



10. Early years prospectus

Nursery Handbook

Welcome to Aspire Day Nursery

This handbook contains information about the nursery and how we work. We believe we have included everything you need to know but if you have any questions or queries, please ask a member of our team.

Nursery Philosophy

At Aspire Day Nursery our philosophy towards day care is based on the principle that each child is an individual who brings various life experiences to our nursery which has shaped him or her into the person they are.

The nursery role is to provide an environment for the child that supports them, welcomes them, as well as ensuring they are safe, stimulated and challenged. We provide for children's social, emotional, physical and moral development to enable them to grow to their full potential. We strive to create an atmosphere of working in partnership with parents and carers so that the children are happy to attend nursery and you feel confident about leaving your child in our care.

Opening Hours and Closures

Nursery opening hours are as follows:

Days: Monday – Friday 7.30am – 6.30pm sharp. For full handover from a member of our team who has been with your child you must be here by 6.00pm.

We are open 51 weeks of the year. We do close for all Bank Holidays and for a week during the Christmas period. On Christmas Eve the nursery opening hours are 7.30am to 12.30pm.

Arrivals and Departures

Please would parents respect the opening and closing times of the nursery. We are not able to accept children into the nursery before 7.30am under any circumstances and parents should not expect to gain access to the nursery building before this time, even if staff are present.

Equally could parents please observe the nursery closing time, again staff shifts finish at closing time and the staff are eager to get home. If you would like to spend some time discussing your child's day with staff you should arrange to be in nursery at least 6.00pm as after this your child's room carers may have left. Once a handover has been completed, please feel free to stay around if your child wants to play, however the responsibility of your child will be yours.

Please make sure that a member of staff is aware that your child has arrived.

Likewise when collecting your child please make sure that a staff member knows that both you and your child are leaving the premises.

We will not allow a child to leave the nursery with anyone who is not named on your child's records or without prior consent and agreement with the nursery practitioners. If another person is collecting we ask for a photo of this person and in an emergency where this cannot be provided we will use a password.





Additional Sessions

If you require a one-off additional session please give the nursery as much notice as possible and put this in writing in the form of an email to the nursery. Whenever possible we will try to accommodate your needs but this may not always be possible. Fees for extra sessions are charged at the usual rate, and payable by or on the date of the extra session. This charge will be upheld whether the place is used or not. The fee must be transferred to our usual bank account.

Withdrawal of children from the nursery

If you wish to withdraw your child from the nursery, or reduce the number of days/sessions attended, two month's written notice is required.

In situations whereby the Suitable Person/Manager feels that the nursery is unable to accommodate the ongoing needs of your child, this will be discussed with you. We reserve the right to withdraw places from the nursery. In this case the Suitable Person/Manager will work with you and other relevant agencies to identify an alternative placement.

Sessions

If you require only one day a week at the nursery, this will be a Friday only.

Settling into Nursery

We would recommend that you help your child/children to settle into the nursery by attending some introductory visits. This will involve three visits, initially with you present, then leaving your child/children with us for a longer period. Each child is different and some children will find it easier to settle into nursery than others. It is therefore important that the introductory period is negotiated individually. This can be discussed when a starting date is confirmed.

Contacting Us

You can contact the nursery by phoning 020 8241 9661 or email info@aspirenursery.co.uk. You will find our website at www.aspirenursery.co.uk.

We would appreciate it if you could let us know as early as possible when your child\children will be absent from nursery, as this enables us to plan our day. We have a duty of care for all the children and if we have not heard within a reasonable amount of time about absences from the nursery, we are required to inform and seek advice from Single Point of Access (SPA) which is linked to social services.

The Practitioners

At Aspire day nursery the practitioners work together to provide your child with a safe and stimulating environment for your children. Wherever possible we aim to have the same members of staff working within the same rooms all year round, although occasionally, due to staff absences it is sometimes necessary to move staff around to maintain staff ratios. In the event of staff shortage, additional staff will be employed through childcare agencies if our own bank team are unavailable.

We aim that all practitioners are qualified to ensure we have a highly qualified and experienced team. Not only this we look at employing a diverse team, with a range of life experiences to give us a unique team.

Our Day

Throughout the day we follow a routine as much as possible that ensures that the children are well cared for and all children are offered the same opportunities regardless of how many sessions they attend.





While certain activities will follow the routine, such as meal times, we like to allow some flexibility in other parts of the routine so that we may respond to events happening around us.

When children first start with us, we will follow your routine at home, and as they reach approximately 14 months old, we will introduce the nursery routine including sleep times.

Meal times and snacks

Throughout the day, all children are provided with drinks of milk or water. We have a fully qualified chef on the premises that cook all our meals and snacks which are fresh on the day. We have a main menu, as well as a vegetarian/pescatarian choice, for children weaning we discuss this with parents and make a menu that meets the needs and tried foods as we go along. We will try to accommodate all dietary requirements your child may have. Menus are displayed in all areas within the nursery. We continually update our menus throughout the year and have a 2 week rotation. If you have any suggestions for meals, please let us know.

