



# LITTLE LEARNERS DAY CARE LTD



Willkommen

Welcome!

*Little Learners Day Care  
Park Lodge  
28 Clarkes Road  
Fratton  
PORTSMOUTH*

TELEPHONE: 02392 756104

*Bienvenido*

ยินดีต้อนรับ

LEARNING THROUGH PLAY!

EVERY DAY IS A FUN DAY HERE AT LITTLE LEARNERS!



[elaine@littlelearners.co.uk](mailto:elaine@littlelearners.co.uk)



[www.littlelearnersdaycare.co.uk](http://www.littlelearnersdaycare.co.uk)





## **A warm welcome to Little Learners**

Little Learners first opened its doors in September 2004 at Cannons Health Club (now Nuffield Health and Well-Being) Hilsea providing a secure, fun, caring and nurturing environment for your child. Three years later we bought a beautiful house in a great location and gave Little Learners Cannons a sister: Little Learners Park Lodge Fratton.

Both of our nurseries follow the High/Scope approach to learning where the children are able to make choices and learn through their own experiences.

We have adult led and child led activities and firmly believe that every activity has a learning opportunity.

I have 13 years experience working within the early years settings; but the most valuable learning for me has come from having two children of my own - watching their development from babies to school children. I have raised both my children at Little Learners so for my family it's a home from home and I am confident you will feel the same.

We'd love to welcome you and your child for a look around so please call today to make an appointment to pop in for a coffee and a chat.

I really do look forward to meeting you and you child very soon.

Keep Smiling and Be Happy!!!

Elaine x  
Owner & Director.



# Welcome To Our Team!

## Our Team at Park Lodge

**Elaine Burnett** is the Owner & Director of Little Learners; she has a GNVQ 2 Health and Social care, NVQ 3 in childcare and education and also a high/scope practitioner. Elaine is also has NVQ 4 in Childcare Management.

**Mike Burnett** is the Co-owner and Secretary at Little Learners.

**Vicky George** is the senior Manager of both nurseries; she has NVQ 2, 3 in child care and education and NVQ 4 in childcare management also is a High/Scope practitioner.

### **Bunnies Room (3months to 2 years):**

**Suzie Russon** is the room leader of the Bunnies and has her NVQ 3 in childcare and education and is training towards her high/scope qualification

**Gemma Lihou** is a nursery practitioner in the Bunnies room; she has her NVQ 2&3 in childcare and education.

### **Hedgehogs Room (2 years to 3 years):**

**Sara Peters** is room leader of the Hedgehogs and has her NVQ 2 and 3 in childcare and education

**Amber Owen** works in the Hedgehog's room and has her NVQ2 and 3 in childcare and education and is working towards her NVQ3.

**Jess Gawn** works in the Hedgehog room and is currently working towards her NVQ2

### **Squirrels room (3years +):**

**Lou Langworthy** is the Deputy Manager/Squirrels room leader (over 2's) and she has NVQ 2 and 3 in child care and education also is a high/scope practitioner.

**Hannah McConkey** works in the Squirrels area and has her NVQ 2 in child care and education and is training towards her NVQ 3.

All our members of staff are First Aid trained and attend various courses to update and further their knowledge.

## **What You Need To Provide**

A written routine (only if your child is under 2 years old)

Spare clothes (in case of accidents)

Lunch and tea

Formula milk (must be prepared)

A cot sheet (if your child sleeps)

Nappies and wipes

Sun hat and sun cream (in the warmer months)

Hat, gloves, scarf, Welly boots and rainmac (in the colder months)

Comforters i.e. teddies, dummies, blankets etc...

All labeled with child's name (labels on sale at nursery)

We provide healthy snacks and cow's milk. All groups have snack once in the morning and once on the afternoon.

## **Uniform**

We have got t-shirts and jumper for sale from ages 3 months up to 8 years. They are £8.50 per item. We order these on a monthly basis. Please ask for an order form.



