

Briar Cottage Nursery

Parent/Carer Handbook

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Introduction

Welcome to Briar Cottage Nursery. This Handbook aims to tell you the information that you may need whilst your child is in our care. The information contained within it will be updated on a regular basis due to changes in legislation, our policies and procedures are by requests from you about additional information.

We the management team at Briar Cottage are very approachable and ask that if you have any suggestions or concerns please do not hesitate to speak to us. The Nursery Manager Janet Clipston or Deputy Manager Aimee Foster are always available so please feel free to come and speak to us, or if you prefer you can make an appointment.

There are opportunities for parents and carers to get to know the staff during the child's trial sessions and also at Parent/Carer meetings. If you have any suggestions or concerns please raise these directly with the nursery management team.

I would like to thank you for choosing us to look after your child and I hope that you and your family enjoy being part of our nursery.

Nursery Manager Janet Clipston **Deputy Manager** Aimee Foster

Mission Statement

Setting the standard for learning, development and care for children from birth to five.

Contact Details

Briar Cottage Nursery
31 Park Road North
Newton-le-Willows
Merseyside
WA12 9TF
Tel Number: 01925 220019 or 220020
Fax Number: 01925 220020
Email: manager@briarcottagenursery.co.uk
Website: (not available at present)
Ofsted registration: 323097

Parents as Partners

We believe that parents are the prime educators of their children and are always welcome in our nursery.

Shared information between home and nursery

Shared information between home and nursery is important in order to attain the best understanding of your child. We encourage parents to share with us in the following ways:

On enrolment

You will meet your child's Key person. They will ask you personal information, for example does your child have a health care plan, you will also be asked to complete

and return the daily routine Information Form. The information gained will help staff to settle your child into nursery and provide good quality care for your child.

At the beginning of the session

When dropping your child off at nursery, you must sign them in, we encourage parents to settle their child at an activity or with a member of staff. Before you leave please speak to a member of staff about your child's welfare, giving information that you believe is beneficial for us to know.

At the end of the session

On collection of your child, you must sign them out, please make time to speak to a member of staff, who will be ready to tell you about your child's day. For parents of children under 2 years old, the Key person shall give you a brief written report of your child's day. This can be continued on request, after they are 2yrs old if they have any specific needs that need to be monitored. e.g diet, food consumption, bowel movement,

Contribution to Learning Journeys

Parents are encouraged to contribute to their child's Learning Journey. Please speak to your Key person if you would like to look at your child's Learning Journey.

Newsletter

The nursery produces regular newsletters.

Parent Notice Board

Please take time to read the Parent Notice Board, which lists items of interest.

Parents Meetings

4 times per year, more if required, we will invite you to attend a parents meeting. This will give you the opportunity to have an uninterrupted conversation with your child(ren)'s Key person.

Transitions

When your child moves from one age group to another in the nursery, the Key person will organise your child's smooth transition. You will also be introduced to your child's new Key person.

Should your child move from our nursery to another setting, (either to school or another nursery) the Key person will pass on their Record of Development Summary to the new setting.

Events

From time to time we run events for you and your family to attend. Details will be available on the parents notice board and published in our newsletter.

How you can help:

- Donations of scrap items, e.g. small boxes, paper, cards and ribbons.
- Being a guest speaker, e.g. telling the children about your occupation / culture /festivals, hobbies etc.

The Role of the Key person and Co-person

Your child will be allocated a Key person and a Co-person. Both members of staff will build a close relationship with both you and your child to ensure a smooth transition into the nursery environment. They will help your child to settle into the nursery and make friends with others. The Key person takes an active role in your child's care and education and maintains your child's Learning Journal.

Your child's Key person makes observations, takes photographs and keeps some of your child's artwork for their Learning Journal. This enables your Key person to build an accurate picture of your child's development, activities and interests. As a parent, you will be asked to comment on and contribute to your child's Learning Journal and development.

In support of the Key person, the Co-person will step in to cover when they are away from the nursery, however all the staff team within your child's age range shall also get to know your child, thus helping the Key person to provide your child with an enriched nursery experience.

If you have any concerns, or if you would like to discuss your child's progress or Learning Journeys, please make an appointment with your child's Key person.

Collection of Children

When collecting from the nursery, parents must allow sufficient time for discussions with staff, please ensuring that you leave the nursery by the end of the stated finish time.

Please notify the Nursery Management if someone else will be collecting your child. Photo identification will be required, e.g. driver's licence or passport. Children will only be allowed to be collected by persons, other than their parents, when the nursery has prior parental consent and the designated person shows valid ID.

complete a collection form - these are available from the nursery.

