



# Parent Information Pack

Telephone: 0121 289 3538

Web: [www.5stardaynursery.co.uk](http://www.5stardaynursery.co.uk)

Nursery: [littledeers@5stardaynursery.co.uk](mailto:littledeers@5stardaynursery.co.uk)

Nursery Manager: [susan@5stardaynursery.co.uk](mailto:susan@5stardaynursery.co.uk)

Finance Manager: [accountso@5stardaynursery.co.uk](mailto:accountso@5stardaynursery.co.uk)

C/O Little Deers @ 5 Star Day Nursery, Our Lady & St Hubbert's. Moat Road, Oldbury, B68 8ED

# Welcome to Little Deers @ 5 Star Day Nursery!

Dear Parents / Carers

Little Deers @ 5 Star Day Nursery 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 and involve your child's interest. We acknowledge and value parents/carers as primary educators and we will work alongside you and your family for the benefit of your child.

With our innovative partnership with Our Lady & St. Hubert's Catholic Primary School we aim to make the transition to school as seamless as possible by incorporating key educational concepts that prepare children for school life and really help them excel.

The staff team and I look forward to meeting you and your family as we embark on an exciting new chapter together...

All the best,

*S. Gordon*

NURSERY MANAGER

**5 STAR DAY NURSERY HEAD OFFICE**

# Nursery Information

Little Deers @ 5 Star Day Nursery offers exceptionally high standards of childcare and education for children aged 3 to 5 years. We offer quality care by qualified staff that specialise in all areas of childcare development. Children attending the nursery come from different cultural and ethnic 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 / playground is fully secure and incorporates both wet/dry play areas. Activities will be set out for the children including: sensory area, vegetable and planting patch, fully equipped with age appropriate outdoor toys, giving the children access to outdoor activities all year long.

## Nursery opening hours and fees

The Nursery opening hours are 9:00am – 3:30pm, term time only.

Any additional sessions to those stated below can be added at a cost (see fee sheet) accessed at our 5 Star Day Nursery Head Office site on Moat Road (opposite Our Lady & St. Hubert's) staff will transfer these children between the settings as and when needed. *Subject to availability.*

Our Head Office nursery offers sessions from 7:30am – 6:30pm;

For additional sessions, please discuss these with Susan Gordon; Nursery Manager or Kelly Spencer; Finance Manager at 5 Star Day Nursery Head Office.

LITTLE DEERS SESSION OFFER: Monday – Friday		
SESSIONS:	AM	PM
Times:	9:00am – 12:00noon	12:30pm – 3:30pm

### Dinner Money

During your child's sessions with us they will be provided with a healthy lunch and snacks throughout the day, based largely upon the 'Change 4 Life' healthy initiative to ensure that they receive a nutritionally balanced and healthy diet.

In line with Early Years requirements, we require a contribution each week of £6.60 for dinner money.

We do not permit children to bring in their own lunches, but it is extremely important to ensure you notify us of any allergies, dietary or religious requirements which we will need to take into consideration to cater for your child's needs.

Dinner money is invoiced on a calendar month basis, but you must maintain your weekly fee of £6.60 via standing order as we do not accept cash payments (unless for trips).

### Nursery Education Funding

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

### Child Care Vouchers (For extra sessions)

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](http://www.childcarevouchers.co.uk)

## **Tax Credits**

Tax credits are available from 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](http://www.hmrc.gov.uk/taxcredits) for further information and eligibility.

# **Nursery life**

## **Uniform**

All children who attend Little Deers @ 5 Star Day Nursery are required to wear a uniform consisting of a Royal Blue Jumper and a Sky Blue Polo T-shirt obtained directly from the nursery. On starting Little Deers @ 5 Star Day Nursery you will need to purchase a Starter Pack which contains all the basic essentials ready to start nursery, including some uniform. Additional items can be purchased in units.

## **Starter Pack**

Little Deers Starter Pack consists of a natural short handled cotton bag, 2 Royal Blue Jumpers, 3 Sky Blue Polo T-shirts, a communications book, a set of Iron-on name labels & 1 Permanent marker. This pack can only be purchased directly from the nursery which costs £15.00.