# Daily Routines

Park Lodge: Squirrels (Over 2yrs)

(\* Afternoon times)

**7.30/8.00-9.00 Early Arrivals:** Breakfast time

Social time where the children have breakfast with other children

**9.00(\*1.00pm) Session starts**

All practitioners greet the children when they arrive

**9.15-9.30(\*1.15-1.30) Greeting time**

Singing a greeting song and the message board

**9.30-9.45(\*1.30-2.45) Small Group Time**

Planned activities through the foundation stages, birth to three matters and key experiences (high/scope)

**9.45-10.50 (\* 1.45-2.50) Plan-Do-Review**

**Planning:** children plan to play. **Doing:** work time children play in their chosen areas. **Review:** recall time where children reflect and talk about where they have played.

**10.20-10.50(\*2.20-2.50): Snack bar opens**

Children wash hands, and has a variety of healthy snacks, milk and water, which they help themselves to also they help to prepare snack

**10.50-11.00(\*2.50-3.00) Large Group time**

Planned activities; singing musical movement etc...

**11.00-11.30 (\*3.00-3.30) Outside time**

Children go in the garden, park or walks

**11.30-11.45(\*3.30-3.45) Story or Singing Time**

**11.45-12.30 (\*3.45-4.30) Lunch/Tea time**

**12.00 (\*4.00) Home time**

**12.15-1.00 (\*4.15-6.00) Quiet activities/garden**

**6.00 End of the day/Home time**

# Daily Routines

Park Lodge: Hedgehogs (Over 2-3yrs)

(\* Afternoon times)

**7.30/8.00-9.00 Early Arrivals:** Breakfast time

Social time where the children have breakfast with other children

**9.00(\*1.00pm) Session starts**

All practitioners greet the children when they arrive

**9.15-9.30(\*1.15-1.30) Greeting time**

Singing a greeting song and the message board

**9.30-9.45(\*1.30-2.45) Small Group Time**

Planned activities through the foundation stages, birth to three matters and key experiences (high/scope)

**9.45-10.50 (\* 1.45-2.50) Plan-Do-Review**

**Planning:** children plan to play. **Doing:** work time children play in their chosen areas. **Review:** recall time where children reflect and talk about where they have played.

**10.00-10.30(\*2.00-2.30): Snack bar opens**

Children wash hands, and has a variety of healthy snacks, milk and water, which they help themselves to also they help to prepare snack

**10.30-11.00(\*2.30-3.00) Outside time**

Children go in the garden, park or walks

**11.00-11.30 (\*3.00-3.30) Large Group time**

Planned activities; singing musical movement etc...

**11.30-11.45(\*3.30-3.45) Story or Singing Time**

**11.45-12.30 (\*3.45-4.30) Lunch/Tea time**

**12.00 (\*4.00) Home time**

**12.15-1.00 (\*4.15-6.00) Quiet activities/garden**

**6.00 End of the day/Home time**

# Daily Routines

Bunnies (Under 2 yrs)  
(\*Afternoon times)

8.00-9.00 Early Arrivals: Breakfast Time

9.00 (\*1.00): Session Starts

All practises greet the children when they arrive

9.15-9.20 (\*1.15-1.20) Greeting time

Singing a greeting song with the children

9.20-9.30 (\*1.20-1.30) Small Group Time

Various planned activities working towards the birth to three matters and high/scope key experiences for infants and toddlers

9.30-10.00 (\*1.30-2.00) Choice Time

Children explore using all equipment within the area

10.00-10.15 (\*2.00-2.15) Snack Time

Quick refreshments time i.e. food and drink

10.15-10.45 (\*2.15-2.45) Outside time

Going outside for walks within the local area i.e. park trips, field various activities

10.45-11.15 (\*2.45-3.00) Choice Time

Children explore using all equipment within the area

11.00-11.15 (\*3.00-3.15) Nappy Changing

11.15-11.30 (\*3.15-3.30) Small Group Time

Various planned activities working towards the birth to three matters and high/scope key experiences for infants and toddlers

