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Welcome to The Island Day Nursery

We would like to welcome you to The Island Day Nursery. To help you and your child settle into our Nursery we have compiled this information pack, we hope you will find it both informative and helpful. Our main objective is to ensure that the children have fun, enjoy their time with us and learn in a calm, relaxed and natural way. We endeavour to provide an educationally stimulating environment in which the children feel calm, valued and able to progress at their own speed. We aim to be approachable, open to parents/carers and their families, knowledgeable and helpful wherever we can. But above all we aim to provide the best possible care for your child.

The Aim of the Island Day Nursery

Our aim is to encourage all aspects of your child's development, creating a balance between freedom and discipline, creativity and control. We strive to achieve this with the following objectives:

To encourage a family atmosphere, teaching children to have respect for each other, thereby learning to relate to one another and building an attitude of caring and sharing.

To encourage learning through play by providing games and activities which develop your child's skills and self-awareness.

To provide materials and challenges aimed at encouraging excitement and motivation for learning.



Ratios, Group Size and the Key Person System



Our Nursery is divided into four groups, each group works on a ratio of adults to children. In the Little Stars area the ratio is one member of staff to three children. The Rising Stars and Super Stars work on one member of staff to four children and the Shooting Stars have one member of staff with up to a maximum of eight children.

We operate a key person system, which means your child is allocated to a member of staff who is responsible for their well being on a daily basis and ensures that information about your child is exchanged easily with you.

The Nursery Day

Play, being children's work, is the way in which children develop their skills, express their creativity, learn self-discipline and gain independence. Through play children are also able to discover and make sense of their world. There are planned activities each day and your child will be able to experience some of the following:

Painting
Finger painting
Junk modelling
Collage work
Soft play area
Songs, rhymes &
Music and movement

Printing
Bubble painting
Sticking
Imaginative play
Construction activities
Role play

Music
Water
Sand
Clay
Dough



Little Stars:



The children in this group range from birth up to 2 years. A flexible and variable routine has been devised for them in order to cater for their individual needs.

Very young children usually follow their own routine which has already been established at home. Alongside this your child will be offered a variety of activities, which will include items ranging from play frames and rattles to simple shape sorters and puzzles. There will be opportunities throughout the day for quiet play, arts and crafts and large play activities. Cuddles and warm support are given by the loving, tactile, caring staff.



Nappies are checked regularly throughout the day and changed as necessary. The amount and frequency that your child will sleep will be dictated by individual requirements. By nine months all of the children are usually eating lunch and tea at the nursery times, but this is adapted when necessary to ensure the needs of your child are being met.

Records are kept on each child's progress. Your child's records will be used as the basis for planning their individual activities. We closely follow The Early Years Foundation Stage which is a framework which sets the standard for learning, development and care from birth to five years of age.

Rising Stars & Super Stars:

The staff with these groups provide lots of support and encouragement for your child's language development. The emphasis here is also on allowing children to become much more independent and to help them develop greater concentration skills. Social skills are strongly encouraged both within free play, for sharing



and caring, and at meal and snack times, to develop an ability to sit whilst eating and learning to wait their turn (when appropriate). Each activity will allow your child time to explore and discover.

Some of the children in this area are ready to begin potty training and staff actively encourage the children to use the potty throughout the day.

After lunch, there is time for a sleep if your child needs it. The amount of sleep each child needs varies immensely so please discuss this with us. Children who do not need a sleep will have other activities in a separate room.

The staff in this area know that the children in their care are still quite young and do, of course, need lots of individual attention and hugs.



Shooting Stars:

At age 3 children join our Pre-school area. In Pre-school, children are entitled to begin receiving the Nursery Education Grant the first term after their third birthday.

Children of 3 and 4 are currently entitled to a maximum of 475 hours funding per year which equates to up to 12 $\frac{1}{2}$ hours per week. The full entitlement is for 38 weeks per academic year. There are three funding periods (terms) per year. The first funding period covers January through to March, the second funding period covers April through to August and the third period covers September to December.



In order to administer this system accurately we deduct the number of funded hours per week from the total hours/sessions booked for the child. We then calculate the remaining fees, if applicable, per week, for the funding period as outlined above. This allows us to work out the parental fee amount based on the sessions booked for the total funding period.

