

# Little Squirrels Play Forest

## Full Day Care Prospectus

Version 3.0

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## Contents

Introduction .....	2
Aims and Objectives of Little Squirrels Play Forest .....	2
Admission .....	2
Opening and Session Times .....	3
Settling in Sessions .....	3
Staff Team.....	3
Security .....	4
Collection of Children .....	4
Parental Partnership.....	4
Celebrations.....	4
Toileting and Nappy Care .....	5
Clothing.....	5
Sleep and Rest Times .....	5
Food/Snacks/Drinks .....	5
Nursery Trips and Outings .....	6
Positive Behaviour Management .....	6
Safeguarding .....	6
Planning, care, learning and development.....	6
Fees.....	7
Notice Period .....	10
Late Payments .....	10
Fee Review .....	10
Curiosity Approach .....	10
Administration of medicines policy .....	10
Sick child policy.....	11
E-safety policy.....	11
Tapestry .....	12
Accident and emergency aid policy .....	13
Frequently Asked Questions.....	14



## Introduction

Welcome to Little Squirrels Play Forest! We are delighted that in reading this, you must have an interest in joining the Little Squirrels Family. That's very exciting for us, but also you too.

This document sets the scene of our Nurseries. It captures the ethos, aims and processes we use to hopefully make your child's time at one of our nurseries both as enjoyable and stimulating as we possibly can. It does also lightly touch on some of our more salient policies such as fees, terms and the like – but is not as comprehensive as the actual policies themselves which can be made available to you.

But first - Little Squirrels Play Forest Limited is small, regional, family owned Nursery. Established in 2015, in the Castle Quarter Shopping centre in the heart of Norwich City Centre, the business has subsequently expanded to four settings; the original remains in the Castle Quarter together with a setting in Great Yarmouth, a setting in Gorleston and our newest in Magdalen Road, Norwich, which opened in January 2023. All settings offer full day care, sessional care and limited ad-hoc and term time only spaces for children aged between three months and five years up to the term after their 5<sup>th</sup> birthday. We offer fully funded places to eligible two, three and four year olds.

## Aims and Objectives of Little Squirrels Play Forest

The nurseries aim to provide a safe, happy and stimulating environment both inside and outside for all children. To facilitate each individual child to develop their learning and social skills with confidence along with positive encouragement from staff and parents. To provide open ended resources and allow children to imagine, explore and use their sense to become happy, confident and active learners. As an Early Years Teacher lead setting, we promote positive behaviours and respect for all.

## Admission

All children and families are welcome at Little Squirrels Play Forest. We operate a waiting list for places within the nursery, so it is important to register your interest as early as possible. To register your interest please email- [enquiries@little-squirrels.com](mailto:enquiries@little-squirrels.com) stating your child's name, age, desired start date and desired number of days or hours. We welcome parents for show rounds and this can be arranged when registering your interest.

We will contact you when a place becomes available, should you wish to take up this place we will require your completed entry forms to be returned within one week along with your deposit. The setting will then arrange with you settle in sessions for your child.

Our waiting list operates based on the following criteria:

- Existing families including siblings
- Date of expression of interest
- Requested start date
- Required sessions



## Opening and Session Times

We offer both full day and sessional care. Full day care operates Monday to Friday between the hours of 08:00-18:00 and our sessional care runs between the hours of 08:00-13:00 and 13:00 to 18:00. We are open throughout the year except for Bank Holidays and the Christmas and New Year period.

Subject to availability we offer emergency and ad hoc care for those registered with our setting and these will be charged at the normal day rate. Subject to availability we aim to offer flexible sessions for shift workers, those who work offshore and other parents / carers who need a flexible approach to meet their childcare needs. Please email [enquiries@little-squirrels.com](mailto:enquiries@little-squirrels.com) to discuss your individual needs.

## Settling in Sessions

Every child is unique and requires differing levels of support. We want both you and your child to feel comfortable and happy while your child is in our care. An important way to build strong bonds is by having a settle in period that suits both the child and their family.

