

# Welcome to BWC Day Nursery. Parent's handbook

**Dear Parent.**

We are delighted that you have chosen BwcDay Nursery for the care and education of your child. We recognise that you are your child's first and most important educator and we look forward to working with you and sharing the extensive knowledge you have of your child. Sharing this knowledge will help us to build on your child's previous experience and enable us to plan for his/her future development.

BwcDayNursery aim 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 him/her to maximise his/her 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 nursery manager, the deputy manager, your child's key person or the senior nursery nurse of your child's room. 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 nursery manager 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.

### **Our Equal Opportunities Policy**

Staff and management are committed to equal opportunities and will treat all persons equally and without prejudice, taking into consideration their culture, religion, gender, disability, and race. We take account of the needs of children with disabilities or chronic illnesses.

Since attitudes and values are formed at an early age, the nursery seeks to provide a caring multicultural curriculum in order that children grow up experiencing these caring values together with sufficient information to form a reasoned understanding of other cultures.

### **Attendance**

If your child is sick, or likely to be off Nursery, you should inform the nursery staff. If a child is absent from nursery for more than two days and the parent/guardian has not contacted the nursery, the nursery will telephone the parent/guardian and enquire as to the reason for the child's absence.

### **Meals and Snacks**

As part of our all-inclusive approach, we provide a full range of meals, snacks and drinks for your child during their day at our nursery. A typical day will include breakfast, lunch and afternoon tea with morning and afternoon snacks. Water/milk will be given throughout the day. We believe that eating healthily is extremely important in the development of young children.

Our menus are planned to minimise sugary foods, fatty foods or foods containing additives. Our menu are full of nutritionally well-balanced meals, to influence and encourage enjoyment of a wide range of foods, including organic and multi-cultural produce. Meals will be prepared freshly each day in our kitchen. Menus for the week will be displayed within your child's room. As part of our initial and on-going care arrangements, we take specific note of a wide range of dietary/allergy needs and cultural preferences, we welcome suggestions from parents on any aspects of the children's meals and snacks.

Breast-feeding is encouraged and mothers are welcome to drop in throughout the day to breast feed or bring in expressed breast milk. For bottle fed children, you need to provide ready to use cartons or pre-measured formula and sterilised bottles. We will then mix the formula with boiled water when required. Weaning takes place in accordance with parents' wishes and current recommendations. Pureed food is provided by the nursery. Parents are given an update of babies' food and fluid intake via a daily diary.

### **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 nursery chef will always provide a suitable alternative, as similar to the original meal as possible.

Unfortunately, due to allergies and intolerances, we are unable to accept any foods, pre-packed or otherwise, including children's birthday cakes, at the nursery. However, the nursery cook is able to make a cake for your child's birthday for a small charge. Please give us at least one week's notice to allow our chef time to purchase any necessary ingredients and prepare the cake.

### **Dress - Suitable clothing**

Children have the best fun when they are doing messy work. We will always try to make sure they wear aprons but accidents happen so please dress your child in suitable clothes.

Please make sure that your child has suitable outdoor clothing and some outdoor shoes with them that they can change into when going out to play in the wet months.

Parents are requested to provide a change of clothing to be kept in the nursery in the event of minor mishaps. All items of clothing and personal equipment should be labelled with the child's name. Unfortunately we cannot take responsibility for lost personal items.

### **Extra items**

If your child requires nappies/wipes we ask for these to be provided. If your child has formula milk, we ask that you bring this in also. Please measure out the powder and provide empty sterilised bottles. The staff team will fill the bottles with the required amount of boiled water and will add the powder; the feed will then be left to cool to the desired temperature.

You need to bring very little with you in addition to what the nursery already provides. However, here are some suggestions.

**Changes of clothes** - in case of accidents. Please make sure these are clearly labelled with your child's name. (**Plenty of** spare clothes if potty training is in progress). Accidents can sometimes happen especially when they are busy enjoying themselves.

**Nappies** – you can bring in a reasonable amount for us to keep at the nursery, and we will let you know when your child needs more. **Formula milk** – please refer to the food section in this handbook. **Comforters or dummies** - that they may need throughout the day. Please make sure that these are clearly labelled with your child's name.

**Sun hat in the summer and hat, gloves, scarf, wellies and waterproofs in the winter** - even if it is cold we will still be going out on trips, nature walks and out to play in the park. **Sun cream** – Please label with your child's name.

**An old T-shirt** - would be great for any art and craft activities, as children do tend to get very messy. We will be using aprons during these activities but cannot guarantee your child's clothes staying clean throughout the day.

