

Little Ladybird@Bro Famau and After School Club



INTRODUCTION

We are delighted that you have chosen Little Ladybirds @Bro Famau for the care and education of your child. Little Ladybirds aims to promote a caring environment, through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child to enable them to maximise their potential within a caring, stimulating and homely environment.

We hope that this handbook will be a useful guide to help you settle your child into the nursery and act as a reference document for the future. If you have any questions or queries, please speak to the Senior Play worker, your child's key person or the Head teacher. We are all here to help.

We look forward to building a strong and positive relationship with you and your family.

SETTLING IN

We recognise and understand the anxieties for both parents and children when starting at nursery. Some children will settle in on their first visit and others will take a little longer to get used to a new environment. To support you and your child when settling, the Senior Play worker will contact you before your child's start date to arrange a convenient time for the first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit.

During the settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.

THE KEY PERSON APPROACH

You will often hear the phrase 'key person' in the nursery. It is important that we meet the individual needs of your child and ensure that he/she has an opportunity to bond with one 'special person' at the nursery. It is also important that you have a specific person whom you can get to know and share information with about your child.

Each child is assigned a key person at the settling in stage. It is their role to share information with you about your child and ensure that your child's individual needs are being met. The key person will observe your child and plan for his/her learning and development and make assessments on progress.

The nursery provides all educational materials refreshments and snacks. Lunch may be purchased via the school dinner system at £2.20 per day alternatively you may provide a packed lunch for your child. We also provide an afternoon snack. You only need to bring with you a spare set of clothes (or more if your child is toilet training) and any personal items, such as a comforter or favourite teddy, which your child may require. These should all be placed in a backpack with their name on. Parents with very young children will also need to provide nappies, wipes, nappy creams.

Children will regularly take part in messy activities involving paint, glue, etc., so should not be brought to nursery in their best clothes. Children will also spend time in the garden every day so suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 25) in the summer months. All items must be clearly marked with your child's name. Unfortunately we cannot take responsibility for lost personal items.

PARTNERSHIP WITH PARENTS

We aim to make your child's early years experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the nursery team.

At Little Ladybirds parent care is just as important as childcare!

JOINT PARENTAL RESPONSIBILITY

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

Parents have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services.

To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

INFORMATION FOR PARENTS

Copies of our policies and procedures are displayed and may be read at any time. The nursery will normally be inspected by CSSIW every two years. These reports maybe found on the CSSIW website. Alternatively, we will be happy to provide you with a copy if required. You will also find the latest report on display in the nursery. We aim to give parents as much information about the nursery as possible.

COMMUNICATION

Daily feedback about your child's day at nursery is provided through daily diaries, feedback sheets and/or verbal feedback, depending on your child's age. Please feel free to discuss any issues with your child's key person at any time.

A concern can often be easily resolved by talking about it at an early stage. In addition, the Senior Play worker should be able to address any concerns that you may have.

NUTRITION

Our aim is to provide a balanced, nutritious and varied menu, which is appealing and appetising to all of the children in our care, we follow the healthy school initiative.

Basic menus are displayed in the nursery and comprise the following:

Breakfast –Sugar free cereals, toast, fruit.

Lunch –Freshly prepared hot meal consisting of a main course and pudding.

(Denbighshire School dinner system)

Morning and afternoon snacks –fruit or vegetable sticks, crackers, toast and wraps.

Drinks –water (available throughout the day), milk.

FOOD ALLERGIES AND INTOLERANCES

If your child suffers from a severe allergy, the nursery manager and the key person will carry out a risk assessment during the settling in visits. A care plan and emergency procedures will be agreed with you, based on the information provided to us. If required, we will work with health visitors and other medical professionals to ensure that we are able to meet your child's needs. The school cook will always provide a suitable alternative, as similar to the original meal as possible.

VEGETARIAN/PREFERRED OPTIONS

For our vegetarian children, we will provide a vegetarian alternative to all meals and snacks. If you have a preferred choice due to religious beliefs, we will always provide an alternative, again making this as similar to the original meal as possible.

ACCIDENTS AND INCIDENTS

As children develop physically, particularly in the early stages of walking, accidents can occasionally happen. In this event, all of our staff are trained in full paediatric first aid.

If your child has an accident at the nursery, you will be informed upon collection and asked to sign an accident form. In the event of a bump to the head, you will be informed immediately by telephone. Your child will be monitored and, in most cases, will be able to continue with their day as normal. In the event of an accident causing concern, you will be asked to collect your child and a visit to your GP recommended. Should your child have an accident that requires further medical support, you will be contacted immediately and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.

ILLNESSES

From time to time, children may become unwell whilst at the nursery. If this should happen, we will inform you immediately and agree a course of action. At Little Ladybirds @ Bro Famau we generally follow the guidance for schools and nurseries issued by the Health Protection Agency. Children may not attend nursery whilst infectious and, in the event of sickness and diarrhoea, may not be admitted for 48 hours after the last bout of illness.

For a detailed list of exclusion periods, please check the policies and procedures board in the nursery. For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, www.nhs.uk.

Little Ladybirds @ Bro Famau are happy to administer prescription medication (and long term medication, such as an inhaler or eczema cream) at the nursery, provided your child is well enough to attend nursery and the staff team have sufficient information and training to do so. We will ask you to complete an administering medicine consent form. If your child has an on-going medical condition we will write a Health Care plan in conjunctions with the parents.

