



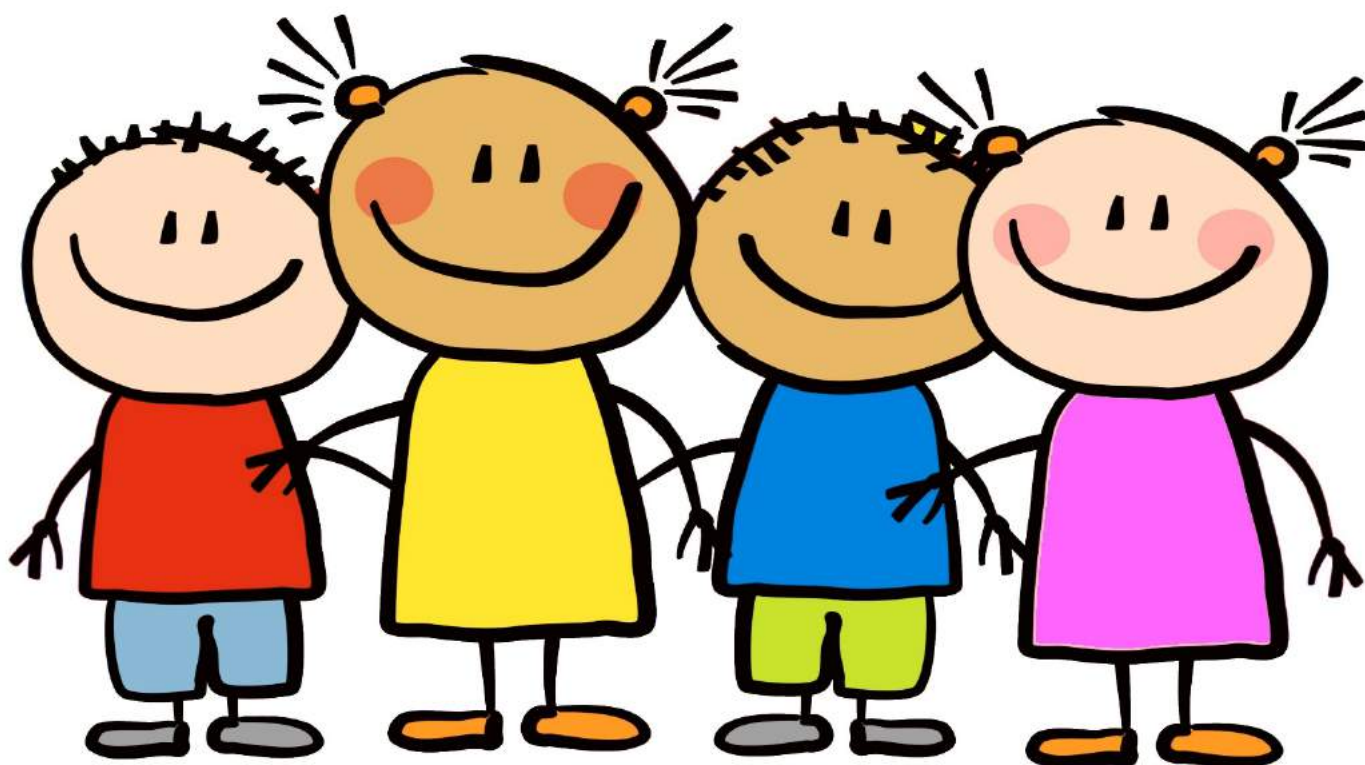
**Dedicated to Safeguarding Your Children**

# Parent Handbook

September 2023

## Welcome to the nursery

We are delighted that you have chosen Stockport Village Nursery for the care and education of your child. Stockport Village Nursery aim to promote a caring environment, through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child to enable them to maximise their potential within a caring, stimulating environment. We hope that this handbook will be a useful guide to help you settle your child into nursery and act as a reference document for the future. If you have any questions or queries please speak to the nursery manager, deputy manager, your child's key person or a senior nursery practitioner in your child's room. We are happy to help. **We look forward to bulding a strong and positive relationships with you and your family.**



## Settling In

We recognise and understand the anxieties for both parents and children when starting nursery. Some children will settle in on their first visit and others will take a little longer to get used to their new environment.

