

WELCOME

Welcome to Cambridge Day Nursery. We cater for children from 3 months to 5 years. We are registered with Ofsted and are full members of the National Day Nursery Association (NDNA). Cambridge Day Nursery aims to promote a caring environment, through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child to enable them to maximise their potential within a caring, stimulating and homely environment.

We are delighted that you have chosen us for the care and education of your child.

If you have any questions or queries, please speak to the nursery manager, the deputy manager or your child's key person. We are all here to help.

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

We open five days a week Monday to Friday 8am – 6pm. By providing you with this Parent booklet we are just making you aware of the information you will need to know of the care we provide for your Child.

SETTLING IN

Our settling in period for your child is Free of Charge to show our commitment as a nursery to make this transition process as easy as possible for both you and your child.

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 mutually agree a convenient time for the first settling in session. A key person will be assigned to you at the end of the first settling-in session to support you and your child during the settling in process. The key person is selected with your agreement with your child's best interests at the centre of this decision.

We will ask you to stay for a while each day, this can be from a whole morning or even 15mins- all depending on how your child is settling and what will suit you.

The number of settling in sessions will then be agreed between you and the key person during the settling in period.

Your child's key person will also discuss with you your child's needs, likes/dislikes, favourite foods; sleep patterns, routines, etc. It is very important that you provide this information as it will enable us to cater for your child's individual needs and assist in the settling in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.

THE KEY PERSON APPROACH

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

Each child is assigned a key person at the settling in stage. It is their role to share information with you about your child. This information will be shared daily (daily feedback) and periodically (Parents Evening and review meetings). The key person will also ensure that your child’s individual needs are being met by observing your child and plan for his/her learning and development and make assessments on progress. Each key person records their key children’s development on a Special Book. You can look at your child’s at any time. This book contains your child’s learning journey at the nursery.

YOUR CHILD’S FIRST DAY

The nursery provides all educational materials, meals (breakfast, snack, lunch and tea, milk) and bedding for your child to nap. You only need to bring with you a spare set of clothes (or more if your child is toilet training), and anything else you can think of.

These should all be placed in your child’s peg that you will be able to identify easily as it will have your child’s name and picture. If your child is a baby or a toddler you will also need to provide nappies, wipes, nappy creams and formula/breast milk.

We realise children have special toys they may like to bring to nursery, however we would prefer if they stayed at home to prevent them getting lost or broken, unless if they were being used to settle the child.

Children will take part in messy activities involving paint, glue, water etc, so should not be brought to nursery in their best clothes. Children will also spend time in the garden every day despite the weather, so suitable seasonal clothing is essential, for example, a warm coat, hat, gloves and wellingtons in the winter months and sun hat and cream (minimum SPF 25) in the summer months.

All items must be clearly marked with your child’s name.

The Nursery cannot take responsibility for lost personal items.

PARTNERSHIP WITH PARENTS

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

We have regular newsletters, questionnaires, parents meetings; topic letters and most importantly staff will talk to you each day to exchange information.

CDN has an 'Open door Policy' where you can visit the nursery any time you wish, stay or speak directly to any member of the team.

Daily feedback about your child's day at nursery is provided through daily diaries and 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.

Parent Representative

Within our team, we have Parents representatives who work alongside our management team to initiate and give their ideas. They act on behalf of all parents and their contribution is significant in meeting our customer needs.

Please speak to the nursery manager if you would like to apply or would like to enquire on who the current Representatives are.

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 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 is available to view from the office. A list of policies is available in the reception. The nursery will normally be inspected by Ofsted every three to four years. The latest report can be found on our website.

We aim to give parents as much information about the nursery as possible. You will find various information on boards and in the entrance, such as 'parents' information', 'policies and procedures', 'food and drink' and 'our team'.

Newsletters are available every 3 months which provide parents with latest information, please always take time to read this. The white board in the porch and notices on doors will also have important reminders.

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

EMAIL AND NURSERY EVENTS

We will email you updates about nursery events and what the children have been up to at the nursery through our periodic Newsletter. **Please ensure that you provide your preferred e-mail address.**

We hold regular events at the nursery such as open days, breakfast morning, cultural parties, charity days and seasonal events. All parents and children are welcome at these events and we welcome help from parents in organising activities.

Newsletters will contain all these dates in addition to reminders on the front door.

We also invite parents to just come in and do an activity with the children, such as singing songs or cooking with the children. This will boost your child's confidence and you can be a part of your child's nursery life.

NUTRITION

Our aim is to provide a balanced, nutritious and varied menu (in accordance with Eat Better, Start Better), which is appealing and appetising to all of the children in our care. Our menus are reviewed seasonally (winter and summer menus). Please feel free to ask for a copy.

Our chef is fully qualified and prepares fresh food every day. Halal meat is provided and drinks are available throughout the day (milk, water and juice). We do not serve any pork or beef at any time.

For our vegetarian children, we will provide a vegetarian alternative to all 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 formula milk and bottles, which we will store at nursery. Puréed food and whole milk is provided by the nursery.

FOOD ALLERGIES AND INTOLERANCES

If your child suffers from a severe allergy, the nursery manager and the key person will carry out a care plan during the settling in visits based on the information provided to us. Please ensure that you also provide evidence of your child's condition (doctor's report). 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 children's birthday cakes into the nursery. However, the nursery chef 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.