For example:

A child who has 5 morning sessions (4.5 hours per day) at Nursery, term time only 1st April - 21st July 2009. Will receive a total of 155 hours of funding which will be deducted on a weekly basis before fees are calculated for the remaining hours.

The parent will be invoiced on a weekly or monthly basis for the hours taken over and above the weekly funding available.

The Pre-school curriculum is based on the Foundation Stage which covers six areas of learning, referred to as the Early Learning Goals. These are:

Personal, Social and Emotional Development:

- ❖ Gaining self-esteem and confidence
- ❖ Making new friends
- ❖ Learning to look after themselves
- ❖ Learning to care for other people and for their surroundings
- ❖ Learning to tell others how they feel and what they like best.



Communication, Language and Literacy:



- ❖ Listening and talking
- ❖ Enjoying listening to stories and rhymes
- ❖ Learning to recognise sounds and words
- ❖ Experimenting with writing
- ❖ Having fun with words through familiar songs and rhymes

Problem Solving, Reasoning and Numeracy:

- ❖ Learning to count
- ❖ Learning to calculate
- ❖ Finding out about patterns and shapes
- ❖ Finding out about space and measurement



Knowledge and Understanding of the World:

- ❖ Looking at and noticing things using their senses
- ❖ Learning about people and places in the local area
- ❖ Designing and making things
- ❖ Finding out about things by playing with them
- ❖ Finding out about animals and plants



Physical development:



- ❖ Enjoying active play and becoming confident in movement
- ❖ Enjoying energetic activity indoors and outdoors
- ❖ Developing skills like running, climbing, throwing and catching
- ❖ Learning to make delicate movements by doing jigsaws and using small tools
- ❖ Becoming aware of the importance of health and fitness

Creative development:

Learning to express their ideas and feelings through:

- ❖ Painting, drawing and modelling
- ❖ Acting out situations
- ❖ Singing and making music



❖ Movement and dance

Settling Your Child

We appreciate that starting your child at Nursery can sometimes be a traumatic experience for you both.

We encourage you to visit a couple of times before the big day. These visits should vary in length and time of day. For your first visit, you are welcome to stay for the entire time your child is with us. When you return to pick up your child we would recommend that you then take them straight home. This will help them to realise that you will be coming back after their stay at Nursery. It is also helpful if you talk to your child as much as possible about coming to Nursery.

If your child is upset when being left it is much better for you, and your child, if you hand them over to a member of staff, say your goodbyes and leave. Prolonging this process makes things hard for both yourself and your child, and children often settle much more quickly if this routine is followed. You are very welcome to telephone the Nursery at any time to ask how your child has settled. Once your child has settled into Nursery you are always welcome to visit at any time.

Although our Nursery is stocked with a large variety of toys and games it is only natural that your child may wish to bring a favourite toy although we cannot accept responsibility for any breakages or losses that may occur.

Practical guidelines

Items required:

Little Stars (from birth - 2 years):

Any comforter your child may need, e.g. a soother, cloth or teddy and your child's current routine.

Bottle feeds need to be brought in daily, made up. All bottles and tubs must have your child's name marked on them.

Nappies, wipes and creams can be provided by us at an additional charge, or you can provide your own. Our Baby Island shop is located in the Nursery office and you can order the items you require either for home or nursery at a reasonable rate.

Rising Stars, Super Stars and Shooting Stars (2 years and over):

All children are required to bring a soap bag, which is clearly named, containing their own toothbrush and toothpaste. Sun-block is required for our daily outings in summer and a hat would be useful. As children go on outings every day a pair of slippers or plimsolls should also be provided, again clearly marked.



We do provide art aprons, but all children should have some old play clothes. They are then free to join in all of the activities without fear of spoiling new or expensive garments.

If your child is being toilet trained it is advisable for them to wear clothes which are easy for them to manage, i.e. jogging bottoms or trousers/ skirts with an elastic waist. It is also advisable to provide many changes of clothes, including socks, during the potty training period.

