



## ***Nursery***

# ***Parent Prospectus and Handbook 2020***



**Ofsted Registration Number EY440933**



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### **Our Aims, Objectives and Guarantees To You**

We would like to extend a warm welcome to you, your child, and your family to Little Feet Nursery. To ensure your continued peace of mind whilst your child is in our care, we wish to make the following guarantees:

- We guarantee a safe and secure environment for everyone.
- We guarantee that all staff employed are trained and competent.
- We guarantee that we are Ofsted approved.
- We guarantee to be homely and welcoming.
- We guarantee to intellectually stimulate, nurture, and challenge your children.
- We guarantee to provide a service that is reliable and flexible and understanding of the needs of you and your children.
- We guarantee that your child at the end of the day will be happy, satisfied and fulfilled.

Please make sure you always let us know if you feel that we are not meeting these guarantees.



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## Provision

We decided to incorporate our love of books, the written and spoken word into the theme of the Nursery. An author whom we think is a classic is Roald Dahl; therefore, we have named our provision rooms after some of the characters from his books. We have Glow Worms and Grasshoppers from James and the Giant Peach, Oompa Loompas from Charlie and the Chocolate Factory and Muggle Wumps from The Twits.

Our provision is made up of:

- Glow worms room provision for 3 months – 16 months
- Grasshopper room provision for 16 months – 24 months
- Oompa Loompas toddler room provision for 24 months – 3 years
- Muggle Wumps pre school room provision for 3 – 5 years
- 2 Outdoor provisions equipped to stimulate your child and encourage their creativity and enquiry

## Woodland Group

We are one of the few early years settings who offer the Woodland Group. Your child will be given an opportunity to be part of the Woodland Group program, which comprises 2 hours per week at our designated woodland destination for a full term over the year.

Woodland is a unique way of building independence, self-esteem, and a positive attitude towards learning in children and young people as they explore and experience the natural world for themselves.

Valuable life skills are learnt, as well as communication, team working and responsibility.

It is especially beneficial for children who learn by doing. Children involved in Woodland often become more responsible for their actions, can calculate risks better and show improved self-confidence, as well as being a great activity to promote health, independence, and better communication skills. A desire for learning is encouraged and transferred back to the classroom.

## Curriculum

Activities and experiences for the children are planned within the areas of learning as specified in the Early Years Foundation Stage Curriculum. The seven areas of learning are:

### Prime Areas:

- Personal, Social and Emotional Development
- Physical Development
- Communication and Language

### Specific Areas:

- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

Meeting individual needs of all children lies at the heart of the Early Years Foundation Stage Curriculum. We deliver personalised learning, development, and care, to help all children to get the best possible start in life.



All children are encouraged to participate in a wide range of activities to extend and build upon their existing skills, interests and knowledge through themes that are meaningful and interesting to the children. It is also important that the children have fun, enjoy coming to nursery and gain a thirst for learning.

### Session Times

We provide full and part time care, all year round (51-week) contracts or term time (38-week) contracts.

Session Type	Session Time	Price
Full Time	8am – 6pm Mon - Fri	£220 (All year-round contract only)
Full Day	8am – 6pm	£48.00
Short Day	9am – 4pm	£39.00
Morning Session	8am – 1pm	£28.00
Afternoon Session	1pm – 6pm	£28.00
Additional Hour	7am – 8am	£8.50

- Fees will be reviewed bi-annually

Little Feet works flexibly with you to meet your own family's needs. Our core opening times are between 07:00 to 1800. We must insist that you collect your child promptly. You will incur a charge for late collection as this can affect our staffing requirements.

Refunds will not be given for missed sessions. If your child is ill, the full fee is still payable.

### Fees

Fees are paid monthly in advance by cash, cheque, childcare voucher, standing order or bank transfer and you have until the 10<sup>th</sup> of each month to pay the balance in full. Invoices will be prepared in advance of each month.

For parents with two or more children in Nursery there is a 5% discount on our fees. (All year-round contract only).

