



### Starting at the Nursery

We look forward to welcoming you and your child to Little Monkeys. We know that your child, and you, will have to make an emotional adjustment when your child starts attending Nursery. Therefore, in the two weeks prior to starting Little Monkeys we will ask you to come along with your child to familiarise yourselves with the staff and routines of the nursery.

On your first settling in day, you will meet with your child's key person and to go through your child's routines, likes, dislikes and food requirements and begin to get to know your key person and the staff team. There will be time to discuss your child's registration forms and any questions or queries you may have regarding any aspect of Little Monkeys. After this day, we will arrange your child's next settling in time with you, building up the amount of time spent in nursery until you and your child are fully settled.

A registration fee of £75 will be charged on your first nursery invoice, this is 'per family'. This is chargeable for sessions booked for children using non funded sessions. Children using funded sessions will pay no registration fee, but parents will be expected to use funding to offer flexibility to settle their child into the nursery during the first 2 weeks, following our tried and tested settling in strategy.

All children will be given a nursery book bag.

Please note within these first few weeks a parent or carer should be on hand to collect the child if necessary.

### Family app

Family is an app-based system we use to keep our parents updated as well as logging a child's learning journey and assessments. Through this app you will be able to see pictures and images of what your child gets up to as well as daily updates around toileting and food and sleep. The app is fully secure, and you will only be able to view information about your child.

We encourage all parents to engage with the app. You will receive a log in for Family before your child starts at nursery, this will be sent to the email address you provide on the application form. Further log ins can be added.

We ask parents to navigate to the child's profile and the 'About' tab and complete the following sections:

- Basic info - Health - Sensitive information - Permissions and then complete the 'contacts' tab. You will be asked to complete this info and further info on a paper application form as a backup, these will be sent to you by post.

The app also allows you to message your child's room, the nursery manager, notify the nursery of sickness and absence, view and acknowledge accident forms for your child, write observations and check your nursery fee balance.

At the end of each week, each room posts a short post about the week, the fun we have had and sends a selection of photos of the children playing, so you can see all the fun!

The Family app has a wealth of videos and instructions enabling you to learn to navigate the app and get the most from the system. Please do ask if you struggle at all!

### **Emergency Contacts**

Parents can update Family information as required and it is vitally important that we are able to contact parents and emergency contacts as needed. 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 if we cannot contact the parents.

### **Staff**

The quality of our staff is of paramount importance.

The maximum ratio of children to staff is 3:1 for babies and toddlers up to 2 years old. 5:1 for children from 2 to 3 years and 8:1 for children from 3 – 8 years.

These ratios are unlikely to be available to children throughout the rest of their education and it is well proven in research that children who experience early education with high quality staff and low ratios have an advantage when starting school. We take pride in our staff and encourage them to continue their professional development.

A list of staff currently at the nursery and the qualifications they hold are available on our website.

### **Keyperson**

Every child in the nursery has a key person and a buddy. The key person is a named practitioner who has responsibilities for a small group of children, they are there to help the children feel safe and secure and build a bond with your child and their family. The role is important for both child and parent, and it is an approach set out in the Early Years Foundation Stage. The key person will respond to children's needs and help them settle into a new environment, communicate with parents, and have discussions. The Key person will also be a point of contact for you. Each Key Person has a buddy to ensure a special person is always there for your child if possible. A note of your child's key person and buddy can be found on the Family app in the basic info section.

### **Arrivals and departures**

We have many sessions available at Little Monkeys and kindly ask that parents collect and drop off within their session times. We ask that all children arrive no later than 9.30am and children attending afternoon sessions should arrive no later than 2.30pm, otherwise the activities of the other children are disrupted, and the staff are unable to greet children and parents adequately because they are involved in structured activities with the other children. If you are going to be after these times, please do let us know.

Children should also be collected promptly at the end of their session; we work to very strict ratios and must ensure children are collected promptly as required.

For these reasons, extra time outside of your child's normal session will be charged at £5 per 15 minutes or part thereof for dropping off early or collecting late.

It is expected that a responsible adult will bring a child to and from the nursery, Children will only be released to persons over the age of 16 years.

Before your child starts at the nursery you are asked for a password to be used in the event of someone different collecting your child. We ask parents to let us know if someone else is collecting and provide photographs and information of the person who will collect.

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 if it is someone different from the norm. This avoids tricky situations when a child cannot be allowed to leave with an adult who we have not been informed will be collecting your child.