If you wish to make alternative arrangements you must either:

Put it in writing.

Phone the nursery giving name, description and password.

Parents must inform the nursery immediately, in writing, of any important changes to:-

Domestic arrangements that could affect collection of the child, e.g. a court order in respect of the residence of the child or who the child is able to have contact with.

Parental responsibility agreement.

Emergency telephone numbers.

It is essential that children are collected promptly after each session. In the unlikely event that a parent is more than 10 minutes late, all contact telephone numbers will be tried. If no response is gained, the Nursery Duty Manager will contact the Social Services duty helpline.

Booking Extra Sessions

If you would like to book an extra session, in addition to your usual booked sessions, please enquire at the nursery office.

Changing your Nursery Days

You are required to give one months written notice of your intention to reduce the number of days your child attends nursery. If you would like to make a permanent change to your child's booked sessions, please give the nursery office as much notice as possible so that we can look at availability.

Absence

Should your child not attend nursery due to sickness or holiday, please inform a member of staff as soon as possible, so a record of this can be made in the attendance record, this will also help us to plan the correct amount of nursery food, minimising food waste. We will then inform the Key person, who may have planned an enhanced activity for your child.

Booking discounted holiday

You are entitled to 2 weeks at half fee throughout the year, or 1 week free which ever you prefer.

Leaving Procedure

One month written notice of your intention to withdraw your child from the nursery must be given, or one month fees paid in lieu of notice.

If you wish to take your child(ren) out of nursery for an extended period of time, e.g. over a period of maternity leave, we are unable to hold their place open (unless fees are paid).

We will, however, be able to place them on the waiting list, so please let us know as soon as possible the date you would like them to re-join.

Healthy Eating

The nursery provides healthy meals and snacks that meet the nutritional needs of the children.

If you would like to know what your child will be eating, the current menus can be found on the Parent Notice Board.

If your child is due to arrive after 11.30 and you wish your child to have lunch, please call us to ensure that a lunch is kept back for them. This will enable us to correctly store the meal until your child is available to eat it.

Drinks available are water and milk, we discourage our children from having juice.

Nappy Changing

If your child wears nappies you will need to provide us with the necessary supplies to change them. The staff in your child(ren)'s room will notify you when we are running low. Creams and wipes will be provided, unless your child is on a prescribed cream.

Toileting

On average, most children start potty training around their second birthday but, as with everything in children's development, each child is different.

If you feel your child is ready to start using the potty or toilet please speak to your Key person. Staff and parents will work together in the best interests of the child. We can also give you an information sheet offering handy tips and guidance.

Clothing

To enable your child (whatever their age) to have access to the outdoors during the winter months, please ensure that s/he always attends nursery with suitable clothing, e.g. jumper, outdoor coat, woolly hat, woollen gloves, wellington boots, outdoor shoes. As with all nursery clothes, we request that your child's outdoor clothes are labelled to avoid losses or confusion over ownership.

It is likely that your child will get his/her clothes dirty during the nursery day. This is often unavoidable, despite the nursery providing aprons for messy activities. Please do not bring your child in their 'best' clothes / shoes or coats and please send them with a full spare set of clothes.

Personal Items

We recognise that some children may find settling in to nursery easier if they are able to bring a much-loved comforter with them. Whilst we welcome comforters into nursery they must be clearly labelled as it can be difficult to keep track of these precious items.

We have a wide range of toys available for your child to play with at nursery and we therefore ask you to try to avoid bringing in toys from home. This also helps avoid distress caused by loss or other children playing with your child's much-loved favourite toy.

Staff

We take pride in employing good quality staff. Before commencing work in our nurseries all staff undergo a rigorous vetting process and an enhanced Criminal Records Bureau (CRB) disclosure.

At our nurseries we exceed Ofsted's minimum requirements for qualified staff. We strongly believe in continuing this trend and run a constant development and training programme.

Babysitting

Parents should be aware that Briar Cottage does not have anything to do with staff babysitting for parents, this is a private agreement between you both.

Social Networking

Briar Cottage does not encourage staff to engage in internet based social networking as, in some cases, this may become a conflict of interest. Please, therefore, do not be offended if our staff do not accept your "friend request".

Gifts and Rewards

On occasions parents may wish to thank an individual staff member or team. We don't have a problem with this and thank parents in advance.