Babies Bottles

We do have facilities within our baby unit for preparing and or storing your child's formula feeds. These should be clearly named for identification purposes due to allergies. We provide formula milk for children who are under 1 years of age. After their first birthday we will then provide full fat milk for under two's and semi skimmed for over twos.

The Curriculum

Within Early years settings a framework called the EYFS can be used as a guide to assess and plan for children's development. Within our nursery we have used this as a base to form our own bespoke curriculum that meets the individual needs of the children/rooms and aid staff in doing formal assessment twice a year and helps monitor our in the moment style planning in which we use. Below you will find our curriculum and the 7 areas of learning in which we follow.

"At Aspire Day Nursery we believe that every child should have the best start in life that we can possibly give them.

When children begin at the setting, we will watch them play, comfort them, give them opportunities to explore, and from this we will use their love for exploring and interests to create a world full of new experiences to enhance their natural love to learn through play.

When children leave our setting for Reception, we hope that they do so with the knowledge that prepares them for independent learning and the passion to seek new opportunities. We want them to be confident in making new friendships and building relationships. Embrace a love for books, strengthen their imagination, enjoy exploring, and be curious whilst having a 'have a go' attitude.

We will achieve this by providing learning opportunities and creating chances to explore in play. We will expose them to activities like going to the library, taking part in extra curricula classes, to doing sound/environment walks to creating models using loose parts.

We have written our own developmental milestones based on the 7 areas of learning and use this as our assessment tool."





Personal, social and emotional Development
Communication and Language
Early literacy
Mathematics
Understanding the world
Physical Development
Creativity, Imagination and Movement

On-going assessments are an integral part of the learning and development process. Throughout the nursery we make systematic observations and assessments of the achievements, interests and learning styles of each child. Observations are matched to our curriculum. We use the observations and assessments to identify learning priorities and plan relevant and motivating experiences for each child.

Great emphasis is placed on children learning through their play and self-discovery. Planned activities are based on children's interests and developmental stages in the nursery. Children at this age can demonstrate patterns of behaviour called schemas and these are often used as a starting point for planning in order to create opportunities for children that are meaningful.

We like to use natural materials for children to explore including pebbles, feathers, sand, water, different textured fabrics, and corks, items made from metal and wood, fir cones and so on. We are always grateful for any donation of these types of items and frequently circulate letters requesting help to build up our collections.

When your child is 2

At some point after your child turns 2, the professionals working with your child must give you a written summary of how your child is progressing against the 3 prime areas of learning:

- communication and language;
- physical development; and
- personal, social and emotional development.

This is called **the progress check at age 2**.

This check will highlight areas where your child is progressing well and any where they might need some extra help or support – and how parents and other family members or carers can work with the key person to help. You might find it useful to share the information from the check with other professionals such as health visitors (who can use it as part of the health and development review).

Tapestry

To record your child's learning and development we use an online system called Tapestry. For more information please go to [tapestry.info](https://www.tapestry.info)

Each child has their own account where we upload photos, videos and observations. We then link their observation to the EYFS and the stage of development. Parents are then sent an email automatically





to inform you that an observation has been completed. You will then be able to log on to a secure area and comment on the observation as well.

This is a great system that allows parents and practitioners to work in partnership and keep up to date on children's interests and development.

We aim to update this every couple of weeks with an observation in line with our planning cycle.

We ask parents to take part in our observations, by uploading a photo and sentence of your child's interests and experiences with you; it may be linked to a holiday they just went on, learning to put their coat on, or the first time on the slide at the park.

Along with all our observations we complete on the children we also provide next steps, these are ideas and ways we will look at extending their learning, and these can also be completed at home as well.

