



Parent Welcome Pack

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Welcome to 5 Star Day Nursery

Dear Parent/Carer

At 5 Star Day Nursery we provide a high quality integrated play and learning environment for your child. We understand that children need to feel a sense of security and belonging when they are away from their parents. We make certain that all children feel happy, secure and safe within their environment. Children are encouraged to develop self-confidence, creativity, independence and individuality within a secure, healthy and stimulating environment. Fully trained staff have a real bond with the children in their care. They will support every child with a learning experience that is planned from the child's starting point with activities that are challenging yet achievable. We acknowledge and value parents/carers as primary educators and we will work alongside you and your family for the benefit of your child.

The staff team and I look forward to meeting you and your family

Hayley Williamson
Nursery Manager

Nursery Information

5 Star Day Nursery offers exceptionally high standards of childcare and education for children aged 6 weeks to 5 years. We offer quality care by qualified staff that specialise in all areas of childcare development. Children attending the nursery come from varying social/racial backgrounds and all are encouraged to mix well together and to learn from one another. Good manners, social behaviour, as well as personal hygiene are all incorporated into the daily routine of the nursery, with the children caring and sharing with each other throughout the day. Safety standards are always maintained both inside and outside the nursery. The garden is fully secure and incorporates both wet/dry play areas. We have a large lawned sensory area, vegetable and planting patch as well as a separate enclosed play area with an all-weather surface fully equipped with age appropriate outdoor toys, giving the children access to outdoor activities all year long. There is secure access system and CCTV at the front, rear and in every base room.

Keeping your Child Safe and Sound

5 Star Day Nursery strongly believes in children being safe at all times. As providers we have implemented effective systems and practices to enable a safe and secure environment for all children, staff, parents/carers and visitors. We operate an access control door system so all staff are fully aware of who is coming in and out of the setting. To enable us to have full control of who enters the premises we will challenge and question unauthorised and unrecognised person(s). All parents/carers must provide the Nursery with a password and inform the staff of who will be delivering and collecting the child on the day. If another person is to be collecting your child they must provide us with a password and a form of identification. Parents are asked not to admit an unauthorised person(s) into the setting at any time. We recruit staff with care and attention. Every member of staff must undergo a clearance with Ofsted and a criminal record bureau check. Both inside and outside of the setting is safe and secure with fences, fully secured gates, doors and locks. Our toys and equipment are age appropriate and of high quality; they are risked assessed as per our Health and Safety Policy. All necessary areas are covered by CCTV to make the setting a more safe and secure environment,

Child Care Vouchers

We accept certain Child care vouchers from employers who offer this benefit to their eligible employees as a paper or e-voucher. Vouchers are non-taxable and exempt from NI contributions for employees, whilst offering NI savings for employers. Both parents are eligible to claim as long as they are both in employment. Further information can be found at www.childcarevouchers.co.uk

Tax Credits

Tax credits are available from the HM Revenue and Customs, based on household circumstances. You may be able to access help with the cost of 'Ofsted approved' childcare if you are working for a minimum of 16 hours per week. Check online at www.hmrc.gov.uk/taxcredits for further information and eligibility.

Government Funding

Early Learning for Two's

5 Star Day Nursery offers ELT (Early Learning for Two's) government funding for eligible 2 year olds. This is 15 hours hours free of high quality early years provision with the added benefit of Family Support and Home Learning Support.

National Education Funding

5 Star Day Nursery also offers NEF (Nursery Education Funding) for 3 and 4 year olds. The child receives the grant the term following their 3rd birthday.. For further information please ring the Sandwell Family Information Centre on 0121 569 4914.

Settling in Sessions

Starting nursery can be a very testing time for many children and parents/carers. To help you and your child during this time, a number of settling in sessions will be arranged with the management and key person to ensure that your child has a smooth transition into nursery life. During these sessions, parents will be required to complete key documentation including medical, feeding and sleep patterns. On admission each child will be allocated a Key Person. The Key Person will keep parent/carers informed of all aspects of their child's development and learning journey. Your child's Key Person is available to discuss any questions or concerns you may have regarding your child.

