



# Little Scholars Nursery

Thank you for choosing Little Scholars Nursery we look forward to working alongside you to care for your child.

We endeavour to meet the individual needs of each child and to be able to do this we ask for you to spend time with your child's key person telling them all of those important little things that you as parents know about your child. At this point we will also ask you to complete a parent assessment form as this will give us a better understanding as to where your child's development is and where we can build on what your child can already do.

### **Settling into nursery:**

We understand that settling into nursery life may take a few weeks which we will help and support both you and your child. Please feel free to spend time with your child settling them into nursery when you first arrive. We do ask that on their first day you bring them at 9am if it is a morning session as it will be a calmer time for both yourself and your child. We do ask that you say good bye to your child when you leave, and that you will be back soon. Please be prepared for tears as your child will miss you when you are not here, remember not only do you have to build a relationship with us but your child needs to as well. We will use all of the information that you have given us to make this process as smooth as possible, we very much would like you to keep us informed as to what you are doing as a family and any achievements gained for you child, the staff are always willing to hear this or to see these through tapestry.

### **First day, arrival and collection:**

When dropping your child off we do ask that you let the staff know how they have been whilst they have been with you as this can give us an idea if they may be more sleepy than normal, or if we need to keep a closer eye on them if they have not been their normal self's. When you collect your child staff will tell you how they have been throughout the day and will be able to tell you what they have eaten, as well as any special activities or achievements for that day, So please allow yourself some time before the end of your child's session to receive this information from the nursery team. If it is that you are unable to collect your child we do ask that you inform us as per the nursery registration form. We do operate an open doors policy so that you are able to come into the setting and spend time with your child here, even though as per policy the doors are locked to ensure the safety of your child.

### **Support:**

We have a variety of different support information that we are able to share with you. Please feel free to speak to a member of our team with regards to any additional support or advice that you may need.

### **Our Team:**

Our team is kept small to enable us to make our nursery a small and family like environment. Our team is made up of our manager Carita she is foundation degree qualified and has a vast experience at working with a variety of different aged children. Tina is our deputy manager and works alongside Leanne in our Tweenie room, they share the upstairs area with Lucy who is our key person in the baby room. Downstairs we have Clair Danielle and Marian who work with our preschool children. Please see our parent's information board in the conservatory for each individual's qualifications and the training that they have.

### **Key Person:**

Each child within the nursery has a key person. We look at your child's individual needs and try to match this to the skills that each practitioner has, we will also be looking to see if your child bonds with a particular member of staff so this person may change over the next few weeks but we will keep you up to date if this happens. This person will build up a relationship with yourself and your child, which will enable them to care for your child, monitor their progress and plan a variety of different activities that will help and encourage their development and learning. When it is time for your child to move into the next room their key person will work alongside the new key person building up this relationship so that the transitions from room to room as smooth and seemly for your child. Your child's key person will be your first port of call to share information with and offer any advice. Please do not worry if your child's key person is not within the nursery due to the teams another member of staff will be able to step in and continue to work with your child. If it is that your child's key person decided to leave the nursery we will inform you of who will take over this role and that they are fully informed about your child.

### **Illness and Accident:**

Every child will fall in at some point in their time at nursery, you will properly find that over the next few months they come down with colds especially if this is the first time your child has attended nursery. We have strict rules when it comes to children attending nursery when they are unwell. Especially if it is an infectious or communicable disease and we ask for parents to contact us so that we can advise as the exclusion policy which we follow from the Health Authority. We do ask that if you are planning on keeping your child at home through illness that you contact the nursery so that we can monitor illnesses and the health of the children within our care. If it is that your child becomes unwell at nursery the management team will contact you and advise you on how they are and if we feel that collection is required. We do ask to see your child's red book when they first start at nursery so that we are able to see the vaccinations that your child has as well as any serious health issues.

The most common times that we exclude children is through sickness and diarrhoea which is 48 hours after the last time that they are ill, chicken pox which is until the spots have scabbed over (normally 5-7 days) and 48 hours after they start a course of antibiotics.

We are able to give medication you will be required to fill in our medication form that gives us written consent to do this. We are only able to give none prescribed medication as per the box and only for 3 days before you consult with your GP. We are only able to give calpol if your child has a high temperature in which we will give you a call for your consent.

If your child has an accident at nursery we will complete an accident form and inform you on collection asking you to sign this. This form will state how the accident

happened, what first aid treatment we gave and what the injury is. If your child is seriously injured and/ or requires hospital treatment we will contact you immediately.