11.30-11.45 (\*3.30-3.45) Large Group Time

Various Activities planned i.e. singing, books, musical instruments etc

11.45-12.00 (\*3.45-4.00) Preparing for lunches or tea

12.00 (\*4.00) HOME

12.00-12.30 (\*4.00-4.30) Lunch or Tea

12.30-1.00 Quite Activities

4.30-6.00 Nappies, Quite activities

6.00 END OF THE DAY HOME TIME



## Bunnies 3 months to 2 Yrs

Welcome the Bunnies! This room is to provide care for children aged 3 months-2 years. The room is designed to be adapted to suits the needs of every individual child.

Our daily routine consists of Greeting time, Small group time, Choice time, Snack time, outside time, Nappy changing time, large group time and home time.

Each child has their own key worker with whom parents and carers can liaise with on a regular basis.

During the session we plan various activities focusing on the High/Scope infant/toddler key experiences and the early year's foundation stages. (EYFS)

A daily record sheet is given to the carers at the end of each session/day to inform you of all the lovely activities your child has been doing.

Each child has a journal that they take with them throughout the nursery and will take home with them when they leave to go to school or leave the nursery. The journal is like THIS IS YOUR LIFE!

We can have 6 children in this area with 2 members of staff.



## Hedgehogs 2-3yrs

Welcome to the Hedgehogs! This room provides care for children aged between 2 - 3 yrs.

We have an open planned room where it is divided in to areas. The children have access to all the areas throughout the sessions, they have a choice of where and what they want to play with.

Each child has their own key worker with whom parents and carers can liaise with on a regular basis.

During the session your child's key worker will plan activities through the pre-school key experiences and the early year's foundation stages. (EYFS)

Each child has a journal, continuing from their time in Bunnies or if new from the day they first attend nursery just like THIS IS YOUR LIFE!

We are able to have 12 children in this area with 3 staff.



## Squirrels 3 - 5+ yrs

Welcome to the Squirrels! This room is to provide care for children aged between 3 - 5+ years.

We have 4 areas of play, divided into 7 separate areas; Make and Do, Building/small world, Finding out, (science) Quiet Book, IT and Writing - the children have access to all these areas every day.

Each child has their own key worker with whom parents and carers can liaise with on a regular basis.

During the session your child's key worker will plan activities through the pre-school key experiences and the early year's foundation stages. (EYFS)

Each child has a journal, continuing from their time in Bunnies or if new from the day they first attend nursery just like THIS IS YOUR LIFE!

We are able to have 15 children in this area with 2/3 staff.

# Park Lodge Fees and Opening Times

**Full week: Monday—Friday 8.00am-6.00pm**

**Under 3's: £167.30**

**Over 3's: £162.00**

**Per Day: 8.00am-6.00pm**

**Under 3's: £43.20**

**Over 3's: £37.80**

**Per Day: 9.00am-4.00pm**

**Under 3's: £31.20**

**Over 3's: £26.50**

**Session's: 9.00am-1.00pm or 1.00pm-5.00pm**

**Under 3's: £16.20**

**Over 3's: £15.10**

**Session's: 9.00am-12.00pm or 1.00pm-4.00pm**

**Under 3's: £15.10**

**Over 3's: £14.00**

**Hourly Rate: £4.10**

**If 7.30 early bird start: £3.10**

# POLICIES

The policies and procedures that we follow are also available at each of the nurseries. Should you wish for your own copy or to read our copy then please ask a team member.

## Child Protection Policy

The safety, care and welfare of a child are our primary concern. If at any time we feel a child is at risk we will take action.

Under the children's act 1989 we as professionals are legal bound to report any suspicion of child abuse to protect all the children in our care we will report all information to Ofsted and social services.

