



## **PARENTS POLICY BOOKLET**

## **Nursery Day**

### **Days and Hours of opening**

The nursery is open from 7:30am to 6:00pm, Monday to Friday throughout the year. We are closed for one week at Christmas and public holidays. The sessions available are as follows:

#### **Full day sessions – 7:30am to 6:00pm .**

Nursery will also be closed for three days a year for staff training (inset) days.

## **Admissions Policy**

At Little Explorers Nursery, it is our aim to make sure that the setting is available to children and families from all sections of the community. This policy operates within equal opportunities framework and is regularly reviewed to maintain the high standards of equality that we are committed to. The OFSTED Registration certificate is located on the parent's notice board located in the hall way as you enter the nursery.

Factors considered when deciding which child can be offered a place in the nursery are:

Availability of spaces taking into accounts the staff/ child ratios, the age of the child and the registration requirements.

1. When the application is received (extra weight is given to those that have been on the waiting list for a longer period of time)
2. Extenuating circumstances affecting the child's welfare or his/her family – usually referrals from social services
3. Nursery's ability to provide facilities for the welfare of the child. However, we will ensure that the description of the setting, its practices makes the nursery accessible to children and/or parents with additional needs. We will also ensure that information about the nursery can be provided in alternative formats e.g. Braille, signing, bi-lingual etc.
4. Children who are siblings of those already with the nursery

We have no intention of and have never, discriminated against any child on the grounds of sex, race, religion, colour or creed.

## **Payment of Fees**

Fees are required to be paid monthly at the beginning of each month for the month. Monthly invoice will be e-mailed to parents each month. Parents can do a bank transfer or use childcare vouchers.

**Two weeks deposit and a month in advance is required before the child can start attending the nursery.**

The weekly fees are multiplied by 52 and divided by 12 to make 12 regular months payable each month.

All fees are payable all year round regardless of all holidays including the one weeks at Christmas, bank holidays and inset days when the nursery is closed. There is no summer closure.

The schedule of fees is reviewed annually, usually in September each year. But the nursery reserves the right to review the fees sooner if necessary.

Parents will always be notified of any changes to fees at least a month in advance and are provided with revised fee structure for that year.

**Parents MUST give 4 weeks written notice if they want to withdraw their child from the nursery. Please check the Little Explorers Nursery Payment Policy for more details.**

## **Non-payment of fees**

The following will occur in the event of non-payment:

- 1) Owner/manager will liaise with parents to discuss the non-payment
- 2) Payment plan will be agreed if needed
- 3) If payment is not made before the next invoice is due, the child's place will be withdrawn until payment is made

**Deposit is paid to secure a place for your child and please note the deposit is not refundable at any time and nor is it cut off for any monthly payment. The deposit is just a one-time payment to secure the place for your child.**

## **Tax Credits**

Parents are able to claim Tax Credits as the setting is registered with Ofsted. Details are available upon request.

## **Childcare Vouchers**

Little Explorers Nursery will accept childcare vouchers to enable parents to make savings on their nursery fees through salary sacrifice. Details are available upon request.

Please provide the following information when sending a confirmation of payment:

Child's Name, Nursery Name of company operating the voucher scheme that you will be using, Amount of payment, Date payment will be received in Little Explorers Nursery bank account and Date of due fees to which the payment relates

## **Free Early Years Provision for Two, Three and Four Year Olds**

Little Explorers Nursery are registered with the local authority to provide eligible children with free part time nursery education for up to 15 hours per week for 38 weeks per year. The amount of funding that is allocated to us is deducted from the parent's account if the child is at the nursery for longer than the 15 hours of free entitlement each week. To

access the full 15-hour entitlement your child must attend the nursery on a minimum of 2 sessions per week.

### **Settling Children at Little Explorers Nursery**

Little Explorers Nursery will ensure that all children are introduced into the setting in a welcoming and positive way.

The Manager and practitioners should plan dedicated time to settle children in **at their own pace**.