All About Me

We see babies and young children as individuals first each with a unique profile of abilities and interests. To enable us to focus the nursery experiences around your child as they start nursery or move from room to room an 'All About Me' document is completed with the parents and key person. This highlights the child's favourite activities, personal needs and gives you an opportunity to meet the new staff. The child will partake in a number of settling in sessions to the new room to familiarise themselves and support a smooth transition.

Learning Journeys

We aim to support every child with a learning experience that is planned from the child's starting point with activities that are challenging yet achievable so that they can continue to enjoy learning. Your child's key person will be sensitive to the individual development of each child to ensure that the activities they undertake are suitable for the stage that they have reached. Practitioners will therefore complete ongoing observational assessment in their Learning Journeys each month to inform planning for each child's continuing development through play-based activities. The records are shared with parents regularly and include parental involvement at every stage

Parent Evenings

Parent evenings are held regularly at the setting, for you to meet with your child's key staff and to discuss in more detail your child's development. These evenings also give you the opportunity to socialise with other parents and staff from the nursery.

Staff

The staff have a mixture of qualifications and experience and all have with the Nursery group for a number of years. Staff are chosen for their all round knowledge, qualities and experience. The staffing ratios in all Nurseries are as follows:

- Discoverers & Pre-Explorers 0 - 2 years 1 carer per 3 babies
- Explorers 2 - 3 years 1 carer per 4 children
- Inventors 3 - 5 years 1 carer per 8 children

Students

The Nursery is and will continue to be involved with prospective childcare workers. Therefore, a number of students will be working alongside the Nursery staff, but will be supervised at all times.

NURSERY OPENING HOURS AND FEES

The Nursery opening hours are between 7:30 am - 6:30 pm, 52 weeks a year (except Public Holidays and Christmas) *

| Session Type | Session Times (Monday – Friday) | Discoverers & Pre-Explorers (Under 3's) | Explorers & Inventors (Over 3's) |
|---|--|--|---|
| Full Time | 8am - 6pm | £190 (per week) | £182 (per week) |
| Full Day (Includes breakfast, morning snack, lunch, tea, late snack) | 8am - 6pm | £42.50 | £39.50 |
| Morning (Includes breakfast, morning snack & lunch) | 8am - 1pm | £25.50 | £22.50 |
| Afternoon (Includes tea & late snack) | 1pm - 6pm | £24.50 | £22.50 |
| Short Day (Includes morning snack & lunch) | 9am – 3pm | 182.00 (per week) | 170.00 (per week) |
| Short Day (Includes morning snack & lunch) | 9am - 3pm | £37.50 | £35.50 |
| Extra Sessions* | 7:30am - 8am 6pm - 6:30pm | £5 | £5 |

(Parents please provide your own nappies and baby wipes)

*we offer extra sessions starting from 7:30am – 8:00am and 6:00pm – 6:30pm this is based on bookings only and at an extra cost of £5 per session. Bookings should be made in advance with at least a week notice.

Please remember that, if you are eligible, up to 70% of your registered childcare costs can now be claimed under the Child's Tax Credit. This works on a sliding scale and will benefit the majority of families working 16 hours plus a week.

Meals, Snacks and Bottles

Good table manners are encouraged in the nursery and children sit together around the table for breakfast, lunch and tea if applicable. Meals are cooked on site by a qualified cook. If your child has any food allergies, is vegetarian or for religious reasons cannot eat certain foods, please let us know. Lunch and tea are prepared on site and a copy of the current menu will be provided. Snack is available in the morning and evening. A snack bar will be accessible to the children throughout the day.

Bottles - Parents/carers must provide bottles with a measured amount of boiled water and correct amount of formula, in a separate container, to be mixed by staff when needed. Empty bottles will be returned to parents/carers at the end of their child's day. Breast milk will be stored accordingly.

Additional Information

Babies are given milk feeds, tinned, jar or packet food provided by and according to the parents wishes. Babies are usually introduced to liquidised food as they are able to cope. During the weaning process, it is the Nursery's policy that parent/carers provide their own meals to minimise the risk of an allergic reaction. Once fully weaned, meals will be introduced after consultation with parent/carer.

