

# Number 9

## The Nursery

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Working together to release your child's full potential

# Parent Handbook

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## Welcome

On behalf of all the Staff and Management Team we would like to welcome you to Number 9 The Nursery. We are delighted that you have chosen us to share in your child's care and education.

Number 9 The Nursery is an Ofsted Outstanding rated Nursery that has been specially created with the aim of providing children with the very best start in their early years. We see every child as an individual with individual needs. We've ensured that our setting is beautiful and inviting, creating a home away from home.



Our goal is to offer childcare of a high standard whilst maintaining a caring environment where children are free to explore and engage their imaginations.

We provide a safe, fun and welcoming atmosphere, with an academic bias to ensure each child reaches its full potential whilst being nurtured both socially and emotionally.

## Working with parents

Our relationship with you is a fundamental key to our success and is essential to the wellbeing, development and progress of your child during their time here at Number 9 The Nursery.

When starting at Number 9 The Nursery, we will take time to get to know as much about your child as possible. The more we know about your child, the better equipped we are to provide understanding and support.

We encourage a two-way communication by ensuring staff are available on arrival for you to pass on any important information you need to tell us. Staff will also be on hand to discuss any queries you may have.

Parent and Key Worker meetings are held termly in order to listen to your views and help achieve the very best outcome for your child.

Our staff are here to offer advice and assistance to ease you and your child through emotionally charged times such as weaning, toilet training and starting school; as well as to share knowledge throughout different development stages.

We have a Parents Information Board, which can be found next to our Buggy Park, where we share up-to-date news about the nursery and upcoming events. We also provide weekly news bulletins via email. Our website is updated frequently, as is our Twitter account:

<https://www.number9thenursery.co.uk>

<https://twitter.com/No9thenursery>

We really value your opinion on the care we provide for your child and are always looking for ways to improve. If you have any suggestions on how we can develop, please speak to your child's Key Worker or email the office.

The Management Team at Number 9 The Nursery are always keen to hear your views and will make every effort to ensure that, when issues arise, they are taken seriously and dealt with efficiently and promptly. We want to ensure that when your child attends Number 9 The Nursery, we meet their needs.

### Joint Parental Responsibility

If parents live separately, or if there is a family breakdown, there are clear guidelines that the Nursery must follow.

If both parents have signed the application form, the Nursery will consider both parents as having joint custody. This allows both parents to collect the child/children and to discuss the child's progress with the Nursery. This will remain in force unless we receive notice, in writing, from a Family Court.

Our first and foremost responsibility is to the child/children's welfare and their needs will always be put first. For more information, please ask the office for a copy of our policy on this issue.

### Keep us up to date

When your child starts at Number 9 The Nursery, you will be sent a link to the eyLog system we use to monitor and inform you of your child's progress each day (see page 18 for more).

You can request to be sent an eyLog update form to keep the information we hold on you and your child up to date. It is your responsibility to inform the Nursery of:

- Change of home or work address
- Change of telephone numbers
- Changes at home that may affect your child
- Changes to eating or sleeping patterns
- New allergies or illnesses that have been diagnosed
- If someone other than yourself will be collecting your child (please see page 17 for more information)
- If your child will be absent from their day at the Nursery (see page 14)
- If your child has had any medicine before arriving at the Nursery/requires any medication at Nursery
- Childcare voucher codes and information

We value the uniqueness of your family; if there are any special celebrations that your family have, please do let us know.

### Starting your journey at Number 9 The Nursery

When your baby starts at the Nursery, you will receive a rucksack to keep on their peg, as well as a wet bag for if a change of clothes is needed during the day. As part of our commitment to becoming a plastic-free nursery, we do not allow carrier bags on the children's pegs.

As your child progresses to our Pre-School floor, or if your child is starting with us aged 2 years or over, you will receive a rucksack and, from aged 3 or over, a book bag. You will also need to purchase a uniform (see page 12 for more details).

Please note: free-funded only places do not receive a book bag, but these can be purchased on request. Please contact the office for more details.

### Settling-in procedure

At Number 9 The Nursery we aim to support parents and other carers in helping their children to settle quickly and easily, considering the individual needs and circumstances of each child and family. Our aim is for children to feel safe, stimulated and happy in the Nursery, feeling secure and comfortable with all staff.