**Arrival and Collection of Children.** It is expected that a **responsible** adult will bring a child to and from the nursery. You are asked for a password and to supply photos/id of all persons who may collect your child from nursery if they are not mentioned in your child's form.. In the interests of your child's safety you should make a point of telling the management or staff members which person will be picking up at the end of the day/session. This avoids difficult situations when a child cannot be allowed to leave with an adult who we have not been informed will be collecting your child.

### **Security**

It should be realised that security is also the responsibility of parents. Please can parents not hold the door open for other parents to enter or leave the building, you may feel rude doing this, and however it is for the safety of the children.

### **Excursions and Consent Forms**

When outings or excursions for children are planned, the management or a member of staff will advise you in advance. You will be asked to complete consent forms, which give your permission for your child participation in outings.

### **Emergency Contacts**

**May we remind you of the importance of emergency contact numbers.** Parents whose children are in the nursery are asked where possible to provide us with the names, addresses and telephone numbers of two contact persons for use in case of an emergency. **You are also asked to keep the nursery up-to-date with any changes. You can inform nursery staff to give you our change of details form to complete.**

### **Medication**

**MEDICINES** BWCNursery is 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.

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.

The nursery provides Calpol, a temperature reducing medicine, which will be given as per the manufacturer's instructions and recommendations, provided you have given your written consent on the nursery contract. We will contact you by telephone prior to the medicine being

Please ensure that the nursery has all the relevant medical information about your child. Please be assured that shared information about your child is confidential. For any child who has any long-term health needs, we will complete a health declaration booklet with you to

ensure that we are fully meeting your child's needs. The nursery will only administer medicine prescribed by a doctor.

### **If Your Child Becomes ill.**

We would welcome a telephone call if your child is **not** able to attend nursery on a particular day. If your child becomes ill whilst at nursery, staff will contact parents immediately and keep the child comfortable until the parent arrives. If we cannot contact you we will contact the emergency contact number given to us at enrolment. If it were felt that the child requires medical attention urgently, then he/she would be taken to the nearest hospital A/E department. Parents are requested not to send their child to the Nursery if he or she is suffering from any of the following symptoms:

Vomiting  
Diarrhoea  
Fever  
Rash (indicating measles, chickenpox, etc.)

For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, [www.nhs.uk](http://www.nhs.uk).

**A full period of 48 hours (as per instructions laid down by the Department of Public Health) should have passed without any of these symptoms being present before a child can return to nursery.**

**If your child or any member of your household is exhibiting COVID 19 symptoms , please you have to self isolate for 7 to 14 days as per public health guidelines.**

### **VACCINATIONS**

We would recommend that children be fully vaccinated for their own protection and for the protection of those that cannot be vaccinated due to their age or for other reasons.

Please note, however, that vaccination is not a condition of admission to the nursery and thus there may be children attending that have not been fully vaccinated.

### **Minor accidents and upsets**

A qualified member of staff will administer basic First Aid and you will be informed of this when you arrive to collect your child. A form will be completed for you to sign and a copy will be given to you.

### **ACCIDENTS AND INCIDENTS**

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

### **The Nursery Curriculum**

The first five years of your child's life are very important and encompass a complex period of growth and development.

AtBwcNursery we are very aware of this and operate in such a way that maximises your child's potential.

### **THE EARLY YEARS FOUNDATION STAGE (EYFS)**

The Early Years Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and the age of 5. This is a very important stage

As it helps your child get ready for school, as well as preparing them for their future learning and successes.

From when your child is born up until the age of 5, their early years experiences should be happy, active, exciting, fun and secure and support their development, care and learning needs.

Nurseries, pre-schools, school reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

The EYFS framework exists to support all professionals working in early years and was developed through consultation with a number of early years experts and parents. In 2012, the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development. Children will mostly develop the three prime areas first:

- **Communication and language**
- **Physical development**
- **Personal, social and emotional development**

These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help

them to develop skills in four specific areas:

- **Literacy**
- **Mathematics**
- **Understanding the world**

#### • **Expressive arts and design**

These seven areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is similar to a curriculum in primary and secondary schools, but it is suitable for very young children, and is designed to be extremely flexible so that staff can follow your child's unique needs and interests.

With the EYFS, children learn through playing, exploring and being active, and through creative and critical thinking, which takes place both indoors and outside.

To read more about the EYFS, please visit [www.foundationyears.org.uk](http://www.foundationyears.org.uk).

**Please see the separate Leaflet on display on our parent's board about the Early Years Foundation Stage Framework that we work towards within BwcDay Nursery.**

#### **How well is My Child Doing?**

Each child's progress and development is recorded in a variety of ways, through samples of completed activities, photographs and observations made by staff. This provides a wide overview of your child's developing skills and activities.