Although every effort is made to ensure that items of clothing are not lost or damaged, we cannot accept any responsibility for replacement of such items. Please try to ensure that all clothes are named to prevent, as much as possible, the misplacing of items.



We encourage parents to invest in a nursery polo shirt as this ensures that good clothes are kept for going out and are not put through the rigours of the nursery day. Polo shirts can be purchased from the



office for £5.95 each or two for £11.

Nursery Fees

Fees are our sole means of meeting the running costs of the Nursery. They are reviewed annually.

Nursery fees must be paid in advance. An administration fee of 5% may be added for any late payment. A non-refundable registration fee equal to one week's fees, capped at £50, is payable on accepting a Nursery place.

In order to cater for parents who need to drop off their child before our usual opening time of 7.45, it is possible to leave your child from 7.30 with our qualified staff; however, this must be by arrangement with the office staff as numbers need be controlled in order to comply with the Ofsted ratio regulations. Please speak to a member of the office staff if you require an earlier drop off. An extra charge is levied for this early service.

Fees with effect from April 2009, inclusive of all meals, snacks and drinks:

	<i>Little Stars</i> 0 -2	<i>Rising Stars</i> 2-3	<i>Shooting Stars</i> 3-5
Breakfast Club 7.45 -8.45	£3.00 daily £13.00 weekly	£3.00 daily £13.00 weekly	£3.00 daily £13.00 weekly
Mornings	£16.25*	£14.75	£14.75
Afternoons	£16.25*	£14.75	£14.75
All day	£32.50*	£29.50	£29.50
Full time	£150.00*	£135.00	£135.00
Morning sessions are between 8.45 am and 1.30 pm			
Afternoon sessions are between 1.00 pm and 5.45 pm			
For extra hours during 8.45 to 5.45, a rate of £3.75 per hour applies for the under two's and £3.40 for the over two's. If the extra time is being taken at mealtimes the rate will be increased by £1.50.			

* Please speak to us regarding a discount for children who are not yet weaned.

Special Needs and Equal Opportunities

We endeavour to ensure that our Nursery is available to all and we aim to take positive steps to ensure that all children who wish to attend are able to do so. Entry to the Nursery will be non-discriminatory. Children with special needs will be welcomed into the Nursery. We have a designated member of staff, Helen Skoludek, who co-ordinates any special educational needs. Every child is encouraged to take part in the Nursery activities with consideration given to those who may require additional help and support.

Staff respect different racial origins, cultures and languages so that each child is valued as an individual without racial or gender stereotyping. Positive attitudes to differences of race, culture, language or gender are always encouraged.



Staffing

At The Island Day Nursery we have staff with a variety of childcare qualifications and we endeavour to access courses for all staff to update and increase their qualifications. Students are a regular addition to our adult to child ratios and help keep these above minimum standards. All staff and students are checked and cleared by the Criminal Records Bureau. As students are in the process of learning and developing their skills they are always supervised. In the event of low staffing numbers due to sickness of both staff and students, the Nursery is required to limit access to the Nursery for the children in order to keep our ratio of adults to children correct. This may be done either on a first-come, first-served basis, or, we may telephone you and ask you to collect your child as quickly as possible to reduce the number of children on the premises. Your co-operation at times like these will help us to continue to provide the legal requirements and ensure the children are kept safe.



Nutrition and Mealtimes

What we put in their mouths is as important as what we put in their minds. We aim to provide a healthy and well balanced diet for your child. All the food is cooked on the premises and fresh ingredients are sourced locally.

On arrival each morning your child will be offered a light breakfast of toast with a choice of spread and water or milk. If you would like your child to have additional breakfast food such as cereal, fruit and/or yoghurt this is available at a small additional charge.

Throughout the morning fresh fruit and drinks are available. Snack time is at 10.00 am and a list of the snacks we offer is attached for your information.

We offer lunch at 12 noon which consists of a main course and a pudding. The menu is planned in advance for 4 weeks and a sample can be found within this pack.

Afternoon snack is served at 2.00 pm and this is followed with tea at 4.00 pm.

You will be asked to outline any special dietary requirements your child may have and also any allergies they may be prone to on the medical questionnaire form supplied in this pack.

