



# Parent Handbook





## Parent Handbook

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## 1 WELCOME TO THE PAVILION DAY NURSERY

On behalf of the Pavilion Day Nursery we would like to welcome you and your child(ren) to the nursery, who we hope will settle happily into the nursery and enjoy their first experience in an educational setting.

This hand book contains information about the nursery and how we work. We believe we have included everything you need to know, but if you have any questions please do not hesitate to speak to a member of the nursery staff.

## 2 Mission Statement

Our vision is to provide all children from birth to 5 years a high quality educational, inspiring, caring and secure environment. Our practitioners are committed to developing educational plans for all children focusing on their individual needs and background. Every learning experience with children is valued and vital to ensure they develop globally.

## 3 Staff

The safety of the children in our care is paramount; therefore we ensure that ALL employees hold an Enhanced DBS Check, a Food Hygiene and First Aid Certificate. The Nursery Manager is Sarah Tuman. The nursery staff work together as a team in order to provide your child(ren) with the very best childcare. To keep continuity for both children and parents we try to keep staff in allotted rooms, however, this may not always be possible due to staff absences and you may find we have to move staff around in order to maintain staff:child ratios. Additional temporary staff will be employed in the event of staff shortages.

## 4 Equal Opportunities

The Pavilion Day Nursery is committed to provide equal opportunities in a positive manner. We aim to ensure that all staff value and respect different racial origins, religions, cultures and languages of all the children and their families/carers. We value each child as an individual and embrace all cultures without prejudice or stereotyping. Activities and toys reflect this on a daily basis and this is promoted throughout the nursery.

## 5 Opening Hours

The Nursery is open for 51 weeks a year; 8.00am to 6:00pm, Monday to Friday inclusive for children aged 3 months to 5 years. The nursery is not open on bank or public holidays and 5 working days over the Christmas/New Year Period.

Session Times:

7.30am Early Start Session

**(The early start session needs to be booked monthly in advance and will be invoiced at the beginning of the month with the monthly fee invoice. The charge for this facility is £8.00 per session. This additional service is operated subject to demand)**

8.00am – 6.00pm Nursery core hours: Morning session: 8.00am – 1.00pm  
Afternoon session: 1.00pm – 6pm

**\*\*Please note: Once sessions are booked, these cannot be swapped for alternatives \*\***

It is imperative that children are collected promptly at the end of each session, **this is VERY important as we may otherwise exceed the maximum child numbers permitted by our Ofsted Registration.** Parents/carers who know they are going to be late **MUST** inform the nursery at the earliest opportunity. Parents/carers who are late will receive a late charge of £30.00. If you are 15 minutes late collecting your child there will automatically be a £45.00 charge, every 30 minutes thereafter will be charged at £45.00.

Parents and carers should note that the nursery operates a “best practice policy” and therefore children can only be cared for in the nursery setting for a **maximum of 10 hours** a day.

## **6 Attendance**

The nursery keeps a register of attendance in all rooms; therefore if your child is going to be absent it is extremely important you notify the nursery on the number below as soon as possible. If your child is absent for two sessions and the nursery has not been notified; your key person will contact you to establish reasons for the absence. In situations where children miss 5 consecutive sessions or consistently do not attend the nursery without any contact or reasonable explanation as to the absence; the Nursery Manager reserves the right to suspend the placement with immediate effect; in this situation you will need to make a new application and any sessions offered will be subject to availability.

**Pavilion Day Nursery: 01932 780005**

## **7 Arrivals and Departures**

Parents must ensure a staff member is aware you have arrived. Ofsted require the nursery to record all children’s arrivals and departures for safety regulations. When collecting your child their departure time must also be recorded. If an unknown person is collecting your child, you must ensure the nursery and person collecting are aware of the agreed password, even if they have been nominated to collect on your child’s entry forms. For security purposes it is essential that you do not give your fobs to relatives / friends collecting children on your behalf.

## **8 Settling in**

We at the Pavilion Day Nursery understand how difficult and emotional it can be when leaving your child for the first time; especially if it is their first time in a childcare setting. This is why we offer you three settling in sessions free of charge for you and your child to become familiar with the setting and their key person.