ACCIDENTS AND INCIDENTS

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

If your child has an accident at the nursery, you will be informed upon collection and asked to sign an accident form. In the event of a bump to the head, you will be informed immediately by telephone. Your child will be monitored and, in most cases, will be able to continue with their day as normal. In the event of an accident causing concern, you will be asked to collect your child and a visit to your GP recommended.

Should your child have an accident that requires further medical support, you will be contacted immediately and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.

If your child has an accident at home you will also be required to fill a “Home Accident” form.

ILLNESSES

From time to time, children may become unwell whilst at the nursery. If this should happen, we will inform you immediately and agree a course of action. At CDN, we follow the guidance for schools and nurseries issued by the Health Protection Agency. Children may not attend nursery whilst infectious and, in the event of sickness and diarrhoea, may not be admitted for 48 hours dependant on the history and condition.

Children on Antibiotics must not attend nursery for the first 48 hours from the first dose.

For a detailed list of exclusion periods, please ask for a copy of our policies and procedures. For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, www.nhs.uk.

MEDICATION

CDN is happy to administer prescription medication (and long term medication such as an inhaler or eczema cream) at the nursery. 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, please ensure your child has had the first dose at home. **Children on Antibiotics must not attend nursery for the first 48 hours from the first dose.**

A temperature reducing medicine such as prescribed Calpol will be given as a single dose as you will be asked to sign a written consent on the nursery contract. We will contact you by telephone prior to the medicine being administered. We will only administer one dose and if your child’s temperature does not reduce, or rises again later in the day, you will be contacted and asked to collect your child from nursery.

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 to help your child, and was developed 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 should 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 practitioners 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 really flexible so that staff can follow your child's unique needs and interests.

With the EYFS, children learn by playing and exploring, 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.

SAFEGUARDING CHILDREN

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding policies and procedures. 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 they do 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 lead safeguarding officer who is Sumayyah Din. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether to take further action.

Where it is decided further action is necessary, this may be to seek advice or make a referral to the Multi Agency Safeguarding Hub (MASH), the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

All staff in the nursery are aware of their responsibilities regarding safeguarding children matters and receive regular training in safeguarding children policies and procedures. To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. The ongoing suitability of staff is continually assessed through written confirmation, Supervisions and Whistle blowing. In addition, no member of staff is permitted to commence employment until two satisfactory written references have been obtained.

SPECIAL EDUCATIONAL AND ADDITIONAL NEEDS

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 staff member 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 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 the 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 this was wrong and how to cope more appropriately. In cases of serious unwanted behaviour, such as racial or other abuse, we make clear 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.

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(s) on your nursery contract and provide photographs of them. A password may also be required. If however someone else will collect your child on the day, who we do not have recorded, we will call you back (to ensure this is you). You will then have to provide a description for this person and a password for them to use.

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 nursery staff are permitted to open the nursery door to allow access to others into the building. We would kindly request that you refrain from opening the nursery door for others, including parents that you may recognise.

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 provided in your registration, the nursery manager and/or the area manager will assess the situation and contact social services.

Late collection charges will be applied in all instances. Please consult our current Fees Schedule.

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**

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 £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 one week during Christmas. 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 direct debit. The nursery manager will provide you with the nursery bank details.

In the unlikely event you are unable to pay by BACS, you can pay by cheque, however we expect all future payments to be made by direct debit/BACS.

For security reasons, we do not accept cash payments.

Fees are reviewed annually. You will receive at least one month's notice of a change in fees.

- **NOTICE PERIOD**

One month 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.

- **CHILD TAX CREDITS**

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

- **CHILDCARE 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 or, if you are aged under 20, 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.

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 enough but this will depend on the particular voucher scheme. Contact your employer or the voucher provider for more information.

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

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 accounts department at finance@cambridgenursery.com.

If your employer's chosen voucher scheme is not listed above, then please email us to find out if we can accept your vouchers before setting up any payments.

- **NURSERY EDUCATION GRANT**

All children are eligible for five three hour sessions of state funded nursery education per week over thirty eight weeks of the year from the beginning of the term following their third birthday.

Please also note, that the 3-4 year funding will not pay your full nursery fee's. The government fund every child for 38 weeks in the year. As a day nursery, we are open 51 weeks and we divide this amount over the 51 weeks and thus it seems less. The government funding also does not include lunch or any meals provided. We therefore work it out based on our fee's and deduct 11 hours per week 51 weeks per year.

COMPLIMENTS AND COMPLAINTS

At CDN, 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 settings. We accept that despite our best endeavours, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns. Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed really well and therefore deserve 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, Asiya Uddin, either verbally or in writing.

38, Cambridge Road
Ilford
Essex
IG3 8LU
Tel: 020 8598 8059

Email: admin@cambridgenursery.com / finance@cambridgenursery.com
Website: www.cambridgenursery.com

All written complaints will be acknowledged by return and once a full investigation has been carried out, we will provide you with a detailed response within 28 days. However, if you are not satisfied with our response and/or conclusion, you may of course contact Ofsted on 0300 123 1231.