Mealtimes are a time when adults and children eat together in a relaxed and calm atmosphere.



Parental Involvement

We arrange Parent's Evenings towards the end of each term (3 times per year) for you and your child's key person to discuss their progress and we produce a newsletter half-termly to keep you informed of any developments within the Nursery.

Parent/Nursery Partnership

The Nursery recognises that parents are the first and foremost educators of children and we endeavour to work in partnership with parents to provide a happy, caring and stable environment. We aim to form good relationships with parents so that information regarding their children (be it developmental, social or health related) can be exchanged easily every day by Nursery staff and parents.

Information provided by parents about their children will be kept confidential and treated on a strict need to know basis. Information regarding the children's activities throughout the day is always available to parents on a daily basis by verbal communication and weekly by the 'What Have I Done Today' sheets.

If we have any concerns about your child's well being during the day every effort will be made to contact you or your emergency contact.

From time to time, to further encourage your child's development, you will be asked to send in objects from home, e.g. Photographs, old boxes and cartons, for topic work.

We request that you keep us informed of any changes to personal circumstances, e.g. change of address, telephone number, doctor, emergency contact.

We also request that you keep us informed of any circumstances which could have an effect on your child's emotional well being, e.g. bereavement, separation or illness in the family.

Security

The outside doors of the Nursery are kept locked and access is by a biometric entry code system, which reads your fingerprint, which is of course unique to you. We scan your finger when your child first joins the Nursery. Please ensure that the door is always closed securely behind you to prevent unauthorised access. The inner door is always opened by Nursery staff - DO NOT let anybody into the Nursery yourself. We operate a password system for people who could occasionally pick up your child and anyone who is not known to Nursery staff who arrives to collect a child will be challenged for that child's password. You are asked to provide this on the Entry Contract form and we will keep this on file. If you are unable to pick up your child from Nursery and will be sending someone else who is not known to staff, please issue them with the password, which staff will check against our records, before admitting them to the premises. Please also remember to inform staff if someone different will be collecting your child at the end of their day. Under no circumstances will a child be allowed to leave without an adult either known to staff or aware of the password. Please also do not ask anyone who is under 18 to collect your child from Nursery - we will be unable to let them do this and will have to contact you to come to collect your child.

Lateness in Collecting a Child

If your child is collected late from Nursery two members of staff will remain with them until they are collected. This should only ever happen on very odd occasions as it is not in the best welfare of any child for this to be a regular occurrence. You may also incur an additional charge for the extra time staff have had to work in order to continue to care for your child. If, after repeated occurrences, your child is regularly collected late from Nursery, we reserve the right to withdraw the Nursery place on the grounds that the hours are not suitable for your family.

Outings

We like to take the children out on a daily basis for a short trip perhaps to the post office, local shops or local park. When you first join the Nursery you will be asked to sign a consent form to allow your child to take part in routine local outings. If you have any objections to any of the items on the consent form, please just let us know.



All outings are carefully planned with correct staff to child ratios and when possible, additional carers accompany the group. The local park is always 'scouted' beforehand to ensure the area is suitable for the children to enter.



Health and Safety

Great care is taken to ensure that all equipment and materials used in the Nursery conform to accepted safety standards. The Nursery also has its own Health and Safety policy covering all areas of the Nursery. In addition, staff are aware of the capabilities of individual children and will not allow them to be put at risk. However, it is inevitable that young children at play will suffer the odd bump or bruise. Medical attention will always be sought for anything more than a minor injury. If your child is hurt in an incident involving another child, staff will deal firmly and fairly with the other child concerned.

All accidents are recorded in a confidential folder and you will be asked to sign this when you collect your child.

Medicine Required at Nursery

It is Nursery policy that medicines are not normally administered unless they have been prescribed for your child by a registered doctor. You must give prior written permission for staff to administer any medication and staff will supply you with a Medical Form to fill in should you require this. Written records are kept of all medicines administered and this is always witnessed by an additional staff member to ensure the correct dosage and medication is given at the correct time. If the administration of prescription medicines requires technical/medical knowledge, then individual training will be sought from a qualified health professional. Any training will be specific to the individual child concerned.