Customer Charter

Briar Cottage Nursery is committed to making your time with us as successful as possible and it seeks to meet the following customer promises:

1. To treat everyone as an individual.
2. To deliver what we have promised.
3. To exceed expectations, where possible.
4. To ensure that our staff take responsibility for dealing with any issue you raise.
5. To ensure that we are honest in all our dealings with you.

Please tell us whether we meet these standards. To raise any points, whether positive or negative, please contact: Janet Clipston the manager or Aimee Foster the deputy manager in person or phone or write to the nursery.

Compliments

Briar Cottage encourages parents to provide us with feedback, whether it be positive or negative (see complaints section). Both complaints and compliments are collated and monitored by management and the owners. Individuals who have received considerable praise from parents will be recognised by Briar Cottage for their contribution.

Complaints procedure:

Any parent/carer who has a concern about any aspect of the nursery's provision, should first talk over his/her concerns with the nursery manager/deputy. Most

complaints should be resolved amicably and informally at this stage. If not, or if the problem recurs, the parents/carer may wish to contact Ofsted, Tel 0300 123 1231. Ofsted have a duty to investigate any complaint made against a registered nursery. The Full policy and procedure for complaints is available in reception, any other policy and procedure you wish to see is available at request.

Safety Procedure

The safety of the children attending the nursery is of paramount importance to us. In order to maintain the safety of every child, we will ensure that the following precautions are carried out effectively:

Security

- Visitors to the nursery may be asked for identification. For child protection purposes, only staff should open the door.
- All visitors must sign in and out when visiting the premises.
- Children attending the nursery will be recorded on the register when they arrive, parents must sign them in on arrival and sign out on departure.
- Children will only be allowed to leave the premises with authorised persons.

Equipment

- Equipment offered to the children is developmentally appropriate.
- Any broken equipment will be reported immediately to the Childcare Manager.

Building

- All low-level glass is safety glass and also covered by safety film.
- Corridors and doors must be kept clear of obstructions.
- The garden play area is securely walled and all entrances kept locked shut at all times.

Hazards

- Risk assessments are conducted and recorded for any equipment or activities that carry an element of risk for the children. Steps are taken, through this procedure, to minimise those risks.

Accidents

Children naturally want to explore and investigate their environment and accidents are therefore an inevitable part of childhood. We identify and minimise potential risks for the children attending the nursery through our risk assessment procedure. We recognise that children need to take some risks in order to find out about the world around them and learn how to problem solve, make decisions and learn from their mistakes. All accidents incurred by children, either at home or at the nursery, will be recorded through the following procedures:

- All accidents, however minor, are recorded. The person who has witnessed or dealt with the accident will complete this record.
- If the accident has happened at the nursery, the parent will be asked to sign the report when they collect their child.
- Parents are required to inform a member of staff if their child has had an accident at home. The parent will then be asked to record and sign an Incident Report Form.
- Severe accidents, e.g. burns, head injuries, cuts, are reported to the Childcare Manager immediately and parents are immediately informed.
- Parents of any child who has a severe accident in the nursery will be contacted immediately and consulted on the follow-up treatment e.g. removal to hospital.

- Briar Cottage Nursery will ensure that a high percentage of staff are trained in administering first aid. These people can be identified through a list in the nursery reception.
- First aid boxes are stored in reception and on the tops landing.

Fire Drill

- All fire notices are on display in the rooms next to the alarm call points and our alarms are tested every week.
- Fire drills are held regularly to familiarise the children with the evacuation procedure.
- Staff are trained in fire evacuation.
- Appropriate fire procedures are in place.

Behaviour Procedure

We aim to provide the appropriate environment and opportunities to enable all children and adults to feel safe and secure, respect each other, form positive relationships and be able to express their ideas and feelings in acceptable ways. Children need to understand the difference between right and wrong and be encouraged to take responsibility for their actions.

The following strategies help us to achieve this:

- Children are made aware of goals and boundaries and of specific expectations for their behaviour in ways appropriate to their level of understanding. The boundaries are realistic, achievable and applied consistently.
- Physical punishment is not resorted to. Where restraint is unavoidable, the minimum amount is used, consistent with maintaining the safety of the child and others.
- We praise and reward positive behaviour.
- We provide a stimulating and developmentally appropriate curriculum.
- Adults act as positive role models, using appropriate language and behaviour towards each other and towards the children.
- Adults give clear messages to children about what is acceptable and unacceptable, through words, tone of voice, facial expressions and gestures.
- We never use words that “label” children, eg “naughty” or “stupid”.
- Opportunities will be made on a daily basis for children to discuss their ideas and feelings. Suitable equipment and environments will be provided for children to ‘play out’ their emotions, e.g. role play.
- By actively working in partnership with parents and other agencies to support children’s development and progress.
- The person who sees the behaviour deals with it immediately.