We also want parents to have confidence in both their children's continued wellbeing and their own role as an active partner with the Nursery. We really want each child to benefit from everything the Nursery has to offer.

We designate a Key Worker to support you and your child following their settling-in period and will arrange settling-in sessions lasting 1-2 hours each. As part of the process, we will discuss your child's individual needs and care plan and set you up our eyLog system. This will enable your Key Worker to create a care plan for your child.

Once your child is settled, we will ask you to hand your child to the designated Key Worker and leave them in their care. Please stay local to the Nursery during this time so that we are able to contact you if needed.

You are welcome to call the Nursery at any point to find out how your child is doing.

Please note: we **do not** provide free settling-in sessions for free-funded only places. Please contact the office for more information.

## Key Worker System

At Number 9 The Nursery we have a Key Worker System in place, which is aimed at enabling and supporting close attachments between children and members of staff.

On starting at Number 9 The Nursery, your child will be encouraged to form strong relationships with members of staff so that they feel comfortable and safe within our care.

We encourage each child to select their own Key Worker, as the bond they create will enable your child to settle into the Nursery more easily and to become confident in engaging in day-to-day activities.

Your child's Key Worker is responsible for:

- Supporting your child's routine and creating a care plan with you
- Informing you of your child's activities during the day
- Monitoring your child's development through observation and creating a learning journal to share with you
- Supporting your child in encouraging interactions between staff and children
- Creating your child's next steps
- Liaising with you regarding any concerns you have and striving to ensure that your child's needs are met.

## Curriculum

At Number 9 The Nursery our curriculum is based upon the Early Years Foundation Stage (EYFS) curriculum, defined by the Department for Education (DfE).

The EYFS framework is set within an environment that ensures children experience a variety of carefully planned play experiences. We encourage children to reach their full potential whilst allowing them to develop at their own pace, and each child's development is closely monitored and encouraged.

## Early Years Foundation Stage

The overarching principals of the EYFS are:

- Every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured.
- Children learn to be strong and independent through positive relationships.
- Children learn and develop well in enabling environments in which their learning responds to their individual needs, and this is facilitated by strong partnerships between practitioners, parents and carers.
- Children develop and learn in different ways and at different rates. The framework covers education and care of all children in early years provision, including children with special needs and disabilities.

The areas of learning and development are separated into the following areas:

The three prime areas are:

- Communication and Language
- Physical Development
- Personal, Social and Emotional

These prime areas are crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn, form relationships and thrive.

The further four specific areas are:

- Literacy
- Mathematics
- Understanding of the World
- Expressive Arts and Design

The specific areas include essential skills and knowledge. They grow out of the prime areas and provide important context for learning.

### Extra-Curricular Activities

At Number 9 The Nursery we provide a range of Extra-Curricular Activities to help your child learn and grow. These include:

- **Awake and Shake**  
This introduces daily physical activity for children of all ages, encouraging improved co-ordination. The cool-down at the end enables children to feel refreshed and be ready to learn and explore.
- **Sing and Sign**  
We start using Sing and Sign in our Baby Room. Using Sing and Sign enables children to communicate much earlier and stimulates your baby's intellectual and emotional development.
- **Baby Ballet**  
With a real focus on learning through play, the unique Baby Ballet syllabus offers four key stages of ballet and tap classes where every child can build their confidence and social skills, learning manners, discipline and respect while developing their basic ballet technique, coordination, musicality, balance, posture and rhythm.
- **Pro-Stars**  
Pro-Stars introduces sports and games to small children. There are huge benefits to playing sports and games, as it enables children to develop spatial awareness, coordination and gross motor skills, which are very important for a child's physical development.

- **Yoga**

Through the use of yoga poses and positions, your child will develop balance and co-ordination, as well as build concentration. Baby Yoga can also help support muscle development and flexibility.

From Pre-School, Number 9 The Nursery also offers:

- **Phase 1 Letters and Sounds**

Letters and Sounds is a way of teaching language and reading and writing through demonstrating the relationship between sound and speech to letters of the written language. This forms the basis for future phonics development, teach them the alphabet, and help them develop their speaking and listening skills

- **Home Reading Library**

We have a large variety of children's reading books for you to borrow and read at home. Reading is a life skill that not only enriches young children's long-term vocabulary, but also supports them in their journey to school.