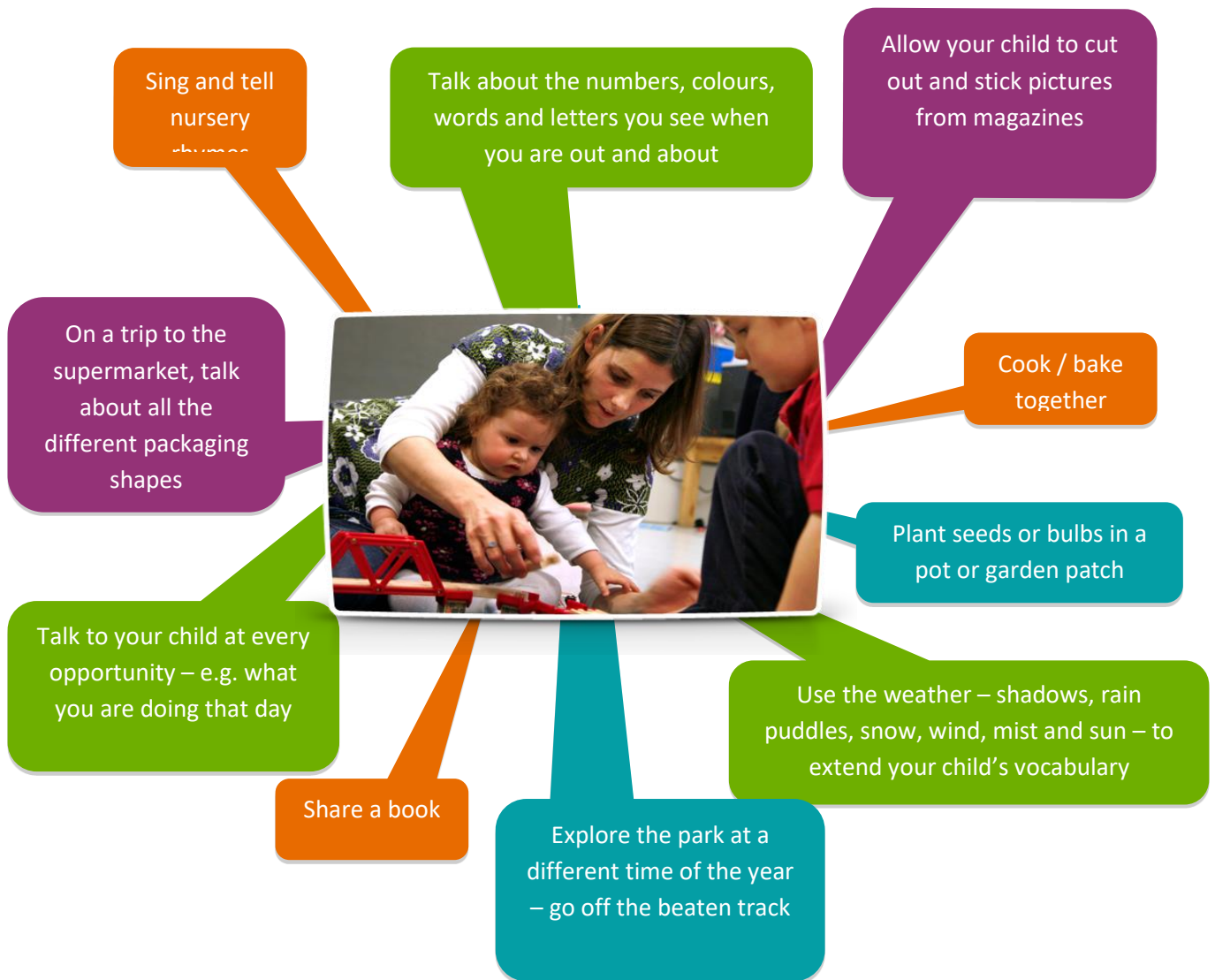
Parents/Carer Involvement

Parents/Carers are more than welcome in the nursery to spend time in their child's room, however please note this can also upset and unsettle a child, therefore please speak to the carers in the room about the best possible approach for your child, as every child is different.

Practitioners will prepare a daily report sheet for children in our youngest rooms and children who are not being collected by a parent. For the additional rooms, we give you the same feedback, but to reduce paper used and time away from the children to complete these we do not do individual forms unless they are requested.



As a parent, how can I help with my child's learning?



All the fun activities that you do with your child at home are important in supporting their learning and development, and have a really long lasting effect on your child's learning as they progress through school.

Even when your child is very young and is not yet able to talk, talking to them helps them to learn and understand new words and ideas. If you make the time every day to do some of the following things with your child it will make a real difference to your child's confidence as a young learner.

If you're looking for new ideas for things to do then find out what is on offer at your local children's centre. Many offer 'messy play' activities which you and your child can join in with, and many of the activities they provide are free.

Key Person

Each child has a key person. A key person is there to ensure your child is meeting the developmental norms for their age and stage. A key person works closely with the child and you as a family. If you have any concerns you should first speak to your child's key person and the room manager. Then if you still have any concerns please address these to the deputy or manager. Practitioners work on a shift pattern, so you may not see your child's key person every day.

Babies

We try to be flexible and responsive to babies' home routines and individual needs. When you first visit the nursery, practitioners will go through the 'All about me', giving the key person/practitioners a chance to familiarise themselves with your child/ren's daily routine that you follow at home, so the daily routine can be structured around their individual needs.

Home Toys and Personal Belongings

The need for children to bring something from home is very important in the children's development and because of this we are happy to allow children to do so. However, it is important that anything that is brought from home is clearly marked with your child's name. Many of the toys that children have at home can also be found in nursery and it is impossible for staff to keep track of an individual toy; we therefore we will not take any responsibility for home toys. Anything found in nursery that isn't recognised as being a nursery toy, will be placed by your child's peg. It is your responsibility to check from time to time for anything that might belong to your child.

Children's personal Clothing

Please could you bring at least one set of spare clothing (more if they are being toilet trained), which are clearly marked with your child's name. Can all parents please refrain from leaving plastic carrier bags in the nursery where children can reach them. As space is limited we ask that parents do not leave bags at the nursery, we provide each child with a storage area already. Play is an important part of children's learning, unless your child seems wet or uncomfortable with what they are wearing we will not necessarily change them.