Ofsted contact number: 0845 6014 771 Or Social Services contact: 023 92839111

If a child comes in to the nursery with abrasions/unusual behaviour it will be reported to the nursery manager/deputy and written on an incident form the incident will be discussed and signed by the parent

If a child has an accident at home or on their way to nursery parents must inform the nursery. All accidents must be written on an incident form and signed by two staff members and parents

Changes in children's behaviour/appearance will be monitored in the form of observation. Parents may be informed of concerns however in some cases this could endanger the child's welfare/protection.

In cases like these the nursery will follow the guidance for referral, The nursery will consult social services, Ofsted, or area child protection and follow their procedures

If staff has concerns about a child's welfare/protection they must discuss matters with nursery manager/deputy. Manger will take action if needed. The concern will be written in the report book and reported back to parents if will feel it will not affect the child's welfare/protection.

All child protection issues will be treated professional, sensitive and confidential

At all times nursery manager must be informed of any concerns or suspicions

There is a designated member of the team who deals with child protection; their role is to inform manager of any concerns/suspicions, to ensure all staff has had child protection training.

### **What if an allegation is made against childcare team?**

If an allegation is made against the child care team, the nursery will follow the procedures below:

Nursery manager will decide appropriate action for the team member.

Team member will be suspended from work whilst investigation takes place

Manager will notify social services/ Ofsted/ Area childcare protection team and follow there procedures

Manger will take statement from parent/carer making allegation

Only parents affected will be informed of the enquiry

At all times confidentiality will be maintained

Our child protection officer is: Elaine Burnett

## Potty/Toilet Training Policy

All staff will work along side parents, offered support and discuss any special requirements whilst their child is potty training.

All staff will be informed of any children toilet training and their individual needs

Parents must inform us of there requirements during potty/toilet training in writing so we can follow the same routine.

We advise that each child comes in knickers/pants rather than pull ups. As pull feel no different to a nappy.

Parents MUST supply ample of knickers/Pants due to accidents that happen when training.

At nursery we let the children play in their knickers/pants and jumper this makes it easier for using the toilet/potty.

We advise parents to put on clothes with elastic waist this makes it easier for the child to pull down.

Children are asked if they need the toilet throughout the session

Gloves MUST worn when dealing with any toilet accidents i.e. child messing themselves

Gloves MUST be changed on every child

Encourage children to wipe themselves. Depending on child's needs

Encourage the children awareness on self hygiene to wash their hands after they have been to the toilet

If a potty is used, empty down the toilet and flush, then spray the potty with disinfectant and wipe clean using blue paper towels and dispose in nappy bin. (Wash hands with GOJO)

Encourage the children to flush the toilet chain

Parents are asked to supply a few changes of clothes whilst their child is toilet training. If a child has an accident place all wet/soiled clothes in nappy sac and write their name on it. Then clean the child where appropriate and re-dress.

It is our policy to throw away very solid knickers/pants unless parents/guardians inform otherwise.

At each toilet/potty or accident time please fill in toilet training form so parents can share the info.

Wipe changing mat with disinfectant after every use to prevent cross infection.

Aprons MUST be worn when dealing with solid nappies/clothes and children.

When you have finished dispose of your gloves and aprons in nappy bin.

## Complaints Policy

Many concerns can be resolved quickly by an informal approach. Any concerns must be reported to senior member of staff on duty. Senior staff member will then liaise with the owner

If you are still concerned follow the procedures below:

- Arrange a meeting with Nursery manager to discuss your concerns/anxieties
- Fill in a complaints form so we can keep for future reference if needed
- If the matter has not been resolved within two weeks put your complaints/concerns/anxieties in writing to the Nursery manager
- The nursery manager will arrange a meeting with the people involved
- If the concern/complaint regards the care/safety of the children/staff and the parents/guardian cannot approach the nursery manger you can contact:

Ofsted Early Years  
NBU, 3<sup>rd</sup> Floor  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA

Telephone: 08456 404040  
Email: [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)  
Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

The nursery takes all complaints/concerns/anxieties seriously and matters will be dealt with fairly and promptly.

All matters will be dealt with confidential unless it concerns child protection then the nursery would seek legal advise.