During these sessions you will be required to provide the nursery with detailed information about your child in accordance with the new framework. This is vital for our staff, as it will give them an insight to your child’s development and interests which will help us to provide your child with a programme that meets their individual needs. All of the above will aid your child settling in and make the whole process a much happier one.

## 9 Parental Responsibility and Participation

Parents have full responsibility of their children before and after they are signed in/out on the Nursery register and must ensure they are appropriately supervised at all times. In order for the nursery to run smoothly, parents should deliver and collect their children promptly when each session starts and ends. Parents must inform staff if their child has any form of allergy or is on any medication.

We like to encourage parents to participate in nursery life by continuing their child's nursery learning at home i.e. songs, nursery activities. We believe communication with Parents/carers is paramount and encourage parents to share information and take part in events and activities within the Nursery. We do encourage parents to visit the nursery; sharing with our children their cultural or professional experiences. The nursery also facilitates an active parent committee; all parents are welcome at these meetings.

## 10 Meals

The nursery provides breakfast, hot lunches, tea and snacks throughout the day for all children. All meals are cooked fresh on site by our chef manager. Menus change seasonally but if a parent is not happy with a particular meal or they have any suggestions we are happy to remove them or give them a try. There will be no alternatives offered at meal times, apart from for children with special dietary requirements due to religion or allergies. For further information a Toddler factsheet on eating is available on the Nursery website.

**Breakfast is available from 8 – 8.45am each morning; due to the daily routine it will be unavailable after this time.**

We have no facilities for sterilising baby's bottles, therefore we ask parents to bring them pre-sterilised with the powder in a separate container. Bottles should be clearly labelled with your child's name.

## 11 Early Years Foundation Stage (EYFS)

All children within the nursery are educated using the EYFS framework, which is how the Government and early years professionals describe the time in your child's life between birth and age 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 experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs. In 2014, 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.

The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development.

Children should mostly develop the 3 prime areas first. These are:

- Communication and language;
- Physical development; and
- 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 4 specific areas. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 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 a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it is designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside. Outdoor play is an integral part of a child's play and learning and therefore we provide children with the opportunity to experience the outside as and when they choose (free flow). Therefore children are able to go outside in all weathers provided they are appropriately dressed. Parents must provide adequate clothing i.e. wellies, hats, gloves, coats in winter and sun cream and sun hats in the summer.

For further information on the Early Years Foundation Stage Framework visit: [www.foundationyears.org.uk](http://www.foundationyears.org.uk).

## **12 Photographs**

Pavilion Day Nursery will take photographs of which parents/carers should be aware; this will consist of group photographs of all children during activities for the EYFS profiles and special occasions.

## **13 Behaviour**

We operate a very positive and consistent approach to the management of children's behaviour. We have a GOOD choice and a BAD choice system that we run throughout the nursery. This enables the children to learn that it is the choice that they have made that is GOOD/BAD and not themselves. This enables the children to have clear boundaries according to the child's age and stage of development. We work in conjunction with parents and children to ensure that our behaviour policy is promoted at all times.

## **14 Special Educational Needs and Disability (SEND)**

We are aware that children develop at different rates and will achieve learning outcomes at different times. However, we believe it is important to monitor all children's development, the Nursery therefore has a SENCO, who will work in conjunction with the key person and identify areas your child may need more support or specialist input. Any such suggestion would be discussed with the parents and information for the appropriate professionals offered. Our Staff will be very sensitive and supportive to both the child's and parent's needs.

## **15 Extra Curricula Activities**

Children in Sunflowers (3-5 years) and Daisies (2-3 years) are offered weekly "Ready Steady Go Kids" sessions; these seek to develop a lifelong passion for physical activity and sport, increase confidence and prepare children for participation in school and the broader community.