For the first settle in session we suggest the parent and the child stay for one hour to explore and play in the setting working closely with the staff to encourage building bonds. For the second session parents are encouraged to stay to settle their child but then leave them in our care for a short period of time (max one hour) to encourage the child to be independent and comfortable in the setting (but we ask that you remain close by). Depending on the individual child they may require additional settle in sessions, and these will be discussed and agreed with the parent. No charge is made for settle in sessions.

During this time the child may gravitate towards a member of staff, this member of staff will be allocated as the child's key person. It is important for the children to feel comfortable and able to form a strong bond with their key person, letting the children develop a bond with their chosen member of staff allows for a more sensitive transition from home to Nursery. The key person will be allocated after the settle in sessions and this decision will be based on the child's preference and working patterns of the key member of staff.

Upon starting nursery children are encouraged to bring a comfort box with them. Parents and children can choose items they would like to put into their box however we recommend photos of close family members, a comforter and objects that children enjoy and find of comfort. This box will remain in the setting for the child to access anytime they feel they need some comfort.

## Staff Team

All staff offer a warm, welcoming and consistent caring approach to all children and families within the setting. Staff work closely with families to build a strong unit around the child. Staff are trained to level three in Childcare or above. We have a qualified Early Years Teacher leading the setting. All staff are paediatric first aid trained and attend additional training including but not limited to child protection, Special Educational Needs Coordinator, Positive behaviour management, communication & Language development, effective outdoor play.



## Security

All Staff and volunteers are required to have an Enhanced Disclosure and Barring check to certify they are suitable to work with children. Visitors to the setting are required to sign in and abide by our Safeguarding Policies and will not be left unattended at any time. Each setting is secured with access that can only be opened by staff. The Nursery grounds are enclosed and secure. We have a doorbell with a camera on the front of our setting / a magnetically locked door with intercom system (subject to which setting), staff must look at the camera / visually verify who is collecting to see who it is and feel confident that they know the person and the reason they are there before letting them into the setting, if they don't know the person then they must ask the manager to go to the door and check. This way we are not letting just anyone into the setting and keeping the setting safe and secure for the children, staff and parents.

## Collection of Children

Parents will be asked to provide details of anyone who may drop off and collect your child. Parents must keep this list up to date notifying the nursery of any changes. Parents will be asked to use a password system for adults collecting children who are unfamiliar to nursery staff. We will NOT allow your child to leave nursery with an unfamiliar adult and will need to be informed if a different adult is picking up. The supervisor on duty will contact the parents in this instance to check the adult's identity and confirm they are happy for the child to leave with the adult. If the parent cannot be contacted all emergency contacts will be attempted. If nobody can be contacted the setting will follow the Uncollected Child Procedure.

## Parental Partnership

We aim to support and work with parents as the first and most important educators in their child's life. As such, we encourage parents to be as actively involved in our nursery as much as they wish and welcome the contributions of all parents in whatever forms these may take. We have an online tracking system called Tapestry, where we post daily observations, next steps and updates about your child, we encourage parents to post updates on Tapestry about the progress they are seeing at home with their child. You are welcome to come in anytime. A staff member is available at the start and end of each child's session, to give the opportunity to discuss any current needs, and to ensure parents are kept fully informed of their child's daily activities. All written information and records relating to each child is kept in their individual learning profile on our online tracking system which parents have access to. We hope that parents will add contributions to keep staff up to date with the child's progress at home and evolving interests.

## Celebrations

Celebrations and festivals form a huge part in our day to day lives and as a setting we will endeavour to encourage children to celebrate with their peers. Important family events such as weddings and babies will be celebrated along with festivals from all cultures. Parents are encouraged to share significant events and celebrations with staff and are welcome to come into the setting to help us celebrate. We also encourage parents to share cultural resources with us, to help us create a culture friendly setting for the children.



## Toileting and Nappy Care

We kindly ask that you provide nappies, pull ups and wipes during your child's time with us. Should your child use any nappy creams we ask this to be provided in its original labelled packaging. When your child is ready for toilet training, we are happy to work closely with you and your child, we have potty and training seats available and you are welcome to bring your own. We ask that labelled spare clothes are provided for the child throughout the day and staff will regularly remind the child to use the toilet.