Additional Settings

We have a legal requirement to ensure there is a regular flow of information regarding children who attend additional settings. This maybe a school, nursery or child minder, if your child does attend somewhere else as well, please let us know, so we can ensure information regarding your child's development is shared. It is vital for the continual development of your child.

Supporting Children with Additional needs

At the nursery we believe every child has the right to learn and play in an environment where they are respected for their own individuality. If your child has an additional need we will do our best to identify this and work with the nursery SENCO and other outside agencies to ensure we are supporting your child to the best of our ability. If you have any concerns about your child, please come and speak to the manager about these, so we can do an assessment and look into this further. In the past we have worked with the occupational therapist, speech and language, health visitor and many more. Within the nursery we will try to make any reasonable adjustments in order to meet the needs of any child with an additional need in line with the Equal Opportunities Act 2010.

Nursery Registration and Inspection

The nursery is registered under the Children Act 1989 and the Ofsted childcare Standards 2000. We are registered to provide care for children from 3 months to 5 years and we accept nursery educational funding for 3 and 4 year olds. We care for approximately 130 children a day.

The certificate of registration is displayed in the Office.

Our Ofsted rating is GOOD across all areas.

Policies and Procedures

As part of the registration process we are required to prepare a number of policies for the smooth running of the nursery.

A complete set of policies is available for you to read on our website (not all policies are on here, but ones that relate mainly to you as parents) and on email if requested. The policies and procedures are split into 10 subcategories and are:

Child Protection

Suitable people

Staff Qualifications, Training, Support and Skills

Key Person

Staff:Child Ratios

Health

Managing Behaviour

Safety and suitability of premises, environment and equipment

Equal Opportunities





Information and records

The policies and procedures are intended to act as guidelines for good practice and are in place to ensure the well-being of all children and staff. However they are working documents and are subject to change to meet the demands of changing conditions or attitudes.

All policies and procedures are available on request and are emailed to all parents when updated or changed.

Childhood Diseases

Children who are ill should not be brought into the Nursery. The day is too demanding for a sick child and they will be more prone to infections and communicable diseases. You would also be placing other children and staff at risk. We recognise that you have work/study responsibilities and are confident that you will recognise our responsibility towards the health of all children and staff. If a child becomes unwell while in the nursery we will notify you and ask you to collect your child as soon as possible. It is therefore very important that you advise us of any changes to your contact details as soon they occur. A list of childhood diseases and their exclusion periods can be found in all rooms within the nursery. We would also like to state that there is no legislation in this country regarding children being vaccinated against any childhood illnesses, although we do advocate all children are vaccinated, it is parental preference whether their child is given the vaccinations and we do not and cannot insist on children being vaccinated.

For illnesses and exclusions we follow the Department of Health guidelines, below are the main illnesses and further details can be found at www.hpa.org.uk/webc/HPAwebFile/HPAweb_C/1194947358374.

Medication		
Administration of Calpol/nurofen or other pain relief	If you have given your child a medication that can mask illnesses within 8 hours of nursery, they are not to attend that day. If you have a teething child, we suggest you administer alternative pain relief specifically that treats teething.	
Rashes and skin infections		
Illness	Exclusion required	
Athlete's foot	None	Athlete's foot is not a serious condition. Treatment is recommended
Chickenpox*	Until all vesicles have crusted over	See: Vulnerable children and female staff – pregnancy
Cold sores, (Herpes simplex)	None	Avoid kissing and contact with the sores. Cold sores are generally mild and self-limiting
German measles (rubella)*	Four days from onset of rash	Preventable by immunisation (MMR x 2 doses). See: Female staff – pregnancy
Hand, foot, and mouth	None	Contact the Duty Room if a large number of children are affected.



		Exclusion may be considered in some circumstances
Impetigo	Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment	Antibiotic treatment speeds healing and reduces the infectious period
Measles*	Four days from onset of rash	Preventable by vaccination (MMR x 2). See: Vulnerable children and female staff – pregnancy
Molluscum contagiosum	None	A self-limiting condition
Ringworm	Exclusion	not usually required Treatment is required
Roseola (infantum)	None	None
Scabies	Child can return after first treatment	Household and close contacts require treatment
Scarlet fever	Child can return 24 hours after commencing appropriate antibiotic treatment	* Antibiotic treatment recommended for the affected child. If more than one child has scarlet fever, contact PHA Duty Room for further advice
Slapped cheek (fifth disease or parvovirus B19)	None	once rash has developed See: Vulnerable children and female staff – pregnancy
Shingles	Exclude only if rash is weeping and cannot be covered	Can cause chickenpox in those who are not immune i.e. have not had chickenpox. It is spread by very close contact and touch. If further information is required, contact the Duty Room. SEE: Vulnerable Children and Female Staff – Pregnancy
Warts and verrucae	None	Verrucae should be covered in swimming pools, gymnasiums and changing rooms