### **Recording your child's progress:**

Whilst your child is with us we will be tracking their development and planning lots of different activities for your child. The observations that we carry out will be recorded in their learning journal. We currently use an educational software program called Tapestry to do this. This is a very secure piece of software that is password protected. The team only have access to their own key groups and are able to put a variety of different observations, photos and videos on.

As a parent you are also able to have an account where you will only be able to access your child's details. This means that you will be able to access and see your child's development when it is a convenient time for yourself. It also means that you are able to share information with us as to what your child is doing at home as we feel that it is important that not only are we telling you what your child is doing but you tell us as well. We do require additional consent for your account to become active to yourselves as safeguarding the children in our care is a priority.

We will share your child's development with you every 8 weeks. This will also enable us to work with you on next steps that you feel are important to your child as well as next steps that the nursery team feel they need to be working on.

At the beginning of each learning period you will receive a memo from the team that are caring for your child explaining what they will be doing over the following weeks and some of the activities that they will be doing at nursery.

We do have students from local colleges and allow them to carry out observations and activities out with the children. All children are protected by our confidentiality policy and their full names are not used by the students. If you do not wish your child to take part in this please speak to a member of staff.

### **Outdoor play:**

We value outdoor play and will explore all of the different weather conditions in a safe manner as well as creating an outdoor learning environment. To enable us to do this we will request from you sun cream and sun hats in the summer, and wellies, hats, gloves and warm coats in the winter.

### **Meal times.**

We provide children with a well balanced menu following the guidance from the Carol Walker trust and the government's healthy eating in early years guide. We take in consideration individual requirements such as vegetarian, allergies, halal. We provide water for the children throughout the day.

### **Notice boards and memos:**

Around the nursery you will find lots of information on display for you to look at. You will also be given regular memo as to what we are looking at and doing within the nursery as well as any other information that we feel you need to know.

### **Brief guide to our policies:**

We have full copies of the policies detailed below that all staff follows, this is to ensure that the children in our care are receiving the best consistent care we can give following the Early Years Foundation Stage. If you would like to view the full version please speak to a member of the team and they will happily arrange for you to view it.

**Managing children behaviour:** We will discuss with you any problems and of course we will share the wow moments that we have had whilst your child has been with us. If you child repeatedly displays negative behaviour we will work with you to develop a strategy to counteract and alleviate the situation. We aim to keep children busy and distracted in play to avoid any behaviour issues as it tends to be bored children that cause the majority issues. Staff will give positive praise and focus on the behaviour that is required rather than focusing on the negatives. The staff will also help to lead and distract children away from the unwanted behaviour by asking them to be helpful and considerate to others. We treat each child as an individual and will cater for their individual needs accordingly. We feel that corporal punishment and humiliation is unacceptable at nursery and this would lead to instant dismissal. In all the rooms there are age appropriate behaviour plans that the staff follow. These give the guidance as to what is expected at each age range. We do not tolerate bullying and we define this as when someone deliberately sets out to hurt, frighten or threatens someone.

Strategies to use at home to encourage positive behaviour:

- Prevention- anticipate and remove any potential issues
- Interaction- play and spend time with your child
- Praise-Give praise if your child is doing something that you want them to do again and again
- Provision- provide lots of interesting and challenging in experiences
- Consistency- Do the same thing every time, your child will learn what is acceptable and what is not
- Leading-Show them how to behave

Dealing with unwanted behaviour:

- Redirection- as they are doing something unwanted leading them into another activity
- Explain- a firm 'no' and a clear explanation of why the behaviour is unacceptable
- Tone-stay calm and speak clearly and firmly
- Consequences- give a warning, as to what will happen if they do not do what you are asking them to do
- A fresh start- once the behaviour has stopped and it has been dealt with move on and forget about it.

**Complaints:** If it is that you have got a concern we ask that you first raise this with your child's key person. They will then inform the manager and the proprietors. All complaints will be fully investigated and your child's key person will then report back to you the following day or the next session that your child attends.

If you are still concerned after this initial feedback we will invite you in to discuss this matter with the manager who will conduct an independent investigation into the matter before you arrive.

All complaints will be recorded and investigated and you will be informed of the outcome.