## Clothing

Our Nurseries like to get messy! We offer a variety of messy play activities for all ages, including painting, arts and crafts. Although we provide aprons, we recommend your child wears clothing that will not cause upset should it get messy. We actively promote outdoor play with our children and operate a free flow system to the outside area. We therefore ask that children are provided with clothing that is appropriate for the weather. We ask that you provide waterproof tops and bottoms, waterproof all in one's, warm jackets, coats and wellies during the colder months and a sunhat in the summer months. We would always recommend labelling your child's clothes and having a spare set of clothes located within the nursery.

## Sleep and Rest Times

We work with the child and their family to fit into individual sleep and rest times. We have provision for all children to have rest or quiet time should they feel they need to.

## Food/Snacks/Drinks

We believe all children should be offered a wide variety of nutritional foods and are encouraged to try new things, with an emphasis on healthy eating. Before each child starts at our setting, we ask parents for information on dietary needs, preferences and any allergies. Meal times are a positive social event for the children, encouraging communication and language with peers.

Fresh water is always available for children to independently access. We offer a midmorning and an afternoon rolling snack in which the children actively participate by laying the table and cleaning away afterwards. Children are offered milk and water which they pour themselves, and a serving of each day's snack. We ensure that foods offered are of a good variety. We provide healthy and nutritional breakfast, lunch and dinner for the nursery children. A menu is available in the nursery. Meal costs are included in your daily fees is paying the full rate, however if using Funded Hours, we charge a small fee to capture the consumables. These fees will be invoiced along with the regular invoices.

Bottle Feeds are to be provided by the parents of the child in sterilised bottles. Bottle feeds will be given at times stated by the parents this will be recorded on the child's individual bottle feeds chart stating the amount given, the amount taken, the time and the member of staff. We have a steriliser within the setting to ensure all containers remain clean for young children.

Please note that we are a **NUT FREE** nursery.



## Nursery Trips and Outings

When staffing ratios allow, we regularly take children out on local outings such as gardens and parks, Norwich Castle and Norwich Cathedral, along with visits to shops and the library. Advanced notice will be given to parents and an outing information and consent form is given for larger trips which may involve an extra cost and parent volunteers.

## Positive Behaviour Management

We encourage mutual respect, a happy environment to promote self-esteem and confidence within our children at the setting by using positive praise. As children develop and mature, they begin to develop an ability to express their emotions in a positive and constructive way and our practitioners are here to help them to develop these skills. Adults within the setting will treat all children with respect allowing them the chance to express their feelings and tackling unacceptable behaviour in a calm manner focusing on the root causes behind this behaviour. Our approach helps children to understand their emotions and empathise with others. We have a designated positive behaviour officer to help support any child who is struggling to process and deal with their emotions.

## Safeguarding

At Little Squirrels Play Forest the welfare of the child is paramount. We aim to provide a safe and secure enabling environment where children and their families feel protected and understand their rights. We understand that safeguarding can be an emotive subject for all involved and will work in partnership with parents, outside agencies and the child sensitively whilst ensuring confidentiality at all times. All staff are aware of our safeguarding policy, attend regular training and know how to raise any concerns. We have a safeguarding Lead practitioner and deputy on shift at all times to deal with any safeguarding concerns.

## Planning, care, learning and development

Little Squirrels Play Forest implements and promotes the statutory guidance laid out in the Early Years Foundation Stage. We aim to provide an enabling environment based on children's current interests and learning through play. Every child is an individual active learner who will learn in differing ways. The child's key person will plan individual next steps for the child to help them develop in their areas of need.

- **Mini Mice - 3 months-18 months (Approximate)**

Staff provide a warm and loving home away from home environment where babies are nurtured, supported and their care needs met. Staff will work with the parents to provide the highest quality of care and to develop individual care routine that cater for the baby's needs. Babies will experience our sensory area, take part in sensory exploration and messy play alongside experiencing the outdoors. The focus of this area is to promote Physical development, Personal, Social and Emotional skills and Communication and Language. The baby's key person will continually feedback to parents individual next step planning.