Any incidents of unwanted behaviour are to be handled in a calm and controlled manner.

In the case of a child biting, hitting, kicking or any other unacceptable behaviour, the nursery will work to the following procedures:

- The child who has harmed another will observe the member of staff offering kindness and support to the hurt child, then will have explanations offered to inform the child of their mistake.
- Help the instigator to understand that we still like and care for them, making it clear that it is just the behaviour that we do not like.

If the behaviour persists, we will:

- Track the child with observations.
 - Report persistent unwanted behaviour to the Manager or Deputy Manager.

Inform the parent/carer of the instigator of their child's actions and any measures taken by staff.

Produce an individual behaviour management plan, if the instigator persists in harming other children.

Contact outside agencies for support.

If the unacceptable behaviour continues and other children and staff are put at risk and all other avenues have been explored then we would have no alternative but to ask the child to leave, we would give 48 hours notice for this to take effect.

Children with Additional Needs

We aim to provide a safe and stimulating environment, where each child is valued as an individual and where children have access to appropriate learning opportunities, in order to ensure they can develop and achieve, irrespective of their needs and abilities.

Please inform us if you feel your child has additional needs. This may include:

Educational needs

Emotional needs

Communication and language needs

Physical needs

Dietary needs

Children are not regarded as having a learning difficulty solely because the language of the home is different from the language in which they will be taught.

If your child has dietary needs, please make a member of staff aware. An appointment will be made to discuss the needs further.

Admittance Procedure

We believe that all children are entitled to the same rights, opportunities and experiences.

We welcome all children with additional needs.

Prior to your child's admission, we will consult with you (parent/carer) and any other relevant professionals (e.g. Health Visitors), to ensure your child's needs can be met by our nursery.

What is an SENCO

SENCO is short for Special Educational Needs Coordinator. Every early years setting has a SENCO

They are a member of staff with the responsibility for:

Liaising with parents and outside agencies

Undertaking child-centred reviews (ensuring all the appropriate paperwork is in place).

Advising and supporting other practitioners

The SENCO will undertake any training that is relevant to their role.

When a concern is raised

A concern over a child's physical, emotional, behavioural or communication and language development may be raised by:

A parent/carer

Member of staff

Health visitor or other outside body

Stage One (called Early Years Action)

After a concern has been raised staff will gather information through observations and listening to parents' experiences. The SENCO and Key person will liaise with the parent/carer to discuss the situation then from the gathered information, an Individual Educational Plan will be made.

The Individual Educational Plan (IEP)

An Individual Educational Plan is a plan showing short term targets for the child. It will explain to staff and parents/carers how the nursery will work with the child to achieve these targets. A child may have more than one plan. Both the parents/carers and the SENCO are involved in the creation of the plan. Every plan is reviewed regularly.

Stage Two (called Early Years Action Plus)

Early Years Action Plus is everything that is mentioned in Early Years Action with the addition of the involvement of outside agencies.

Parents or Staff may request the help and support of outside agencies. This includes, calling in the Health Visitor, Speech & Language Therapist etc. If a child is not making progress on stage one, additional support may be requested, or a child may go straight to Early Years Action Plus, depending on their needs.

Resources and Funding

We will seek funding, where possible, from the Local Education Authority or any other relevant body, if 1:1 care is necessary. If funding is unavailable for support within our setting, help will be given to find a setting that can fully support the child. A resource file is available for parents/carers to access information and support groups. We are committed to providing the facilities and/or equipment that will enable children with a variety of needs to access the day nursery provision, where resources allow.

Individual Records

Records are kept on individual children, which contain information on their assessments, reviews and IEPs. This Information may be accessed by the persons with parental responsibility. Information may also be shared with the relevant outside agencies, with parental permission. Files are kept secured in a locked filing cabinet. Our appointed Special Educational Needs Co-ordinator is Janet Clipston and her assistant is Katherine Webb. For additional information, or to discuss any needs your child may have, please talk to a member of the management team, or your Key person.

Medication Procedure

This procedure has been amended to comply with the New Early Years Foundation Stage and is therefore active from 1st September 2008. The EYFS states that ***'Medicines may only be taken to a setting when this is essential and settings should only accept medicines that have been prescribed (or recommended) by a doctor, dentist, nurse or pharmacist.'***

This procedure covers the use of paracetamol based medication for children, including Calpol and other brands. In general, children who are unwell should not attend nursery.

