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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.

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.

### Settling Your Child

Before your child starts their first day with us we encourage all families to do up to three 1 hour settling in sessions (usually the week before their start date), this is so that your child can meet the staff and children and familiarise themselves with their new environment. For your first visit we encourage you to stay for the entire time your child is with us and after that we will plan in 2 drop and go sessions. This will help your child to see that even though you are leaving them somewhere new you will return and collect them. It is common for children to be a little upset when initially being left in a new environment, you are welcome to call at any time to check how they are, so that we can reassure you that they are settling in well. If you feel that your child would require more settling in sessions, then please pop into the office and speak to someone from the management team and we can arrange this for you.

### Practical guidelines

Named items you may want to send in with your child:

#### Little Stars (from birth – 3 years):

Any comforter your child may need, e.g. a soother, cloth or teddy and your child's current routine. Bottles needed for the day, all bottles and tubs of formula must have your child's name marked on them, a drinks cup. Nappies, wipes, a change of clothes, hat, sun cream for when the weather is warmer.

Please note that 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 plenty of spare underwear and socks, during the potty-training period

#### Pre-School (3 years and over):

Drinks cup, comforter (if they still have one), sun cream is required for our daily outings in summer and a hat. As children go outdoors every day please make sure they have appropriate shoes with them, spare change of clothes.

Please note that 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 plenty of spare underwear and socks, during the potty-training period. Please ensure that all clothes are named to prevent, as much as possible, the misplacing of items.

We do have some items of uniform available to purchase from our office:



Polo Shirts (Royal blue, Sky blue and Pink): £6.95 each or 2 for £13 Baby Grows (Sky blue and Pink): £5.50 each or 2 for £10

Sweatshirts (Royal blue, Sky blue): £7.20 each or 2 for £14 Fleece (Royal blue only): £9.95 each

### **Working with parents/carers**

The Nursery recognises that parents/carers are the first and foremost educators of children and we endeavour to work in partnership with parents/carers to provide a happy, caring and stable environment. We aim to form good relationships so that information regarding their children (be it developmental, social or health related) can be exchanged easily every day by nursery staff and parents/carers. Information provided by parents/carers about their children will be kept confidential and treated on a strict need to know basis. We have an 'open door' policy and welcome parents/carers coming in to speak to any member of staff at any time. Please speak to us in confidence if you do experience any problems.

During your child's first settling in sessions your child's key person will sit with you and complete an 'All About Me' document so that they can get lots of information regarding your child's routine and needs, what they enjoy playing with/doing at home and who is special in their lives, this also gives their key person a good starting point for them to begin planning experiences/activities for your child. This also gives you the opportunity to meet the staff in the room and to ask any relevant questions you may have.

Information regarding the children's activities throughout the day is always available to parents daily by verbal communication with the staff and with the daily communication sheets (Little Stars rooms only), or the parents notice board in the foyer.

Each term your child's key person will make an appointment to discuss your child's progress and to also share their Learning Journey/2-Year-old check with you. Also, we immensely value parents/carers input on their child's online learning journal on tapestry. We encourage parents/carers add regular observations as it is extremely beneficial to each child's key person to see what things they achieve in their home environment. We also do regular newsletters, termly interest sheets, parental questionnaires twice a year and have a parent information board in our foyers. We request that you keep us informed of any circumstances which could influence your child's emotional wellbeing, e.g. bereavement, separation or illness in the family and of any changes to personal circumstances, e.g. change of address, telephone number, doctor, emergency contact.

Parent testimonial:

The staff, they ALL are brilliant with the children. From the cleaner to the office staff they each have a special relationship with every child and get to know the parents. I am delighted with the progress my child makes and my friends and family comment on how impressed they are with his development thanks to the skills and manners he has been taught at nursery.

**Ratios, Group Size and the Key Person System**

Our Nursery is divided into three groups, each group works on a ratio of adults to children. In the Little Stars room the ratio is one member of staff to three children under age 2 the over two's work on a 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 a primary key person who is responsible for their wellbeing daily and ensure that information about your child is exchanged easily with you and a secondary key person for when the primary key person is unavailable.