## Special Needs Policy

The nursery aims to regard to the Dfee code of practice on special educational needs and the disability discrimination act. Our aim is to provide a welcoming, calm environment and appropriate learning opportunities for all children.

All staff will be aware of any child's special needs and will be sensitive to the child's needs when with them

At least one staff member will have attended a special needs course either Get Smart at Willows Nursery or Senco (Special needs code of practice)

At least one Senco (Special needs co-ordinator) will be responsible for co-ordinating special needs provision and liaising with parents to work in partnership.

Parents will be kept fully involved through conversation/record keeping/IEP(Individual learning plan)

All children attending nursery will have individual records to show their progress, which will be used to identify any areas of specific needs

Each child has there own special key person whom parents/guardians can liaise with

The nursery manager/Senco/key person will liaise and work in partnership with other professionals and outside agencies for guidance i.e. speech therapist, health visitors, behaviour support also black folder of referral forms for guidance.

The equipment provided has been selected to suit all ages/stages of development and child's individual needs

Information will be passed on to your child's school or other settings to support transitions for the child

Parents can meet with child's key person to gain knowledge of there child's development and the progress made on regular basis

Children with special needs include Physical disability, Sensory impairment, speech and language, behavioural, medical etc.

To identify a child we: observe the child's progress, write down all observation to keep as progress statements, invite parents in for a meeting about child. All child will be supported in order for them to progress and learn

## Biting Policy

The biting of one child by another is a very emotional situation for all adults concerned. Parents are understandably upset and angry, as is the staff. There is no easy answer to the problem, particularly if the child is very young.

Most children go through a stage of biting and it usually stops as suddenly as it starts for no apparent reason.

If we are aware a child is biting we as a team will aim:

- To be extra vigilance of all staff member can help to spot a situation before it develops
- A member of staff will monitor the child and will give the child another activity if they feel a problem is arising
- Under no circumstances will the name of the child who is biting be disclosed to other parents
- Parents of the child who is biting will be informed
- If a child is persistent with biting and we feel we have done all that we can we may seek advice from other professionals i.e. Health Visitor, Pre school learning alliance and follow their procedures from there
- If the problem persists we may ask the child to leave on a temporary basis so we then can monitor the situation further.
- We will record incidents to see if a pattern occurs/triggers. From the record keeping we may be able to identify the problem
- We will work closely with parents/guardians to gain and share information about the situation
- We will give lots of attention to the child that has been bitten
- We will work as a team in this to resolve the situation.

## Staffing Policy

**Below are the legal requirements of adult: child ratios set out by Ofsted**

**1:3 under 2's**

**1:4 2-3yrs**

**1:8 3-5yrs**

- Adult: child ratios are maintained at all times
- Minimum of 2 staff on duty at all times
- Due to amount of employed staff we have enough nursery nurses to cover lunches and breaks,
- We have a supply list if we need to arrange cover staff holiday/sickness (when required)
- Each child has own special key person for parents/guardians to liaise with
- Each child will have their own records/observations for parents to read
- Activities will be planned to child's stage of development using guidance from the early years foundation stages 0-5 (EYFS)
- Staff have regular staff/planning meetings
- Senior staff members have a minimum of an NVQ 3 CHILDCARE AND EDUCATION, NNEB OR BTEC NATIONAL or equivalent
- All employees have a minimum of an NVQ 2 IN CHILDCARE AND EDUCATION or working towards this qualification
- Enhanced CRB checks are done on all staff during their induction
- Staff who do not receive a satisfactory enhanced CRB disclosure are never left unsupervised with children and do not carry out toilet/personal hygiene/nappy duties
- At least 50% qualified staff are on duty at any time
- Staff are required to attend training sessions put on by Early Years, Portsmouth city council
- Trainees under 17 must not be left unsupervised
- All staff under go induction training
- All new employees are on a three month probation period. This is observed by senior staff watching and listening. It is also observed by asking questions and discussion with new employees.
- If after the three month period employer is not satisfied with employee their Probation period will be extended to a further 3 months. Targets then would be set between each other.
- All new employees are given an induction to the nursery, policy/procedures, employment contract, roles and responsibilities, health form, staff induction booklet, Enhanced CRB.
- New employees are employed the week before somebody leaves to receive hands on training
- Staff are aware of procedures of accidents/incidents and how they must be recorded this is shown during induction period
- Medication must be administered by a qualified member of staff and only with written parental consent
- Medication must be witnessed by two employees
- All staff/parents/guardians/children are treated fairly and equally
- All staff are aware of all the children's allergies by allergies list in the kitchen, own area, table mat. Children's allergies are also on their registration forms and index cards