- **French**

Language lessons help children to learn the differences between other countries and cultures. Developing this skill at an early age ensures children have a love for language even before they start school. We use La Jolie Ronde Scheme and have a designated teacher who visits the Nursery weekly.

Parent packs are available at the Nursery to give you an idea of fun learning activities you can do at home with your child. Please note: extra-curricular activities **are not included** for children in free-funded only places, but children can attend for an extra fee. Please ask the office for more information and a full weekly timetable of activities.

### Baby Room

Our Baby Room is dedicated to the exclusive care of babies from 3 months to 2 years of age.

The beautifully designed room has been created with a calm and homely interior. We have an extensive range of toys and equipment to encourage your baby's development and daily activities such as messy play, music time, holistic play and sensory play.

The babies have their own designated outdoor garden, which allows them to play safely with a range of toys suitable for their age. The garden is used daily, providing the weather is suitable.

The Nursery benefits from being a short walk away from Lloyd Park, where staff can take the children for walks in pushchairs to explore the environment around them.

### Sensory Room

The Sensory Room is a magical place where babies and toddlers explore a world of soothing sounds, changing colours and shapes. Children can play in the ball pit, change the colours on the light and bubble tubes, or watch patterns and nursery rhymes from the projector.

### Messy Room

This room supports the 'Expressive Arts and Design' goal of the EYFS curriculum and is a great way for children to explore and create arts and crafts. The babies can bring their creations home for you to treasure.

### Rainforest Room

The Rainforest Room has been creatively designed for children who are crawling and walking.

This room has safe, eye-catching equipment that benefits toddlers as they become more mobile and inquisitive in exploring their surroundings.

During the toddler's time in this room they learn to walk, talk and begin to feed themselves. Our room is fully equipped to support these huge development goals and to encourage their newfound independence.

Activities are well planned to aid development and the children can enjoy the use of the baby garden and also some age-appropriate areas in the larger garden.

### Pre-School Floor

Children aged 2 or older have the full use of our ground floor, which consists of four large rooms opening out to a large, safe playground to support different learning areas of the EYFS curriculum.

Activities will be planned for the children in each room, to meet the different stages of their development.

### The Puzzle Room

The Puzzle Room is designed to support the learning areas 'Understanding the World' and 'Mathematics'.

Children have the opportunity to explore in an environment rich with specific equipment to support their learning. Focused activities will also be planned to extend and support the children's understanding.

### The Garden Room

The Garden Room has been carefully designed to support 'Literacy' and 'Communication and Language'. Children have the opportunity to sit cosily in our indoor garden and read books suitable for their age and development stage. This room fuels your child's wonderful imagination and encourages communication.

In the Garden Room there is a designated area for focused activities, such as Letters and Sounds. We also have a large fish tank with fish, so the children can enjoy watching and learn to take care of them.

### The Art Studio

Our wonderful Art Studio is the perfect place for children to learn to be creative with a wide range of media. This room supports 'Expressive Arts and Design' and enables children to experience getting 'messy' in a designated area.

Children have daily access to water and sand play in this room as well as planned activities and free-choice play.

The Art Studio is a great way for children to explore and communicate their thoughts through the use of art. It can also help develop confidence, which supports the 'Personal, Social and Emotional' development of your child.

Children can bring their creations home for you to keep, which often fills them with a sense of pride and achievement.

### The Discovery Room

Our ever-changing themed Discovery Room is an excellent place for your child to engage in role-play, which supports the EYFS development areas 'Personal, Social and Emotional', 'Communication and Language', 'Understanding the World' and 'Literacy'.

We have a wide range of resources, such as dressing up clothes and small-world role-play. Every term we change the theme of our role-play area to something different, to interest and engage the children.

Our Discovery Room supports children in their need to develop their imagination of the world around them. It also has access to our outdoor garden.

### Outdoor Garden

We are extremely proud of our garden, and we are lucky to have such a large area for the children to explore and support their physical development.

We have a wonderful large climbing frame, which can help develop children's co-ordination, strength and confidence.

We have a large sand area for children to create and explore. We change the resources regularly, from a 'dinosaur dig' to 'hunting for treasure' and many more.

For children who enjoy scooters, bikes and cars we have a creative track, fuelling their imagination and encouraging balance.

We also have a soft grass area with tunnels and slides. We use this area as a classroom and bring resources outside for outdoor learning activities.

