



NURSERY INFORMATION

WELCOME

We look forward to welcoming your child to Jigsaw Curzon House Day Nursery.

Starting at the Nursery

We understand that children and their parents have to make emotional adjustments when starting at a nursery. Parents and staff need to plan the entry of individual children to help them settle in as happily and as quickly as possible thereby giving parents the confidence that their child will be happy whilst without them.

At Jigsaw we feel it necessary for all children to have settling in sessions before they join the nursery, we suggest that a parent accompanies their child for a short introduction session where the parents can talk to the staff about their child's needs and their routine. We then suggest for the children to attend on their own for at least two further sessions for a longer period. These experiences are invaluable and will enable us to begin to build important relationship with you and your child. Our aim is that on your first day of leaving your child at the nursery, you will feel happy, reassured and confident that your child is content and well cared for.

Arriving at the Nursery

Understandably new children find difficulty in parting from parents when starting nursery. However, all children come to accept such partings although this may take longer for some children than others. It has been found that most children and parents are more comfortable if there is a structured routine on arrival at nursery prior to parting.

For this reason, all children are allocated a member of staff as their designated carer these are called Key Persons, who form a special relationship with the child and their parents.

All information gathered from you during your child's settling in sessions will be shared with the rest of the team working in your child's room, so that your child's individual needs are fully understood and catered for.

Arrival and Departure times

	<u>Arrival</u>	<u>Departure</u>
Full day	7.15 a.m.	6.15 p.m.
Mornings	8.00 a.m.	1.00 p.m.
Afternoons	1.00 p.m.	6.00 p.m.

To help us maintain the nursery ratio's we need your help by committing to an arrival and departure time for your child on the days of the week they attend. These will help us staff accordingly to carry on maintaining these ratios at the beginning and the end of the day.

Belongings

You are provided with a Jigsaw bag when joining, which is where you should keep a few necessities that your child will require:

Ample spare clothes for your child depending on their development stage. E.g. lots of pants if potty training.

A pair of Wellington boots, sun hat, sun cream and a water beaker.

At nursery we provide individual flannels, bath towels and bedding for sleep time.

Meals

Nutritious plant-based meals are provided for children who attend mornings or whole days at the nursery and any special dietary requests entered on the registration form will be respected.

Mid-morning snacks, drinks and a light afternoon tea are all also provided and inclusive of the fees. The nursery provides a home cooked plant-based menu for the children, we are committed to providing a healthy balanced diet and we endeavour to deliver the five portions of fruit and vegetables recommended each day. We believe that establishing healthy eating habits in early life is essential and our menus are regularly reviewed to ensure that this is being achieved.

For babies, we request parents supply their child's milk whether it be powdered formula or breast milk, for preparation by the nursery. All bottles supplied must be clearly labelled with the child's name. We will be pleased to discuss your child's weaning journey and support parents through this process.

Breakfast is available at a charge of 20p per day and may be given up until 8.30am ready for us to start a full morning of activities.

Staff

The quality of our trained staff is of prime importance to us. The maximum ratio of children to staff is 3:1 for babies and toddlers, 5:1 for children 2 years old and 8:1 for children 3 to 5 years old. The advantage given to children of pre-school experience by these low children-to-staff ratios is well proven in research.

All persons, including volunteers and students, who work in the nursery for any period of time, are DBS checked, either by us or by the college or association they are working for.

Cleaning and Maintenance

Cleaning is carried out at the end of the day by the staffing team. All rooms are mopped, vacuumed and all surfaces cleaned. All toys and equipment are washed regularly in line with each individual room's cleaning schedule.

Outings

From time to time the nursery arranges outings for the children. These are generally local, so we travel in our own mini bus equipped with suitable child seatbelts. Before any such trip parents will be given a permission letter with the outing's details and if any financial contribution is required. This must be returned to nursery, signed and with any fee, for your child to participate.

Fees

Fees are paid a month in advance by standing order, tax free childcare or cash. The nursery fees are calculated by the 51 weeks the nursery is open divided by 12 equal payments. Failure to pay will result in a late payment charge of 5% of the outstanding balance.

We do not request a deposit to secure your child's place, however we do require a nonrefundable registration fee of £55.00 when giving in your enrolment form.

Late Payments

Fees that are paid against an invoice should be paid in full within seven days from receipt either by cheque or cash. If payment is not received the child's place may be withdrawn and proceedings will commence to collect payment as per the details below:

- Step 1: Reminder invoice sent out
- Step 2: A follow up letter advising 7 days to pay or commencement of a third party to recover funds
- Step 3: The child's place will be withdrawn
- Step 4: Commencement of proceedings

Temporary absence and Holidays

The fees at nursery have been set at a level consistent with payment for 51 weeks each year, therefore we do not reimburse fees for periods of absence. As part of our duty of care to all children we are required to monitor every child's attendance at the nursery, if you are planning for your child to be away from the nursery for a period of time or they are poorly and unable to attend for a day, contact must be made to inform the nursery.