Diarrhoea and vomiting illness

Illness	Exclusion required	
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting	
Salmonella and Dysentery	24 hours or until advised by the doctor	
E. coli O157 VTEC* Typhoid* [and paratyphoid*] (enteric fever) Shigella* (dysentery)	Should be excluded for 48 hours from the last episode of diarrhoea Further exclusion may be required for some children until they are no longer excreting	Further exclusion is required for young children under five and those who have difficulty in adhering to hygiene practices Children in these categories should be excluded until there is evidence of microbiological clearance. This

		guidance may also apply to some contacts of cases who may require microbiological clearance Please consult the Duty Room for further advice
Cryptosporidiosis*	Exclude for 48 hours from the last episode of diarrhoea	Exclusion from swimming is advisable for two weeks after the diarrhoea has settled
Norovirus	48 hours clear	
Gastro-enteritis, food poisoning	48 hours or until advised by the doctor	Gastro-enteritis, food poisoning
Respiratory infections		
Illness	Exclusion required	
Flu (influenza)	Until recovered	See: Vulnerable children
Tuberculosis*	Always consult the Duty Room	Requires prolonged close contact for spread
Whooping cough* (pertussis)	48 hours from commencing antibiotic treatment, or 21 days from onset of illness if no antibiotic treatment	Preventable by vaccination. After treatment, non-infectious coughing may continue for many weeks. The Duty Room will organise any contact tracing necessary
Covid-19	Advised to remain at home until you no longer have a high temperature, or no longer feel unwell, inline with government guidance	
Other infections		
Illness	Exclusion required	
Antibiotics prescribed	24 hours at beginning of course with at least 2 doses administered for medication that has not previously been prescribed (in order to attend nursery before we must have given at least one dose of the same type of antibiotic on a previous occasion)	
Conjunctivitis	None	If an outbreak/cluster occurs, consult the Duty Room
Diphtheria *	Exclusion is essential	Always consult with the Duty Room Family contacts must be excluded until cleared to return by the Duty Room. Preventable by vaccination. The Duty Room will organise any contact tracing necessary
Glandular fever	None	

Head lice	None	Treatment is recommended only in cases where live lice have been seen
Hepatitis A*	Exclude until seven days after onset of jaundice (or seven days after symptom onset if no jaundice)	The duty room will advise on any vaccination or other control measure that are needed for close contacts of a single case of hepatitis A and for suspected outbreaks.
Hepatitis B*, C, HIV/AIDS	None	Hepatitis B and C and HIV are bloodborne viruses that are not infectious through casual contact. For cleaning of body fluid spills. SEE: Good Hygiene Practice
Meningococcal meningitis*/ septicaemia* close contacts. The Duty Room will advise on any action needed.	Until recovered	Some forms of meningococcal disease are preventable by vaccination (see immunisation schedule). There is no reason to exclude siblings or other close contacts of a case. In case of an outbreak, it may be necessary to provide antibiotics with or without meningococcal vaccination to close contacts. The Duty Room will advise on any action needed.
Meningitis* due to other bacteria	Until recovered	Hib and pneumococcal meningitis are preventable by vaccination. There is no reason to exclude siblings or other close contacts of a case. The Duty Room will give advice on any action needed
Meningitis viral*	None	Milder illness. There is no reason to exclude siblings and other close contacts of a case. Contact tracing is not required
MRSA	None	Good hygiene, in particular handwashing and environmental cleaning, are important to minimise any danger of spread. If further information is required, contact the Duty Room
Mumps*	Exclude child for five days after onset of swelling)	Preventable by vaccination (MMR x 2 doses
Threadworms	None	Treatment is recommended for the child and household contacts



Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic
Typhoid fever	Until declared free from infection by a doctor	
Plantar warts	Should be treated and covered	
Poliomyelitis	Until certified well	

Management have the right to refusal or go against the above guidance should they feel it is in the best interest for the staff, children and nursery.

Administration of Medicine

We are only able to administer medicine that has been prescribed by your child's GP. Please do not ask staff to give your child over the counter medication. If your child needs medication whilst at nursery, you will need to complete a medication form at the beginning of each day and sign it at the end of the day to ensure that you are aware that the medicine has been given. If your child has been prescribed antibiotics they should be absent from nursery for at least 24 hours if the nursery has never given your child antibiotics before and only return to nursery if it is absolutely necessary. If your child has had the prescribed medication before at nursery and we have a record of this, we will consider accepting your child, however this is on an individual basis.

Calpol/other pain relief or temp control medication- while it is acknowledged that calpol/others is very effective in reducing children's temperatures (for example teething) it is however very good at masking the children's symptoms when there may be something more seriously wrong with a child.

If you have had to administer calpol/others to your child during the night or at any time on the morning he/she attends nursery, they will not be admitted for their session as calpol/others can mask serious symptoms of illness, making us unaware of an underlying problem.