### Sickness at Home Policy

If your child is feeling unwell, has a temperature, sickness etc. They will be feeling quite low and unhappy. Due to this your child may not want to come to nursery.

In such circumstances it is our policy that:

If your child has a fever higher than 38c we will not accept your child into nursery

If your child has a contagious illness i.e. Chicken Pox, conjunctivitis, diarrhoea, Head Lice, German measles, sickness we will not accept them into nursery as this may cause an outbreak in the nursery. It is our policy to prevent cross infection within the nursery

If a child has been suffering from sickness (Vomiting) or Diarrhoea you must give at least **48 HOURS** from the last diarrhoea or vomiting before returning to nursery, Should your child return to nursery and starts to vomit or has diarrhoea the nursery will contact you to collect your child

All children must be fit and well before returning to nursery if this is not the case you will be contacted to collect your child

If your child needs medication all parents/guardians must fill out a medication form

The nursery will follow guidelines issued by the public health department when implementing exclusion periods for sick children

Staff to follow medication procedures if this should occur

NHS direct: 0845 46 47

Department of Health: 020 7210 3000

### Sickness at Nursery Policy

We will endeavour to keep your child in nursery but we are unwilling to retain any child who is running a temperature (fever 38c or 100f), has been sick or had two bouts of diarrhoea

If your child is feeling unwell, has a temperature, sick etc. at nursery we will give all the children plenty of love and reassurance

All staff must follow the procedures below.

Inform senior staff member on duty of the incident

Senior staff member on duty to contact parents/guardian if we are unable to contact parents/guardian we will then contact your child's emergency contact to collect your child

Member of staff to sit with child in the quiet area

If a child is vomiting staff to use sick bucket/cool flannel to keep temperature down

In the event of a notifiable disease being identified, a senior staff member will liaise with the **Department Of Health 020 7210 3000** and pass on any relevant information and advise staff and parents in the nursery that there has been a case of the illness in the nursery

The nursery will inform Ofsted of the case of the illness

## Health and Hygiene Policy

To prevent the spread of infection the nursery aims to:

### **Hygiene**

All staff should be aware/responsible of own personal hygiene (clean hair, clothes, teeth, fingernails etc... and appearance  
If a staff member smokes then they must wash their hands, spray perfume/aftershave, brush teeth/mouthwash and have a mint  
All staff/children must wash hands after using the toilet  
All children will have their own toothbrush to clean teeth after meal times  
When children have runny noses they will be encouraged to wipe and throw away the tissue we have tissue stations in each room for the children to help themselves  
All paper towels to be disposed of when finish being used  
Use appropriate clothes for cleaning Toilet/kitchen/nappy area wearing blue disposable apron and gloves  
All areas must be cleaned with appropriate cleaning products and kept locked kitchen cupboard or on high shelf away from the children  
Always use disposable gloves/aprons when changing nappies/taking children to toilet/cleaning of any kind  
Contaminated clothes must be washed in hot water and put in to a double wrapped sac and hung on to child's peg  
Spare clothes are kept in utility/changing room