The program objectives are as follows:

- To introduce children to a variety of sports in a structured, safe, inclusive and non-competitive environment.
- Show children that sport and physical activity are fun.
- Develop and enhance age-appropriate gross motor skills, coordination and correct posture.
- Introduce and reinforce the importance of warm-up and stretching to help prevent injuries and proper hydration.
- Teach the importance of good sportsmanship and teamwork.

An external organisation runs these sessions on a Thursday morning for both rooms. There is a charge of £16.00 per month.

## **16 Nursery Transitions**

When your child reaches the age to move to the next room; a month before they will have settling in sessions alongside their current key person. This helps your child to adjust to the change, but still have the reassurance of their present key person. Gradually we increase the length of the visits until they are ready for the move permanently. A transition form is completed by the child's key person and this is given to their new key person, which gives them vital information about your child that will help with their settling in process and their individual learning needs. You will be given a booklet giving you information on the transition and details of the new room.

## **17 Nursery Registration and Inspection**

We are registered under Ofsted and a copy of our registration document is displayed on the notice board in the foyer.

We are inspected regularly by Ofsted and a copy of our last inspection is available in the nursery foyer, on the nursery website: [www.paviliondaynursery.co.uk](http://www.paviliondaynursery.co.uk), or you can go on to the Ofsted website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk). We were last inspected in February 2014 when we received a 'GOOD' grading for our quality of care and education.

## **18 Accidents, Illness and Medicine**

All staff hold a recognised paediatric first aid certificate; which is renewed every three years. This ensures your children are kept safe and secure at all times, however accidents can and do happen. If your child is involved in an accident immediate first aid treatment will be given, an assessment of the child's condition will be made and a written account of how the accident occurred and treatment given will be recorded in an accident book. On arrival to the nursery you will be informed of the accident (unless contacted by phone earlier) and staff will ask you to read and sign the accident form.

If a child is in an accident that requires hospital treatment you will be informed immediately and, if necessary, arrangements to meet you at the hospital will be made. If it is felt necessary to take your child to hospital, an ambulance will be called.

If your child has an accident at home you must inform the nursery staff upon arrival to the nursery and you will be asked to complete an entry form noting details of the accident. This will be kept in your child's personal file.

## Medication/Sickness:

- **Conjunctivitis**

Children who are sent home from nursery suffering from conjunctivitis must not return to nursery for at least **24 HOURS** after they have received the first part of their medication. If their eyes remain sticky after the **24 HOUR** period, (green/yellow discharge) they will not be accepted in to nursery as they will still be infectious.

- **Sickness & Diarrhoea**

If your child has three loose nappies or has sickness/diarrhoea while attending nursery you will be contacted and asked to collect your child immediately. Your child will need to remain at home for **48 HOURS** after their last loose nappy or sickness/diarrhoea as stipulated by **Environmental Health**; another stipulation is that the nursery disposes of any badly soiled clothing.

- **Nurofen / Calpol**

If your child is unwell and needs to be given Nurofen / Calpol, **DO NOT** bring them in to nursery for 24 hours or until your child is well enough to return. If we need to administer Nurofen / Calpol here, we will call you first. **YOUR CHILD IS AT RISK, IF PERMISSION TO ADMINISTER NUROFEN / CALPOL IS DECLINED, IF THE NURSERY IS UNABLE TO REDUCE YOUR CHILD'S TEMPERATURE.**

Please note: you will need to collect your child within **TWO HOURS** unless you are advised otherwise by your child's key worker or Room Leader. If your child has been administered Nurofen / Calpol at home before nursery they will **NOT** be accepted in to nursery. All parents must sign a Nurofen / Calpol permission form.

**In the event that your child's temperature reaches 39 degrees or above, the nursery will administer Nurofen / Calpol immediately. Every effort will be made to contact you in this instance as your child must be collected immediately.**

- **Piriton**

In the event of your child displaying symptoms of an allergic re-action, Piriton will be given by a qualified member of staff, we will call you first. Dependant on the severity of the re-action, Piriton may be administered immediately prior to contact.

Please note: you will need to collect your child within **TWO HOURS** unless you are advised otherwise by your child's key worker or Room Leader. If your child has been administered Piriton at home, dependant on the severity of the re-action, you need discuss with the room leader whether they can attend Nursery.