If your child gains a temperature at nursery we will administer calpol, if the temperature is above 39 degrees you will need to pick your child up, if it is below 39 degrees we will decide whether we are happy to keep your child at nursery depending on how they have been during the day.

Accidents

Most members of staff hold a recognised First Aid certificate for infants; these are renewed every three years. Although every effort is made to ensure that your child is kept safe, accidents do happen. If a child is involved in an accident, then emergency first aid treatment is given, an assessment of your child's condition is made and a record of the accident is documented. When you arrive to pick up your child you will be informed of the accident, asked to read about the accident and asked to sign the accident form. Should a child be involved in an accident that requires hospital treatment you will be informed immediately and arrangements will be made to meet you at the hospital. In some instances where it is necessary to take a child to hospital an ambulance will be called and your child will be escorted by a member of the team. Please inform nursery staff if your child has had an accident at home, and you will be asked to complete an existing injury form. If your child has a head injury we will call you to inform you, so you are aware, however we will keep the child at nursery and monitor them.

Complements, Comments and Complaints

We are always happy to listen to any compliments, comments or complaints you may have about the nursery.





We are happy to address these face to face or as an email, which can be sent to info@aspirenursery.co.uk

If you have any complaints about the service being offered by the nursery please discuss this in the first instance with the practitioners concerned. If you are not satisfied with the outcome of these discussions or actions, please put your complaint in writing to the nursery manager who will respond to your complaint within 14 working days. You will be invited into the nursery to discuss your complaint and a suitable remedy. In the event that you are still not satisfied a formal written complaint can be made to OFSTED. The complaint will be considered and a written response sent to you. Ultimately you have the right to withdraw your child from the nursery. Parents may approach OFSTED directly at any stage of the complaint, in addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED as the Registering and Inspection body with duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our OFSTED regional centre is:

The National Business Unit
Ofsted
Piccadilly gate
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

Child Protection

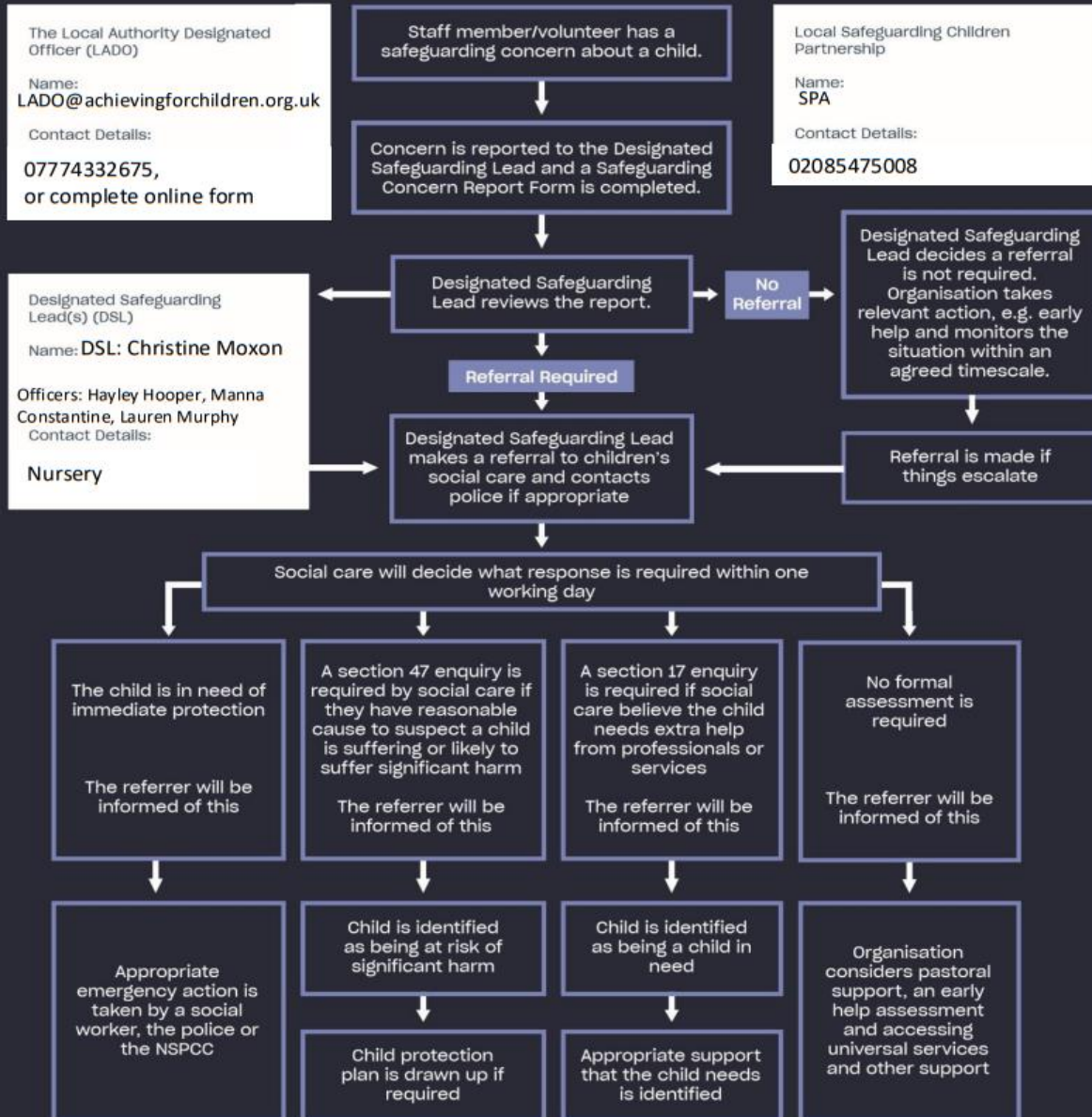
We are required by law to inform the relevant agencies of any concerns that we have about a child who is or may be at risk of harm. Should this occur you will be informed by the nursery manager of our concerns and the actions to be taken as long as we feel the child is not in immediate danger. Nursery staff will then support you and your child in any way possible. Most of the nursery staff have received child protection training by the local authority.