A flexible approach is important, as some children may settle in quickly while others may take much longer. This process will vary depending on circumstances for example:

- The child's age
- Individual needs and stage of development
- Prior experience of early years services
- Family circumstances and reasons for referral to the centre if relevant.

The EYFS requires all children to be allocated a key person. Every new child should be allocated a key worker who will be responsible for ensuring the settling in process works smoothly. The key worker will work closely with parents/carers to plan the settling in of the child in a spirit of equal partnership. In discussion with parents the key worker will stress the importance of parents/carers staying with their child while they are settling in.

Parents should be encouraged to ask questions, and to know who to approach with any concerns or problems. It is important that they are introduced to all relevant staff, including office staff.

Time should be set aside for the key worker to meet parents to exchange information about the child's individual needs, e.g. routines and habits; family circumstances or background; health and dietary needs.

The **settling-in procedure** should include:

- Planned pre-entry visits to nursery.
- Time limits – what to do if a child takes longer than anticipated to settle in.
- Establish role of parents/carers in helping the child to settle in.
- Monitoring and reviewing progress.
- Exchange of essential information

### **Lateness and Non Collection of Children Policy**

We expect all children to be at the Nursery to be in by 10.00am, unless we have received prior notification of the proposed lateness. The Nursery closes at 6pm, so all children must be collected punctually. A late charge of £5.00 for every five minutes is applied after 6pm. Any waiver of withdrawal of the late charge will be at the Nursery Managers discretion.

Persistent late collections of 3 intervals over a period of a week, within a month may result in the withdrawal of your child's place. A verbal warning will be given in the first instance, followed by a written warning. A final written notification will be issued notifying you of the withdrawal of the childcare place.

If you anticipate that you will be late to collect your child and you have exhausted all avenues to arrange for collection, you should discuss the difficulty with the Nursery Manager immediately.

In the first instance we will contact you; if we are unable to reach you we will contact your emergency contact numbers. If we are unable to contact them, we will then contact Children's Social Care.

**Please note that we are under a duty of care to safeguard children. If your child is not collected by 6.00pm or at the end of their scheduled session, and we have exhausted all emergency contacts, then the out of hours Social Care Emergency Duty Team will be contacted and their instructions will be followed.**

## Key Person

### **Policy Statement:**

A key person is a member of staff at Little Explorers Nursery who has special responsibility for the education and welfare of a particular child/group of children during their time at the nursery.

The primary aim of the key person system will be to provide a close relationship between the practitioner, child and the parent in order to assist the development of the child and to offer support and reassurance during settling in/transitional periods.

Every child that attends the nursery will have an assigned key person. This will ensure that children feel safe, stimulated and happy in the setting and feel secure and comfortable with the staff. The parents will have confidence in both their children's well-being and their role as partners with the setting.

### **Important aspects of a key person's role will be:**

- To settle new children into the nursery/room gradually and being present during the initial settling in week as much as possible, particularly the first 2 to 3 days.
- Whenever possible settle and greet key children as they arrive each day.
- Whenever possible meet the needs of key children during meal times, nappy changing times and sleep times.
- To develop secure trusting relationships with key children and their parents.
- To interact with key children at a developmentally appropriate level and understanding the developmental needs of the child.
- To use body language, eye contact and voice tone to indicate that you are available and interested.
- To understand and contain children's differing feelings and emotions by gently holding and providing words of comfort and reassurance.

### **It is important for the key person to:**

- Keep records of key children's developmental progress.
- Observe key children and evaluate the information gathered.
- Plan experiences/activities for individual children based on observations.
- Write regular reports for parents and hold regular meetings to discuss progress.
- Communicate with parents regularly regarding the child's needs and development.
- Ensure a smooth and planned transition when a child moves rooms, this will include passing on important information to the new key person.
- Ensure key group time is done daily. This may include: eating times, sharing stories, singing and rhymes; music and movement., nappy changing.
- Ensure there is a visual display of all children in their key group.