If you wish to take the matter further you may contact OFSTED who will conduct their own investigation and again these are recorded at the nursery OFSTED can be contacted via post at Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD or via telephone on 0300 1231231

**Equal opportunities:** To ensure that no child is excluded or disadvantaged because of ethnicity, religion, culture, family background, disability, gender, home language, special educational needs or ability to ensure that all children are included, feel secure and valued. We will carefully consider the needs for equality of opportunities when planning activities and experiences. When necessary we will modify the activities so that all the children are able to participate. We will ensure that we give all the children the support and the time they individually need to complete and enjoy the different experiences that we provide, listening and discussing with the children. When you first start the nursery your child's key person will complete an all about me where you are able to tell us a variety of different information that we will use to ensure that past and home experiences are valued and explored within the nursery setting.

**Health and safety:** We complete checks on that nursery and toys each day before the children arrive. Any hazards are then reported and dealt with by the manager/ deputy. A risk assessment of the nursery is completed every Monday morning this includes the emergency lighting and fire alarms. We carry out daily, weekly and monthly cleaning of the nursery to ensure that the cleanliness is at a high standard. This enables us to prevent the spread of infection and cross contaminations.

We do ask that children do not wear jewellery to nursery due to the items being lost or causing an injury to themselves or to the other children.

The safety of your children whilst they are in our care is a priority to use and we do ask that if you see something that could be a potential risk to inform a member of staff so that they are to look into the matter.

**No smoking:** We are a non-smoking premises and we ask that if you smoke that you refrain from smoking in our car park. We respect your rights to smoke if you wish however some of our parents may not want their child to be exposed to smoke.

**Lost child:** We endeavour to keep any child safe that is within our care. To enable us to do this we have got a lost child policy to inform the staff as to what to do if a child wanders off on an outing. We also ask that you ensure that a member of staff locks you out of the building to ensure that we have no escapees from nursery as well as the staff being aware as to who is in the building at all times.

**Uncollected child:** If you fail to collect your child at the end of their session we will do everything we can to contact you. When we make contact with you we will be able to discuss what we as a nursery are able to do, this may mean paying for an extra hour or session while you make your way to us.

**Child protection and safeguarding:** Please do not be alarmed by the following statement, we include this not only to comply with OFSTED, but all to reassure you that your child's wellbeing is our first priority. As workers at Little Scholars Nursery we have a responsibility to make sure that children are developing in a safe and secure environment. Statutory Agencies (i.e. Education, health, social services, probation, police and NSPCC) work together. Whilst we are not a statutory agencies we aim to work in a way which provides the same level of protection in our care and follow the guidelines as set in 'what to do if you're worried a child is abused'.

If a child has injury whilst at nursery the staff will inform you as to what has happened. If a child arrives at nursery with any injury, it is expected that you will tell us about it. It is normal practice to ask you in any event, especially as most childhood injuries are a normal part of growing up. It is important that we are able to communicate openly about this.

There may be occasions where we have concerns over an injury, changes in behaviour, or are concerned that a child is being harmed. As part of our responsibility to keep children safe we must report any concerns of this nature to social services. The law says that the social services department must look into reports of concerning injury or risk to a child. A decision about who will inform you of this course of action will be made between social services and ourselves. Doctors, health visitors, teachers, child minders and play group leaders all have the same responsibilities as us.

Before sharing information with outside agencies we follow the DCSF guidance (2009) and we will obtain your consent, informing you of what information will be shared, who it will be shared with and why we are sharing it. We will share information without your consent only in circumstances where we feel it would put a child at risk.

All staff working within the nursery have a responsibility to report any concerns to the designated safe guard leads. No person who has not got a DBS check will be left alone with the children. Any allegations of serious harm or abuse by anybody working or looking after the children will be reported to OFSTED.

## **Social Media**

We have a Pinterest board that the staff will put ideas on that you can try at home, as well as board that the staff are intending to use ideas from, but please be aware that these ideas may need to be altered to ensure the safety of the children when they are carried out.

We have a face book page that you are welcome to like, however we do request that any concerns that you have are raised within the nursery so that the management are able to investigate the matter. We also request that you do not post any photos of your children to the page. We also request that you do not send friend request or contact the staff using this forum and any messages are referred to the nursery.

## **Nursery requests:**

We ask that you try and not bring in toys from home for your children to play with whilst they are with us as that last thing that we want to happen to them is for them to get damaged and broken.

We are always grateful of any donations such as paper, books, clothes and toys. If you would like to contribute to the nursery life by weather spending some time with us reading to the children or lending us resources that represent your culture please feel free to speak to the manager.

Nursery is a very messy place and we ask that you do not put your child in their best clothes. We also ask that you send some spare clothes in with your child for changes, as we do not always have the best fitting or trendiest clothes as spares.