Sickness

If your child becomes unwell at Nursery and we feel that they should be at home, you will be contacted and requested to collect your child immediately. This applies even if a Doctor has said your child is fit and not infectious. If your child is unwell, please telephone the Nursery as soon as you are able to inform us of the nature of the illness (it is important for us to be able to let

other parents know of anything contagious currently within the Nursery and your help with this will be greatly appreciated). The Nursery policy outlines in detail the way in which sickness will be dealt with, bearing in mind that it is the welfare of the child that we will be mostly concerned with.

Holidays

The Nursery is open 51 weeks of the year, but closes on public Bank Holiday and between Christmas and New Year. In order to help us plan our correct staffing levels please inform us of your holiday dates as soon as possible. Each year the Nursery allows parents to book two weeks of their choice off as holiday per year. For children who are full time, a retainer fee equivalent to one day's fees per week will be required, and, for children who are part-time, half fees for each week are payable. This fee reduction also applies during the Christmas to New Year break when the Nursery is closed.

Like other nurseries we do not make a reduction of fees for public Bank Holidays.

Hairdresser



Georgia, the nursery hairdresser comes every six weeks and appointments can be arranged through the office. A cut is £5 and this money is paid directly to Georgia. If you prefer we can pay on your behalf and add this amount to your next fee invoice.

Music

Maggie from Caterpillar Music comes to the nursery once a week and parents can choose whether they want their children to participate in this class for an additional fee of £2.50 per session.



Complaints/Concerns Procedure

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and the procedure for complaints, identified in our Complaints Policy, will be followed.

Behaviour Management

We believe that children flourish best when they know how they are 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 provide an environment in which there is acceptable behaviour and where children learn to respect themselves, other people and their environment.

We have a named person, Angie Marples, who has overall responsibility for issues concerning behaviour. We require our named person to:

- keep herself up to date with legislation, research and thinking on handling children's behaviour
- access relevant sources of expertise on handling children's behaviour; and
- check that all staff have relevant in-service training on handling children's behaviour. We keep a record of staff attendance at this and all other training.

All staff, volunteers and students are expected to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy. Positive strategies for handling any conflict by helping children find solutions in ways which are appropriate for the children's ages and stages of development are used - for example, distraction, praise and reward. New staff and volunteers are familiarised with our behaviour policy and the rules for behaviour. All members of staff, volunteers, students and parents are expected to keep to the rules so that consistency is applied. Desirable behaviour, such as kindness and willingness to share is always endorsed through praise and we avoid creating situations in which children receive adult attention only in return for undesirable behaviour. When children behave in unacceptable

ways, we help them to see what was wrong and how to cope more appropriately. Physical punishment, such as smacking or shaking, is never used and we never send children out of the room by themselves.

Physical restraint, such as holding, will only be used to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of the manager and are recorded in our Accident/Incident book. Parents are informed on the same day and asked to sign the book to indicate that they have been informed.

In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.

We do not shout or raise our voices in a threatening way to respond to children's behaviour.

Unacceptable behaviour is handled in ways which are appropriate to the children's ages and stages of development - for example, by distraction, discussion or by withdrawing the child from the situation to sit quietly with a member of staff.

Through our keyperson system, you are regularly informed about your child's behaviour. We work with you to address recurring unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately.

Bullying

Bullying involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously.

If a child bullies another child or children:

We intervene to stop the child harming the other child or children, explaining why this behaviour is inappropriate. Reassurance is always given to the child or

children who have been bullied. Children who bully will receive praise when they display acceptable behaviour and we do not label children who bully. We discuss with parents any unacceptable behaviour and work with parents towards a way of handling the child's behaviour. When children have been bullied we share what has happened with parents, explaining that the child who bullied is being helped to adopt more acceptable ways of behaving.

Outstanding Fees

All fees should be paid before the start of your chosen payment period. Consistently late fees will have an administration fee of 5% of the amount outstanding added to the next invoice.

Consistent non-payment of fees may result in your child's place being withdrawn.

Withdrawal from a Nursery Place

One month's written notice is required if you wish to take your child away from Nursery. One month's fees will be charged if the required notice is not given.