- **Fun sized Foxes- 18 months – 3 years (Approximate)**

Fun sized Foxes are entering a huge development stage. Staff are here to support them in making brain connections and honing their skills. Entering a wonderful stage of development these inquisitive little foxes will be provided with a friendly and caring enabling environment to explore. Children will have access to sand and water play, small world play, sensory areas, story areas and creative outside space. Children will be supported in developing social skills, self-esteem and self-confidence, alongside giving them opportunities to develop their coordination. Our free flow play system allows children to learn at their own pace, develop negotiation skills and explore with messy play.

- **Wise Owls- 3-5 Years**

Children have exciting opportunities to explore their sense of wonder and work on their ability to understand the world. Using open ended resources, real life props and materials children can make sense of their everyday experiences by re-enacting what they learn and see. We let children’s imagination run free enabling them to enhance their cooperating and team work skills with peers, develop their language and enable them to make better sense of the world around them. Adult led activities will be provided to introduce mathematical and descriptive language sparking an interest in the written word.

Singing, dancing and rhyming helps to develop their rhythmic and sequencing skills, pre-writing muscles and an understanding of different ways of expressing emotions. Our outside space provides great opportunities for children to explore nature making great recipes in our mud kitchen.

Children are supported in becoming independent confident learners who are happy and have lots of fun learning through play.

## Fees

The fees payable are to hold your child’s space. **Fees are payable one month in advance.** Invoices are sent out at the beginning of each month on approximately the 9<sup>th</sup> of the month, with a payment due on or around the 20<sup>th</sup> of the month. For example, an invoice to capture February’s childcare will be issued to you around the 9<sup>th</sup> of January, due for payment by the 20<sup>th</sup> January. We accept BACS, cash, cheques (made payable to Little Squirrels Play Forest Limited). We are happy to accept childcare voucher schemes and tax-free childcare schemes; please provide the details of the scheme you wish to use prior to your start date which will allow us time to register.

There is no charge for the Nursery during periods of closure, such as bank holidays, Christmas and New Years day. Fees will be charged for closures beyond the nurseries control such as due to extreme weather conditions, notifiable diseases, flood or fire as some examples.

Fees are outlined below:

Sessions	0-3 years old	3-5 years old
<b>Morning or afternoon session only</b>	£30.75	£29.00
<b>Full day session</b>	£61.50	£58.00



Please note food and snacks are provided within your session fee. Morning sessions include breakfast, lunch and snacks. Afternoon sessions include snacks and tea. Expressed breast milk and formula bottles are to be provided by the parent.

Please contact us for more information regarding Ad-hoc childcare prices on [enquiries@littlesquirrels.com](mailto:enquiries@littlesquirrels.com)

All fees are payable one month in advance of the sessions and are to be paid in full. No refund or credit will be provided should your session remain unused for example in instances of holiday, sickness or general lack of attendance.

### Early Years Funding and Sustainability Charge

We are listed with Norfolk County Council as an approved provider to offer the Early Education Funding Entitlement. We offer Local Education Authority Funded places for children when they become eligible the term after they turn three years old. We also offer funded places for eligible two-year olds and three and four year olds who are eligible for the extended 30 hours entitlement. We claim this on the behalf of the parent and ask that all funding claim forms are filled out and returned to the Nursery by the deadline dates required.

We aim to provide parents with flexibility to ensure they receive their government funded hours. Government funded hours are provided without charge to the parent. Government Funding is intended to subsidise the cost to deliver 15 or 30 hours a week of funded basic childcare only. It is not intended, nor does it, cover the cost of meals or consumables. It has been widely reported that the Governments Funding rates have historically been low and unsustainable. More recently, such increases in pay, rates and the costs of consumables do regrettably mean that we now must start applying a Consumables and Sustainability charge for days and sessions where Funded Hours are being claimed. The Charge is to capture the costs of consumables such as food, drink and equipment, together with a notional contribution to assist the ongoing sustainability of the Nurseries due to insufficient funding. The charges are as outlined below.