### Moving from the Baby Room to the Pre-School Floor

Just before your child turns 2, we will begin preparing them for their next adventure. We do this by working closely with your child's new Key Worker to settle your child and ensure a proper handover is in place.

### Moving from Nursery to School

We are committed to helping you and your child in the transition from Nursery to School, and we have a dedicated policy covering this time – please ask the office if you would like to see a copy.

At Number 9, we ask that Pre-School children wear a uniform, in order to prepare them for wearing a uniform at school and help increase their sense of belonging. We support children in their own abilities, undertaking activities such as reading book about starting school; helping with holding a pencil and mark making; and learning Phase 1 Letters and Sounds.

To help parents, we arrange a Transitioning To School workshop to discuss any concerns and also talk about the applications process and cut-off dates. Once you inform us of your chosen school, we will get in contact and make links to help the transition go smoothly. We also have home learning resources for you to take home with you.

The Nursery holds a Leavers Tea, usually in October, where we invite our school starters back to the Nursery to show us their new uniforms and tell us about their new schools.

## Our Typical Day

<b>7.30am – 9.00am:</b>	Our day begins with staff welcoming children into the Nursery. We provide a healthy breakfast for children until 8.45am. Children then settle with a free choice of play (child-led).
<b>9.00am – 9.10am:</b>	Sessions begin with discussions of topics and practitioners show the children what exciting activities they have set up for them.
<b>9.10am – 10.30am:</b>	Fun filled activities in each area of learning, children can freely choose which activities they would like to do and enjoy exploring in our themed rooms.
<b>10.30am – 10.45am:</b>	A healthy snack and drink will be provided for all children.
<b>10.45am – 11.00am:</b>	Children will participate in themed stories and rhymes.
<b>11.00am – 12.00pm:</b>	Everyone has the choice to join in Awake and Shake before focused group activities and physical play and exploration in our playground.
<b>12.00pm – 12.30pm:</b>	Children enjoy a healthy lunch (served at 11.45am in Baby Room)
<b>12.30pm – 1.30pm:</b>	Quiet time: Children have the opportunity to go for a comfy afternoon sleep or can enjoy free choice of play.
<b>1.30pm – 1.45pm:</b>	Afternoon Stories and rhymes.
<b>1.45pm – 2.00pm:</b>	More creating, exploring and discovering through play. Children have the opportunity to participate in any activities they didn't do in the morning.
<b>2.00pm – 3.00pm:</b>	Children have the opportunity to play freely exploring inside and outside.
<b>3.00pm – 4.00pm:</b>	Children have the opportunity to participate in their focused activities.
<b>4.00pm – 4.30pm:</b>	Children enjoy a delicious afternoon tea.
<b>4.30pm – 6.00pm:</b>	Home time for some children, whilst the rest enjoy playing inside or outdoors and relax with books, games and activities until their parents arrive.

In the Baby Room, we take into consideration the individual routines of each baby, which can mean feed and nap times may vary. Extra snacks are often provided, ranging from fresh fruit to apple biscotti.

## Meals and Snacks

We are delighted to be able to offer the children in our care healthy and nutritious meals and snacks from Yum Yums. Our menu changes each week, and we offer vegetarian options at each meal.

The Nursery is accredited by the Early Years Nutrition Partnership. We are committed to improving nutrition standards and are enthusiastic about healthy eating. The EYNP final assessment report also praised our “excellent approach to supporting children with special dietary requirements”.

Children are encouraged to develop their independence from an early age; for example, on our Pre-School floor children learn to pour their own drinks and help tidy up after meals.

We have a range of formula milk available for babies, and also provide full fat cow’s milk. Please contact the office for further information on available formula.

We will help support both you and your child during weaning. Once your child is ready to move from milk to solid foods, they will be placed on our weekly menu. We are happy to discuss all aspects of the weaning process, from purees to baby-led methods.

Our meals are designed with health in mind and include plenty of fruit and vegetables. We have a wide variety of choices on our menu, and cater for children with food intolerances and allergies (please contact the office to discuss these further). If your child has any allergies, alternatives will be offered.

We understand that you may wish to bring in a birthday cake for your child to celebrate with their friends. Please consider when choosing a cake that the Number 9 is a nut-free Nursery, and you must provide a full list of **all** the ingredients in the cake.

We kindly ask parents not to bring sweets and chocolate in for children, or to send their children to Nursery with any food, in line with our Allergy Policy.