EXAMPLE NURSERY MENU

We monitor our menu constantly in order to find foods which are not only nutritious but are tasty and pleasant for young children to eat. We ensure that children have fresh milk, fruit and vegetables on a daily basis. Fruit is available in each room during the day. The children have a 1/3 pint of milk daily and water is available in the rooms.

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|----------------------|---|---|--|---|---|
| Breakfast | Choice from Cornflakes, Porridge, Rice Krispies, Cheerios and Weetabix | | | | |
| Morning snack | A selection from toast, fresh fruit, oatcakes, yogurt and crumpets | | | | |
| Lunch | Steam cod fish in parsley sauce with sweet potato mash and mixed vegetables Quorn fish fillet V | Toad in the hole with parsnips and cabbage in onion gravy Vegetarian sasauges V | Chick peas and potato masala with chapatis | Spinach and ricotta pasta parcels in tomato and basil sauce with garlic bread | Chicken fillets with mashed yam and green peas Quorn chicken fillet V |
| Pudding | Crunchy apple and pear layer | Tropical fruit salad | Melon and raisins | Mango and ice cream | Peaches and cream |
| Tea | Caribbean soup with homemade bread roll | Tuna and sweet corn pasta salad Cheese and sweetcorn pasta salad V | Mexican chicken wraps with mixed salad Mexican vegetable wraps V | Cornmeal porridge | Beans on toast |
| Pudding | 'Make your own fruit salad' | Yogurt | Homeade banana brownies | Oat and sultana cookie | Raspberry roll |
| Late snack | A choice from crackers and cheese, fresh fruit, fruit smoothie, yogurt and homeade shortbread | | | | |

Fruit and vegetable portions available per day

7

6

7

5

6

The Early Years Foundation Stage Curriculum (EYFS)

What is the EYFS?

The EYFS is a statutory framework to support children's learning and development from birth to five years.

Who uses the EYFS?

Anyone who offers care and education to children aged birth to five. Childminders, day nurseries, pre-schools, playgroups, holiday play schemes, reception classes in schools, after school and breakfast clubs all work within the EYFS.

What is it all about?

The framework recognises that the years from birth to five are so special because you see the greatest growth and learning for all children.

The framework is based on 4 themes and principles:

- **A Unique Child**

Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.

- **Positive Relationships**

Children learn to be strong and independent through positive relationships.

- **Enabling Environment**

Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents and carers.

- **Learning and Development**

Children develop and learn in different ways. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.

There are 7 areas of learning

The Prime areas are:

- Personal, Social and Emotional Development
- Communication and Language Development
- Physical Development

The Specific areas are:

- Literacy
- Mathematics
- Understanding the world
- Expressive Arts and Design

SLEEP AND REST

The quiet areas are available for children to sleep or rest whenever they feel the need. The babies have their own cot bed and the older children are provided with a sleeping mat. Children are never left to sleep away from the direct observation of an adult. Records are kept on sleep charts and sleeping children are checked every 5 minutes. Parents are encouraged to liaise closely with their key person to discuss their child's sleeping pattern.

OUTINGS

Outings for all children are organised regularly both locally and further afield. Children will be supervised to a ratio of 1 - 2 or as deemed appropriate by the Nursery Manager. Parents may be asked to pay reasonable fares incurred on behalf of the children. Parental consent will be sought and you are asked to sign a consent form.

PARKING

5 Star Day Nursery has its own specific parking regulations please ensure you follow them when attending the Nursery. Parking is strictly limited to picking up and dropping off and on no account are we able to offer all day parking to any parent. Nor can we be held responsible for any damage incurred to vehicles and property whilst they are in the Nursery car park.

COMPLAINTS & COMPLIMENTS PROCEDURE

5 Star Day Nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Complaints procedure

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

A record of complaints will be kept in the nursery. Parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to. The number to call Ofsted with regard to a complaint is: **0300 123 1231**

TERMS AND CONDITIONS

1. Sickness

Children should not attend nursery if they are suffering from sickness, diarrhoea, an infectious illness or have any unspecific rashes (until diagnosed by a doctor). If a child becomes ill whilst at nursery, their parent/carer will be telephoned to tell them of their child's illness and be asked to collect the child. If parents are unavailable other authorised contacts will be called. In the event of an emergency, the child will be taken to the nearest hospital, accompanied by a senior member of staff, who will act 'in loco parentis' until their parent/carer arrives.