### Extra Sessions

Extra sessions are available upon request and at the discretion of the Nursery Management.

We will need at least one week's notice to ensure we maintain the correct staffing ratios. Invoices will be issued at the end of each month for any extra sessions booked. We will inform you as soon as possible if we are unable to take the booking. We will only reject a request if it will have a detrimental effect on our staffing ratios or if there are no places free in your child's room at the time of the requested session. All extra sessions are charged at the standard rate.

### Childcare Vouchers

The Nursery accepts a variety of different childcare vouchers. If you wish to set up with a scheme you will need to ensure that you have enabled us to register with them or we will be unable to accept those vouchers. Please speak to the Nursery Management regarding the voucher company you wish to use, and they will let you know whether the Nursery is already registered with them or not.

Please ensure that the transition to payment by childcare vouchers is as smooth as possible and give plenty of time before your next payment is due to set them up. The Nursery does not want the setting up of the childcare vouchers to adversely affect the timely payment of your childcare fees. If childcare vouchers are not received on time these will be treated as late payment.



### Late Payment of Fees

The Nursery is a business and as such has overheads that need to be covered. The income the Nursery receives from childcare fees covers these and late payment can adversely affect the ability to cover these costs. The Nursery will not allow late payments to carry on indefinitely and as such the following will apply:

Fees are due by 10<sup>th</sup> of each month. Payments received after that date will get an automatic late payment charge of £15.00 and the fees will need to be paid immediately. Any outstanding balance after 7 days of the 2<sup>nd</sup> reminder, another late payment charge of £15.00 will be added to your account and if no payment still received after 7 days of 2<sup>nd</sup> reminder, your child will not be able to attend nursery until the balance is paid in full.

### Changes to a Child's Attendance at Nursery

As stated in the childcare contract, the Nursery requires at least 1 month's written notification of any changes to be made to your child's attendance at nursery. As the nursery is getting busier it is advisable that all parents and carers inform us of any upcoming changes as soon as possible. Late notice may affect our ability to meet the demands of your new childcare requirements.

Once we have received the written notification, we will inform you as to whether we can cater for the changes requested.

### Registration

The following documents and consent forms need to be completed and handed in before you will be able to leave your child with us in the Nursery:

- Booking form and registration fee
- Registration documents
- Childcare contract
- Prescription medical consent form
- Non-prescription medical consent form
- Care plan.

We will also ask your co-operation in completing an initial questionnaire regarding your thoughts and feelings about Little feet and ways in which we could improve

### Directors

- ❖ Lynn Faber
- ❖ Joe Millard

A team of highly qualified and experienced childcare professionals manage our Nursery. Our Nursery Director was previously a head teacher at a primary school. Our pre school room leaders both have QTS in teaching, with a further qualified teacher in our Oompa Loompa room. All our nursery officers have at least a level three qualification in Childcare.

Staffing levels are in line with the National Standards as follows:

Children aged 0-2 years	1 adult to every 3 children
Children aged 2 -3years	1 adult to every 4 children



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Children aged 3-5 years	1 adult to every 8 children 1 adult to every 13 children (Qualified teacher)
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### **Policies and Procedures**

We have a comprehensive set of Policies and Procedures on file and you are welcome to view these at any time.

Our Nursery has extensive Insurance cover to cater for all eventualities

### **What you need to bring to Nursery**

- Nappies
- A full change of clothes
- Wellington boots for outdoor play
- Hat and gloves (in cold weather)
- Slippers – there is a 'no shoe' policy in the nursery.
- Sun cream and sunhat (in hot weather)
- Sterilised bottles, formula, or breast milk if your child is still fed on it (we provide all other food and drink.)
- Birthday cakes can be brought in to celebrate your child's birthday.

### **Toys**

If your child has a 'comforter' that he/she is particularly fond of, we encourage this to be brought into the nursery as often as possible. This is particularly helpful when your child is having their 'settling in' sessions.

### **Labelling**

It would be extremely helpful if you could label all items of your child's clothing, including jumpers, cardigans, shoes, boots, and bags.