- **Non Prescription / Drugs Medicine**

It is our policy not to administer any medication that is not prescribed by your doctor.

- **Prescribed Medication**

If your child is receiving long term or a course of medication they can attend nursery as long as one or more of the following applies:

- Your child has a long term medical condition and requires on going treatment.
- Your child has been ill and you have adhered to the above polices, but they still require a course of treatment and they are no longer infectious.

Our policy is that we will administer any prescribed medication to your child under your direct authority. A medical consent form will need to be completed on the day/s the medication is required, these will be given to you by your child's carers. However, your child will need to remain at home for at least 24 hours after they have received the first course of medication.

## **19 Head lice**

Head lice are small insects – about the size of a sesame seed when fully grown – that live in the hair and scalp of humans. They feed on blood from the scalp. Head lice are passed from one person to another through close head to head contact. It is not usually possible for head lice to live away from the head so therefore cannot be passed by brushes, hats, combs or bedding. They also do not live on pets.

Infection is common among children, since lice are passed through head to head contact, which occurs regularly at that age. Please inform nursery staff if you suspect your child has head lice.

## **20 Safeguarding Children / Child Protection**

The Pavilion Day Nursery has a duty of care to ensure the safety and welfare of all the children in its care. As childcare professionals we abide by the Surrey Safeguard Children Board (SSBC) and EYFS statutory requirements. We will protect all children from harm and any concerns regarding their safety will be appropriately investigated by the Nursery nominated DSL, Sonia David or the Deputy DSL: Sarah Tuman.

## **21 Policies**

Policies are available on the Nursery website: [www.paviliondaynursery.co.uk/children-policies](http://www.paviliondaynursery.co.uk/children-policies)

Login Details: [allparents@paviliondaynursery.co.uk](mailto:allparents@paviliondaynursery.co.uk)

Password: parentaccess

## **22 Change of Circumstances**

It is highly important that we keep records of your child up to date. Please inform a member of staff or the Nursery Manager at the earliest time possible so your child's record's can be amended / kept up to date.

## **23 Withdrawing your child from the Nursery / Changing your child's sessions**

One month's written notice from 1<sup>st</sup> of each calendar month is required of your intention to withdraw your child or change their sessions. This should be sent/e-mailed to the Nursery Manager: [stuman@paviliondaynursery.co.uk](mailto:stuman@paviliondaynursery.co.uk).

## **24 Children's Personal Clothing**

Please send your child into Nursery with a number of spare sets of clothes; the Nursery has limited spare clothes available due to storage limitations. If your child is toilet training you made need more. Clothes must be clearly labelled with your child's name. If your child is sent home in Nursery spares, it would be appreciated if they are returned.

At nursery it is **VERY LIKELY** your child will get messy and therefore appropriate clothing must be worn.

## 25 Monthly Fees

Fees are charged monthly in advance and must be paid no later than the 14<sup>th</sup> of each month by **internet banking or standing order**, we do not accept cash or cheques. Fees are calculated on the basis of the weekly charge, multiplied by 51 and divided by 12 (months), therefore fees are the same each month. Early starts cost £8.00 per session and need to be booked in monthly in advance; this will be added to your monthly fee invoice. The early start session is operated subject to demand. Fees are reviewed in January of each year; if there is a fee increase emails will be sent at the end of February/beginning of March with the appropriate increase taking place in April.

It is extremely time consuming and disruptive for the Nursery to be engaged in pursuing late fees, this will, therefore, result in an automatic charge of £50.00. At the end of the month a polite warning letter will be issued that the nursery placement will be suspended if fees are not paid immediately. If no payment is received the nursery place will be suspended with immediate effect and will not be reinstated until the arrears are paid in full; places will be subject to availability. Further action will be taken to recover any outstanding fees. There is a £25.00 administration fee for each cheque that is returned unpaid by your bank.

Extra sessions are available; children must be booked in advance and the additional cost will be added to the monthly fee invoice.