We ask that parents drop off and collect at the nursery front doors once your child is settled at the nursery. Our hallways are narrow, and our risk assessments states that parents congregating inside could be a 'covid and illness hotspot' if a parent unknowingly attended the nursery with covid or other illnesses. It helps us limit the germs in the nursery and keep us all well, it also helps with keeping track who is inside the building and in the unlikely event of needing to evacuate the building, it makes things much easier for our staff team.

If parents want to come into the nursery, they are more than welcome, and you only have to ask!

If children cannot attend their booked session, parents should let the nursery know by the beginning of the child's session. You can do this on the Family management app by marking your child sick or on holiday. If we haven't heard from you and we don't know why your child is absent, we will, in line with our child protection/safeguarding children policy contact you. This will be by Family message or phone call.

## Meals

Breakfast of a drink and cereal will be provided for children arriving between 8 am and 9 am.

Home cooked lunches are provided for children who spend the whole day with us and for those who attend the morning session and short-day sessions. A vegetarian alternative is always available.

Afternoon tea is provided for children who spend the whole day at nursery and for children attending afternoon sessions.

Mid-morning and Mid-afternoon snacks of milk or water are available with a plain biscuit, fruit or other healthy snack.

Our menu is on a two-week rolling rota, and we change the menu twice a year.

From time to time, we may change what food will be had for the day, this is sometimes in line with celebrations or topics we are currently participating in or could be because of changes in deliveries etc.

Any special dietary requests as told to us will be respected. If your child has a special dietary requirement, please ask to speak to the manager so we can discuss your requirements and write an action plan.

Please note you may be required to provide some of your child's food requirements e.g., gluten free products, Soya free products, lactose free products.

If you need to change your child's dietary requirements for any reason, please can we ask this is done in writing via family to the child's key person and the management team.

For babies, we supply all foods. Formula milk is provided for children up to their 1st birthday, we do not provide toddler style milk or specialist milk. Parents must ensure staff are pre-notified of any changes in formula milk that they expect the nursery to supply.

We welcome breast feeding mothers and all breast milk should be in a sealed container and clearly named with your child's name and date.

We work closely with parents who are weaning their child ensuring their wishes and requirements are met. Children in receipt of funding will be charged for food, please see funding section.

## **Belongings**

Please make sure all your children's belongings are named, we hold no responsibility for lost property.

Please do not send your child to nursery in 'best' clothes and shoes. We encourage the children to get 'stuck in' and they will get muddy, sticky, wet, painty and messy!

All children should have a spare change of clothes in a clearly named and suitable small bag (no plastic bags please).

Children should have a warm coat, gloves, and hat in the winter.

We provide sun hats and sun cream in the summer months, but please provide your own if you require something different from nursery stock.

Please provide one family photo of your immediate family, so we can include this in our family book for your child.

We have lots of lovely toys at nursery and there is no need to bring toys from home. If children wish to bring a comforter to the nursery, they are more than welcome to do so but the Nursery cannot be held responsible for these very precious items.

All children require a nursery book bag. Your registration includes one book bag. Additional book bags should be purchased through the nursery. Can we kindly ask parents to bring book bags at least once a week.

Pushchairs and car seats which parents wish to leave at nursery should be folded and can be stored in the buggy shed in the courtyard area.

## **Nursery Library**

As part of our commitment to ensuring all our children become successful communicators, we encourage all parents to share stories with their children.

All children will have a nursery book bag and choose a new story to take home to share with parents weekly. Please ensure you bring your child's bookbag regularly and we hope you enjoy sharing the stories with your child.

We understand books can sometimes get lost or broken, please do let us know if this happens, so we can replace them for the children to enjoy!

## **Illness and Medication.**

Once children begin to mix with other children it is inevitable, they will begin catching germs and may become poorly with coughs, colds etc.

Children who have a temperature above 38 should stay at home and away from nursery for at least 24 hours after their temperature has returned to normal.

Children with sickness and/or diarrhoea should remain away from nursery for at least 48 hours after their last bout of illness.

Any child who has been sent home from the nursery because of ill health will not be re-admitted for at least 24 hours or 48 hours for sickness and diarrhoea. We do not allow children to return to nursery part way through a session (for example if a child is sent home at 2pm on a Monday with a temperature, they can return to nursery if well from 8am on Wednesday).

For any other exemptions please go to [How long should you keep your child off school - checklist poster \(text version\) - GOV.UK \(www.gov.uk\)](#)

Children who have coughs and colds but are happy and well are welcome to come to nursery.