The Nursery cannot be responsible for loss or damage to property or clothing.

### **Admissions**

The Nursery has been established to care for any child whose parents or carers apply for a Nursery placement for their child and for whom a place can be found within the limitations of the registration document.

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

- 1 Availability of spaces considering the staff/child ratio, the age of the child and the registration requirements.
- 2 When the application is received.
- 3 The Nursery's ability to provide adequate facilities for the welfare of the child.
- 4 A child wanting a full-time place will usually have preference over one requiring part-time only.
- 5 Extenuating circumstances affecting the child's welfare or his/her family.
- 6 Children who are siblings of those already with us.

The Nursery management reserves the right to take references and reserves the right to refuse any application without explanation.



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## Equal Opportunities - Statement of Intent

The Nursery takes great care to treat everyone as a person, with equal rights and responsibilities to any other individual, whether they are an adult or child. Discrimination relating to sex, race, religion, colour, disability, creed, marital status, ethnic or national origin, or political belief, has no place within this Nursery.

Should any person believe that this policy is not being totally complied with their duty is to bring the matter to the attention of the nursery at the earliest opportunity.

The Nursery and staff are committed to:

- 1 Encourage positive role models, displayed through toys, imaginary play and activities that promote non-stereotyped images. Books will be selected to promote such images of men and women, boys, and girls.
- 2 All children will be encouraged to join in activities, i.e. dressing up, shop, home-corner, dolls, climbing on large apparatus, bikes, etc.
- 3 Regularly reviews of child-care practice will be carried out to ensure the policy is effective.

## Special Educational Needs

All children have the right to be educated to achieve their full potential. It is a positive experience to be able to share the same opportunities together. Little feet Nursery is committed to the identification and inclusion of children with special educational needs.

All children have a right to a broad and well-balanced education and to have their individual needs taken into consideration. Little feet Nursery will follow the DFE Code of Practice in relation to the identification, assessment, and integration of children with Special Educational Needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

The Nursery is committed to working alongside you in providing for your child's individual needs and helping them to develop to their full potential. Parents will always be consulted and involved in implementing any changes in care or involving outside agencies through review meetings.

Through a child centred approach to learning and by arranging the nursery environment, children will be given opportunities to express their choices and make decisions and take growing responsibility for their own learning.

## Settling In

Helping your child to adjust to the Nursery begins before their first formal day. All children starting the Nursery should have visited and spent time here. Our aim is for your child to have formed attachments to our staff before you finally leave them with us for their first day.

All visits are dependent on your circumstances and the number of visits you can manage with work commitments.

This programme may not be required or possible for all situations. The length of time of each stage is totally dependent on your child and you. We respond to individual needs and circumstances of all children.

## Arrival

We are all aware of the importance of a friendly and warm welcome to the Nursery. We have four separate doors for entry to nursery allowing direct access to your provision room. Vital information can be communicated at arrival whilst all other information will be shared through our Tapestry portal.



On arrival at the Nursery your child's attendance will be marked on the daily register. Please remove your child's shoes and make sure they are wearing their slippers. Place their shoes under their peg for safekeeping.

Please notify the staff if someone is to collect your child that we do not know as you will need to issue them with a password for the person to use on arrival. It is also advisable that they bring along a form of identification with them. Please make sure that they understand the signing in procedure before they arrive.

### **Collection**

Home time is also especially important, as we may need to communicate certain things with you. You may like to know how your child's day has gone. All information on your child's day will be uploaded and recorded on our Tapestry portal. We no longer distribute paper copies. Your child's departure will be marked on the attendance register.

### **Late collection/early drop off (unauthorised)**

It is important that you arrive at the contracted time to collect your child. Even incredibly young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed for whatever reason, please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care; however, if we are unable to do so, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary organise additional activities and a meal. If we have not heard from you and you are late, we will try and contact you. We will also attempt to contact the emergency numbers provided. If we are unable to contact anyone, we will inform Social Services and follow their advice. We reserve the right to make an additional charge for late collection. The charge for late collection/early drop off is £5 per child for every 15 mins late collecting or early drop off. This will be added to your next month's invoice.