## **Settling in Sessions**

Starting nursery can be a very testing time for many children and parents/carers. On admission each child will be allocated a Key Person. The Key Person will keep parents/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. To help you and your child during this time, the first week of nursery is going to be open door. This means you are able to come in during your nursery times and stay with your child. This gives you and your child an opportunity to meet the keyworker's and the staff based in the room. This will help you and your child get to know the key worker and staff, ask any questions and share any information you feel necessary. We hope your child has a smooth transition into nursery life. During these sessions, parents will be required to complete key documentation including medical, dietary and a care plan. Staff will then go through some key information with you during the parent and child induction.

## **All About Me**

We see young children as individuals each with a unique profile of abilities and interests. To enable us to focus the nursery experiences around your child as they start nursery, an 'All About Me' document is completed with parents and your child's key person. This highlights the child's favourite activities and personal needs. .

## **Online Learning Journeys (Tapestry)**

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. Key persons 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 through their online Learning Journal. When your child starts nursery you will be asked to provide us with an e-mail address. This enables the nursery manager to add you to the Tapestry account. Before any documents and photos are uploaded all parents must read and sign a disclaimer/ terms and conditions slip.

Tapestry is an easy and fun way for you as parents to get involved you're your child's learning and education. From the comfort of your sofa you will be able to log in to your child's learning journey and see what your child has been doing that day at nursery. You as parents can also upload videos and photos of your child's interest and activities that take place at home. You can like observations and leave a comment on each observation you see. The biggest benefit is being able to watch your child's development progress and be involved in each stage of their learning.

## **Behaviour**

We expect the highest standards of behaviour in Little Deers and commit to working in partnership with children and families to develop positive behaviour to meet these standards.

As one of Little Deers key aims is to provide a seamless transition to school, our behaviour policy and procedures have been developed in mind of schools expectations of behaviour, never taking away from the fact that Little Deers children are pre-schoolers. This helps us to guide and monitor behaviour to ensure that this is aligned with the expected progress and attitudes needed to easily transition into school life. Our Behaviour policy is available onsite for you to review at your convenience.

## **Communication Books**

On admission your child will be provided with a communication book within their starter pack.

The communication book is a key tool in maintaining effective communication between home and school. This should be used to record any important information you feel relevant to your child. Homework tasks will be stuck into the book from time to time, as well as important updates or information the nursery need to communicate in a more formal manner. The communication book must come into nursery each day.

## **Keeping your child safe and sound**

Little Deers @ 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 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 Disclosure Barring Service. Our toys and equipment are age appropriate and of high quality; they are risked assessed as part of our Health and Safety Policy. Staff complete inventory list to be able to identify the benefits of the resources for the children and if damaged or broken they will take a log and re-order the item. All necessary areas are covered by CCTV to make the setting a more safe and secure environment,

## **Parent Evenings**

Parent's 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**

All staff have relevant and appropriate qualifications and experience in child care and child development suitable to their post. All mandatory training is gained including Child Protection, First Aid, Health and Safety and Food Hygiene. Training and refreshment courses are offered throughout the year for the staff to build and refresh the knowledge to ensure your child receives the best education and care whilst with us.

## **Ratios**

Staff qualified to Level 3 operate on a 1:8 ratio.

Staff that hold a Level 6 qualification (degree in childcare) operate on 1:13 ratio during usual nursery hours.

## **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. If a student requires any observations or information about any of the children in the setting permission must be granted from yourselves.

## **Meals / Snacks**

Good table manners are encouraged in the nursery and children sit together when eating where possible.

Healthy lunches and snacks are prepared on site, if your child has any food allergies, is vegetarian or cannot eat certain foods for religious reasons, please let us know. A snack bar will be accessible to the children throughout the day including fruit, water and milk.

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 on a daily basis. Fruit and water is available in the room during the day. Our Menu is displayed within Little Deers for you to review at your convenience.