The Paracetamol Procedure exists to help manage pain relief in children who are teething, or those who develop symptoms of illness whilst at nursery and are awaiting collection. In some circumstances, children may have an on going minor condition that does not necessitate exclusion from the nursery but may require occasional pain relief. Nursery Managers, or their nominated deputy, will ultimately decide whether a child is well enough to attend.

Circumstances in which paracetamol will be administered:

☐☐ Parents must complete and sign a medication form giving permission for paracetamol to be administered **and confirm that it has been prescribed or recommended by a doctor, dentist, nurse or pharmacist.**

☐☐ Parents must inform staff if a child has had a dose of paracetamol in the 6 hours prior to arrival at nursery.

☐☐ Staff will assess the need for paracetamol to be administered to the child.

☐☐ Paracetamol is given in an appropriate dose as recommended by the *British National Formulary Committee*: www.bnfc.org

Children 1-3 months 30-60mg every 6-8 hours

Children 3-12 months 60-120mg every 4-6 hours

Children 1–5 years 120-250mg every 4-6 hours

☐☐ As brand strengths can vary, please ensure that the dosage does not exceed that which is dictated on the product label.

No more than 4 doses in 24 hours (every 6 hours).

☐☐ A medication form will be kept and each dose administered will be recorded. Parents will need to countersign this when collecting their child.

Infectious Diseases

Briar Cottage Nursery follows the guidelines produced by the Health Protection Agency

'*Guidance on Infection Control in Schools and other Childcare Settings*'. These guidelines provide recommendations for exclusion times for specific conditions.

These guidelines are displayed at Nursery and are available online at

www.hpa.org.uk

Exceptions

Occasionally, very young children (mostly under 12 months) have difficulty regulating their temperature and this may lead to a convulsion or fit. This situation can escalate rapidly. However, paracetamol products can be effective in preventing or delay this situation. In these situations, Briar Cottage nursery staff will give paracetamol if advised to do so by the child's parents/carers, the emergency services, NHS Direct or a Doctor, irrespective of whether the product has been supplied for use by a specific child.

If your child requires medication, please inform a member of staff. A Medication Form must be completed and all medicines stored correctly.

Child Protection and Safeguarding

The nursery benefits from the support of a dedicated Child Protection and Safeguarding Officer who supports managers and staff. All staff are rigorously vetted, supervised and monitored appropriately. Training includes role specific programmes and an externally certificated NSPCC programme or LSCB programme. Parents are encouraged to discuss any concerns they have about their child with the Nursery Manager. We also ask that you inform nursery staff upon arrival at the nursery if your child has an injury. You will be asked to sign an incident form, but please be reassured that we understand that bumps and bruises are a normal part of growing up. The nursery staff will likewise inform you of any incidents resulting in an injury sustained at the nursery.

Child Protection and Safeguarding Policy

Introduction

As one of its major activities Briar Cottage Nursery seeks to serve the needs of children and young people and, in doing so, takes seriously the welfare of all children and young people who we work with, whether onsite or within their communities. Briar Cottage Nursery recognises that it is our responsibility as an organisation to prevent the physical, sexual and emotional abuse of children and young people or their neglect. Each individual employee, shares this responsibility. Therefore we are committed to implementing, maintaining and regularly reviewing our Child Protection and Safeguarding policies and procedures.

Policy Purpose

The policy has been produced to ensure that all information regarding the safety and wellbeing of a child or young person is acted upon appropriately. The policy (when shared) ensures that all staff and volunteers clearly understand their own responsibilities and where to access guidance and support. The policy relates to children and young people within our direct care and those within the communities in which we work.

Definitions

Child Protection – Actions taken and documented by Briar Cottage Nursery in response to a concern about a child, young person and/or their family.

Safeguarding – Actions taken by Briar Cottage Nursery to ensure appropriate screening and supervision of staff and volunteers.

National Legislative Responsibilities

The *Children Act 2004* dictates the legislative framework to which Briar Cottage will comply. This is expressed in the Stay Safe outcome of the Every Child Matters Change for Children programme.

Local Accountability

Briar Cottage Nursery works within the guidelines and procedural requirements of the St Helens Local Area Safeguarding Children Boards.