### **Health & Safety - Policy Statement**

Little feet Nursery regards health and safety as a priority, an integral part of all its operation and a management responsibility equal to that of any other function. We work in partnership with Peninsula who support and guide the nursery with all aspects of Health and Safety. It is therefore the policy of the Company to provide and maintain a nursery environment that is so far as reasonably practicable, safe and without risks to health. Additionally, Little feet Nursery will ensure that persons visiting the site are not exposed to risks.

Little feet Nursery will provide and maintain equipment and systems of work, which are so far as is reasonably practicable safe and will provide such information, training, and supervision as is appropriate.

Little feet Nursery will provide such resources as may be necessary to enable it and all its' employees to meet their health and safety responsibilities.

### **Accidents**

In the event of a serious accident or serious illness occurring whilst the child is in the Nursery's care you and/or a member of the medical professional will be immediately contacted, and the appropriate action taken. In the event of you not being available the senior staff member will assume charge and if necessary, take the child to hospital along with all relevant details to the Nursery Manager.



**Fire**

Fire notices are displayed (where applicable) giving details of the fire exits and of the fire evacuation procedures to be followed in the event of fire. All staff are aware to ensure safe and clear accesses and exits from the building. Fire drills are to be carried out on a termly basis and recorded, with fire alarm checks carried out weekly.

**Smoking**

For the health and safety of all users Little Feet operates a no smoking policy. Smoking is not permitted on the nursery premises or grounds.

**Jewellery**

Children should not attend Nursery wearing any form of jewellery. The Nursery operates a no jewellery policy.

**Child Protection**

The Nursery complies with local child protection procedures approved by the Area Child Protection Committee and will ensure that all adults working and looking after children in the provision are trained in safeguarding procedures and are able to put the procedures into practice. Child Protection will be seen in its widest sense and includes the safety of the children as well as addressing the issues arising from children who may be suffering abuse.

All Little Feet Nursery staff have a duty to monitor the physical and emotional well-being of children in their care and to ensure that the physical environment in which they work presents no hazard to them. There are two Designated Safeguarding Leads in nursery.

**Confidentiality**

The Nursery has a legal requirement to hold information relating to the children it cares for as well as the staff in its employ. We need to keep basic information used for registers, invoices and for emergency contacts. This information when not in use will be kept in a locked cabinet. Some details may be kept on the office computer.

The staff, through their close relationship with both the children and you may learn more about your families and personal details. All staff are made aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, your permission will always be sought.

**Parental Involvement**

The Nursery aims to encourage all its staff and parents to work together in partnership. You know your children better than anyone else and it is vital that we communicate regularly. Our aim is to always make you feel welcomed. Our staff will endeavour to be available at the beginning and end of the day to talk to you. If you wish you are welcome at any point to make an appointment to speak to your child's key worker. We will use our website, emails, Facebook, and our parent's notice board to communicate with you. We regularly produce a Nursery newsletter to keep you up to date on all the events occurring.

Individual care plans form the basis of your child's care. You will be encouraged to be involved in the writing of your child's care plans. Daily diaries will inform you of your child's care during the day including nappy changes, food intake and sleeps.



Learning journeys will be kept to inform you of your child's activities in the nursery and these form part of the record keeping process. You will be offered regular parents' meetings with staff to discuss your child's progress.

### **Behaviour Management**

The Nursery works to provide a caring, stimulating, and supportive atmosphere where your child can develop his or her social skills, self-discipline, and appreciation of others as individuals and a sense of right and wrong.

Through interaction with adults and peers, your child will develop their skills in communication, co-operation and turn taking. They will explore moral issues and the need for rules. A child-centred approach to learning allows your child to make their own choices and to take increasing responsibility for their own actions.

Children need to develop non-aggressive strategies to enable them to stand up for themselves and deal with conflict. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling.