## Allergies

Number 9 is a nut-free Nursery and has a clear and robust Allergy Policy, which is available upon request.

Children with known allergies will be served meals and snacks on colour-coded plates. There is an Allergy List clearly displayed in each room of the Nursery. All staff have a working knowledge of allergies, reactions and treatment and the majority of staff have undertaken additional allergy training.

It is your responsibility to inform the Nursery of any allergies your child may have, and the treatment plan if there is a reaction.

## Uniform

When your child is on the Pre-School Floor, they are required to wear our uniform, which consists of a jumper and t-shirt. We ask that they wear denim jeans, as these are durable and comfortable. Wearing a uniform helps get ready children for school.

Please ensure that **all** clothing is labelled with your child's name.

We will provide you with a rucksack. Please ensure you have two sets of spare clothes in the bag and only use the bag provided.

When your child turns 3 years of age, they will also need a book bag. This needs to be brought to Nursery daily, as children will be given books and worksheets to take home, as well as any work and art they have done during their day. We use book bags and uniforms to prepare your child for school, making the transition from Pre-School to School more familiar.

We promote independence from a young age at the Nursery, so please ensure that the clothes your child wears are 'child friendly' – for example, laces and difficult buttons can be tricky.

Although we help children to look after their clothes, please do not send your child to nursery in their 'best clothes' as we do encourage messy play.

### **Things your child will need to bring to the Nursery:**

- Rucksack with x2 changes of clothes
- Wet bag (*babies only, pre-school optional*)
- Sun hat labelled with child's name (*summer only*)
- Coat, hat, gloves and wellington boots labelled with child's name (*winter only*)
- Bottles or Breast Milk (*babies only*)
- Book bag (*pre-school age only*)

### **The Nursery provides:**

- Nappies
- Wipes
- Sun cream
- Food
- Cow's milk and some formulas
- Food
- Snacks

## Toilet Training

At Number 9 The Nursery our wonderful staff will support your child in toilet training when he or she is ready. We will support your child by reading stories about potty training and reward them with stickers for their achievements, as well as support them when accidents occur. We also run regular Toilet Training workshops for parents. During toilet training, please ensure you bring your child to Nursery with plenty of spare clothes.

### Absence from Nursery

Days cannot be swapped, and fees will not be refunded for any absence from the Nursery.

Please inform the Nursery via email or telephone if your child is going to be absent from nursery due to an appointment or holiday.

#### Sickness

If your child is unwell and unable to attend nursery, please phone the Nursery to inform us of your child's absence.

Below is a list of common childhood illnesses and a guide as to whether your child should be at the Nursery when ill. If you have any questions, please contact the Nursery for more information.

Illness	Period of Exclusion
Chicken Pox	Until all vesicles have crusted over.
Conjunctivitis	Can return once treatment has started.
Cold and Flu	Cold: Once temperature has gone. Flu: Until recovered.
Diarrhoea & Vomiting	Once 48 hours of no vomiting and diarrhoea has occurred.
Hand Foot & Mouth Disease	Can return 5 days after rash has disappeared.
Head lice	Can return once treated.
Impetigo	48 hours after treatment has started.
Measles	4 days after onset of rash & when feeling well.
Meningitis	Until fully recovered.
Mumps	5 days after onset of swelling
Scarlet Fever	24 hours after treatment & when feeling well.
Ringworm	Can return once treatment is started.
Whooping cough	5 days after antibiotic treatment.

Please ensure your child is well enough to attend the Nursery. Please ensure that we have up-to-date contact details as you will be required to collect your child immediately should they become ill at the Nursery.

### Toys and Comforters

If your child has a comforter, we recommend they bring it to Nursery to help them feel settled; please make sure you label it with your child's name. It's also worth keeping a spare comforter at home. We allow the use of dummies at the Nursery and kindly request that parents also label them.

Please do not bring toys from home to the Nursery, as this can cause upset if it is lost and can be difficult to share. We have plenty of toys and resources for the children to play with. If there is a toy your child is particularly fond of playing with, please speak with your child's Key Worker, as we will ensure that we have toys to meet your child's interests available for them.

### Adverse Weather

If adverse weather such as high winds, snow or localised flooding is predicted, please look on our website for advice as to whether the Nursery will be open. We will always endeavour to open The Nursery, but our main priority is keeping the children safe.