**EYFS and Tapestry online learning journal.**

Records are kept on each child's progress. Each child has their own online learning journal through Tapestry, staff can upload observations and pictures that are accessible by the parents with their own user name and password and parents/carers can also upload their own pictures and observations too.

Your child's records will be used as the basis for staff planning their individual activities. Each day staff ensure there are planned activities and experiences for the children based around what stage and age the child is at and what they are interested in so that they get the most out of their learning experiences.

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.

The curriculum is based on the revised Early Years Foundation Stage which was launched on 1<sup>st</sup> September 2012, it covers three prime and four specific areas of learning and development, and these are:

Prime areas	Specific areas	Characteristics of effective learning
Communication and Language	Literacy	Playing and Exploring
Personal, Social and Emotional Development	Mathematics	Active Learning
Physical development	Understanding of the World	Creating and Thinking Critically
	Expressive art and design	

### **Special Educational Needs and inclusion**

Children with special and /or Educational Needs are welcomed into the Nursery. We have a designated member of staff who takes on the role of Special Educational Needs Co-Ordinator (SENCO). All staff communicate with each other to ensure that if any children are showing any signs of a developmental delay they are monitored closely, and regular observations carried out, so it is picked up at the earliest opportunity. The staff would then speak to the parents/carers about their concerns and then the SENCO can refer the child to an outside agency (e.g. Speech and Language Therapy) if appropriate. Every child is encouraged to take part in the Nursery activities with consideration given to those who may require additional help and support.

### **Equality of opportunity and Diversity**

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 can do so irrespective of gender, culture, religion, ethnicity, disabilities etc. Entry to the Nursery will be non-discriminatory. 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 diversity and difference are always encouraged to the children by the staff.

### **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.

### **Confidentiality and information sharing**

The information you have shared with us is protected under the Data Protection Act 1998 and only authorised person/s will have access to it. At no time is any of this information shared with third parties. However, at times we may have to share certain information with relevant agencies to ensure the care and protection of your child.

### **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, 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/carers 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. 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 restraint, such as holding, will only be used in exceptional circumstances to prevent physical injury to the child, other 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. 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.

### **Mobile phone policy**

The Island Day Nursery has a strict **no mobile phones** in setting policy. All staff are required to leave their personal belongings in the staff room before they commence work. When taking the children on walks/outings the staff take a nursery mobile phone that does not have a camera. We also ask that all visitors to the nursery do not walk through the setting with their phones, and that they be kept in their bags etc until they have left the setting.

### **Policies and Procedures**

A full copy of all The Island Day Nursery's policies and procedures is available to view from the main office, these are reviewed twice a year to ensure that legislation and guidelines are updated and to maintain best practice within the setting. Please ask a member of the management team if you wish to view these.

### **Security**

The main door of the Nursery must be kept locked. 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 asked 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 collect 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.

### **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. All staff (and students) are checked and cleared by the Disclosure and Barring service before they commence employment/placement with us. All staff are first aid trained and have done a safeguarding children course. 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.

### **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 for short trips in the local community, for example: to the local library, Rainbow Park, beach and duck pond. 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 checked before the children enter to ensure the area is suitable and there are no hazards.

### **Health and Safety**

Great care is taken to ensure that all equipment and materials used in the Nursery conform to accepted safety standards. We risk assess the areas each morning that the children play in and do monthly more in-depth risk assessments of each room. The Nursery also has its own Health and Safety policy covering all areas of the Nursery. We also make sure that toys and equipment are cleaned and sterilised regularly.

### **Accidents**

It is inevitable that young children at play will at times suffer the odd bump or bruise. Medical attention will always be sought for anything more than a minor injury. All accidents are recorded in a confidential folder and you will be asked to sign this when you collect your child. Also, if your child has had any injuries at home please inform a member of staff when you drop your child off as then it can be recorded in our 'out of settings' accident book.

### **Illness/Sickness/Allergies**

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 can 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). Also, if your child has an ongoing medical need please make sure we're informed of this.

If your child has a case of sickness or diarrhoea, please keep them off nursery and they cannot return to the setting until 48 hours after their last bout. If your child is at nursery when they become ill we will phone you immediately to collect them if they are sick, and after they have had 3 loose bowel movements. The Nursery policy outlines in detail the way in which sickness will be dealt with.