2. Medicine

Parents will have to fill out a medication form before medicine can be administered. Parents will be telephoned before Calpol is given. However, if a child's temperature becomes exceptionally high and a parent cannot be contacted, then Calpol will be administered. This will only be after all other methods of relieving the temperature have been attempted e.g. tepid sponging. If a child has to receive regular, prescribed medication whilst at nursery, full written details must be provided, and the medication clearly marked with the child's name and dosage instructions. Attending the nursery whilst on medication will be at the discretion of the Nursery Manager. The nursery will administer non-prescription medication for a period of three days, dependant on the medication or the condition of the child. After this time medical attention should be sought. The nursery will not administer non-prescription medication containing aspirin.

3. Health & Safety

5 Star Day Nursery are regulated by OFSTED. Suspected instances of child abuse or neglect are dealt with by the area child protection team. We are fully compliant with all the legal obligations requiring policies for safe guarding children, equal opportunities and health and safety. Each nursery has nominated personnel responsible for ensuring these requirements are met. 5 Star Day Nursery always operate high standards of hygiene. Parents are asked to drop their child into their base room and collect from their base room, this gives the staff and parent/carer adequate time for handover. It also ensure the safety of the child. Children must not be left at the front door or gate.

4. Employing Staff

If at anytime, you (directly or indirectly) employ or otherwise engage the services of any member of our staff who has had contact with your child whilst they are at 5 Star Day Nursery or 6 months after they have left you will be breaching the contract agreement and will have to pay to us a figure representing 20% of the relevant member of staff's gross annual salary at the time they left our employment and/or services. This figure represents the costs to us of recruiting a suitable replacement member of staff.

5. Lost Property

Parents are encouraged to clearly label all their children's clothing to help avoid items going missing or being misplaced. 5 Star Day Nursery does not accept any responsibility for the loss of property in the nursery.

6. Fees

6.1 Fee payments and securing your place

Parents can pay by direct debit, cash, cheque, standing order or childcare vouchers. Fees are payable monthly or weekly in advance. If the direct debit is not set up in time for the first month's fees, parents are required to pay the fees by cheque, cash, credit or debit card prior to starting at the nursery. Fees for the month paid by direct debit will currently be collected every 4 weeks. This may change in the future and will be subject to six weeks notice. You will get charged for Bank Holidays. For your child's first and last month's invoice you will be billed for the actual number of sessions booked to attend during that month. If the fee rate is due to change as your child is moving to the next age group, this will be applied from your child's birthday.

6.2 Fee Rates

Nursery fee rates vary, depending on the age of your child. If the fee rate is due to change as your child is moving to the next age group, the new fee rate will apply from the first of the month following your child's birthday. We may increase our charges once per year. We will give you written notice of any such increases 2 months before the proposed date of increase.

6.3 Collection of children

Our insurance arrangements and registration provisions only allow us to look after your child until 6.30pm, children may not be left after 6.30pm as this contravenes registration and our insurance. In the event that it occurs, an additional flat fee of £30 to the nearest hour. (This does not apply to the children who are booked in till 6:30pm) For security reasons children can only be collected by the authorised contact(s), for whom we have seen photo identification. Changes must be provided in writing and photo identification is required for any new contact(s). If you collect your child after their session time is over, you will be charged £5 to the nearest 15minutes. Children cannot leave the premises unaccompanied or with an unauthorised person and the person collecting must be over the age of 18 years.

6.4 Securing a place for my child

To request a place, you need to complete a child application form and return it with a £50 non-refundable registration fee. Your booking will be confirmed at your visit to the nursery or through writing. In the event that a place is not available 5 Star Day Nursery will contact you as soon as a place can be offered. Once we have confirmed your place in writing, you will need to pay your first month's fees by cash, cheque, credit or debit card if your direct debit is not already set up prior to your child starting at the nursery. If you choose to pay monthly, then you must pay a months fee in advance, if you choose to pay weekly, then you must pay a weeks fee in advance.