Confidentiality Policy

Briar Cottage Nursery work with children, young people, families, volunteers and staff this will sometimes bring us into contact with confidential information. Our principles of confidentiality are:

No one staff member should have the sole responsibility for holding confidential information.

To ensure that sensitive information is shared with the minimum number of people, whilst still ensuring the safety and well being of all concerned.

The protection of children in all cases takes priority.

Adults, children, young people, staff and volunteers who provide confidential information about themselves or others will be informed that:

Staff will not agree to keep information to themselves and will inform those providing information of their responsibility to share it appropriately.

'Appropriately' means that information will be shared with the person(s) best positioned to ensure that the interests of those concerned are prioritised.

We will respect confidentiality in the following ways:

Parents will have access to all files and records kept for their own children but will not have access to information about any other child.

Staff will not discuss an individual child or family for any other than work related reasons.

All discussions with staff, parents or children and young people of a sensitive nature will be held in private.

Information will only be withheld from a parent on the advice of the Police, Social Services or in situations where a child will be put at risk by not doing so.

All new staff and volunteers will be informed of the confidentiality policy. Breaches of this policy by staff and volunteers will lead to disciplinary proceedings. A full copy of Briar Cottage Nursery Confidentiality Policy can be obtained on request.

Equal Opportunities and Diversity Policy Statement

All children, young people, parents, carers, staff, and volunteers attending Briar Cottage Nursery are expected to commit themselves to provide an atmosphere free from all discrimination, irrespective of:

- Gender, including gender reassignment
- Marital or civil partnership status
- Having or not having dependants
- Religious belief
- Race (including colour, nationality, ethnic or national origins)
- Disability
- Sexual orientation
- Age
- Wealth

Harassment, whether physical or verbal, will not be tolerated, nor will anyone behaving in a discriminatory manner. Briar Cottage Nursery reserves the right to exclude from our premises, sites or services any person who is held to be in breach of this policy.

Frequently Asked Questions!

How will the staff react if my child is anxious about me leaving?

Staff are always on hand to offer reassuring words and cuddles to children. If at all possible, please try to encourage your child to walk into the room themselves. If, however, your child is particularly reluctant to leave you, they can be physically handed to a member of staff. We encourage you to say goodbye to your child, even if they are upset, and to reassure them that you will be back later. Staff will then try to distract your child with songs, games, or an activity, whilst still offering cuddles.

Can I bring my child's favourite toy to nursery?

Particularly when children are just starting at Nursery, a favourite or familiar toy can be a comfort to a child. Children also love showing a new birthday present to their friends or Key person. However, generally, we ask that children do not bring their own toys to nursery. Problems sometimes occur when other children want to play with the toy and there is a risk that the toy will be lost amongst our resources.

What should my child wear to nursery?

It is essential for the children to practice the skills that enable them to become independent in dressing. Simple clothing that they can handle themselves will enable them to go to the toilet when they want and to put on and take off their outdoor clothes, without being too dependant on other peoples' help.

Many of the activities that we provide are "messy" and, although aprons are worn, clothing can still become soiled. We therefore ask that you dress your child in clothes that are easily washable and that neither you nor your child will worry about dirtying.

How will I know what my child does each day?

If your child is under 2 years of age, you will receive a written handover book every day.

This will detail what your child has eaten, how much sleep they have had, and what your child has played with. Once your child reaches their second birthday, a member of staff will give you a verbal handover at the end of the session. We encourage older children to talk about what they have done during the session and show parents things they have made or played with.

How will I know what my child has eaten during the day?

For children under 2 years of age, this information will be written in the daily handover book. For older children, please ask a member of staff. You can view the weekly menu on the Parent Notice Board in the hallway.

When does my child have to be toilet trained?

We encourage parents to start toilet training their child between 2 and 3 years old. Parents and the child's Key person will discuss whether the child is ready and how best to support them. Children develop at different rates and some children may toilet train much later than others. Staff will encourage your child to use the potty or toilet at nursery.

Do children have to eat all their dinner?

We do encourage children to eat a bit of everything from their plate and to try new foods. However, we avoid making mealtimes a battle and instead praise children for anything that they do eat. We give suitable sized portions to each child. In the case of our older children, we do encourage each child to eat a reasonable amount of their main course before they have pudding.

What happens when my child moves up to the next age group?

Once the Key person identifies that the child is ready to move to the next room, we will inform you of the details. During the weeks preceding your child moving you will be introduced to your child's new Key person, your child will have a couple of settling visits, and relevant information will be passed between your child's current and future Key person.

How do I pay my fees?