Medication can be administered if it has been prescribed by a doctor. An electronic form on family will be completed by the nursery following your directions, this must be acknowledged by the parent/carer giving the staff permission to administer the medication to a child on day one of the medication, before the time you require us to administer the first dose. Each time the medication has been administered the form will be updated and parents are requested to acknowledge online that the medication has been given. Medicines must be in the original container as dispensed by the pharmacy. This must also include the prescriber's instructions for administration and contain the child's name.

Medication administered to children under 16 must not have any aspirin content, unless prescribed by the GP.

We are under no obligation to administer non-prescription medicine. The nursery will not administer any non-prescription medication containing aspirin. The nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought.

For those children who have a medical condition which requires long term medication, prior parental permission will be recorded on an electronic long-term medicine form on family along with instructions for when it should be administered. Once a child starts at the nursery or is prescribed the medication, this will be set up and a parent should acknowledge the form. Parents will be asked to acknowledge that medication has been administered as and when. The details of the child's medical condition will be detailed on an action plan and kept with the child's medication. These medications may be kept on site for as long as they are required and must be replaced by the parent when they expire.

We will set up a long-term medication form for each child for Calpol and Antihistamine (Piriton) if requested by a parent. This must be acknowledged by the parent if they wish Calpol/antihistamine to be administered.

We will only administer Calpol for teething or if a child has a high temperature and they cannot be collected immediately because of circumstances outside of their parents' control. Antihistamine may on occasion be needed if a child is stung by a bee or has a contact allergy rash appear. Even though these forms are signed in advance - we will not administer Calpol/antihistamine for children unless we have spoken to the parent by family message or on the telephone before administering to ensure no Calpol/antihistamine has already been administered and the parent has failed to inform us.

In the event we give Calpol/antihistamine as requested this does not mean a child can remain at the nursery who is unwell, and all exclusion times still stand – e.g., a child with a temperature must remain away for 24 hours.

We will not routinely give liquid paracetamol (Calpol) to a child for anything other than teething, a parent will always be asked before we administer medication. Children who need Calpol for any other reason may not be well enough to attend nursery.

We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.

Covid Regular asymptomatic testing is no longer recommended in any education or childcare setting, children and young people who are unwell and have a high temperature should stay at home and avoid contact with other people. They can go back to childcare when they no longer have a high temperature, and they are well enough to attend. Any child with a positive COVID-19 test result should try to stay at home and avoid contact with other people for the recommended timescale.

## **Accidents**

When an accident or incident occurs, we ensure that the child is comforted and reassured and the extent of the injury is assessed and if necessary, a call is made for medical support or an ambulance. First aid procedures are carried out where necessary, by a trained paediatric first aider. The accident or incident is recorded on an accident/incident form on family and kept electronically. We ask parents to acknowledge the accident form as soon as possible.

### Pre- Existing injuries

A pre-existing injury is an injury that occurred when the child was in the care of a parent/carer or an injury that has occurred when the child has been in the care of another care professional e.g. another pre-school setting/or a childminder and arrives at the setting with this injury.

If a child arrives at Little Monkeys Charlbury with an existing injury, the parent/carer must inform staff on their arrival and we will complete a 'Pre-Existing Injury' incident Form, detailing how the injury occurred and any treatment etc needed. This will be done electronically on an incident form on famly. The parents must acknowledge the form in the same way they would an accident form.

### Safeguarding

Safeguarding is everyone's responsibility, and we are committed to safeguarding and promoting the welfare of children and expect everyone to share in this commitment. We are fully committed to ensuring that consistent effective safeguarding procedures are in place to support families, children and staff at the nursery. All concerns are passed to the "Designated Safeguarding Lead" in the setting, in compliance with 'Information sharing: advice for practitioners. We have a duty of care to the children and families and are duty bound to pass relevant information to the relevant authorities. You can read the Settings Safeguarding Children Policy and other safeguarding policies the nursery holds in the Nursery Policies section.

Little Monkeys Designated safeguarding leads are Kelly Harley, Karen Cox, Theresa Portman, Simon Harley and Zoe Masters, please ask to speak to one of them regarding any concerns or queries you may have.