Your child will be encouraged to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour. We want your child to recognise that certain actions are right, and others are wrong.

You will be informed if your child is persistently unkind to others or if your child has been upset. You may be asked to meet with staff to discuss your child's behaviour, so that a unified approach between the Nursery and/or you and your child may be adopted.

In some cases, there may be a need to request additional advice and support from other professionals such as the Area Inclusion Team, with your permission.

### **Exclusion Policy for Illness and Communicable Diseases**

It is the Nursery's policy to encourage and promote good health and hygiene for all the children in our care. This includes monitoring all the children for signs and symptoms of communicable diseases such as chickenpox, measles, mumps, rubella, meningitis, hepatitis, diarrhoea, vomiting and fevers.

Young children commonly suffer from infectious diseases. Some of these are given specific names such as chickenpox, some are termed 'viral illnesses' and others are described by the symptoms they cause such as diarrhoea and vomiting e.g. gastro-enteritis. Most of these are mild, short-lived illnesses but they can spread very easily in the Nursery setting.

To minimise the chance of your child being ill at Nursery and to reduce the spread of infectious disease within Nursery it would be helpful for you to observe the following guidelines:

1. If your child becomes ill at Nursery, it is important that the Nursery staff have up to date information about how to contact you to ensure that your child is cared for in the best possible way.
2. Keep your child away from Nursery if he/she is unwell. Children who are unwell will not be able to cope as well in the Nursery and may spread their illness to others. Staff at the Nursery are not suitably trained to care for your sick child.
3. If your child has had sickness or/and diarrhoea, then they need to be absent for 48 hours from the last bout of sickness/diarrhoea.

The length of time your child should stay away from Nursery depends upon the cause of their illness, how long your child's symptoms last for and how quickly your child recovers. There are recommended and agreed exclusion periods for conditions.



Sooner or later all children will become ill. This can cause problems with childcare. It is recommended that you find out about your employer's parental leave policies. If it difficult for you to take time off, a possible solution is to find an alternative child carer. This could be a relative, friend, neighbour, or other dependable adult you could ask when your child is too sick to be at Nursery.

Please contact the nursery for detail of exclusion periods.

Guidance on infection control is in office.

### **Medication**

If your child is prescribed antibiotics, they need to have been taking them for 48 hours before they can return to nursery.

Our procedure.

- ❖ Children taking prescribed medication must be well enough to attend the setting.
- ❖ Only medication prescribed by a doctor (or other medically qualified person) is administered. It must be in-date and prescribed for the current condition (medicines containing aspirin will only be given if prescribed by a doctor).
- ❖ NB Children's paracetamol (un-prescribed) is administered only for children with the verbal consent of the parents in the case of a high temperature. This is to prevent febrile convulsion and where a parent or named person is on their way to collect the child.
- ❖ Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children.
- ❖ Parents give prior written permission for the administration of medication. The staff receiving the medication must ask the parent to sign a consent form stating the following information. No medication may be given without these details being provided:

If your child has been prescribed medication, please do consider carefully whether your child is well enough to attend Nursery. Each room has a secure, locked cabinet to store medications.

### **Medication (Paracetamol Suspension/Piriton)**

The only non-prescribed medicine we will administer is Paracetamol Suspension/Piriton and in that case the following procedures will take place: If child reaches a temperature of 37° c to 37.8° c (normal being 36.3° c to 37° c) a leader will be informed and the child monitored regularly. Action will be taken to bring this temperature down i.e. giving water to drink and removal of clothing. If the temperature reaches 37.9° c then the parent or carer will be contacted, and the child's symptoms discussed. At this point a decision will be made as whether to administer Paracetamol Suspension.

If a child has an allergic reaction, a manager will be informed, and the parent or carer will be contacted, and the child's symptoms discussed.