Each week or month. Your fees must be paid on or before the first day of the month. They can be paid by standing order, debit card, credit card (there will be an additional charge for credit cards) You can also pay by childcare vouchers of which there are many different voucher companies or your child may be entitled to government funding once your child turns 3yrs old. Please remember that if fees are not paid, your child's place at the nursery may be terminated.

When is the nursery closed?

The Nursery will be closed on all Bank Holidays and between Christmas and New Year. The Christmas close dates will be advertised in advance with any change in finishing times. Bank holidays and any other dates that nursery is closed, there will be no charge.

What do I do if I want to book an extra session?

Please speak to the Manager or Deputy Manager in the nursery and we will let you know the availability of that session. If you wish to swop a day at nursery as a one off please ask management so we can check are ratio's for that day.

What happens if my child doesn't attend nursery for any reason?

If you have previously booked holiday, then your child will not be on our registers for that day. If your child is ill, we ask that you phone us in the morning to let us know that they will not be attending nursery. If your child is absent from nursery for any reason you will still be required to pay full fees for the place. However we give everyone 2 weeks at half fee for holidays or 1 week free, which ever you prefer.

What qualifications do the staff have?

The requirement is a minimum of 50% of staff must have a level 2 childcare qualification, however our nursery significantly exceed this requirement, with all staff having a level 3 or working towards this, level 4 or level 5. A childcare qualification means; either a NVQ level 2 or 3 qualification, or an equivalent qualification e.g. BTEC Diploma in Childcare and Education, Childcare learning and development or NNEB. Staff who are not qualified when they start employment with us e.g. Apprenticeship have to show experience of working with children and a further commitment to training, these staff are not used within our Ratios. We offer NVQ courses to these staff.

What further training do the staff receive once they are qualified?

The nursery has a strong commitment to the professional development of its staff. Each member of staff has a 'Learning Plan' by which they identify what personal development or training they are going to undertake within the next year. All staff participate in regular update courses and several of our staff have gone on to complete higher qualifications.

If I want to complain about something, what should I do?

Initially, speak to either your Key person, Room Senior, Deputy Manager or Manager. However, if you feel that your complaint is not dealt with promptly, or it is of a more serious nature, then please speak directly to the Manager. (Any member of staff within the Nursery will be quite happy to book an appointment with you if you feel this would be more appropriate). Alternatively, please refer to the complaints procedure within the Parent Handbook and displayed on the Parents' Notice Board.

How will I receive information about what is happening in the nursery?

We produce a newsletter for all parents. The Parent Notice Board has general information for parents and also has specific information or messages about the nursery. Please take time to regularly read the notice board and newsletters. Of course, staff are always on hand to answer any further queries you may have.

How can I get involved in the nursery?

We are always on the lookout for resources that children can use in their play. Boxes, cartons, kitchen rolls etc. are wonderful for junk modelling and cotton reels, buttons and beads for counting, which are always handy. We can probably find a use for anything that you may be throwing out! Please keep an eye on the newsletter as we often make requests for specific donations in there. If you have some time to spare and would like to come into the nursery to share a skill/job/hobby that the children might be interested in, please come and offer your services – you will be warmly welcomed!

Terms & Conditions

1. Nursery fees are due weekly or monthly in advance or otherwise agreed. Any additional sessions booked must be paid for in advance. If you have difficulties with this payment method, please discuss with the Nursery Manager.
2. Fees will normally be reviewed annually. However, Briar Cottage Nursery reserves the right to review and amend at any time. In all cases, at least one months notice of any changes will be given.
3. If an agreement has been made for your fees to be paid by a third party (such as child care vouchers, a University or Job Centre Plus), we must receive satisfactory written confirmation that the third party will be responsible for the fees. Until such written confirmation has been received, Parents / Carers remain responsible for the settlement of all fees.
4. Upon confirming your child's place, a deposit is required. The deposit will be the amount that your fees are per child per week. Deposits paid will be offset

against your first months fees, providing the following conditions are met:

The offered place is taken up at the agreed start date or within 2 weeks of the agreed start date.

All days of the week that have been reserved are taken up, If you choose to take fewer days than initially agreed, the corresponding number of days deposit will not be returned.

5. One month's written notice of your intention to reduce the number of days your child attends nursery must be given.

6. One month's written notice of your intention to withdraw your child from the nursery must be given.

7. The Nursery is closed on all English Bank Holidays (dates to be advised annually) and between Christmas Day and New Year's Day inclusive. Fees are not charged for these days.