During severe weather we may have to close The Nursery earlier, in which case we will advise you on collection times. We encourage you regularly to check the weather forecast and ensure your transport service is running effectively.

### Christmas closure

Number 9 the Nursery closes for one week over the Christmas period. In 2020, the Nursery will close on Wednesday 23<sup>rd</sup> December 2020 at 6pm and re-open on Monday 4<sup>th</sup> January 2021.

The Nursery is also closed on Bank Holidays and Inset Days.

**Please be aware that fees still apply during these periods.**

### Your child's booking and changing days

During the registration process you will be asked to decide on the number of days you wish your child to attend. You will be sent an acceptance letter with confirmation of your child's start date and the number of days booked. Your child's place at the Nursery is not secured until you have paid the registration fee and deposit.

The registration fee is non-refundable. Your deposit will be deducted from your final month's fees when your child leaves the Nursery, providing that you have given a full month's notice as per your Parent Contract and your child has been at the Nursery for more than three months. If there are fees outstanding, the deposit will be used to clear any outstanding amount.

Should you pay your registration fee and deposit, and then not take up your place at the Nursery, the Nursery reserves the right to charge your first month's fee in full or retain your deposit.

Any reduction in your child's confirmed days will only take effect three months from your child's start date, and charges will be due until the reduction takes effect.

Any changes to days must be requested with one full month's notice in writing to the Nursery Manager, who will check availability and confirm. This includes both increasing and decreasing your days.

Any additional days will be added to your next invoice if your requested is accepted.

Please note: if you wish to reduce your days immediately without one month's notice, we reserve the right to enforce payment for your current days until one month's notice has been completed.

Priority for the most popular days is given to children who are booked to attend the Nursery for three days or more per week. Children attending for two days or fewer per week must take a place on at least one of either a Monday or Friday.

Payments cannot be reduced should your child be unable to attend due to holiday or sickness. Days cannot be swapped in the week should your child miss their day, due to our ratio requirements.

No payment concessions are made for Bank Holidays or Inset Days.

### Billing

Billing is run monthly and we will ensure that all invoices are with you by the 25<sup>th</sup> of each month. Our invoices are payable monthly in advance by the 1<sup>st</sup> of the following month. Payments must be made in full and on time. Please create a standing order or pay via BACS.

A daily £5 charge will accrue until your payment is made in full. Continued late payments may result in the termination of your child's place without notice.

If fees are not paid, we reserve the right to hand over the debt to a debt-collecting agency that may also add on their own charges for collection. Please see your Parent Contract for

further information. We also reserve the right to terminate your contract with the Nursery if you do not pay your fees.

It is your responsibility to inform the Nursery of your Tax or Childcare Voucher codes, and to keep them up to date and make sure they are paid by the 1<sup>st</sup> of the month. If you are unsure of the code for your provider, please see our website: [www.number9thenursery.co.uk](http://www.number9thenursery.co.uk)

### Dropping off and collecting your child

Please only drop off your child at their agreed start time.

We have to adhere to strict ratio requirements and late collection will incur a late fee charge of £10 for every 10 minutes you are late.

#### **Safety**

You are responsible for your child/children at all times while on the premises, until such time your child/children are given into our care at the start of their session. If you are bringing another child to pick-up and drop-off who is not attending the nursery, you must supervise them at all times. Staff are unable to supervise children who are not attending the Nursery. We endeavour to make slings available for loan for those with young children to make drop-off and pick-up easier. Please email the office for more information.

#### **Parking**

When arriving at Number 9 The Nursery, please drive slowly and carefully onto our drive and pull into one of the bays provided, if available. If no bays are available, please drive right to the end of the drive, enabling more cars to fit behind you, before you take your child inside or go inside to collect your child.

If the drive is full, we kindly ask you to drive around the block until there is space for you to park, so as to ensure that the road is not blocked.

Please be aware that adults and children will be arriving at the Nursery on foot, so be alert to small children that may be on the forecourt when you are parking or reversing.

A member of staff will be waiting at the door to greet you and will either help your child to their room safely or hand them to you when leaving.

#### **The Gate**

Please close the behind you when arriving or leaving. This is very important for security.

#### **Buggies**

We are very happy for you to leave your buggy in the designated area at the front of the building. Buggies are left at your own risk. Please fold your buggy to allow more space for others.