Sessions	Sustainability Charge	Sustainability Charge if their own breakfast / lunch / dinner is brought to Nursery*
<b>Morning or afternoon session only</b>	£8.00	£5.60
<b>Full day session</b>	£16.00	£11.20

*\*If your child attends a morning session you will need to provide breakfast, morning snack, lunch.*

*\*If your child attends an afternoon session your child will need to provide afternoon snack, tea.*

*\*If your child attends a full day session you will need to provide breakfast, morning snack, lunch, afternoon snack and tea. **Please refer to the Lunchbox Policy.***



Every child is eligible to a maximum of 15 funded hours per week for 38 weeks of the year applicable **from the term after they turn 3 years old** (570 hours per annum). Some two-year olds are also eligible. Some children are eligible for the extended entitlement of 30 hours per week for 38 weeks of the year applicable from the term after they turn three years old (1140 hours per annum). Parents can spread hours over a full year if they prefer. We will spread the hours to maximise the use of your child's hours to fit in with your needs, this will mean taking fewer funded hours per week over more weeks of the year.

Funded hours may be used to cover your sessions; a full day session is 10 funded hours with a morning or afternoon session using 5 funded hours.

Should you wish to increase your hours during a claim period please let us know as soon as possible. We will ask you to amend your parent claim form and we will submit this information to Norfolk County Council on your behalf to ensure you receive maximum funding.

Families are able to take up additional hours over and above their entitlement and these hours will be charged at the Nursery's current sessional or daily rate as laid out above only. Your monthly invoice will clearly state your funded Early Education hours and those additional hours which will have a charge associated.

To find out more please visit: <https://www.norfolk.gov.uk/children-and-families/childcareand-early-learning>

## Deposit and Registration

Due to our waiting list we operate a deposit scheme which consists of £150.00 deposit which is required alongside the Parent Agreement within one week of notification of an available place. This deposit secures your child's place within the nursery. Your deposit will be returned to you in the following way:

- £50.00 will be deducted from your first Nursery invoice.
- the remaining £100.00 will be returned to you at the end of your time at Nursery as long as your child starts nursery on their set date, all nursery fees are paid up to date and suitable notice of terminating the Child's place has been provided.

Deferring your start date may result in the loss of £50.00 against your deposit, if the place continues to be deferred beyond one calendar month from the original start date you may lose the remaining £100 of your deposit and the place will be offered to the next child on the waiting list.

Families claiming Early Education funding hours only will be charged a £50.00 deposit ONLY to reserve their nursery place. It will be returned in full within 6 weeks following the first day of attendance for early education. Where families have agreed a contract for more hours than the early education entitlement, the deposit will be returned when the contract is terminated, and any outstanding fees have been paid in full.



## Notice Period

Should you wish to leave the Nursery or decrease your days a written notice period of one month must be given.

We will work with Norfolk County Council to transfer upon request to another registered provider any remaining government funding.

## Late Payments

We reserve the right to charge a 'late payment fee' of 10% of the total invoice amount per week or part thereof until the balance has been settled.

Parents will be sent a reminder letter informing them of their missed payment and late payment fee due. If the balance remains unsettled a further reminder letter will be issued. Sustained failure to settle any outstanding balances may be referred to Litigation. Failure to pay fees will result in your child's nursery place being given away to those on the waiting list.

## Fee Review

Our fees will be reviewed termly throughout the year, or on receipt of any changes in our statutory duty (such as changes to minimum wage, National Insurance etc) that may impact the viability of the service. Parents and carers will be updated of any changes of fee's one month in advance of the changes coming into effect.

## Curiosity Approach

The curiosity approach is an accreditation scheme that focuses on the nursery environment. We want the nursery to be as homely, calm and inspiring as possible for the little people we serve. We already foster many aspects from the curiosity approach such as using real resources, creating a home from home environment and being passionate about child led and child inspired teaching and learning.

## Administration of medicines policy

If it is required that any child be given medication whilst in our care, we will do so. Children taking prescribed medication must be well enough to attend the setting. If parents ask us to administer medicine, we must have prior written consent. The form states the name of the child, the name of the medicine, the date, the dose and times, and how the medication is to be administered, the parent must also indicate when the medicine was last given. Staff sign the form each time they give the medication, stating the time it was given, and parents are asked to sign it at the end of the session to acknowledge it. If the medicine is newly prescribed, then the child must have had a whole 24 hours of doses of this medicine before coming into the setting to ensure that they are not allergic to any of the ingredients. Children will not be permitted to enter the setting if they have had Calpol prior to arriving.