To support you and your child when settling, we will arrange a convenient time for your settling in sessions as close to your start date as possible.

During the settling in sessions, a member of the team from your child's room will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines etc. This will all be recorded on an 'all about me' sheet which will then go in your child's file. This information will enable us to cater for your child's individual needs and assist in the settling in process.

We will also discuss with you policies and procedure and any questions you may have.

## The Key Person Approach

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

The key person will observe your child and plan for his/her learning and development and make assessments on progress.

## Your Child's First Day

The nursery provides all educational materials, linen, refreshments and meals. You only need to bring with you a spare set of clothes (or more if your child is toilet training) and any personal items, such as a comforter or favourite teddy, which your child may require. These should be placed in your child's SVN bag provided by the Nursery.

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Parents with very young children will also need need to provide nappies, wipes, nappy creams and formula/breast milk.

Children will take part in messy activities involving paint, glue etc., so should not be brought to nursery in their best clothes. Children will also spend time outside every day so suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 30) in the summer months.

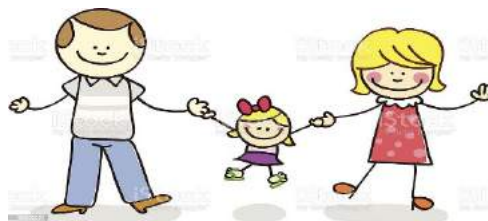
All items must be clearly marked with your child's name. Unfortunately, we cannot take responsibility for lost personal items.



## Partnership with Parents

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

*At Stockport Village Nursery, parent care is as important as childcare!*



## Parental Responsibility

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

Parents who are both named on the child's birth certificate have parental responsibility unless we are informed otherwise by way of a court order or through social services.

To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of court order or social services.

## Information for Parents

Copies of our policies and procedures are displayed throughout the nursery.

The nursery will normally be inspected by Ofsted every three to four years. Our most recent report can be downloaded from the Ofsted website.

We aim to give parents as much information as possible but please always ask if there is something you need.

## Communication

Daily feedback about your child's day at nursery is given verbally at the end of the day on pick up. Please feel free to discuss any issues with your child's keyworker at any time.

A concern can often be easily resolved by talking about it at an early stage. In addition, the nursery manager should be able to address any concerns that you may have.

## Suggestions

We welcome any suggestions or feedback from you regarding all aspects of the nursery. Please feel free to discuss any ideas with us.

## Nutrition

Our aim is to provide a balanced, nutritious and varied menu, which is appealing and appetising to all of the children in our care. Daily menu is displayed at the front door for you to see.

- Breakfast – sugarfree cereals, toast, fruit
- Lunch – freshly prepared ‘home cooked’ meal consisting of a main course and fromage frais, using plenty of fresh ingredients
- Tea – High tea, for example – bagels with cream cheese, cheese and onion flat breads. Along with vegetable sticks and fruit.
- Drinks – water available through out the day and milk.



For bottle fed children, you need to provide ready to use cartons or pre-measured formula and we can sterilise the bottle and prepare the bottles when needed. Breast fed children, expressed milk can be brought in and kept in the fridge or freezer until required.

Weaning takes place in accordance with parents' wishes and current recommendations. Pureed food is provided by the nursery.

## Food Allergies and Intolerances

If your child suffers from an allergy or intolerance this must be discussed at settling in visits. The nursery cook will try to provide a suitable alternative as similar to the original meal as possible.

Unfortunately due to allergies and intolerances we are unable to accept any foods, prepacked or otherwise at nursery. Birthday cakes can be brought in but must be shop bought and in the packaging with ingredients listed. We do not use nuts or nut produce in our foods.