Please feel free at any time to complete a parent questionnaire that are kept by the comment box or to pop your own comment in there as we love to hear about what we are doing well or not so well so that we can continue to grow as a nursey doing the very best we can for caring for your child.

## Fee Structure Payment system

Due to the nature of our work it is very difficult for your child's key person to chase you for payment of fees as it can make things very uncomfortable. Our aim is to prevent you from getting into debt and maintaining a harmonious relationship. When starting the nursery you will be allocated a credit limit usually 1.5 times your total fees and you will **not** be able to exceed this credit limit. As long as you pay your fees on the first of every month you will not have to worry about the following information. It is much easier for you to pay by direct debit this avoids any worry for you, at the moment we are flexible about this however in the future we may insist on this.

Our invoice procedures are as follows:-

Weeks	Action Taken
<b>Week 4</b>	Invoices sent out and due for payment the following week.
<b>Week 1</b>	Invoices are due for payment.
Unpaid fees	Action Taken
<b>End Week 1</b>	Phone call from Manager you will be asked to pay over the phone by card. To avoid further costs.
<b>Week 2 Their first session.</b>	Gentle Reminder. Late payment Surcharge £15.
<b>Week 3</b>	Letter informing of breaching credit limit. Late payment Surcharge £20
<b>Week 4</b>	Surcharge £30. Room leaders start to chase for payments.
<b>Week 1</b>	Date for loss of Nursery Place. Court action begins Surcharge £40
<b>End of week 1</b>	Final invoice for notice period issued. Letters advising you of Court action will be posted. We are now required to inform the Tax Credit Fraud Department when people claiming Tax credits leave the nursery having not used their tax credits to pay nursery fees.
<b>Week 3 Debt passed over to the courts.</b>	File Court cases, Learning Journey put into storage pending full payment.

In many case all that is required is a gentle reminder, we are all very busy people and things do slip our minds. For the majority of our parents we do not have to worry about fees being paid on time however if you are unable to pay your fees this method helps to avoid you getting further and further into debt.

Fee Structure  
Payment system

When starting the nursery you will be allocated a credit limit usually 1.5 times your total fees and you will **not** be able to exceed this credit limit. As long as you pay your fees on the first of every month you will not have to worry about the following information. It is much easier for you to pay by direct debit this avoids any worry for you, at the moment we are flexible about this however in the future we may insist on this.

Our invoice procedures are as follows:-

<b>Weeks</b>	<b>Action Taken</b>
<b>Week 4</b>	Invoices sent out and due for payment the following week.
<b>Week 1</b>	Invoices are due for payment.
<b>Unpaid fees</b>	<b>Action Taken</b>
<b>End Week 1</b>	Phone call from Manager you will be asked to pay over the phone by card. To avoid further costs.
<b>Week 2</b> <b>Their first session.</b>	Gentle Reminder. Late payment Surcharge £15.
<b>Week 3</b>	Letter informing of breaching credit limit. Late payment Surcharge £20
<b>Week 4</b>	Surcharge £30. Room leaders start to chase for payments.
<b>Week 1</b>	Date for loss of Nursery Place. Court action begins Surcharge £40
<b>End of week 1</b>	Final invoice for notice period issued. Letters advising you of Court action will be posted. We are now required to inform the Tax Credit Fraud Department when people claiming Tax credits leave the nursery having not used their tax credits to pay nursery fees.
<b>Week 3</b> <b>Debt passed over to the courts.</b>	File Court cases, Learning Journey put into storage pending full payment.

I have been made aware of the fee structure and agree to pay fees when due

Name :

Signature :

Date :

## Tapestry consent form

To comply with the General Data Protection Regulations (2018), we need your permission before we can photograph or make any recording of your child.

I consent to photographs containing my child image being included on other children's Tapestry learning journals

Yes  No

I consent to treat photographs containing images of other children as for my own personal use.

Yes  No

I give consent to be updated through tapestry with regards to my child's development and to receive newsletters on tapestry.

Yes  No

(This means that the information cannot be shared with others, or published in any way, without the explicit consent of the parents or carers of those children who may be included. For example, any such photographs cannot be posted on a social networking site or displayed in a public place.)

By signing this I agree that as I parent I will .....

NOT publish any of my child's observations, photographs or video's on any social media site.

Keep the login details within my trusted family.

Speak to a member of staff if I experience any difficulties accessing my child's learning journey.

Name of Child \_\_\_\_\_

Print name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Email \_\_\_\_\_