### Animals in the nursery.

We recognise the value animals/pets can bring to the emotional needs of children and adults. Caring for animals/pets also gives children the opportunity to learn how to be gentle and responsible for others and supports their learning and development. On occasion pets may visit the nursery. They are fully vaccinated, wormed and defleaed and appropriate. We ask parents to please inform us on the child's registration form of any allergies of phobias to animals' children may have, so we can ensure that their needs are always met.

### Walks around Charlbury.

We enjoy spending time and exploring our local area with the children. We often visit the park and the library, walk to see the ponies in the field and enjoy collecting leaves and conkers on the playing close. All children under 3 years are either in pushchairs or on reins. We evaluate children older than 3 and decide if reins are appropriate down to their age and stage of development. At least one level 3 practitioner will always attend and at least one first aider. We alter our ratios when outside the building to 1:2 for babies, 1:4 for Little People and 1:6 for Preschool. At least two staff members always accompany the children. Walks around Charlbury are often ad-hoc, so we are unable to inform you beforehand, but will always tell you we have been. We have risk assessed the common areas we use.

### Policies

We hold many policies and procedures which help form our operational plan. All our policies and procedures can be found on our webpage.

### Closure of the nursery

At times in the past, we have had to close the nursery due to circumstances beyond our control, i.e., snowy weather. If a decision is made to close the nursery due to bad weather, we will keep parents updated by messages on the Famly app. Please ensure you check for messages regularly.

### Term time only contract

Little Monkey's offers a term time only contract for those parents who wish to use it. The term dates are in line with Charlbury primary school, and we bill parents on term time only contracts using these dates. If parents need to book extra sessions during school holidays, they can do this in the usual way.

## Extra sessions

Extra sessions can be booked in advance by messaging via Family. Please ensure the message is sent to Kelly or Karen. Extra sessions are charged at the normal nursery rates. At least 24 hours' notice of cancellation is needed to avoid paying for extra sessions.

## Insurance

We have comprehensive insurance covering Public Liability, Group Personal Accident for children and staff, Nursery equipment and premises.

## Complaints Procedure

Little Monkeys believes that all children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the nursery and will give prompt and serious attention to any concerns about the running of Little Monkeys.

We expect that most concerns will be resolved quickly using an informal approach to the appropriate member of staff but if this does not achieve the desired result, we have a set procedure for dealing with concerns. We aim to bring all concerns about the running of Little Monkeys to a satisfactory conclusion for all the parties involved.

If the nursery fails to resolve the grievance or complaint, then the parents/carers can approach Ofsted, their details are as follows:

Ofsted Tel: 0300 123 1231

Address: The National Business Unit Ofsted Piccadilly Gate Store Street Manchester M1 2WD

## Collection of information

We ask all parents to complete some forms which we need to keep and share with others on a need-to-know basis. Forms include.

- a registration form, giving us permissions for sun cream, photograph sharing etc. as well as emergency contacts and passwords for collection by other people. This information is uploaded onto your child's account on Family.
- A unique child booklet which gives us an insight into your child's development so far.
- A 'All about me' form which enables you to log your requirements including children's likes and dislikes and routines.

All these forms will be sent to you before your child begins at Little Monkeys and we ask they are completed and returned by your child's first day.

Parents are also asked to read the nursery terms and conditions; these are available on the website and form part of your application. The offer of a place and its acceptance by the parents gives rise to a legally binding contract on the terms of the terms and conditions.

In addition to this we may ask you to complete funding forms or provide other information as needed.

## Funding and Fees

The nursery accepts many forms of funding and uses the funding loop programme to collect and collate information. Fees are due on the 1<sup>st</sup> of the month. For more information on fees and funding please see the fees and funding information.

## Data Protection and GDPR

Parents will be asked to read our GDPR privacy notice, this is available on our website and form part of your application.

## Website

We try to keep our website as up to date as possible with information on fees, funding, safeguarding and early help, term dates, policies and procedures and websites parents may find useful! Please do explore and let us know if you think we have missed anything!

### Contact details

Please feel free to contact the staffing team, when necessary, throughout the working day on Family. To allow our staff team a balanced home/work lifestyle, if possible, please do not message them on Family outside of nursery hours or expect a reply outside of nursery hours. Messages about day-to-day issues etc should be sent to rooms rather than individuals so if a staff member is absent others can pick up your message.

Any messages about billing, session changes, funding, safeguarding, complaints or anything of a sensitive nature or needs to be shared on a need-to-know basis, please do private message Kelly.

If your question or query demands an immediate response or if you need help outside of nursery hours, please message Kelly on family or 'whats app' her on 07383080393.