## Vegetarian/Vegan/Preferred Options

For our vegetarian/vegan children, we will provide alternatives to meals. If you have a preferred choice due to religious beliefs, we will provide an alternative where possible.

## Accidents and Incidents

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

If your child has had an accident at nursery, you will be informed upon collection and asked to sign an accident sheet. In the event of an accident causing concern, we will contact you immediately by telephone, you will be asked to collect your child and a visit to your GP or A & E may be needed.

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



## Illness

There may be times when your child is too poorly to attend nursery, we ask that you inform us between 8.00am and 9.00am on 0161 477 8855. Parents / Carers agree that a child who is ill (fever, infection, diarrhoea, sickness, communicable disease, or any other type of illness that may be passed onto others, except for the common cold) will be kept at home to protect the well-being of the staff and the other children in our care. From time to time, children may become ill whilst at nursery. If this should happen, we will inform you and ask that you are able to make **IMMEDIATE** arrangements to collect your child from nursery.

Children will not be allowed to return to our care until they have been symptom free for 48 hours for sickness & diarrhoea.

At Stockport Village Nursery we follow the guidance issued by Public Health England, although we may take a company view and extend the exclusion period for certain illnesses.

## Medicines

Stockport Village Nursery are happy to administer antibiotics (from day 3), and long-term medication, such as inhalers at nursery, if your child is well enough to attend. All medication brought to nursery will need to be recorded and we require your signature to authorise the administration. All medication must be in the original container, with the pharmacy label on, with child's name, date prescribed, and dosage required. Any medication not meeting these criteria cannot be administered.

Stockport Village nursery WILL NOT administer Calpol, pain relief, cough/cold relief or any over the counter medicines including drops or cream for eyes or ears.





## Vaccinations

We would recommend that children are fully vaccinated for their own protection and for the protection of those that cannot be vaccinated due to their age or for other reasons.

Please note, however, that vaccination is not a condition of administration to the nursery and thus there may be children attending that have not been fully vaccinated.

## The Early Years

### Foundation Stage (EYFs)

The Early Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and the age of 5 your child get ready for school. This is a very important stage as it helps your child get ready for school, as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years experiences should be happy, active, exciting, fun and secure and support their development, care and learning needs. Nurseries, preschools, school reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework. The EYFS framework exists to support all professionals working in Early Years and was developed through consultation 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 the most. This new framework also has greater emphasis on your role in helping your child develop.



Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development.

Children will mostly develop the three prime areas first:

- Communication and language
- Physical development
- Personal, social and emotional development

These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in four specific areas:

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

These seven areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is similar to a curriculum in primary and secondary schools, but is suitable for very young children, and is designed to be extremely flexible so that staff can follow your child's unique needs and interests. With the EYFS, children learn through playing, exploring and being active, and through creative and critical thinking, which takes place both indoors and outdoors.

- To read more about the EYFS please visit [www.foundationyears.org.uk](http://www.foundationyears.org.uk)

## Safeguarding Children

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment, They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event that we have any concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the nursery safeguarding officer. Wherever possible, the concern will be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided further action is necessary, this may be to seek advice or make a referral to children's social care, the designated social worker or, if appropriate, the police. Confidentiality will be governed by the need to protect your child

All staff in the nursery are fully aware of their responsibilities regarding safeguarding children and receive regular training in doing so.

To ensure that all staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children.

## Special Educational and Additional Needs

Working so closely with your child from a young age and from making detailed observations and assessments, we are well placed to observe a child who may need additional support in one or more areas.

Any member of staff who has a concern regarding your child's development will raise this with the nursery special educational needs co-ordinator (SENCO), who will then discuss this with you. Between you, the SENCO and your child's key person, a course of action will be agreed.

If following this course of action, it is felt it may be necessary to seek further advice and assistance from outside agencies, we will obtain your consent to do so. In this eventuality, we respectfully request that you seriously consider this input, as we are working towards supporting and encouraging your child to allow them to reach their full potential.