While at the nursery it is important to remember that children are present and we must ensure that we are all good role models. We ask all visitors to ensure that the use of language and behaviour is suitable.

Please see the below chart for what to do if you are concerned about a child and also this form is the flow chart of we will also be following.



Flowchart of Procedures for Responding To Safeguarding Concerns



The Local Authority Designated Officer (LADO)
Name: LADO@achievingforchildren.org.uk
Contact Details: 07774332675, or complete online form

Staff member/volunteer has a safeguarding concern about a child.
Concern is reported to the Designated Safeguarding Lead and a Safeguarding Concern Report Form is completed.

Local Safeguarding Children Partnership
Name: SPA
Contact Details: 02085475008

Designated Safeguarding Lead(s) (DSL)
Name: DSL: Christine Moxon
Officers: Hayley Hooper, Manna Constantine, Lauren Murphy
Contact Details: Nursery

Designated Safeguarding Lead reviews the report.
Referral Required
Designated Safeguarding Lead makes a referral to children's social care and contacts police if appropriate

Designated Safeguarding Lead decides a referral is not required. Organisation takes relevant action, e.g. early help and monitors the situation within an agreed timescale.

Referral is made if things escalate

Social care will decide what response is required within one working day

The child is in need of immediate protection
The referrer will be informed of this

A section 47 enquiry is required by social care if they have reasonable cause to suspect a child is suffering or likely to suffer significant harm
The referrer will be informed of this

A section 17 enquiry is required if social care believe the child needs extra help from professionals or services
The referrer will be informed of this

No formal assessment is required
The referrer will be informed of this

Appropriate emergency action is taken by a social worker, the police or the NSPCC

Child is identified as being at risk of significant harm
Child protection plan is drawn up if required

Child is identified as being a child in need
Appropriate support that the child needs is identified

Organisation considers pastoral support, an early help assessment and accessing universal services and other support

All concerns and correspondence will be kept in a secure, confidential file. The child's circumstances will be kept under review at all stages and a referral will be made again if it is appropriate for improving the child's circumstances. The child's best interests must always come first.

If the concern is about a staff member/ volunteer in your organisation, the DSL should refer this to the LADO who will determine the best route of action to be taken.

If your concern would involve a Prevent/Channel referral, contact:
Call 999 in an emergency, SPA 02085475008
Out of hours call: 02087705000

If you have a concern that a girl has undergone, or is about to undergo, FGM, contact:
Call 999 in an emergency, SPA 02085475008



Fees

As the costs of running the Nursery increases year on year it is inevitable that nursery fees will also increase. Whenever possible these increases will be kept to a minimum. However the Nursery isn't subsidised by the local council and it is important that our expenditure does not exceed our income. Information on the collection of fees are given to you at the beginning of your registration.

If your child is absent from nursery on days where sessions have been booked, (whether because of illness, holidays or unplanned changes to arrangements), full fees must still be paid as the nursery is unable to recover expenses. Fees are charged at 51 weeks a year. There is a charge of £50 per day for late fees to cover admin charges.

The nursery closes promptly at 6.30 pm. If you are going to be late collecting your child please inform the nursery as soon as possible as we only have till 6.30pm to clear the nursery. We will impose a late pick up fee of £15 per 15 minutes. The minimum charge will be £15 and then after 15 minutes this will be charge at a £1 a minute and this needs to be paid the next time you come to nursery in cash, as this fee goes to the practitioners that stay at the nursery, as they do not get paid.

Financial support for childcare

Childcare Vouchers

The nursery is registered with tax free childcare and we are phasing out the use of childcare vouchers within the nursery. To see if you are eligible for extra government funding to help with paying for nursery fees please search tax free childcare. Most families are eligible to sue this scheme and can save up to £2000 a year.