# **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:**

1. Personal, Social and Emotional Development
2. Communication and Language Development
3. Physical Development

### **The Specific areas are:**

- 4 Mathematics
- 5 Understanding the world
- 6 Expressive Arts and Design
- 7 Literacy

More information on the EYFS can be found at <http://www.foundationyears.org.uk/>

# What to bring to nursery

To ensure your child has everything they need at nursery to supply the following:

- Spare clothes
- Any comforters
- Wellington boots
- Sun cream (if you wish to provide your own)
- Slippers/slipper socks (these can be kept at nursery)
- Weather appropriate clothing such as hats, scarves and gloves
- Medication (must be given to a staff member and all forms must be filled out)

If your child is toilet training:

- Two tops
- Three bottoms
- Three pairs of underwear
- Crocs / jelly shoes (instead of slippers)
- A supply of nappies/pull ups and wipes/cotton wool

For safety, we have provided a natural short handled bag in our starter pack. We ask parents to ensure there are no medications, including inhalers, left in the bag; these should be handed to a member of staff.

## 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 in the form of a signed consent form.

## Parking

Little Deers @ 5star 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; on no account are we able to offer all day parking to any parent, nor can we be held responsible for any damage / loss incurred to vehicles or property whilst they are in the nursery car park.

## **Complaints and Compliments**

Little Deers @ 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. 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 not administer non-prescription medication unless it is a barrier cream\* Please note paracetamol will not be administered unless the child has a temperature exceeding 37.5 degrees and will only be administered once. Parents must bring the Calpol to the nursery and fill out a medication form if your child requires Calpol at any time.

### 3. **Health & Safety**

Little Deers @ 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. Little Deers @ 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 any time, 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 Little Deers @ 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 belongings to help avoid items going missing or being misplaced. Little Deers @ 5 Star Day Nursery does not accept any responsibility for the loss of property in the nursery.

### 6. **Fees**

We currently only accept payments via Standing Order or Childcare Vouchers. All fees are payable weekly, with two weeks payable in advance. You will be charged for Bank Holidays if your child's usual session falls on the same day as a bank holiday.

Children who attended funded only sessions will be charged for dinner money during term time.

All fees remain payable regardless of whether your child attends their scheduled sessions or not as we still incur costs in the form of wages & food costs.

Failure to maintain payments will result in your account being forwarded to our debt recovery agents; BFL Solutions Ltd who will apply their prevailing rate of interest on top of the debt (25% as of 15/04/2016).

## **6.1 Fee Rates**

Extra sessions at the nursery vary, depending on what you require for your child. We may increase our charges once per year, if the fee rate is due to change. We will give you written notice of any such increases 1 month before the proposed date of increase.

## **6.2 Collection of children**

Our insurance arrangements and registration provisions only allow us to look after your child until 3.30pm, or 6:30 dependant on the care you require. 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.

## **6.3 Securing a place for my child**

To request a place, you need to complete an application form and return it. Your booking will be confirmed at your visit to the nursery or through writing. In the event that a place is not available Little Deers @ 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 (if additional sessions are requires) by bank transfer if standing order is not already set up prior to your child starting at the nursery. If you choose to pay monthly, then you must pay a month's fee in advance, if you choose to pay weekly, then you must pay a week's 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.

## **6.4 Reduction of extra 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 session's 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.

## **6.5 Notice of termination**

A minimum of one calendar month's written notice is required when you wish to terminate your child's place at Little Deers @ 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 Little Deers @ 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.

## **6.7 Late payment of accounts**

Little Deers @ 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, Little Deers @ 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, Little Deers @ 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 may enforce an interest charge of 2% above the base rate on the fee outstanding for every day the invoice remains unpaid, along with an administration fee of £25.00. Please note that all invoices not settled within our payment terms will be referred to our Debt Recovery Agents, BFL Solutions Ltd and will be subject their prevailing rate of interest and or 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, Little Deers @ 5 Star Nursery cannot offer you a refund and these nonattendances 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 sessions, this is not applicable for Early Starts or Late Finishes or Dinner Money.

#### **6.10 Other**

Our fees are reviewed annually. Parents will be given at least Four (4) weeks' notice of any change in fees. Little Deers @ 5 Star Day Nursery may change the terms and conditions where such change arises from regulatory issues or changes in legislation affecting the nursery, as and when required with no period of notice.

Little Deers @ 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. Little Deers @ 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.

*\*Please note the information within this Parent Information Pack is subject to change, as and when required.*