Confidentiality will be maintained at all times and no decision will be made without your prior consent.

More information can be found in our special and additional needs policies and procedures, available at the nursery.

## Children's Self-Regulation (Behaviour Management)

We believe that children flourish best when they know how they expected to behave, and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to encourage acceptable behaviour whereby children learn to respect themselves and others.

We require all staff, parents, volunteers, students and visitors to provide a positive role model of behaviour by treating the children and one another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children and one another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children find solutions in ways that are appropriate for the children's ages and stages of development, for example discussion, distraction and praise. We praise and endorse desirable behaviour, such as kindness and willingness to share. We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

When children display unwanted behaviour, we help them to see why their behaviour was wrong and how to cope more appropriately. We manage children's unwanted behaviour in ways that are appropriate to their ages and stages of development. For example, by distraction, discussion or by withdrawing the child from the situation. In cases of serious unwanted behaviour, such as racial or other abuse, we make it clear that this behaviour and attitude is unacceptable by means of explanation, rather than personal blame.

We never use, or threaten a child with the use of, physical, emotional or corporal punishment. We will not single out children, humiliate or embarrass them. We will not shout at children or raise our voices in a threatening way in response to their behaviour. We work in partnership with all parents. You will be regularly informed about your child's behaviour by the key person. We will work with you to address recurring unwanted or unacceptable behaviour, using objective observation records to help us understand the cause and to decide jointly, how to respond appropriately. With your consent, we may engage the assistance of outside agencies.

## Equal Opportunities

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion. Wherever possible, those designated disabled or disadvantaged will be considered for a place at the nursery, taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

## Collection of Children

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must inform the office beforehand giving their names and a password. If an unauthorised person comes to collect your child we will endeavour to contact you. If we have any doubts, or can not contact you, then your child will not be released. In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be immediately informed.

## Late Collection of a Child

If you are going to be late collecting your child, please let us know as soon as possible. After 6pm there will be a charge of £1 per minute for every minute that you are late.

In the event that you do not collect your child by the normal closing time (6pm) two members of staff will remain with your child. After 30 minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contract, the senior member of staff will assess the situation and contact social services.

## Nursery Contract

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the nursery manager if you have any questions. The terms and conditions are not negotiable and we would like to draw your attention to the following key points:

## Fees

Fees are invoiced monthly in advance and are due for payment by 1<sup>st</sup> of the month. Late payments will be subject to a charge of up to £10 per week.

You will be charged for each day that you have booked, regardless of whether your child attends. Refunds or replacement sessions can not be swapped for alternative sessions.

The nursery is closed on all bank holidays and between Christmas and New Year. Fees will be charged as normal for these days. Fees are also payable if the nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions.

## Payment Terms

The required method of payment is direct debit. You will be sent the link through the family app which is used to send invoices. Direct debits will be deducted directly from your account on the first of the month (or the first business day thereafter). A charge of £10 will be added to your account in the event of an unpaid direct debit.

## Notice Period

One month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice.

## Universal Tax Credits

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

## Nursery Staff

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours, or take children to/from the nursery on your behalf.

If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher etc within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request.

## Childcare Grant

Full time students with dependent children may be eligible for a childcare grant, subject to income. For further details, please visit [www.gov.uk/childcare-grant](http://www.gov.uk/childcare-grant) or if you are aged under 20 [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn).

## Tax Free Childcare

Fees may be partly/fully paid using Tax Free Childcare, whereby the government will contribute £2 for every £8 of childcare costs. This enables you to claim up to £2,000 per annum for each of your children.