8. If your child is absent from nursery (including illness or holiday) on their standard booked day or additionally booked sessions, no refunds will be made or accounts credited, unless this is one of your booked free weeks.

9. Nursery children are not permitted on the premises outside of nursery opening times or, in the case of shorter sessions, before or after the session time booked.

10. When dropping off child(ren) at the nursery, parents must ensure that they allow sufficient time to settle their child and hand them over to a member of staff.

11. When collecting from the nursery, parents must allow sufficient time for discussions with staff, prior to the end of their child's session, whilst still ensuring that they leave the nursery by the end of the stated finish time.

12. Any medication your child needs to take whilst they are within nursery care must be clearly marked with the child's name and dosage instructions. Medication must be handed to a member of staff, who will enter details into the medication file and ask parents to sign the entry. **Under no circumstances must any medication be left in your Child's bag.** See Medication Procedure section in Handbook.

13. A child who, in the opinion of the Nursery Management, is obviously ill when they arrive at the nursery will not be accepted. This includes children who have been given medication (such as paracetamol) that may have masked symptoms. If your child becomes unwell during the day, we will contact you and, if necessary, ask you to collect your child. In addition to children who are unwell, children with any ailments considered infectious or contagious will be excluded from the nursery for the allocated period of time. Please see written Health Policy or the "Guidance on Infection Control in Schools and other Childcare Settings" poster on the Parents' Notice Board.

14. Children attending nursery with an injury, however small, whether it happens at home or in the nursery, must be recorded in the accident file. This is a registration requirement from Ofsted. Please see Child Protection Policy.

15. Parents are responsible for ensuring all details held by the nursery staff are kept up to date. It is essential that the staff can contact parents and emergency contacts at all times during the day.

16. Please notify the Nursery Management if someone else will be collecting your child, we have a password system. Children will only be allowed to be collected by persons other than their parents when the nursery has prior parental consent.

17. Parents must provide their child with an adequate change of clothing each day, including socks, underwear and outdoor wear. Outdoor clothing must include:-
Summer: sun hat, sun cream.

Winter: coat, jumper, gloves and hat.

18. Parents are requested to ensure that they park with consideration to others, use the correct entry and exit routes.

19. We reserve the right to terminate your child's place at the centre if the terms and conditions are not adhered to.

20. All personal data that you provide will be held and processed in accordance with the requirements of the 1998 Data Protection Act.

21. As per Early Years Foundation Stage and Ofsted requirements, we will share information about your child with other childcare settings / schools that they attend.

22. These Terms and Conditions are subject to amendment; parents/carers will be notified in writing of any changes made.

Childcare Vouchers

If you wish to pay for childcare using childcare vouchers, the following additional terms and conditions apply:

23. If your account is in credit due to overpayment by childcare vouchers, refunds can only be made through the childcare voucher system. This is due to the tax free element of childcare vouchers.

24. We currently accept childcare vouchers from the following companies:

Busy

Bees

Accor Sodexo Childcare Plus Imagine

All Save Early Years VouchersLTD

Fideliti Fair careServices

Kiddivouchers

Care4 Leapfrog

However, if you wish to use childcare vouchers from any other source, we are able to accept these.

25. We reserve the right to stop accepting childcare vouchers from any of these providers.

26. If for any reason we are unable to redeem your childcare voucher, you will be responsible for payment of the fees due by another payment method.

3 and 4 year old funding

27. Most children will be eligible for 3 and 4 year old funding, starting from the term after their 3rd birthday. Claim forms for funding must be returned on time or we will be unable to include your child in our claim and funding for that term will not be available. If you intend to use this funding at more than one setting within a term, you must notify us on the funding claim form.

28. If for any reason we are unable to claim funding for your child you will be responsible for payment of the fees due.

By signing these Terms and Conditions you are confirming that you:

Understand and agree to these terms and conditions

Understand and agree to the policies and procedures held within the Parent Handbook

Consent to emergency medical treatment being given to your child whilst within our care

You have **legal parental responsibility** for the Child you are placing in our care.

Please confirm below all adults who have **legal** parental responsibility:

In England and Wales, if the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce, and this

applies to both the resident and the non-resident parent. This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. A father, however, has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

(from 1 December 2003) by jointly registering the birth of the child with the mother

by a parental responsibility agreement with the mother

by a parental responsibility order, made by a court

Full Name: Relationship to child:

Childs full name: _____

Parents name _____

Signature _____ Date: _____

Staff Signature _____ Date: _____