The nursery is closed on bank holidays and approximately one week over the Christmas period, there is no charge for the Christmas week. The exact dates of holidays are published in the nursery newsletters.

Extra Days

Extra days cannot be booked if your account is in arrears. If any extra days are booked but not attended by your child, please be aware that these days must still be paid for in full. Please book any extra sessions via the nursery email address, using your child's full name as a reference.

Notice of Withdrawal

We require 4 week's notice, if you wish to withdraw your child from the nursery. If 4 weeks is not given and the child leaves early you will be required to pay for the remaining weeks up to a maximum of 30 days depending upon their leaving date.

Early Years Entitlement for under 2 year olds (England)

Eligible working parents can access up to 15 hours a week of funded childcare, across 38 weeks of the year. The nursery will stretch this funding over the 51 weeks it is open giving 11 hours a week funding.

Details of how to apply, check eligibility and obtain your code, can be found using the following link: www.childcarechoices.gov.uk Once you have received your code you must recheck your eligibility every 3 months via HMRC to continue to be able to claim the funding. If you do not re-check every 3 months you will lose your entitlement.

The Early Years Entitlement is for 570 hours per year (15 hours x 38 weeks), as you are aware the nursery is open 51 weeks per year, so the funding of 570 hours will be spread over 51 weeks giving a maximum of 11 hours of funding to be used each week.

The nursery's hourly rate is £7.18 per hour (daily rate £79.00 divided by 11 hours) the funded hours we receive from the government will be taken off your invoice, all additional hours and days over the funded hours will be invoiced as normal.

If your child's attends just one full day, the full 10 hours allowance allowed by the council will be deducted from your fees and a cost for meals of £10.00 a day will be added as an additional charge.

3 and 4 year olds

The term commencing after the child's third birthday he/she will be able to claim up to 30 hours of Early Years Entitlement. This entitlement is for a maximum of 38 weeks per year. All 3 and 4 year old children are able to claim the 15 hours universal Early Years Entitlement, to claim the additional 15 hours parents must be eligible and provide the nursery with an 11 digit authorisation code if living in England which you need to obtain from the County Council. If living across the border in Wales, you can apply for the Welsh additional hours by completing an online application at <https://www.gov.wales/childcare-offer-for-wales-campaign>

Once you have received your code you must recheck your eligibility every 3 months via HMRC in order to continue claiming the additional funding. If you do not re-check every 3 months you will lose your entitlement. Eligibility can be checked at www.childcarechoices.gov.uk

If you have any problems making your application, you can contact the childcare service Customer Interaction Centre at HMRC on 0300 123 4097

The universal Early Years Entitlement is for 570 hours per year, as you are aware the nursery is open 51 weeks per year so this funding is spread over 12 months which entitles you to a reduced sum towards your monthly nursery fees, additional services and food will be charged for.

You can claim no more than 15 hours or 30 hours of entitlement in a week. A maximum of 10 hours and no less than 2.5 hours per day may be claimed.

If your child's attends just one full day over 51 weeks the full 10 hours allowance allowed by the council will be deducted from your fees and a cost for meals and additional services of £17.00 a day will be added as an additional charge.

You can claim your entitlement over a maximum of 3 settings, you must not exceed the maximum of 15 or 30 hours between both settings.

Our nursery policy states that when your child is 3 years old you can either continue to attend 51 weeks per year or start a new contract of 38 weeks which are set out in school terms (Cheshire west and Chester), these places are limited and must be confirmed with the manager. We do not offer a collaboration of both.

If you wish to take the Early Years Entitlement for just the 38 weeks (school terms according to Chester west and Cheshire dates) there will be an added daily charge for meals, extra services and additional hours outside those that are funded.

If you change settings part way through the term you will not be able to claim your free Early Years Entitlement and you may incur a charge at the new setting.

You are requested by the nursery to sign a parental contract to allow the nursery to claim the entitlement on your behalf, when you are happy you understand the content within it.

Insurance

We have comprehensive insurances covering the following:

- Public Liability
- Employer's Liability
- Group & Personal Accident cover
- Personal belongings for children and staff
- Nursery Equipment and Premises

No smoking policy

Jigsaw Day Nursery operates a strictly no-smoking policy throughout its premises.

Partnerships

At Jigsaw we welcome outside external professionals into the setting to help with children's development and support families, such as Health Visitors, Occupational Therapists, EHCP Case Coordinators, Speech and Language Therapists etc.

CCTV

The nursery operates CCTV to further enhance the safety and security of the children, staff, and visitors, and to support our ongoing commitment to safeguarding and maintaining a safe environment for everyone. The cameras will be used strictly for these purposes.