Regrettably there may be occasions when it becomes necessary for us to request that a child be withdrawn from the Nursery.

This will only be considered after consultation between Nursery and parents has been offered. If you decline to participate in this consultation the decision will be made without your input.

Withdrawal of a Nursery place might be for one of the following reasons:

- Consistent non-payment of fees
- Repeated non-attendance of the child without a satisfactory reason
- Exceptionally disruptive behaviour of a child where additional professional support is not available.
- Persistent lateness in collecting a child.

Please speak to us in confidence if you do experience any problems.

Thank you for taking the time and effort to read through this document. We wish that you and your child very much enjoy your time with us and that we are able to provide a consistent, positive, caring and sensitive experience for you both.

Roseleen and Richard Cullen
Directors of The Island Day Nursery Limited

SNACK BREAKS

*10.00 am and 2.00 pm
Milk and Water to be available*

Monday - am - Dried Fruit
pm - Fresh Vegetables

Tuesday - am - Fresh Fruit
pm - Celery Sticks
with Dip

Wednesday - am - Fresh Vegetables
pm - Yoghurt

Thursday - am - Bread Sticks with Dip
pm - Fresh Fruit

Friday - am - Dried Fruit
pm - Fresh Vegetables

THE ISLAND DAY NURSERY MENU

MENU

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
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WEEK 1

LUNCH

Roast Chicken, roast potatoes, cauliflower & carrots Strawberry ice cream	Macaroni Cheese, baked potato & peas Orange sponge & custard	Mild chicken curry with apple, naan bread, poppodoms & raita Chocolate flapjack	Sausages in onion gravy, mashed potato & cabbage Fruit jelly & cream	"Make your own" Pizza, fries & mixed salad Arctic Roll
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TEA

Vegetarian sausages, beans, bread & butter Scone & jam	Ciabatta Pizza Angel delight dessert	Pasta twirls & cheese Ginger cake	"Make your own" tuna, mayonnaise & cucumber sandwiches Sponge roll & custard	Tomato soup with bread rolls Pancakes & syrup
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WEEK 2

LUNCH

Vegetable curry, basmati rice, naan bread & raita Chocolate sponge & chocolate custard	Roast Chicken, stuffing, roast potatoes, broccoli & carrots Vanilla ice cream	Homemade quiche, mashed potato & baked beans Angel delight dessert	Pasta, peas & bacon Peaches & cream	Fishcakes with wedges or mash & sweetcorn Homemade sponge & custard
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TEA

Cheesy apple muffins Fruit yogurt	Macaroni cheese with pitta bread Iced cakes	"Make your own" salmon & cucumber sandwiches Bananas & custard	Cheese & ham on toast Ice cream cone	Beans on toast Fresh fruit salad
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WEEK 3

LUNCH

Cheesy Cottage Pie, sliced carrots & green beans	Sweet & Sour Chicken with noodles or rice	Roast Chicken, roast potatoes, carrots and peas	Sausages in BBQ sauce, potato wedges & beans	Lasagne with mixed salad
Strawberry Delight	Toffee Tart	Ice Cream	Cheesecake	Mandarins & whipped cream

TEA

Savoury Filled Rolls	Ravioli with bread & butter	Tomato soup with bread rolls	Fish fingers, peas with bread & butter	Jacket potatoes with cheese
Flapjack	Jelly & cream	Lemon slices	Fruit pie & custard	Choc Ice

WEEK 4

LUNCH

Spaghetti Bolognese, salad & crusty bread	Sneaky Pie, potato croquettes or onion rings	Creamy chicken penne pasta with sweetcorn	Roast Chicken, stuffing, roast potatoes, broccoli & carrots	Mousakka, fries & mixed salad
Chocolate flapjack	Sponge roll & custard	Pineapple upside-down cake	Neapolitan ice cream	Chocolate crispy cake

TEA

Sausages, mashed potatoes & peas.	Scrambled egg or beans on toast.	Jacket potatoes with cheese & coleslaw	Herby cheese supper snack	Ravioli with bread & butter
Fresh fruit salad	Jelly & cream	Scone & jam	Banana cake	Angel delight dessert

NB: A vegetarian alternative is always available.