Only prescribed medication will be administered, and it must be in its original container, clearly labelled, in-date and prescribed for the current condition. The medicines are stored away from children's reach.



In certain medical circumstances where it is necessary for the child's health non-prescribed medicines can be given this is in special circumstances only. If the administration of the medicine requires medical or technical knowledge, a staff member must be trained in the correct procedure, and we cannot administer the medicine until this training has been undertaken.

## Sick child policy

We ask that if your child is ill, you do not bring them into the setting until they are better. We will not admit a child who has or has had sickness and diarrhoea, unless 48 hours has passed since the last symptom. In cases of gastroenteritis children will not be admitted for 72 hours.

Children with infectious disease will not be admitted until the infectious period has passed. We follow the guidance set out by the Norfolk, Suffolk and Cambridgeshire Health Protection Unit on Communicable disease and will refer to this when needed. We also follow guidance set out by local authorities regarding Swine flu, Norovirus and Covid-19 outbreaks.

Children with head lice will not be excluded, but they must be treated to remedy the condition. Parents are notified and signs are displayed in the case of an infectious disease or head lice being or having been present in the setting.

No one is excluded from the setting because of HIV. Good hygiene practice concerning the clearing of any spilled bodily fluids is always carried out and gloves are always worn.

Staff should follow the same exclusion rules to prevent the spread of illness. Ofsted, and the environmental health officer, are notified of any notifiable infectious disease.

If a child becomes ill during the session, parents will be called to return and collect the child. If parents cannot be reached, the emergency contact will be called. In the case of serious illness, a doctor or ambulance may also be called.

## E-safety policy

Due to the recent advancements in technology and the use of the internet and social networking there has been issues created surrounding the safeguarding of children and confidentiality.

## Mobile phones

Staff will not use mobile phones while on duty; these will always be kept away from the children in the designated staff area. Work mobile phones will be used and have the relevant emergency contact details, these phones will not exist in the setting except for outings. Parents must refrain from using their mobile phones and cameras whilst in the setting to maintain a safe environment. All visitors will be required to put mobile phones and any other devices with a camera into a locked cupboard or at the front desk.



## Photography

Photos of the children will only be taken by the Nursery with prior written consent from their parent. The setting has a designated work tablet which must not leave the setting. The staff may use these tablets to keep a record of the activities completed for advertising, promotional and planning purposes. No pictures may be taken on a mobile phone. Tablets will be used to take photos and record development these will be uploaded to the child's individual learning story accessible by parents. This will be password protected and fully risk assessed.

## The internet, social networking websites and the use of the computer

Little Squirrels Play Forest has a private website and social media pages. The website is used as promotional pages and information pages for interested customers. Photos of the setting may appear on the websites and social media pages, but prior permission is always sought by the parent or guardian of any child featured.

Staff personal internet usage and networking must never be done on the premises. Staff must always remain professional and will never discuss the business or any individual in a personal capacity on any social networking site. The staff are also asked to remain professional and not have private social networking relationships with parents who use our facilities. Please do not take offence from this. Staff should not use personal email accounts during opening hours or for professional purposes.

The settings tablets may only be used for work related purposes. The tablets are password protected and only staff requiring use of the tablets have access. Care is taken when searching the internet. The security of the information systems and users will be reviewed, and virus protection will be updates regularly.

## Tapestry

At Little Squirrels Play Forest we use an online system called Tapestry to record and store all observations and assessments relating to each child. This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen the parent partnership.

Staff use the tablets to take the photographs for observations which are to be uploaded to the journals. Each staff member has a secure login which is password protected and pin protected. The tablets are kept in a secure cupboard at pre-school and may only be taken home by staff members for specific reasons and with the express consent of management.