An effective key person system will provide the foundation on which to build strong positive relationships with the parent, thereby helping to ensure the best outcomes for that child as he or she progresses through the Early Years Foundation Stage.

### Local Trips

When registering your child to the nursery you will be asked to sign a local outings consent form. This form covers visits that meet all the following criteria:

- No public transport will be used
- The outing will mean the children are away from the nursery for no longer than 2 hours.
- The children will return before the usual collection time
- A minimum of two staff will be present
- The minimum staff ratio will be 1:4 for children aged 3-4 years and 1:2 for children under 3
- A basic first aid kit will be taken by a qualified first aider on every trip
- A mobile phone will be taken on every trip, with emergency numbers programmed on it.

### **Outings (longer trips)**

A separate consent must be sought for any outings which have any of the following criteria:

1. Some form of transport may be used
2. Children will be away from the setting for a period of more than three hours
3. The children may not return within the normal collection times

Nursery Practitioners must refer to the child registration forms to ensure that parents/carers have:

- Parents/carers must sign a consent form giving their agreement to the child being taken off-site for a full day trip and details about the outing should be given to the parents in advance, including:
- Type of activity
  - Date, time of departure and return
  - Destination and method of travel
  - Anything children are required to bring e.g. packed lunch, wet weather/appropriate clothing, etc
  - Costs
  - Contact name and telephone number for emergencies

Parents should be encouraged to join outings and accompany their own child. In such circumstances it is not necessary to include the child in the ratios assessment.

Practitioners must always accompany the children into public toilets.

For large group outings, one member of staff should hold a first aid certificate and carry a first-aid box. All arrangements for the outing must be discussed with the children, parents and staff in advance of the trip.

## Child Illness and Infection

Little Explorers Nursery holds emergency contacts for each child which should be kept up to date.

### Unwell children

***The welfare and health of the children is our prime consideration, so we believe it is in the child's best interest to be at home if they are unwell. It is the management team's responsibility to ensure that children are not admitted to the nursery suffering from an illness that requires exclusion. (Please refer to HPA Guidance Poster)***

Should a child become unwell during their day at the nursery, staff will undertake the following procedures:

- Assess and monitor the child's current health. Inform a member of staff in the management team if the child seems to be unwell, has a high temperature, vomiting or signs of distress. The child themselves may tell a member of staff that they are feeling ill and this should be listened to and acted on.
- Contact the parents by phone. (With agreement from the Nursery manager or deputy). To inform them and find out what they may know about the child's condition. With the welfare of the sick child in mind and in the interest of the remaining children in the nursery, if in the opinion of the staff member a child is ill, then the parent/carer will be contacted and requested to collect him/her as soon as possible
- Parents and carers will be informed of head injury by telephone and in writing when collecting their child. ***All head injuries require immediate medical advice.***
- The sick child should be treated with sensitivity at all times and made as comfortable as possible. A nursery nurse should take care to see that cross-infection to other children is minimised
- Staff will continue to monitor the child's symptoms, giving a clear and concise report to the parents/carers on their arrival at the nursery.
- On collection the parent/carer must be asked to keep the child at home until she/he is clear of the symptoms. Advice should be sought from the GP if the symptoms persist. Practitioners will ask parents/carers for an update on the child's health before they are admitted back to the nursery. The responsibility and final decision on whether a child is well enough to attend the centre rests with the Manager using the Health HPA guidance.



- If a child is Vomiting or has Diarrhoea whilst at the Nursery, parents will be called to come and collect the child. The child must be kept at home for 48 hours from last episode of Diarrhoea or Vomiting in line with HPA guidelines.
  
- If a child has a communicable disease confirmed by the doctor, the nursery should be informed and other parents/carers and Practitioners notified, confidentiality will be maintained.
  
- The child may be required to provide a note from the GP or Freedom from Infection Certificate before returning.
  
- If there is a case involving a notifiable disease advice will be sort from the HPA and Ofsted informed.