All medicines brought into nursery will need to be recorded and we will require your signature to authorise the administration. All medicines must be in the original container, labelled with your child's name, the dosage required and the date that it was prescribed. Any medicines not meeting these criteria cannot be administered. We are not able to administer the first dose of a prescribed medicine. Therefore, children must have had the first dose at home a minimum of twenty four hours prior to coming to nursery.

All staff receive full asthma training and also training for administering of prescribed Epi –Pens in the case of a severe allergic reaction.

SAFEGUARDING CHILDREN

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

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

In the event that we have concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the nursery child protection co-ordinator. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken. Where it is decided further action is necessary, this may be to seek advice or make a referral to social services, the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

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

To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. These checks are updated every three years. In addition, no member of staff is permitted to commence employment until two satisfactory written references have been obtained.

BEHAVIOUR MANAGEMENT

We believe that children flourish best when they know how they are expected to behave, and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to encourage acceptable behaviour whereby children learn to respect themselves and others.

We have a named person who has overall responsibility for issues concerning behaviour management. We require all staff, parents, volunteers, students and visitors to provide a positive role model of behaviour by treating the children and one

another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children find solutions in ways that are appropriate for the children's ages and stages of development, for example, discussion, distraction and praise. We praise and endorse desirable behaviour, such as kindness and willingness to share. We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

When children display unwanted behaviour, we help them to see why their behaviour was wrong and how to cope more appropriately. We manage children's unwanted behaviour in ways that are appropriate to their ages and stages of development. For example, by distraction, discussion or by withdrawing the child from the situation. In cases of serious unwanted behaviour, such as racial or other abuse, we make it clear that this behaviour and attitude is unacceptable by means of explanations, rather than personal

We never use, or threaten a child with the use of, physical, emotional or corporal punishment. We will not single out children, humiliate or embarrass them. We will not shout at children or raise our voices in a threatening way in response to their behaviour.

We work in partnership with all parents. You will be regularly informed about your child's behaviour by the key person. We will work with you to address recurring unwanted or unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately. With your consent, we may engage the assistance of outside agencies.

EQUAL OPPORTUNITIES

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion. Wherever possible, those designated disabled or disadvantaged will be considered for a place at the nursery, taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

COLLECTION OF CHILDREN

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must name the individual on your nursery contract, a password will also be required.

If an unauthorised person comes to collect your child, we will endeavour to contact you. If we have any doubts, then your child will not be released.

Please note that only senior nursery staff are permitted to open the nursery door to allow access to others into the building. We would kindly request that you refrain from opening the nursery door for others, including parents that you may recognise. In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be informed immediately.

LATE COLLECTION OF A CHILD

If you are going to be late collecting your child, please let us know as soon as possible.

In the event that you do not collect your child by the normal closing time, two members of staff will remain with your child. After thirty minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contact, the nursery manager and/or the senior manager will assess the situation and contact social services.

NURSERY CONTRACT

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the Senior Play worker if you have any questions. The terms and conditions are not negotiable and we would draw your attention to the following key points.

FEES

Fees are invoiced monthly and are due for payment immediately via internet banking. You will be charged for each session that you have booked and attended

NOTICE PERIOD

One month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice.

CHILD TAX CREDITS

Some families are eligible for some financial assistance through Child Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit www.gov.uk/child-tax-credits.

CHILDCARE VOUCHERS

Your employer can provide you with childcare vouchers which can be used towards the cost of qualifying childcare. The amount you can receive in childcare vouchers without having to pay tax or NICs will depend on when you joined your employer's scheme and on the level of pay you receive from your employer.

Further information about childcare vouchers can be found at www.hmrc.gov.uk.

When you pay for some of your childcare with vouchers, it may take some time for the payment to be made by your employer or your childcare voucher provider.

Therefore, you need to authorise payment of the voucher before your childcare payment is due. Usually five working days is sufficient, but this will depend on the particular voucher scheme. Contact your employer or the voucher provider for more information.

Please ensure that your child's name and unique nursery reference number are quoted by the voucher company to enable us to allocate the payments

Please note that regardless of whether your fees are paid in full or in part using childcare vouchers, they are still due in full.

We accept electronic vouchers from most voucher scheme operators, including Sodexo and Fidelity. Please note that each nursery has a different reference number, which can be obtained from the nursery or from our accounts department. If your employer's chosen voucher scheme is not listed above, then please contact us to find out if we can accept your vouchers before setting up any payments.

FREE EARLY EDUCATION

All children are entitled to up to 15 hours of free early education per week during term time from the beginning of the term after their third birthday until they either go into a reception class or reach compulsory school age (the term following their fifth birthday). Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made. The early learning place provides for up to 15 hours per week of free early education during term time, which is usually 38 weeks. The free hours are between the hours of 9am and 11.30am daily

COMPLIMENTS AND COMPLAINTS

At Little Ladybirds @ Bro Famau we aim to provide a safe, secure and happy environment for children to prosper and develop. It is also our intention to give a high standard of care and nursery education in all our nurseries. We accept that despite our best endeavours, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns.

Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed really well and therefore deserves a little praise.

Should you have any compliments or concerns regarding the care or any other aspect of the nursery, please in the first instance raise them with the nursery manager.

If you feel that the nursery manager has not fully addressed your queries and/or concerns, then please do not hesitate to contact us:

All written complaints will be acknowledged by return and once a full investigation has been carried out, we will provide you with a detailed response within 28 days. We trust you will afford us the opportunity to resolve matters. However, if you are not satisfied with our response and/or conclusion, you may of course contact CSSIW on 0300 7900 125, cssiw.north@wales.gsi.gov.uk.