To access Tax Free Childcare, please follow these steps:

- Go to [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)
- Scroll down to the 'Tax-Free Childcare' section and click on 'Apply now'. This will redirect you to the tax free childcare page of the gov.uk website.
- Scroll down to the last section entitled 'Apply' and click on 'Apply online for Tax Free Childcare'
- Ensure that you have all the required information to hand. Click on 'Start Now' and set up a government gateway account.
- Follow the online instructions. This will generate a reference number for your child.
- Add your nursery location as your childcare provider – this can be searched by the postcode.
- You will need to transfer 80% of your invoice from your bank account into your Tax Free Childcare account by the 25<sup>th</sup> of each month.
- The government will then contribute a further 20% to cover the remaining balance.
- Once the funds are available in your Tax Free Childcare account, your childcare invoice must be settled by transferring the funds from this account to Stockport Village Nursery by the 1<sup>st</sup> of the month. Please note we cannot collect the funds on your behalf.
- A monthly standing order may be set up to settle your invoices. However, please note that this does not work correctly when the 1<sup>st</sup> of the month falls on a weekend or a bank holiday.
- You will need to log into your account and ensure that payments are released on time.





## Early Education Grant (funded hours) – what you need to know

### **FUNDED CHILDCARE (15 HOURS for 3 and 4 year olds)**

All parents of 3 and 4 year-olds are entitled to the 15 hours funding from the term after your child's 3<sup>rd</sup> birthday and until they start school, you can get 570 hours of government-funded childcare a year.

Nursery will apply for this on your behalf

### **FUNDED CHILDCARE (15 HOURS for 2 year olds)**

Some parents will be able to apply for 15 hours funding for 2 year olds if you are in receipt of certain benefits such as Income Support or Universal Credit, or your child has Disability Living Allowance or an Education, health, care plan (EHC) plan, you may get 15 funded hours for your child.

You should speak to your local council unless you receive a letter.

### **FUNDED CHILDCARE (30 hours for 3 /4 year olds)**

Your child may be eligible for an additional 15 hours (30 hours funding). You must be working and earning at least the equivalent of 16 hours a week at national living or minimum wage, but less than £100,000 a year. If you are a couple, then this applies to each of you – if one of you doesn't work, or one of you earns over £100,000 you won't be eligible.

You need to apply for the additional 15 hours through the government's website. Applying for 30 funded childcare usually takes around 20 minutes. You will need your National Insurance number (or your Unique Taxpayer Reference if you are self-employed). If you are a couple, you will need this information for each of you.

*If you are successful, you will need to bring your eligibility code into nursery.*

Funded hours will be changing! In March 2023, the Government announced plans to increase access to funded childcare hours to include younger children. The phased introduction of this plan begins in April 2024 through to September 2025: • From April 2024, children aged two to receive 15 hours of funded childcare. • As of September 2024, children aged nine months also to have access to the 15 hours of funded childcare. • By September 2025, all eligible children aged from 9 months to school age to receive 30 hours of funded childcare

The following dates show from which term your child will be eligible for accessing early education funding. Please note these dates are determined by central government (and are in line with school admissions) and hence exceptions can not be made.

| Birthday on or between                         | Eligible to start |
|--|-------------------|
| 1 January – 31 <sup>st</sup> March (inclusive) | Summer term       |
| 1 April – 31 <sup>st</sup> August (inclusive)  | Autumn term       |
| 1 September – 31 December (inclusive)          | Spring term       |

Children accessing early education can claim up to 570 hours per year (or up to 1,140 hours where eligible for the extended 15 hours). At Stockport Village Nursery, we are open 51 weeks of the year, we offer the hours on a ‘spread’ basis over the year.

Please note that totally ‘free’ places are subject to availability. These hours must be claimed over a minimum of 2 sessions per week, which cannot be less than 3 hours per day.

## Compliments and Complaints

At Stockport Village Nursery, we aim to provide a safe, secure and happy environment for children to prosper and develop. It is also our intention to give a high standard of care and nursery education in our setting. We accept that despite our best endeavours, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns.

Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed really well and therefore deserves a little praise.

Should you have any complaints or concerns regarding the care or any other aspect of the nursery, please in the first instance raise them with the nursery manager.