### **Health**

Milk and water will be offered at snack time along with fruit/healthy snack  
Parents to provide children's lunch/tea must be labelled and in a container/box  
Parents must supply babies milk/food all must be labelled  
During the session the children will have the opportunity to go outside children must wear/bring suitable clothing footwear  
Slippers must be worn in under twos area (no out door footwear)  
If children have an infection that is contagious they must not bring them to nursery and also seek advice from local doctors surgery  
If a child has had diarrhoea or has vomited they are not allowed in to nursery until 48 hours after the last incident  
All cuts/open sores must be covered to prevent any infection to the sores  
Parent/guardian permission is needed to apply plasters on cuts/open sores this is achieved by signing allergies section on registration form  
Administered drugs must be written in medication book/sheet parents must sign/state dosage/times medicine need to be administered. Staff must sign when administered the medication and get parents/guardian to sign when child has been collected  
All medication is kept in high cupboard away from the children  
First aid box is checked when used and monthly this is recorded and signed by staff  
At least one first aider on duty at all times

Nursery is not reasonable for anyone who puts themselves at risk by not wearing appropriate clothing/gloves/apron when changing nappies/taking child to toilet/cleaning etc but if a regular occurrence warning will be issued.

## Behaviour procedures

### **Behaviour procedures for the over two's**

When talking to children make sure you are at their level (Eye contact)

Keep calm

Go over to the child to talk to them

Don't shout/raise voice unless in an emergency

Encourage children to sort out the conflict for themselves by asking the relevant questions

If another child has taken a toy/ hurt them etc. Adult talks to children and asks them what they think should happen or why it has happened.

If behaviour persists talk to the child 1:1 using eye contact

Offer child another activity

Explain to the child you are not happy with there behaviour and if it persists they will have to sit on time out.

Last resort time out will be offered

### **Procedures for unwanted behaviour for under twos:**

Sit with the child and use your tone of voice when explaining the unwanted behaviour

Use words like "Johnny does not like you pulling his hair",

Talk to the child

Distract the child by giving the child an activity to do

Use body language and voice tones with younger child remember that they don't understand unwanted behaviour is

Use the 6 steps of conflict as a guide

As a last result offer time out, Key Person must stay with the child

All staff to work as a team and help each other to promote good positive behaviour at all times.

## Collection Procedures

The safety and the welfare of the children are of the most importance to us at little learners. Our collection procedures are to keep your child safe at all times.

To help us do this the nursery follows the procedures below:

If a child is not staying for lunch/tea your child will be collected from there are 0-2yrs bunny's room and 2-4yrs squirrels room (Building area)

All children must be collected on time due to staff ratio's, Staff breaks and insurance purposes

Parents/guardian must inform the nursery who will be collecting and dropping off there child

All parents/guardian must inform the nursery if they are going to be late either collecting/dropping off

If a child is not collect after 15 minutes there will be a charge of £5.00 for every 15 minutes this will be invoiced on top of your normal payment

It is our policy not to allow any other persons to collect your child other then by the authorised person.

Parents/Guardian must inform the nursery about personal changes to their collection procedures of there child

We have a password system to create extra security parents are advised they keep this to themselves to prevent any security issues

We require photo identification for any unauthorised persons collecting children

Parents must inform us by letter/telephone who is collecting there children

It is our policy not to let any persons under 16yrs of age to collect their children unless in extreme emergency cases which would require a phone call from child's legal parent/guardian

Authorised persons must be written on each child's registration form

No child will be able to leave the nursery with an unauthorised person without parental consent

If at anytime you are unable to collect your child contact the nursery and inform us of who will be picking your child up

All unauthorised persons should bring a form of photographic identification either a passport or drivers licence to proof they are who you have said they are (Your child will not be allowed to leave without this)

If an unauthorised person came to collect a child we would contact the child's parent/guardian and ask them if this person is able to collect there child. We would not let anyone take a child without them being authorised by parents/guardians.

In the event of failure to collect a child we will contact the authorised person and explain the situation if we can not contact this person we will contact emergency contacts who will be asked to collect the child

In the event of no contact to parents/authorised/emergency contacts the nursery manager/deputy would inform social services and follow their procedures from there. The time scale for this will be between 45-60min depending on the circumstances.