Fees are payable during periods of absence from the nursery, including sickness, holidays and public and bank holidays. **In the event of Nursery closure due to unforeseen circumstances, fees will NOT be refunded to your account.**

## 26 Deposit

A deposit of one month's fees is required once your child starts the nursery; this will be adjusted if you increase/decrease your child's sessions. This is refundable upon your child's departure from the nursery, however any fees due will be recovered from your deposit.

## 27 Childcare Vouchers

Many companies now offer 'employer supported childcare' in the form of childcare vouchers. We accept childcare vouchers as a method of payment towards nursery fees, these must however be allocated to your account within the payment terms of the 14<sup>th</sup> of each month to avoid late payment charges.

There are a growing number of specialised companies employers may use in their work setting; we accept childcare vouchers from most organisations, if we do not have an account with the childcare voucher company your employer uses; we will set up an account with them.

## 28 Free Early Education

In England, all 3 and 4 year olds are entitled to claim free early education; 10 hours per week over 51 weeks. This is to give children the opportunity to take part in planned learning activities, and help prepare them for school through the early learning goals set out in the [Early Years Foundation Stage](#). Children can get free early education from the term after their third birthday. If you are currently claiming FEE with another nursery this is not automatically transferred, so full fees will be applicable until the start of the new term.

Session times offered are: morning (8.00 – 1.00), afternoon (1.00 – 6.00) or a full day (8.00 – 6.00). These are the set session times and cannot be altered, if part of a session is required, then the whole session must be allocated/paid for. Any additional sessions over the 10 hours will be charged at the standard fee rate.

The Free Early Education purely covers childcare. There will be a charge for meals for the Free Early Education sessions. Included in the morning session is breakfast, a mid-morning snack and a cooked lunch; costing £2.50. The afternoon session includes a snack and a cooked tea; costing £2.20. For a full day session the cost of meals is £4.70. These charges are purely for the Free Early Education Sessions ONLY. Unfortunately, due to the high number of children attending the nursery with serious allergies; we cannot offer the option for your child to bring a packed lunch.

### **29 Nursery Website**

Further information can be obtained from the Nursery website: [www.paviliondaynursery.co.uk](http://www.paviliondaynursery.co.uk). A copy of the latest Ofsted report, parent committee meeting minutes and upcoming diary dates are to name but a few useful sources of information available here.

### **30 Update Form**

It is an Ofsted requirement that the information that we hold on file is current and up to date, especially mobile/telephone numbers and addresses. A Personal Information Update Form is available on the Nursery website: [www.paviliondaynursery.co.uk](http://www.paviliondaynursery.co.uk), or alternatively please ask your Room Leader for a copy. This can be handed in to the Finance Office.

### **31 Mobile Phones**

You are not permitted to use your mobile phones on the Nursery grounds.

### **32 Smoking**

You are not permitted to smoke anywhere on the Pavilion Day Nursery or St Paul's Catholic College site including the car park.

### **33 Dogs**

Dogs are not permitted anywhere on the Pavilion Day Nursery or St Paul's Catholic College site including the car park.

### **34 Complaints**

At the Pavilion Day Nursery our commitment to the care of your children is paramount. It is important to us that we maintain and improve our high standards of Care and Education. However, we do acknowledge that parents may occasionally have concerns or issues.

If you feel that you need to bring these to our attention, please do not hesitate to discuss them with Sarah Tuman the Nursery Manager or put them in writing or e-mail: [stuman@paviliondaynursery.co.uk](mailto:stuman@paviliondaynursery.co.uk). If you are in anyway dissatisfied with the feedback you receive you can take the matter further by informing the Directors of St Paul's Trading Ltd or Ofsted using the contact addresses below.

A complaints file is kept in the office for parents to view at any time they so wish.

**Contact Addresses**

Directors St Pauls Trading Ltd  
C/O St Pauls Catholic College  
The Ridings  
Sunbury on Thames  
Middlesex  
TW16 6NX

National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester, M1 2WD  
Telephone: 0300 123 1231  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)