## Managing the Administering of Medication Policy

All of us want children to have successful and fulfilling lives. We are adopting the following guidelines to achieve our goals that every child can be healthy, stay safe, and enjoy and achieve. They are intended to support children with medical needs to attend regularly and to participate fully in all aspects of the life of the setting.

Children with medical needs have the same rights of admission as other children. Most children will at some time have short term medical needs, perhaps entailing finishing a course of medicine such as antibiotics. Some children however have longer term medical needs and may require medicines on a long term basis to keep them well. First Aid Person would administer medication.

### Guidelines for Administering Medication

Medicines should only be brought to the nursery if a child has an ongoing health condition and it would be detrimental to the child's health if the medicine were not administered during the setting day.

- Manager must obtain prior written permission for each and every medicine from parents before medication is given.
- **Prescribed Medication:** The Manager will usually only accept medicines that have been prescribed by a Doctor. Medicines should always be provided in the original container as dispensed by a Pharmacist and include the prescribers full name, date of birth and instructions for administering and dosage.
- **Non Prescribed Medication:** We are not allowed to administer non prescribed medication to children unless in it Calpol. Children who may have a temperature over 37.9 will be given Calpol if a consent form has been signed by parents. Parents will be connected prior to given Calpol and must collect their child from nursery.
- In all cases it is necessary to check the written details include:
  - Name of child and date of birth
  - Name of medicine
  - Dosage
  - Time/frequency of dose
  - Method of administering dose
  - Any side effects
  - Storage requirements (If important)
  - Date of dispensing
  - Expiry date
- Certain medical conditions require complex administration, or medicines/treatments. These include:
  - Administering a classified dangerous drug
  - Where the timing and nature of the administration is critical

## Complaints Policy and Procedure

### Policy statement

The care of all the children in our care is our paramount concern and central focus. We believe that children and parents are entitled to expect courtesy and prompt, safe and careful attention to their needs and wishes.

We aim to work closely with all our parents to constantly improve our care and service. We welcome suggestions on how to improve our service and care and will give prompt and serious attention to any concerns about the running of the Nursery and how we can learn from them.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff and it is important that wherever appropriate that concerns are raised as soon as possible in line with the informal process. If this does not achieve the desired result or if the matter is not appropriate for an informal process, we have a clear formal procedure for dealing with your concerns.

We aim to bring all concerns regarding the running of our Nursery to a satisfactory conclusion for all the parties involved. We aim to learn from all matters raised with us for the benefit of all the children using Little Explorers Nursery, their parents / guardians and our staff.

### Procedure

#### **Informal Process**

If you have a concern that can be dealt with informally you should discuss this first on a confidential basis with your child's key worker. They will work with you to clarify the issue, investigate it if necessary and from there to resolve the issue that you have raised and acting where appropriate to correct the issue that you have identified.

#### **Formal Processes**

##### **Stage 1**

- If you are not satisfied with the response from the informal stage or if you have a concern which is too serious to be raised at an informal level you should raise your concern in writing to the Nursery Manager.
- The Nursery Manager will meet with you to discuss your complaint and following this carry out an investigation into the issues that you have raised if this is applicable.
- The Nursery Manager will meet with you again if this is necessary and write back to you confirm the outcome of the formal complaint process. This will normally be within 28 days of the first meeting with you.

##### **Stage 2**

- If you are not satisfied with the response from the formal complaint process (stage 1 above) you should write confirming the reasons for your continued dissatisfaction to the Nursery Directors at [littleexplorersfees@outlook.com](mailto:littleexplorersfees@outlook.com)
- The Nursery Director will investigate your complaint. Where it is appropriate to the investigation of the complaint, one or both of the nursery directors will meet with you to fully understand that you are raising.
- Following the completion of the investigation the nursery directors will write back to you, confirming the outcome of their investigation. This will normally be within 28 day of the receipt of your complaint.

**Parents may approach Ofsted directly at any stage of this complaint's procedure. The number to call Ofsted regarding a complaint is: 03300 123 1231**