At this point a decision will be made as whether to administer Piriton and the child monitored regularly. Piriton can only be administered with your permission. The Nursery will have Paracetamol Suspension/Piriton available for 'emergencies' only. If Paracetamol Suspension/Piriton is administered the child must be collected *IMMEDIATELY* by a parent / carer, as it is the nurseries belief that if the child is unwell enough to be given the medication then they are not well enough to be at the nursery and should be at home. We ask that you give us permission for us to administer Paracetamol Suspension/Piriton to your child following the guidelines above.

## Absenteeism

Please inform the Nursery as soon as possible on the day of absence if your child will not be in Nursery.

Please notify the Nursery of any holidays. It would assist us greatly with our staffing arrangements to know the holidays you wish to take at least one week in advance.

## Outings

The Nursery aims to organise outings for the children, which are relevant to the age/stage of the children involved. Outings can be for fun as well as educational. A risk assessment will be carried out prior to any outing.

At time of registration you may sign a consent form giving permission for staff to take your child on impromptu outings in the locality (within walking distance of less than two hours duration). For example, to neighbouring fields or play areas so that your child can spread out and run around. The outings book will be completed showing date, time of outing, destination, and reason for visit, names of the children and staff involved and estimated and actual time of their return to the Nursery.

For all other outings, a Parent's Permission form will be provided for your child giving full details of the date, time, destination, reason for visit and estimated time of return of the outing.

On some occasions we may ask for your involvement during these outings. Your involvement is voluntary. If you would like to help, please see your room leader or ask at the office.

## Comments, Compliments and Complaints

All the staff at the Nursery work hard to ensure a good quality of care and customer satisfaction. The number of complaints received, thank you cards, and comments made form a benchmark for how well the Nursery is performing. Complimentary comments will be recorded in the Comments, compliments, and complaints file and any thank you cards are displayed.

## Complaints

At the Nursery we always strive to provide the absolute best childcare service for you. However, you may feel on an occasion that you have a concern or cause for complaint. You should first approach your child's Key Worker who may be able to solve the problem without further action.

If the issue remains unresolved the complaint may be taken up with the nursery Director who will complete a Complaint Form with you. They will investigate the complaint, giving you a date and time for reporting back. You will be informed of the outcome of the investigation and any action taken. However, should you remain unsatisfied with the outcome you may take complain to OFSTED Early Years:

Write to:	Ofsted Early Years Section North Regional Centre Royal Exchange Buildings St Ann's Square Manchester M2 7LA
Tel:	08456404040
Website:	<a href="http://www.ofsted.gov.uk">www.ofsted.gov.uk</a>
email:	<a href="mailto:enquiries@ofsted.gov.uk">enquiries@ofsted.gov.uk</a>

## Mealtimes



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The Nursery provides all meals during the day at no extra cost to you.

### **Approximate times**

Breakfast (cereals and toast)	08:00
Mid-morning snack (fruit or yoghurt)	10:00
Lunch (packed) (between these times)	11.30-12.30 (dependant on age)
Mid afternoon snack (fruit or yoghurt)	14:00
Light tea	16:30

Parents are requested to bring a packed lunch for their child, but breakfast, snacks and tea are provided at nursery. Water or milk is offered with all meals.

All our staff are trained to at least Basic Food Hygiene certification and hygiene standards are closely monitored in the kitchen.

Children eat in our designated areas, either the dining room, or their dining areas within the rooms, and are encouraged to try all the foods on offer. This is an important social time for all the children to continue to develop their language skills.

If you wish for your child to be offered something other than what is available, you will be requested to bring it to Nursery for your child. For example, if you have a baby food that Nursery does not supply or if you do not wish your child to have our tea.

### **Allergies/Dietary Requirements**

The Nursery staff need to be kept up to date on your child's status with regards to any allergies and dietary requirements. This will allow us to provide the best care for your child.

### **Contact Information:**

Visit us on our website at [www.littlefeetnursery.com](http://www.littlefeetnursery.com)

By e mail at [littlefeet04@hotmail.co.uk](mailto:littlefeet04@hotmail.co.uk)

By telephone on 01246 417812

Follow us on Facebook at <http://www.facebook.com/littlefeetnursery>

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Ofsted Registration Number EY440933



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