Policies and procedures

Special Educational Needs

We are always happy to discuss parents' concerns before their child starts at Jigsaw and any issue will be handled sensitively. Working as a team with parents we will be supportive and seek professional advice when necessary. Staff observations of a child's behaviour and development provide vital information should specialist help be sought. We have a more detailed policy on SEND, please ask if you wish to read it.

Equal opportunities and inclusion

All children will be respected and their individuality and potential recognised, valued and nurtured. No child will be excluded from the Nursery on the grounds of class, disability, colour, ethnic origin, culture, religion or belief.

In order to promote equal opportunities, we aim to provide resources and experiences that will allow children to explore, acknowledge and value similarities and differences between themselves and others. We have a more detailed policy on Equal opportunities, please ask if you wish to read it.

Security and Collection Procedure

The safety of the children at Jigsaw is paramount, staff will be instructed to allow only named and known people to take your child from the nursery. Only the named people on the ID form will be allowed to collect your child. The procedure is as follows:
Staff will only permit your child to be taken from the nursery by an authorised person. Authorised persons are those people recorded on the child's ID forms. It may occur that you are unable to collect your child. In these circumstances the manager will ask the person you have asked to collect your child for a password that has been decided between you and the named person. If any person comes to collect your child who is not recorded on the ID form, you will be contacted for a description of the person and for your authorisation for you to allow them to collect your child. On no account will your child be allowed to leave the nursery without this procedure being adhered to, even if your child recognises an adult who has come to collect them.

Uncollected Child

If a child is not collected from the nursery, the nursery manager will use the details on the ID form to clarify the situation. If none of the people on the ID form can be contacted after a duration of 3 hours with no contact, the only solution may be to contact the local authority Social Services, it will be necessary for the manager to provide the social services officer with a copy of the ID form. Please be aware our responsibility for children begins when they are handed over to a member of staff and ends when the parent or designated person collecting them meets the child for collection.

Health

Parents will naturally wish for an infection-free nursery, we would ask for their co-operation in achieving this. Children must not be brought to the nursery when they have tummy upsets, vomiting, diarrhoea or other symptoms of ill-health. Children must be kept away from the nursery for 48 hours after the last bout of vomiting or diarrhoea. It is very important that any childhood diseases such as measles, mumps, chickenpox etc. are reported to the Nursery Manager and that the child is kept away during the infectious period. The infectious period can be clarified by your local GP or the nursery manager.

Should a child become ill during the day we shall look after them in a quiet place but would expect that they be collected as soon as possible once contact had been made with the parent or emergency carer to minimise the spread of any infection.

Medicines and Medical Emergencies

If your child needs prescribed medicine administering during nursery hours a medicine administration form must be filled in when dropping off your child, this will ensure the medicine is given at the times requested by you. At collection time you will be asked to sign a medicine acknowledgement form which will state the exact time and dose given. If your child is prescribed an antibiotic, this will need to be given to your child for a full day before returning to nursery. All antibiotics need to be in a labelled bottle from the pharmacy, we are unable to give prescribed medicine without this information.
If your child is unwell at nursery we can administer Paracetamol Suspension with your permission, Paracetamol Suspension needs to be provided in your child's bag.

Should a medical emergency arise we have the authority to take a child to hospital or to a doctor if the parent or emergency carer is unavailable.

Children's Behaviour

In nursery we seek to encourage positive behaviour by setting clear boundaries and actively praising good behaviour and we believe it is important at this stage to encourage a positive self-image. Unwanted behaviour often occurs when the fundamental needs of the children are not met causing them to become frustrated, therefore it is imperative that we provide a loving, caring and stimulating environment in order to meet these needs. Parents will always be consulted if there are areas of concern e.g. persistent biting or similar. An action plan will be drawn up and followed through in an effort to rectify the situation. This can be a very difficult time for parents, so we feel it is important that such a plan be seen as a positive step forward in helping manage their child's behaviour. Should you wish to read more about our behaviour policy please ask and a full copy will be provided.

Discipline

Children will be encouraged to understand the concept of good behaviour by the positive use of praise and reward. Our staff will aim to avoid clashes by pre-empting such situations by distraction and by removing a child from a potentially tense situation. We shall be kind, but firm, without raising our voices. Staff will talk to parents should a problem arise. However, the nursery cannot accommodate constant disruption, and we reserve the right to ask parents to remove a child if absolutely necessary.

Missing child

If a child is found missing the officer in charge will be informed and a full search of the building and grounds will commence. The parents of the child will be contacted and the police informed of the missing child.

Complaints

Any complaints will be dealt with in confidence. Staff will inform the officer in charge and the matter will be dealt with as quickly and efficiently as possible. A record will be made of the complaint and the action taken to resolve the issue.

If you are not satisfied with the outcome there is a procedure laid down by OFSTED where you can take the complaint. The telephone number is as follows: 0845601 4771

We trust that this document provides any information as required, however should you have any further queries please do not hesitate to contact the Nursery Manager.