If you decide not to send your child or delay your child's start date to after the scheduled start date after your child's place has been confirmed and you have given written notice of your decision at least one calendar month prior to your child's scheduled start date, no additional money will be payable. However, if you give less than one calendar month's written notice, you must pay fees for the un-notified period. Any changes in your start date will be subject to availability. 5 Star Day Nursery may deduct these fees from your deposit or credit card notified on the registration form.

6.5 Reduction of sessions

The number of sessions per week can be reduced, subject to one calendar month written notice and your new requested block of sessions being available. To reduce the number of sessions, you need to give at least one calendar month written notice and you will only pay for the reduced number of sessions. Any reduction in sessions will only commence from the 1st of the month. If you increase your sessions mid month, you will be billed for the actual number of sessions attended. However, if you give less than one calendar month written notice, you will pay for the original number of sessions booked. Core sessions booked are not permitted to be swapped to other days and any additional sessions required will be charged at the appropriate sessional rates.

6.6 Notice of termination

A minimum of one calendar month's written notice is required when you wish to terminate your child's place at 5 Star Day Nursery. A right is reserved to terminate a child's place with immediate effect if a serious breach of these terms and conditions occurs, or if termination of a place is considered by 5 Star Day Nursery to be in the best interests of the nursery and/or the continuing welfare of the other children at the nursery. Examples of this are a parent using foul language or being abusive towards staff, children or other parents and serious breaches of the agreement would include a parent frequently arriving late at the nursery without prior notification, or regularly failing to pay fees. Parents are asked to pay 1 months/1 weeks (depending on how you wish to pay your fees) holding fee which is refundable if 4 weeks notice is given on your child leaving the Nursery. If 4 weeks notice is not given there will be no refund.

6.7 Late payment of accounts

5 Star Day Nursery also reserves the right to terminate your child's place with immediate effect, if accounts are outstanding by more than 30 days from date of invoice. We reserve the right to refuse any bookings for additional sessions or services, or bookings for siblings, and/or suspend your child if any accounts are outstanding. In addition, 5 Star Day Nursery reserves the right to apply a surcharge of 4% above the Bank of England base rate for late payment. After 30 days, 5 Star Day Nursery reserve the right to terminate your child's place with immediate effect and without further notice. If you fail to make payment in full by the due date we will enforce an interest charge of 2% above the base rate of our bank on the fee outstanding for every day the invoice remains unpaid, along with an administration fee of £25.00. For any failed Direct Debit or cheque we will charge a £20 administration fee. Please note that all invoices not settled within our payment terms will be referred to our Debt Recovery Agents, Final Demand Ltd and will be subject to a surcharge of 15% plus VAT in lieu of our recovery charges.

6.8 Refund for non attendance

If your child is absent due to illness, away on holiday or if the nursery closes due to a certain problem or environmental factors beyond our control, 5 Star Nursery cannot offer you a refund and these non-attendances must still be paid for.

6.9 Sibling Discount

There is a sibling discount of 10% deducted from the older child (or children's) core attendance fee.

6.10 Other

Our fees are reviewed annually. Parents will be given at least six (6) weeks' notice of any change in fees. 5 Star Day Nursery may change the terms and conditions where such change arises from regulatory issues or changes in legislation affecting the nursery, proposed changes in invoicing procedures or in the reasonable opinion of 5 Star it is in the interests of children attending the nursery. 5 Star Day Nursery will give you at least six (6) weeks' written notice of such change. 5 Star Day Nursery will not be in breach of these terms or otherwise liable to you by reason of any delay in performance or non-performance of its obligations due to any event outside its reasonable control including fire, flood, lightning, war, act of terrorism, strikes or other industrial action. 5 Star Day Nursery may assign this agreement upon written notice to you. We may terminate this Agreement on reasonable notice to you. Fees must still be paid regardless of any queries you may have with tax credits/housing benefits and other benefits as we are not part of their organisation; we are a private nursery.

7. Liability

- 7.1 We do not accept responsibility for accidental injury or for loss of or damage to property.
- 7.2 We do not accept responsibility for children on Nursery premises whilst in the care of their parent/carer.
- 7.3 We do not accept responsibility for any loss suffered by parents/carers whether direct or indirect arising from the temporary closure of the Nursery or the non-admittance of your child to the Nursery.

This is a brief copy of our terms and conditions. A full statement will be given when your child starts nursery.