



10.0 Parents Nursery Handbook

Aspire Day Nursery Ltd

Parent Handbook

Welcome to Aspire Day Nursery Ltd.

We are delighted that you have chosen us to be part of your child's early years journey. Starting nursery is an important milestone for both children and families. Our aim is to create a warm, safe and nurturing environment where children feel confident, valued and inspired to learn through play.

This handbook provides detailed information about how we operate and how we work together in partnership with families. Full policies are available on our website.

Key Information at a Glance

Opening Hours:

Monday–Friday, 7:30am–6:30pm (prompt closing)

Please arrive by **6:20pm** at the latest.

Full handover:

Please arrive by **6:00pm** if you would like a detailed discussion.

Absence reporting:

Please notify us by **8:00am (latest 9:30am)** via phone, WhatsApp or email.

Collections:

Only authorised adults listed on your child's records may collect. We may request photo ID and/or use a password system.

No Mobile Phones:

We operate a strict no mobile phone or camera policy on site.

Contact Details:

020 8241 9661

07867 917091 (WhatsApp) – Please save this number as we will use to send broadcasts regarding the nursery and you will not receive unless saved.

info@aspirenursery.co.uk

www.aspirenursery.co.uk

Our Philosophy



At Aspire Day Nursery Ltd, we believe every child is unique. Each child brings their own experiences, interests and personality.

Our role is to provide a safe, stimulating and welcoming environment that supports children's:

- Social development
- Emotional wellbeing
- Physical growth
- Moral understanding

We aim to nurture confidence, independence and a lifelong love of learning. Working in partnership with parents and carers is central to this.

Opening Times & Closures

We are open 51 weeks of the year.

Closed:

- Bank Holidays
- One week at Christmas
- Christmas Eve (7:30am–12:00pm)
- INSET Days:
 - Monday 26 January 2026
 - Monday 6 July 2026
 - 2027 dates TBC

Arrivals & Departures

To ensure safety and calm transitions:

- We cannot accept children before 7:30am.
- Collection is by 6:30pm prompt.
- Arrive by 6:00pm for a full handover.
- From 6:20pm, a brief handover will be provided.
- Ensure a staff member knows when your child arrives and leaves.
- Children are only released to authorised adults.
- New collectors must be authorised in advance (photo and/or password required).

After handover, please exit promptly and do not use the play equipment.

Late collection charges apply (see Fees section).

Attendance



Regular attendance supports learning and emotional security and forms part of our safeguarding responsibilities.

Parents must:

- Notify nursery by 8:00am (latest 9:30am) if absent.
- Keep contact details up to date.

The nursery will:

- Complete daily registers.
- Contact families regarding unexplained absences.
- Follow safeguarding procedures if unable to make contact.
- Arrange meetings if attendance falls below approximately 80%.

Sessions & Changes

Additional sessions:

- Must be requested in writing.
- Subject to availability and staffing ratios.
- Charged at usual rate (non-refundable).

We do not offer swap days or replacement sessions.

Reducing sessions or leaving:

Two months' written notice is required.

Children attending two days must include Monday or Friday.

Settling In

We recommend three settling sessions:

1. Initial visit with parent/carer.
2. Two shorter independent visits.

Settling plans are personalised to each child.

Our Team

- Qualified and experienced practitioners.
- Consistent staffing within rooms where possible.
- Diverse and experienced team.
- Bank staff used occasionally to maintain ratios.



Daily Routine

Children benefit from a consistent structure while we remain flexible to their interests and needs.

Babies:

We follow your home routine initially and gradually introduce nursery routines as children grow.



Meals, Snacks & Drinks

- Freshly prepared meals cooked on site.
- Water and milk available throughout the day.
- Rotating menus displayed.
- Allergies and dietary requirements catered for.

Milk provided:

- Formula (under 1 year)
- Full-fat milk (under 2s)
- Semi-skimmed (over 2s)



Learning & Development

We follow the Early Years Foundation Stage (EYFS).

Our curriculum focuses on:

- Learning through play
- In-the-moment planning
- Following children's interests
- Developing independence and resilience

We aim for children to leave us confident, curious and ready for Reception.