## CCTV

Please be aware that we operate a CCTV system at the entrance of the building for security purposes.

## If someone else is collecting your child

We understand that you may require someone else to collect your child from time to time. Please ensure that we are provided with the name and password for the person who you wish to collect your child, or we will not be allowed to let your child leave the Nursery. You can keep this information up to date through eyLog.

## Being under the influence of alcohol, drugs or other substances

If a parent or guardian arrives at the Nursery and is deemed to be under the influence of alcohol, drugs or other substances we will refuse to release the child into their care and contact the Police and/or Social Services.

## Late Collection

If you are running late to collect your child please inform The Nursery immediately. Please note: late collection will incur an additional fixed fee of £10.00 for every 10 minutes you are late. This will be added to your next month's invoice.

## Parents' Evenings and other Nursery events

You must pick up your child at their agreed finishing time. Staff will not be available to care for your child beyond this time as they will be meeting with other parents in pre-agreed time slots. Late collection fees will apply.

## Door Security

Please ensure when you leave The Nursery that the door is closed securely behind you. This is important for security purposes.

## Mobile Phones

The Nursery operates a strict 'No Mobile Phone' Policy for both staff and parents. When dropping off or collecting your child, please put your phone away. We ask that you do not take or make calls or texts while you are in the Nursery, or while dropping off and collecting your child. This is for safeguarding purposes

## eyLog

At Number 9 The Nursery, we use an electronic program called eyLog to observe and monitor your child's progress.

Once your child's place at the Nursery is confirmed, you will be sent an email with information on how to log in to the system or download the app for your phone. Please note: these emails can often get lost in Junk or Spam folders.

The system enables us to regularly send you pictures and updates on your child's development, and also has a daily diary to keep you informed of all of your child's care needs.

You can add your comments to the eyLog system to tell us about any milestones your child has reached at home.

### Policies and Procedures

We have over 80 clear policies and procedures in place to help with the smooth running of the Nursery, and you are welcome to review these by contacting the office. We try to highlight one policy a week in our weekly newsletter in order to keep you informed.

### Biting

Biting can be a natural development stage in a child's life and is most common between 13 and 24 months. Biting can happen in a variety of circumstances.

We encourage children to use words rather than physical demonstrations of feelings. We also look for 'biting triggers' in order to try to avoid biting incidents. We work closely with parents to ensure we are both consistent in our approach.

### Free Funding

We have a limited number of Free-Funding places available for those in receipt of 15- or 30-hours free funding codes.

We have stretched the Government funded hours over the whole year to align with our operating hours as follows:

- 15 hours funding – 11 hours per week, 5.5 hours per day, over two days.
- 30 hours funding – 22 hours per week, 5.5 hours per day over four days.

There are additional costs for activities and meals for free-funded only places. Please contact the office for more details.

### Medicine

If your child requires medicine whilst in our care you will be required to fill in a medicine form stating the dosage and times the medicine is due. This can be done using the Medicine Form section of your eyLog app. If your child has an asthma inhaler or needs other regular medicine, please discuss this with your child's Key Worker. It is your responsibility to keep the Nursery up to date with any changes to your child's medical needs.

### Trips

Children may go on trips to the park, shops or other places as part of their educational development. These trips will help extend your child's learning, are well planned and risk

assessed – parental consent is always required, and parents will always have the choice to decline. Parents will always be advised of these trips before they occur.

### Rest Time

At Number 9 The Nursery, children have the opportunity to rest or sleep at any time throughout the day. Children need sleep and rest periods to help development. As they grow, they will usually develop a routine, reducing the length or the frequency of their daytime sleeps. We create an environment for the children to rest or sleep, i.e. a quiet area to cuddle up with a book, cots for younger babies or sleep mats for older children.

Parental wishes will be taken into consideration, although staff cannot force a child to sleep, wake or keep a child awake against his or her will. Children are closely monitored during rest time.

### Accidents at the Nursery

We do our very best to protect all children from harm and ensure our setting is as safe as possible. Children are under constant supervision and each area of The Nursery has a regular risk assessment.

Should an accident occur we will administer First Aid and an eyLog notification will be sent to the Parent via email. This will need to be signed by you and returned to us.

We try to keep a minimum of 80% of our staff fully trained in Paediatric First Aid, which is much higher than the statutory legal minimum for a Nursery of our size.

