and chargeable.

Invoices and Payments

Your invoices are created via Family system on or around 20th of each month. Invoices are created in advance and related to the upcoming month's fees. You are then required to settle the payment before the 1st day of the month the invoice relates to.

Once an invoice is created you will receive an e-mail from Family system.

Please note that we rely on our parents to check their invoices each month and pay on time. There may be an additional late payment fee of £40 for every reminder we have to send to you as we incur admin costs of chasing payments and reconciling.

We request you to please work with your voucher company and Tax-free Childcare to authorise the payment of our charges well in advance to be able to reach our bank account by the due date of 1st of the month latest.

30 hours funded childcare is available to parents when they apply for the same and ensure that they renew their eligibility and confirm it with the authorities (HMRC) on a timely basis. We are willing to work with the recovery of the fees under the 30-hour funding from the council. Please note that you are responsible for ensuring that you follow-up and confirm your eligibility on the 30-hour funded scheme. **You remain liable for payment of the nursery's fee for the sessions planned and booked as per the nursery's schedule for fee if your eligibility for the 30-hour funding is unapproved or dropped for any reasons whatsoever.**

Therefore, please ensure your affordability of the fee at all times well in advance of planning and booking your sessions keeping in mind to give us a 'clear' months' notice where your eligibility changes and you do not believe you can afford the sessions without the 30 hour funding. *(A clear calendar month means that from the date of notice given their needs at least a clear calendar month i.e., a notice for termination effective 15th March needs to be given latest by 30th January, so February is a clear calendar month).*

Notice Period

We do hope to see our children start with us and only leave at the point of transitioning to the school. There may be times when you need to make changes to your childcare arrangements with us. **We require clear calendar month notice in writing (from the date of notice) for any changes to your childcare arrangements and including termination of childcare arrangements.** *(a clear calendar month means that from the date of notice given their needs at least a clear calendar month i.e., a notice for termination effective 15th March needs to be given latest by 30th January, so February is a clear calendar month).*

Your notice should be made by completing the form at the following links,

The Pickford Nursery <https://forms.gle/izSjEFepbKynEiAp7>

The Chapel Nursery <https://forms.gle/FbPd2r1JfXt17fxx6>

The Cottage Nursery <https://forms.gle/3gAt9CTsEYQ8pk9Y9>

Upon completion of the termination form, you will receive a message that will confirm your child's last day at nursery.

Any verbal notices will not be acceptable.

Abusive Behaviour

We are always working in the best interest of your child and welcome any feedback you may have to improve our services. We will apologise if we have inadvertently made any mistakes.

We believe in having a strong partnership with our parents and an open-door policy to discuss any matters arising (if applicable). We are here to help and support you in every way we can.

If as a parent, you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure. In the case of a parent emailing, calling, or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and comments and face to face confrontation.

Please refer to our “Conflict Resolution with Parents and Aggressive Behaviour” Policy. Any aggressive behaviour from a parent could result in the immediate withdrawal of a place for the child.

The Manager may recommend the decision to the Director with signed statements from witnesses and other proof of aggressive behaviour. Parents will be informed of the decision of withdrawal of space and service, by the management team in writing after any incident that involved aggressive or threatening behaviour to our staff or management.

Car Parking

We have limited parking bays at our nurseries. Parking at the nursery is available to only customers, parents, suppliers, and visitors of the nursery for short duration of dropping off and pick up. There is no car long duration parking arrangements or facilities at our nurseries. Please do not park in our parking for visit to the station or local park / shops. Any unauthorised parking for a longer period than drop off and pickup is a breach of nursery's policies, and your car may be perceived as a security risk and reported accordingly.

Complaints Procedure

We always welcome your feedback as we are always striving to provide the best possible childcare provision.

If a parent/carer has any concerns or complaints, they should raise this with either the Nursery Manager or the Deputy.

In the first instance every effort will be made to resolve any matters within the setting, within 24 hours. Should the matter not be resolved, the issue will be brought to the attention of the Director within 24 hours.

If the parent/carer feels unable, or unwilling to raise the matter in this way, they can approach the Director of the nursery directly.

If the matter concerns a general or policy issue it should first be raised with the Nursery Manager who will report it to the Director for consideration. Written records will be made; however, these are confidential and will not be shared.

We will make every effort to resolve the matter internally however, at any time during these situations' parents/carers are welcome to discuss or take the matter further with Ofsted. You can contact them at:

Ofsted
Piccadilly Gate
Store Street Manchester M1 2WD
Telephone Number: 0300 123 1231

Suggestions

We welcome any suggestions or feedback from you regarding all aspects of the nursery. Please feel free to discuss any ideas with us or use the parent questionnaires and/or suggestion box.

Disclaimer: This handbook is correct and accurate at the review date stated on Page 1. There may be changes after updating of this handbook that are provided in our policies and procedures. Please feel free to speak to the management team if any doubts.