All of this information will be collated to form a **profile** of your child which will be shared with you at various times throughout the year. You are also encouraged to request to see your child's profile regularly. We aim to encourage parents to contribute to their child's profile. If your child does something at home that you have never seen them do before, please do write this down and share it with your child's key worker. We will put this into your child's profile and it will help inform further activities and learning that we plan for your child. We also use the Baby's day app to share and record your children's daily nursery events.

At your child's first settling-in visit you will be asked to complete an **"All About Me" sheet**. Please complete this and return it to your child's key worker, again this will give us lots of valuable information about your child and will help to inform the planning and next steps for your child.

When your child reaches two, they will move to toddler room. The two year progress check will be completed for child. Health visitors can also support the progress check by inputting

the information they deemed essential. Health visitor will be required to complete the two year checks if the child enrolled at two.

When your child reaches pre-school age, they will move into our pre-school where the learning becomes very structured to ensure that your child is developing to their full potential. At the end of their time in pre-school you will also receive an End of Year Report. This information will be shared with your child's Primary School, as this will facilitate a smoother transition for your child. Any parent who is concerned about their child's progress should request a meeting with the child's key worker and the nursery manager or SENCO

### **Child Safety / Child Protection Policy**

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 lead safeguarding officer. 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 is aware of their responsibilities regarding safeguarding children and receives regular training in safeguarding children policies and procedures.

To ensure that our staff is 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 year. In addition, no member of staff is permitted to commence employment until two satisfactory written references have been obtained. Staff are required to sign our suitability form every year to ensure they have no criminal record and they are not associated with any person who is unsuitable.

### **SPECIAL EDUCATIONAL AND ADDITIONAL NEEDS AND DISABILITY**

Working so closely with your child from such a young age and from making detailed observations and assessments, we are well placed to observe a child who may need additional support in one or more areas.



Any member of staff who has a concern regarding your child's development will raise this with the nursery special educational needs co-ordinator (SENCO), who will then discuss this with you. Between you, the SENCO and your child's key person, a course of action will be agreed.

If following this course of action, it is felt it may be necessary to seek further advice and assistance from outside professionals, we will obtain your consent to do so. In this eventuality, we respectfully request that you seriously consider this input, as we are all working towards supporting and encouraging your child to allow them to reach their full potential.

Confidentiality will be maintained at all times and no decisions will be made without your prior consent.

More detailed information can be found in our special and additional needs policies and procedures, available at the nursery.

## **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 blame.

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 and provide photographs of them. A password may 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 is 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. [And also, You will be charge for late collection.](#)

### **NURSERY CONTRACT**

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the nursery manager if you have any

questions. The terms and conditions are not negotiable and we would draw your attention to the following key points.

## **FEES**

There is a non-refundable registration Fee of £50.00 and deposit one month fees. fees are invoiced monthly in advance and are due for payment by the first of the month. Late payments will be subject to a charge of up to £25 per week.

You will be charged for each session that you have booked, regardless of whether your child attends. Refunds or replacement sessions cannot be given for unattended sessions and booked sessions cannot be swapped for alternative sessions.

The nursery is closed on all bank holidays and for the three business days between Christmas and New Year. Two days in Easter. Fees will be charged as normal for these days.

**Fees are also payable if the nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions.**

## **PAYMENT TERMS**

The required method of payment is Standing order. Your registration pack contains a Standing order form that should be completed and taken to your bank. Additional forms are available at the nursery if required.

Standing order will be deducted directly from your bank account on the first of the month (or the first business day thereafter). A charge of £25 will be applied to your account in the event of unpaid direct debits.

Invoices may also be settled by the first of the month by debit or credit card by telephoning our office on 020 80627797 during office hours. Please note that a 2.5% surcharge will be made for credit card payments.

We do accept cash payments but you need to insist in your receipt.

Fees are reviewed annually in the spring and/or autumn terms. You will receive at least one month's notice of a change in fees.

## **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.

## **NURSERY STAFF**

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours, or take children to/from the nursery on your behalf.

If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc., within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request.

### **CHILD TAX CREDITS**

Nine out of ten 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](http://www.gov.uk/child-tax-credits).

### **CHILDCARE GRANT**

Full time students with dependent children may be eligible for a childcare grant, subject to income. For further details, please visit [www.gov.uk/childcare-grant](http://www.gov.uk/childcare-grant) or, if you are aged fewer than 20, [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn).

### **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](http://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 the voucher company to enable us to allocate the payments correctly to your account quotes your child's name and unique nursery reference number.

Please note that regardless of whether your fees are paid in full or in part using childcare vouchers, they are still due in full by the first of the month. Vouchers received late will be put towards the following month's fees and any unpaid

amounts remaining on your account on the first of the month will be subject to late payment charges.

