**Nursery Handbook**

**Welcome to Coombe 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 Coombe Day Nursery 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 today.

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 strive to create an atmosphere of working in partnership with parents and carers so that all parties are confident and involved.

**Opening Hours and Closures**

Nursery opening hours are as follows:

Days: Monday – Friday 8:00am – 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 8:00am to 12.30pm.

**Arrivals and Departures**

Please would parents respect the opening and closing times of the nursery. 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 for the first 15 minutes. The minimum charge will be £15 and then after 15 minutes this will be charge at a £1 a minute. This is paid to the practitioners working over-time. We are not able to accept children into the nursery before 7:30am under any circumstances.

**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 mealtimes, 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 12 months old, we will introduce the nursery routine including sleep times.

**Mealtimes and snack**

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 from fresh. We accommodate all dietary requirements your child may have. Weaning is also catered for or advise from parents/ carers. We continually update our menus throughout the year and have a 3-week rotation. If you have any suggestions for meals, please let us know. These are available on email.

**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.

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.

**Contacting Us**

**Coombe Day Nursery, 6 Station Approach, Norbiton Avenue, Kingston upon Thames, KT1 3QT.** [**info@coombedaynursery.co.uk**](mailto:info@coombedaynursery.co.uk)**.** [**www.coombedaynursery.co.uk**](http://www.coombedaynursery.co.uk)**. 02085495343.**

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

**Nursery Practitioners**

At Coombe 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, although due to any 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. We aim that all practitioners are qualified to ensure we have a highly qualified and experienced team.

**Tapestry**

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

**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. The certificate of registration is displayed in the Office.

**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 in each area throughout the nursery and on email if requested.

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.

**Additional Sessions**

If you require a one-off additional session, please give the nursery as much notice as possible. 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.

**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 our free settle sessions. This will involve two 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.

**Arrival and Departure**

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 name, and in an emergency where this cannot be provided we will use a password.

**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. 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:

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/789369/Exclusion_table.pdf>

**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. If you 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 - while it is acknowledged that Calpol 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 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.

**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.

**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. We will not take any responsibility for home toys.

**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. Messy 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. Please be aware – your childrens clothes may get messy/ dirty during their play and exploration time.

**Parents/Carer Involvement**

Parents/Carers are more than welcome in the nursery for pick ups and drop offs, or to discuss your childs development. Practitioners will prepare a daily report sheet for children in our youngest rooms. Verbal handovers and updates are always given to parents across all other rooms.

**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 or the room leader. Then if you still have any concerns please address these to the deputy or manager. Room leaders oversee all key children.

**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 in person, or as an email, which can be sent to info@coombedaynursery.co.uk

If you have any complaints about the service being offered by the nursery, please discuss this in the first instance with your childs room leader. 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

**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.

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.

**Childcare Vouchers**

The Nursery is registered to accept childcare vouchers which can be obtained via an employer, examples of vouchers are Eden Red, Busy Bees, Co-operative childcare, Fidelity childcare and Computershare. If we are not currently registered with an existing provider, we will be happy to do so. **We are also registered for the Tax-free childcare scheme.**

**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. 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 provide the funding code.

**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 certain a criteria. Please see link available: <https://www.gov.uk/get-extra-early-years-funding>

Children must receive [free early education](https://www.gov.uk/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. We are committed to ensuring that the funding is spent in ways that benefit these children.

**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.

**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 email the nursery first, as the rooms may be focussing on learning or busy parts of the day. If you need to call then nursery, please do so if possible, between 10am-3pm. If your child is sick and will not be attending nursery please let us know as soon as possible.

**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/s 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. 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.

**Additional Settings**

We have a legal requirement to ensure there is a regular flow of information regarding children who attend additional settings. 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 if needed.

**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. **Please refrain from:**

* Shouting or 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.