### Sun Care

During the summer months it's important that children are dressed in light/cool clothing. In order to protect your child during outside play, we kindly ask all parents to provide your child with a hat (which gives shade over their eyes) with their name written inside.

Please apply sun cream before you arrive at the Nursery, and we will reapply throughout the day.

We will also provide shady areas outside, as well as ensuring children are well hydrated.

### Confidentiality Policy

Number 9 The Nursery complies with all requirements of the Data Protection Act.

At Number 9 The Nursery we respect confidentiality in the following ways:

- Parents/carers will have ready access to files and records of their own children – but not any other children.
- Staff will not discuss individual children with people other than the parents/carers of that child.
- Information given by parents/carers to nursery staff will not be passed on to third parties.
- Personal issues will remain confidential to the people involved.
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the Nursery except for the child's Key Worker and the Nursery Manager.

### Safeguarding

At Number 9 The Nursery we have a duty of care to all the children within the Nursery. If the Nursery has concerns over the welfare of a child, we may need to make a referral; details can be found within our policy, a copy of which is available by contacting the office.

Staff are trained in Safeguarding and are DBS checked, and we have a vigorous recruitment process.

We operate a 'No Mobile Phone' policy for both parents and staff at the Nursery and request you keep your phone turned off or on silent and put it away when you drop off and collect your child.

Should you have any concerns about any child, please contact the Nursery Manager.

If a parent or guardian arrives at the Nursery and is deemed to be under the influence of alcohol or drugs, we will refuse to release the child into their care and contact the Police and/or Social Services where applicable.

### SEN Policy

At Number 9 The Nursery we ensure that the Special Educational Needs of children are identified, assessed and supported. We aim to achieve this through the removal of barriers to learning and participation. We want all our children to feel that they are a valued part of our nursery.

We ensure parents are kept up to date with progress and plans during regular meetings.

### Positive Behavioural Management Policy

Children flourish best when they know how they are expected to behave. Clear boundaries are set to promote safety, emotional and social development.

At Number 9 The Nursery, children are always shown respect and courtesy and staff value each child's individual personalities. Positive, caring and polite behaviour will be encouraged and praised at all times, in an environment where children learn to respect themselves, others and their surroundings.

We never use any form of physical punishment nor will any child ever be humiliated or embarrassed by staff.

Our promise to you and your child:

- We will always recognise your child as an individual
- We will encourage kindness from the children to each other
- We will plan and support children by group and individual planning
- We work in partnership with you at all times
- We will praise children and encourage 'good choices'
- We will always view the child's behaviour in an age appropriate way
- We will inform you of any concerns we have.

When a child is of the appropriate age, if they have upset another child, they will be encouraged to say sorry and to make friends.

We have a clear Anti-Bullying Policy. Please contact the office if you would like a copy.

### Nursery Contract

Your child's place is dependent on the Nursery receiving a signed copy of the Parent Contract. Please ensure that you have fully read the contract and have understood its content. Our terms and conditions are non-negotiable. We recommend that you keep a copy of your contract at home for your review.

### Termination Policy

As stipulated in your contract, either party – you or the Nursery – can cancel a place at Number 9 The Nursery by giving one full month's notice in writing.

Your deposit will be taken off your last month's invoice, providing your child has been at the Nursery for three months or more. If there are fees outstanding, the deposit will be used to clear any outstanding amount.

Should you pay your registration fee and deposit, and then not take your place at the Nursery, the Nursery reserves the right to charge your first month's fee in full or retain your deposit.

The aim of Number 9 The Nursery is to always maintain positive working relationships with parents. If an incident occurs where aggressive verbal or physical behaviour is used against a member of staff, we operate a zero-tolerance policy and will terminate your contract with

immediate effect. A copy of our complaints procedure is available upon request from the office.

We reserve the right to terminate your contract with the Nursery, without notice, for:

- Safeguarding issues
- Threatening or abusive behaviour towards staff, other parents or children
- Employing our staff in any capacity
- Not paying fees in accordance with your contract

### Further Questions

Thank you for reviewing our Parent Handbook. We are delighted you have chosen Number 9 The Nursery to care for your child and we look forward to many happy years of working together. Please feel free to contact Number 9 The Nursery if you have any queries. We are always happy to arrange a meeting at your convenience to discuss any questions you may have, and are also available to speak on the phone. You can find our contact details at the bottom of the page. Thank you!