The 7 Areas of Learning

- Personal, Social & Emotional Development
- Communication & Language
- Literacy
- Mathematics
- Understanding the World
- Physical Development
- Expressive Arts & Design



Observations & Assessment

- Ongoing observations inform planning.
- Formal assessments completed termly.
- Progress Check at age 2 provided.
- Families encouraged to contribute via Connect.



Connect – Parents Zone

We use Connect to share:

- Observations
- Photos and videos
- Daily care information (food, sleep, toileting)

Families can securely log in and comment.



Supporting Learning at Home

Everyday moments make powerful learning opportunities.

You can support your child by:

Reading daily and discussing stories

Counting steps, toys or snacks

Talking about shapes, colours and numbers

Cooking together and discussing ingredients

Exploring outdoors and talking about nature

Encouraging mark making and drawing

Supporting independence (putting on shoes, tidying toys)

Talking about feelings and emotions

You don't need formal lessons — simple, consistent experiences build confidence and curiosity.

More ideas are available in the parent section of our website.

Safeguarding & Child Protection (Summary)

Safeguarding is central to everything we do.

If we are concerned about a child's welfare, we have a legal duty to follow safeguarding procedures and may contact relevant agencies.



All staff receive safeguarding training.

👉 Please see our full Safeguarding & Child Protection Policy on our website for detailed procedures.

Medication (Summary)

- Prescribed medication only (unless agreed care plan).
- Must be in original packaging.
- 24 hours at home before returning.
- Calpol/Nurofen within 8 hours = child should not attend.
- Temperature at nursery = collection within one hour.

👉 Full procedures available in our Medication Policy on our website.

Accidents & First Aid (Summary)

- Most staff hold Paediatric First Aid.
- All accidents recorded.
- Parents informed.
- Head injuries monitored carefully.
- Ambulance called if necessary.

👉 Full procedures available in our Accidents & First Aid Policy on our website.

Fees & Late Collection

- Fees payable 51 weeks per year.
- Full fees payable during absence.
- Late payment charge: £50 per day.

Late collection:

- £15 per 15 minutes (minimum)
- After 15 minutes: £1 per minute
- Payable in cash

Funding (Summary)

We offer Government funded places in line with the Early Years Funding Code of Practice and Royal Borough of Kingston upon Thames guidance.

Key points:



- Funding cannot be backdated.
- Must be reconfirmed each term.
- Claimed based on booked sessions.
- Stretched across 51 weeks.
- Covers childcare only.
- Meals and consumables not included in Government funding.

👉 Full Funding Policy available on our website.

Policies & Procedures

This handbook provides an overview. Full policies — including safeguarding, funding, medication, accidents, behaviour management, SEND, equality and data protection — are available on our website.

Paper copies are available upon request.

Appendix A: Code of Conduct for Parents & Visitors

We ask all families and visitors to:

- ✓ Treat staff, children and families respectfully
- ✓ Communicate calmly and appropriately
- ✓ Supervise children on premises
- ✓ Follow safeguarding and mobile phone rules
- ✓ Collect on time
- ✓ Be fit and safe to collect

Please do not:

- ✗ Use aggressive behaviour or language
- ✗ Take photos/videos on site
- ✗ Attend under the influence of alcohol/substances
- ✗ Discuss complaints publicly or on social media

Failure to follow this code may result in formal action, restricted access or, in serious cases, review of placement.

Appendix B: Complaints Procedure

We welcome feedback and aim to resolve concerns fairly and promptly.



- Step 1:** Speak to practitioner/key person
Step 2: Speak to Room Manager/Deputy
Step 3: Submit written complaint to Nursery Manager

We will:

- Acknowledge the complaint
- Investigate thoroughly
- Respond within 28 working days

If unresolved, you may contact Ofsted:

Ofsted
 Piccadilly Gate
 Store Street
 Manchester M1 2WD
 0300 123 1231
enquiries@ofsted.gov.uk

Full details of our complaints procedure are available on our website.

Appendix C: Illness guidance

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 and a minimum of 5 days	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	Any medication prescribed by a doctor must be administered at home for a minimum of 24 hours before the individual is allowed to attend nursery. This ensures that the medication is well-tolerated and any potential side effects can be monitored prior to attending.	
Conjunctivitis	None unless we have an outbreak or child is to unwell/cleaning of the eyes frequently.	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	Children will be sent home when headlice are seen, and not allowed back until treated.	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*/ septicemia* 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.



Appendix D: Safeguarding Flowchart