**The Curriculum**

All settings providing childcare will be using the Early Years Foundation Stage (EYFS) framework. The framework is based primarily upon seven key areas of Learning:

Personal, social, and emotional Development (PSE)

Communication and Language (C&L)

Literacy (L)

Mathematics (M)

Understanding the world (UW)

Physical Development (PD)

Expressive Arts and Design (EAD)

The EYFS also has a principal approach; the principles which guide the work of all practitioners are grouped into four distinct but complementary themes. They are as follows:

A Unique Child

Positive Relationships

Enabling Environments

Learning and Development

Within the framework we follow the characteristics of effective learning. These help us to look at the environment we provide for the children to complete various activities as well as looking at how children learn, and what enables them to learn. These work in partnership with the seven areas of learning and the principles.

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 the EYFS development matters. We use the observations and assessments to identify learning priorities and plan relevant and motivating experiences for each child.

**Parents’ Guide to the   
Early Years Foundation Stage Framework**

## Exciting times ahead for you and your child

# What is the Early Years Foundation Stage?

Welcome to the Early Years Foundation Stage (EYFS), which is how the government and early years professionals describe the time in your child’s life between birth and age 5.

**This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years’ experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.**

Nurseries, pre-schools, reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

# What is the EYFS Framework – why do we have one?

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents.

In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop. It sets out:

* The legal welfare requirements that everyone registered to look after children must follow to keep your child **safe** and promote their welfare
* The 7 areas of **learning and development** which guide professionals’ engagement with your child’s play and activities as they learn new skills and knowledge
* Assessments that will tell you about **your child’s progress** through the EYFS
* Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the **“Early Learning Goals (ELGs)”**

There is also guidance for the professionals supporting your child on planning the learning activities, and observing and assessing what and how your child is learning and developing.

# What does it mean for me as a parent?

## Ensuring my child’s safety

Much thought has been given to making sure that your child is as safe as possible. Within the EYFS there is a set of welfare standards that everyone must follow. These include the numbers of staff required in a nursery, how many children a childminder can look after, and things like administering medicines and carrying out risk assessments.

## Quality

You can find out about the quality of your child’s nursery and other early years providers in relation to the EYFS Framework by checking what the Government’s official inspection body for early years, Ofsted, has to say about it. You can find this information at [www.ofsted.gov.uk/inspection-reports/find-inspection-report](http://www.ofsted.gov.uk/inspection-reports/find-inspection-report).

How my child will be learning

The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development.

These 7 areas are used to plan your child’s learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child’s unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it's designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

# How can I find out how my child is getting on?

Talk about the numbers, colours, words and letters you see when you are out and about

Sing and tell nursery rhymes

Allow your child to cut out and stick pictures from magazines

Plant seeds or bulbs in a pot or garden patch

Cook / bake together

Use the weather – shadows, rain puddles, snow, wind, mist and sun – to extend your child’s vocabulary

Explore the park at a different time of the year – go off the beaten track

Talk to your child at every opportunity – e.g. what you are doing that day

Share a book

On a trip to the supermarket, talk about all the different packaging shapes



It is important that you and the professionals caring for your child work together. You need to feel comfortable about exchanging information and discussing things that will benefit your child. These conversations will either need to be with your childminder or, in a larger setting like a nursery, with your child’s **key person or childs room leader.**

**You should be able to get information about your child’s development at any time and there are two stages (at age 2, and again at age 5) when the professionals caring for your child must give you written information about how he or she is doing.**

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 anywhere they might need some extra help or support – and how mums and dads 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).

# As a mum or dad, 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.

Talk about the numbers, colours, words and letters you see when you are out and about

Sing and tell nursery rhymes

Allow your child to cut out and stick pictures from magazines

Plant seeds or bulbs in a pot or garden patch

Cook / bake together

Use the weather – shadows, rain puddles, snow, wind, mist and sun – to extend your child’s vocabulary

Explore the park at a different time of the year – go off the beaten track

Talk to your child at every opportunity – e.g. what you are doing that day

Share a book

On a trip to the supermarket, talk about all the different packaging shapes



# Where can I go for further information?

The most important place to find out more is **your child’s childminder or nursery** – do ask as many questions as you need to. Providers really do welcome speaking with you. You may want to find out what is on offer at **your local children’s centre.** You can find the **Early Years Foundation Stage** which includes the early learning goals at [www.foundationyears.org.uk](http://www.foundationyears.org.uk). The foundation years website also includes a range of resources and contacts.