We accept electronic vouchers from most voucher scheme operators, including Edenred, Busy Bees, Computershare, Sodexo, Care4 and Fidelity. Please note that each nursery has a different reference number, which can be obtained from the nursery or from our Finance officer.

### **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). This will be increased to 30 hours in September 2023.

The following dates show from which term your child will be eligible for the 'free early education entitlement'. Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made.

The free early education place provides for up to 15 hours per week of free early education during term time, which is usually 38 weeks. This equates to 570 hours per annum. At Bwc Day Nursery, as we are open for 51 weeks of the year, we offer the free hours on a 'stretched' basis over the year. Where applicable, for children attending the free hours only, please refer to the schedule of free early education dates, available from the nursery.

<b>Birthday on or between</b>	<b>Eligible to start</b>
1 January – 31 March (inclusive)	Summer term
1 April – 31 August (inclusive)	Autumn term
1 September – 31 December (inclusive)	Spring term

### **COMPLIMENTS AND COMPLAINTS**

At BwcDay Nursery, 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 staffs teams 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 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

## **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.

Parents are encouraged to help in the playrooms and/or on outings and events. We have stay and play sessions available where we encourage parents into the setting. We have a parental liaison officer within BwcNursery who arranges monthly activities to involve parents and carers in their child's learning. At Bwc Day Nursery, 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 who are married 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 throughout the nursery. The nursery will normally be inspected by Ofsted every three to four years. Extracts from our most recent inspection report can be found on our website: [www.Childcare.co.uk](http://www.Childcare.co.uk) or downloaded from the Ofsted website, [www.ofsted.gov.uk](http://www.ofsted.gov.uk). 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. You will find various information boards in the nursery, such as 'parents' information', 'policies and procedures', 'food and drink' and 'our team. Additional parents' notice boards are also located in the children's rooms giving more specific information.

## **PARENT CONSULTATION MEETINGS**

We hold regular meetings with you to discuss your child's progress. Appointments will be made with you for a convenient date and time.

## **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 nursery manager should be able to address any concerns that you may have.

**Effective communication between home and nursery is vital. We will keep you informed of events and activities in the following ways:**

### **Letters**

### **Emails**

Newsletters

### **The Staff Team**

Our staffs are selected very carefully, not only for their qualifications and experience but also for their love of children. We are fully committed to developing and growing our staff's individual knowledge and skills and utilising them fully throughout. BwcDay Nursery, to enable us to do this we employ a NVQ assessor and trainer who is responsible for training all staff to a minimum level 3 qualification and to source further learning and developing for staff in order to meet their individual needs. We have a relationship with Lewisham adult learning and Lewisham early years where our staff can access training.

### **Key Worker System**

The key person's role is to:

Ensure that the health and well being of the child is considered with utmost importance, and that individual caring and development needs are met. Ensure that parents are kept informed of all aspects of their child's care and development

Ensure the implementation of all planning and next steps for the child. Ensure a smooth and positive settling process for all individual children, when changing rooms and key person.

### **Complaints procedure**

Sunbeams complaints procedure is displayed in the nursery reception. We would hope that all our parents/carers would feel comfortable about approaching any member of staff to discuss an issue of concern and would be confident that the staff would deal effectively and promptly with their complaint. Should you feel uncomfortable speaking directly with the

staff member, please speak with the Nursery Manager who will be more than happy to investigate and support you with your complaint. Similarly, if you have any suggestions to make about how we could improve the service you receive, please discuss the matter 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 the Director via email or phone call:

Tel:02084659896

E-mail: [info@communitychildcare.co.uk](mailto:info@communitychildcare.co.uk)

All written complaints will be acknowledged by seven days, 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 Ofsted on 0300 123 1231.

### **Confidentiality**

Employees are aware that during their employment, he/she may be party to confidential information concerning the Employer, the Employer's business and personal information of parents and their children. The Employee shall not (either during the term of this employment or beyond) disclose or allow the disclosure of any confidential information regarding the business or confidential personal information regarding parents or their children.

**We very much look forward to you joining us at BwcDay Nursery. All our Policies and Procedures are available within the Sunbeams reception for your viewing.**

### **Fee Schedule**

<b>Age group</b>	<b>Full Day</b>	<b>Half Day</b>	<b>Full week</b>	<b>Month</b>
<b>0-2 years</b>	<b>75.00</b>	<b>54.00</b>	<b>3000</b>	<b>1450.00</b>
<b>2-3 years</b>	<b>65.00</b>	<b>40.00</b>	<b>270</b>	<b>1350.00</b>
<b>3-5 years</b>	<b>65.00</b>	<b>40.00</b>	<b>250</b>	<b>1250.00</b>