All parents/guardians/carers must sign their children in to nursery and sign them out you will find this list hung on the wall in the entrance hall. Parents must also put their time of arrival/leaving.

## Parental Involvement Policy

Parents are the first educators of their young children; it is our policy to involve parents in all that we do. From the first day your child starts to the day they leave the nursery. We are here to help you and your child.

We aim to:

Share information about your child by: records, individual observations, discussions with parents at the beginning & end of day/session.

Display of planned activities children will be taking part in at nursery

To invite parents into the nursery on open days/meetings

Termly news letter about what is happening

Notice board of information

Parents views are important to us so if you feel you need to make a suggestion please do so in the parent suggestion book on the parent information board

Parents are able to come in and help within the group

We have an open door policy to all parents

Photographs of staff and staff qualifications

Out of nursery trips both for parents/family and the children

## Food and Drink Policy

The nursery will observe current legislation on regarding food hygiene, registration & training.

Our aim is:

- Always wash hands after going to toilet with soap
- Always wash hands before & after handling food
- Never handle food if you have an infectious/contagious illness or skin problem
- Never cough or sneeze over food
- Keep food covered at all times
- Make sure fridge is at correct temperate record in temperatures book
- All storage containers with food/drink must be labelled with child's name and put in the lunch/tea trays in fridge
- Use different clothes for kitchen/bathroom/nappy changing
- All food/drink must be provided by parents/guardians
- Breakfast served between 7.30-8.30 parents must supply
- Lunch time is between 11.45-12.30 parents must supply
- Tea time is between 3.45-4.30 parents must supply
- Milk/water will be supplied at snack time along with fruit/snacks
- Baby milk needs to be provided by parents/guardian along with bottles/beakers (milk must be already prepared)
- Lunch and tea must be written on boards in the kitchen
- Allergies must be reported to all staff and recorded in allergies list in all areas
- Any dietary needs to be discussed with manager/deputy
- Children will be offered food from other cultures due to festivals please inform a manager/deputy if concerns
- Premises will be cleaned regular to prevent infection and to promote good hygiene practise
- Staff must attend basic food hygiene course certificates kept in there records
- We encourage children to eat healthy at snack time we encourage the children to have various fruits/crackers, milk/water we also encourage the children to eat food from around the world
- We value your child's individual needs and will follow what is required from you, Parent/guardian must inform key person about there child's routine
- We warm bottles in a jug using boiled water we never heat a bottle in the microwave due to hot spots and toxic fumes from the materials of the bottle

**The nursery has various policies and Procedures which are a requirement from ofsted should you require a copy of all our policies and procedures please ask a member of our team.**

Nursery Education Grant

## Nursery Education Grant (NEG)

When your child reaches the age of three they will be entitled to free childcare up to a maximum of 5 sessions a week. This applies the term after your child is three,

### For example:

**If your child is three in September you will be entitled to the NEG from January.**

**If your child is three in January you will be entitled to NEG from April**

**If your child is three in April you will be entitled to NEG from September.**

The session is 2 ½ hours long and any additional hours will be charged as extra.

The NEG pays for up to five sessions per week for 38 weeks per year we do this in line with the school term.

### For example:

**Summer term 13 weeks are free.**

**Spring term 11 weeks are free.**

**Autumn term is 14 weeks are free.**

### Our session times are:

Morning session: 9.00-12.00 or 9.00-1.00

Afternoon Session: 1.00-4.00 or 1.00-5.00

During school holidays and bank holidays full fees apply. Please bear this in mind when choosing our nurseries to use your NEG funding or if you decide to use all your NEG funding with us.

### Finally:

We hope you have enjoyed reading the information about little learners, and that it was helpful and fulfilled all that you needed to know about our setting.

### What happens next?

If you decided that this is the nursery for you and your child, please call: **02392 756104** to arrange a visit to our nursery.