If your child has any allergies, please make sure that you have informed us. We make sure that all staff are aware of any allergies that children may have and a list of these are clearly displayed and frequently updated.

### **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 and **must be clearly labelled** with your child's name, any prescription medicine that does not have their name or has another name on it will not be administered to your child. 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. Also, we would please ask that parents do not leave any medication in their child's bags as this could pose a serious risk if another child were to find it.

### **Holidays**

The Nursery is open 51 weeks of the year but closes on public Bank Holidays and from lunch time Christmas Eve to after the New Year's Day Bank Holiday. 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. Please read all nine terms and conditions, on our Nursery Entry Contract, which relate to the charging and payment of fees and notice periods.

### **Nutrition and Mealtimes**

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

On arrival for breakfast club 7.45-8.30 am your child will be offered a light breakfast of toast with a choice of spread, or various cereals and water or milk. They will also have either fruit or yogurt with this.

Snack time is at 10.00 am, some of the snacks we offer are fresh fruit, vegetables, breadstick and dip, and the children will also have a cup of milk or water if preferred.

We offer lunch at 12.00 am for the children. Please ensure you bring your child with a healthy packed lunch

Afternoon snack is served at 2.00 pm and children can eat their own tea at 4pm.

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

We ask that you please only send your child in with water to drink in their cups. We strongly encourage healthy eating/drinking and do not offer juice or squash as a drink, we only offer milk or water to the children. If there is a genuine reason why your child cannot drink water, then please speak to one of the management team in the office and we will ask you to write us a signed letter stating why this is and keep this on file.

## **NO NUTS POLICY**

Our setting is a NUT FREE environment due to possible allergies children may have. Please check all food that you send in with your child. If we see that any food provided contains nuts they will not be given to you child, these include peanut butter and Nutella.

### **Outstanding Fees**

All fees should be paid before the start of your chosen payment period. Invoices are issued on the first of each month and are emailed to you directly, if you do not have access to an email account please let us know and we will print a copy for you. If your invoice isn't paid within 14 days you will be issued a reminder letter, then after a further 7 days you will receive a letter asking for immediate payment, if after a further 7 days your invoice is still not cleared then you may risk losing your nursery place with us.

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.

### **Early Years Educational (EYE) Funding.**

2 Year old funding: Some 2 year olds are entitled to 570 hours of funding per year if their parent/carer receives certain benefits, gets disability living allowance (DLA), is looked after by the Local Authority or has a current Educational Health Care Plan or special educational needs statement. You can go on the isle of Wight council website ([iwight.co.uk](http://iwight.co.uk)) and use their eligibility checking system to see if you could be entitled to 2-year-old funding. The funding can be taken 15 hours per week over 38 weeks or you can stretch your entitlement over 51 weeks.

3 and 4 Year old funding: All 3 and 4 year olds are entitled to 570 hours of funding per year from the term after their 3<sup>rd</sup> birthday. The funding can be taken 15 hours per week over 38 weeks or you can stretch your entitlement over 51 weeks.

30 hours free childcare entitlement for 3 and 4 year olds: to be eligible for the new entitlement of 30 hours funding (1,140 hours per year) both parents or the sole parent in a one parent family needs to be working and earning the weekly minimum equivalent to 16 hours at national minimum wage/living wage (this means eligible weekly earnings are at least £107 per week or £125.28 if over 25).

More information regarding funding can be found on the Isle of Wight council website or Gov.uk

### **Nursery Fees**

The nursery fees are reviewed annually. Nursery fees must be paid in advance. 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 1<sup>st</sup> April 2022, inclusive of all meals, snacks and drinks:  
Fees will be reviewed for June 2023.

	<b><i>Little Stars</i></b> <b><i>0-2</i></b>	<b><i>Rising Stars</i></b> <b><i>2-3</i></b>	<b><i>Shooting Stars</i></b> <b><i>3-5</i></b>
Hourly Rate	<b>£6.30</b>	<b>£5.95</b>	<b>£5.95</b>

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

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

Roseleen and Richard Cullen  
Directors of The Island Day Nursery