### Safe use agreement-

- Staff should log out of tapestry app/programme when they have finished in order to maintain confidentiality.
- Staff must not share log in or password details with anyone not employed by little squirrels play forest.
- Staff will take all responsible steps to ensure the safe keeping of any portable devices.
- All entries on Tapestry must be appropriate and relevant.
- All entries on Tapestry remain the property of Little Squirrels Play Forest
- At all times staff must comply with the child protection/ safeguarding policies of the nursery and internet safety policies.

Photos and videos of your child will be available on tapestry to document their learning and development. It is important that parents DO NOT download or screenshot images from this platform in lines with data protection and safeguarding. Parents and carers must not upload any images obtained by tapestry on their social media profiles or send these images to others. Once your child leaves the setting, we can download your child's learning journal in a safe and secure manner to send it over or transfer to their new school or nursery.

### Accident and emergency aid policy

At least one staff member on duty during each session has a current paediatric first aid certificate, which includes training for infants and young children. There is a fully stocked and regularly checked first aid kit. At each registration, parents sign a declaration giving their permission for staff to perform emergency aid for their child. If an accident occurs on the premises, the child is cared for by the trained staff member. Most are minor accidents which are sorted out there and then. A comprehensive accident form is completed by a staff member, which is discussed with and signed by

the parent upon collection of the child. In case of a serious accident, the parent will be notified immediately. And an accident form completed as soon as possible.

Ofsted is notified of any injury requiring treatment by a general practitioner, requiring a hospital visit, is advised to attend the hospital, or the death of a child or adult. The local environmental health department must also be informed, in compliance with RIDDOR (the reporting of injury, disease and dangerous occurrences regulations). Environmental health must also be informed if these circumstances happen to a parent, volunteer or visitor on the premises. Existing injury forms will be completed when the child enters the setting with any marks or injuries.



## Frequently Asked Questions

### My child was sick and missed a session. Can I change the day for another session?

Unfortunately not. To provide our staff with as much notice as possible we finalise our staff rotas a month in advance. These are reflective of how many children we have on roll for the certain days and weeks to maintain the stringent staff to child ratios (see ratios policy). Therefore, we cannot allow certain days to be swapped and changed as the staff have already been rota'd on to comply with needed ratios for those certain days. Our fee's policy states that 'fees are payable a month in advance of the sessions and should be paid in full. No refund or credit is to be given should your session remain unused (due to sickness, holiday, no-shows for example)

See our Fee's Policy for full information.

### We are going on holiday. Do we still need to pay for the sessions whilst we are away?

Yes. We hold your child's place whilst you are on holiday and do not open it up to others who may want those sessions. Our fee's policy states that 'fees are payable a month in advance of the sessions and should be paid in full. No refund or credit is to be given should your session remain unused (due to sickness, holiday, no-shows for example)

### I will be doing a full day slot but picking my child up at 4, do I still need to pay for the full day sessions?

Yes, our prices are not hourly, and we have fixed half day session and full day session rates. These can be found in our Fee's Policy.



## Can I change days or add extra days that my child attends?

Should you wish to permanently change or add extra days for your child, a month's notice is required. Such a request isn't automatically accepted, and we will need to investigate if we have the space to accommodate your child for the new sessions or days. If we do not have space for the extra days wanted, we will put your child on a waiting list for these sessions and let you know when the spaces become available.

We try and remain flexible for parents and we realise that sometimes emergencies may crop up and leave you without childcare. In these instances, we will try our best to accommodate your child but only if our staffing levels allow us to ensure ratios are maintained. This session will be added to your next invoice.

## Is the 15 or 30 hour government funding for every week of the year?

Every child is eligible to a maximum of 15 funded hours per week for 38 weeks of the year applicable from the term **after they turn 3 years old** (570 hours per annum). Some two-year olds are also eligible. Some children are eligible for the extended entitlement of 30 hours per week for 38 weeks of the year applicable from the term after they turn three years old (1140 hours per annum). Parents can spread these hours over a full year if they prefer. We will spread the hours to maximize the use of your child's hours to fit in with your needs, this will mean taking fewer funded hours per week over more weeks of the year. Funded hours may be used to cover your sessions; a full day session is 10 funded hours with a morning or afternoon session using 5 funded hours.