Early Years Education Grant

This is provided from the DFE through the LEA and is claimed for on your behalf. You will be asked to sign a declaration that confirms your child is attending this particular setting. Identification will also be needed for your child to confirm his/her date of birth, i.e. a passport and NHS number. The nursery will copy the I.D supplied and be placed on your child's file for future reference.

All children are entitled to this funding from the term following their third birthday. The education grant is up to 15 hours per week for 38 weeks a year, which is divided into three periods that coincide with the LEA educational terms, the funding will automatically be deducted from your child's monthly fees. To ensure fees stay the same for parents, we spread the 38 weeks of funding over 51 weeks we are open

We are also happy to accept the additional 15 hours childcare making 30 hours, this funding is spread the same as the above. You must apply for the additional 15 hours yourself to see if you are eligible, then you must inform us in good time and provide a funding code for us.

PUPIL PREMIUM

Early Years Pupil Premium

The Pupil premium is some additional funding provided to early years settings as of April 2015 in addition to school funding for children aged 3 and 4 if they meet one of the following criteria:

Eligibility

their family gets 1 of the following:

- [Income Support](#)
- income-based [Jobseeker's Allowance](#)





- income-related [Employment and Support Allowance](#)
- support under [part VI of the Immigration and Asylum Act 1999](#)
- the guaranteed element of [State Pension Credit](#)
- [Child Tax Credit](#) (provided they're not also entitled to [Working Tax Credit](#) and have an annual gross income of no more than £16,190)
- [Working Tax Credit](#) run-on, which is paid for 4 weeks after they stop qualifying for Working Tax Credit
- [Universal Credit](#)
- they are currently being looked after by a local authority in England or Wales they have left care in England or Wales through:
 - an adoption
 - a special guardianship order
 - a child arrangement order

Children must receive [free early education](#) in order to attract EYPP funding. They do not have to take up the full 570 hours of early education they are entitled to in order to get EYPP.

The aim of the EYPP funding is to close the gap between children who are referred to as 'disadvantaged' by the government and other children by having some additional funding to raise further the quality of provision we offer.

At Aspire Day Nursery we are committed to ensuring that the funding is spent in ways that benefit these children and we are dedicated to making sure that vulnerable children make good progress and have the same chances and opportunities as other children.

If you think your child is entitled to this additional funding, please make this known to management immediately.

Student Training

We accept students from local schools on work experience, college students and university students carrying out research projects. Students will not be left alone with children and are always supernumerary to staffing levels. You may be approached by a student for permission to undertake a child study or observations on your child. There is no obligation to say yes. If you should participate in any such work it is expected that you will be shown the student's final work. Please do not attempt to discuss your child's day with a student – they have all been instructed to refer you to a member of staff.

Baby Sitting Services

The nursery does not provide a babysitting service outside of our operational hours. If a parent/carer should decide to employ current or past employees for babysitting, it is their responsibility to ensure the suitability of the individual concerned. The setting does not accept any liability for an individual's conduct outside of their contractual commitment with the nursery.

Mobile phones

While on site please do not use a mobile phone, whether this is to answer, send a message or take photos, as we have a strict **NO MOBILE PHONE** policy in place.

Phone times

If you require to speak to a member of staff during the day about changes in the child's routine, whether this is increasing or changing days, to checking up on your child, please do so if possible





between 9am to 12pm and 2pm to 5pm. If your child is sick and will not be attending nursery please call between 7.30am and 10am.

At the beginning, mid and end of the day staff members are very busy and cannot deal with your enquiry as affectivity as they would during the day.

Information we hold about you and your child

We have procedures in place for the recording and sharing of information [data] about you and your child that is compliant with the principles of the General Data Protection Regulations (2018) as follows:

The data we collect is

1. Processed fairly, lawfully and in a transparent manner in relation to the data subject [you and your family]
2. Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form that permits identification of data subjects [you and your family] for no longer than is necessary for the purposes for which the personal data is processed.
6. Processed in a way that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

When you register your child with [us/me] [I/we] will provide you with a privacy notice that gives you further details of how we fulfil our obligations with regard to your data.

Code of Conduct for Parents and Carers

We are committed to ensuring that all children are safeguarded whilst in our care.

Children are learning all of the time and it is therefore important that the example we set them is always of the highest calibre. We ask everyone to help us to maintain our responsibilities in the following ways:





Please do:

- Share information with staff on your child's development, health and wellbeing.
- Let us know if someone else is collecting your child and give them a password or email a photo of the person to the nursery if possible.
- Collect your child on time - if you are going to be unavoidably late then please contact the nursery to let them know.
- Ensure you can safely transport your child to and from the nursery using age-appropriate car seat restraints.
- Feedback any suggestions and ideas to the nursery staff.
- Direct any worries, concerns or complaints to the Nursery Manager, arranging a meeting if required.

Please refrain from:

- Shouting at, smacking or physically punishing your child(ren) or any other children whilst in the nursery.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.
- Collecting your child(ren) from nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child or other children.
- Do not take photos or videos of children while of the nursery premises.
- Do not use your mobile phone whilst on site.

