



# Parent Handbook <sup>2</sup>



Dear Parent / Carer

Thank you for choosing Westside Day Nurseries to provide care and education for your child. We are a nursery group which provide childcare in the following settings:

**Westside Nursery** – within the Acorns Children's Centre on Bilton Grange

**Westside Nursery** – within the Marfleet Children's Centre on Preston Road

**Westside Nursery** – within the Longhill Children's Centre on Shannon Road.

**Westside Nursery** – Stalybridge, Greatfield

**Westside Nursery** – Grange Road, Bilton Grange

**Please note: Longhill and Stalybridge are term time only sites.**

As a family run business, we understand how daunting it can be choosing the right place for your child and how difficult it can be leaving your child for the first time. Our aim is to provide care for all the family as we would like you all to feel happy and comfortable with us

We would also like you to feel involved in your child's day at our nursery so we encourage you to talk with your child's carers as often as possible and also let us know any thoughts or ideas you may have; or simply share with us what your child has been doing at home, after all you as parents and us as practitioners have a lot we can learn from each other to help and support your child's learning and development.

This booklet aims to give you information about our setting, answer any questions you may have about the nursery and how we work.

### **Nursery Contact Details:**

General Enquiries to:

[info@westsidedaynursery.co.uk](mailto:info@westsidedaynursery.co.uk)

Westside Nursery within The Acorns Children's Centre

Tel: 01482 613600

Manager: Louise Nicklas

Email: [acorns@westsidedaynursery.co.uk](mailto:acorns@westsidedaynursery.co.uk)

Westside Nursery within Marfleet Children's Centre

Tel: 01482 613851

Manager: Claire Watkins

Email: [marfleet@westsidedaynursery.co.uk](mailto:marfleet@westsidedaynursery.co.uk)

Westside Nursery within Longhill Children's Centre

Tel: 01482 689237

Manager: Atlanta Waslin

Email: [longhill@westsidedaynursery.co.uk](mailto:longhill@westsidedaynursery.co.uk)

Westside Day Nursery, Stalybridge

Tel: 01482 374222

Manager: Adelle Armstrong

Email: [stalybridge@westsidedaynursery.co.uk](mailto:stalybridge@westsidedaynursery.co.uk)

Westside Day Nursery, Grange Road

Tel: 01482 703310

Manager: Lucie Buckley

Email: [grange@westsidedaynursery.co.uk](mailto:grange@westsidedaynursery.co.uk)

### **Finding information**

If you want more information about our settings, you can visit our web site at:

[www.westsidedaynursery.co.uk](http://www.westsidedaynursery.co.uk)

Our web sites enable you to find out about our settings and view the different rooms.

We also have a Facebook page [Westside Day Nursery Ltd](#). This is updated regularly, photographs from fun days etc are shared and it gives you the opportunity to see what we have been up to.

Tapestry also notifies you on a daily/weekly basis with any upcoming events and what your child has been up to.

## **Opening Times**

Our nurseries are open from 7.00am to 6.00pm, Longhill and Stalybridge are open 7.30 to 6pm term time.

Full day session - 7.00am to 6.00pm

Morning session - 7.00am to 12.30pm

Afternoon session - 1.00pm to 6.00pm

Our Stalybridge and Longhill settings are term time only, it is open 38 weeks of the year.

N.B unless prior arrangement has been made, please do not bring your child any earlier than your start time as this affects our staff levels.

Our nurseries are open 51 weeks of the year.

**We are closed for one week between Christmas and New Year and we are closed all bank holidays.**

## **Fee Structure and Payment Methods**

The fee structure is the same for all our nurseries, please contact the setting for fees.

Our fees include the following:

Meals, Drinks and Snacks, Nappy creams, and wipes.

We do not supply formula baby milk and bottles must be prepared at home. Nappies will need to be provided for your child should they need them.

You will receive 2 weeks free childcare a year which covers the week we are closed over Christmas, bank holidays and any other holidays or sick days when your child does not attend.

This is taken off your nursery fee when you first start the nursery, so that you pay slightly less, and your payments always stay the same even if you take a holiday or your child is off sick.

For Example:

3 full days care for a child over two is calculated as:

$£48.50 \times 3 = £145.50$  per week  $\times 50$  weeks of the year = £7275 divided by

12 monthly payments = £606.25 per month

51 Weekly payments = £142.64 per week

Payments are payable weekly or monthly and can be paid by cash, card, or Standing Order. Please ask the nursery manager for our account details if you want to pay by standing order. Monthly payments need to be paid at the beginning of the month.

**N.B We do not accept cheques.**

Stalybridge and Longhill are term time setting's so fees will be at the flat daily rate.

## **Fees Continued**

Weekly payments must be paid in the week in which you receive the childcare and monthly payments must be paid in advance. If your child starts in the middle of the month, you will be asked to pay weekly to the end of the month. If you fail to meet these payments your childcare place may be withdrawn.

If you are having difficulty paying your fees please speak to the nursery manager, we may be able to make a payment arrangement with you. In the case where an agreement is made, any missed payments will again result in your child's place being withdrawn and the outstanding amount will be passed to our debt

collection agency.

Termly payments must be paid in full at the beginning of each term. You are responsible for any fees while waiting for College / University Childcare Funding.

You are required to give four weeks written notice to terminate the registration of your child at the nursery. Full fees are still payable for the notice period even if you withdraw your child during this time.

If you have more than one child attending the setting there is a discount of 5%. However, discounts cannot be given once your child receives the 2-, 3- and 4-year-old government funding.

N.B. If you are claiming universal credits (childcare element) / tax free childcare you are responsible for all childcare fees whilst waiting for your tax credits to be sorted out.

Agency payments need written confirmation before the place can be taken up.

You will still be required to pay in the event the Nurseries are closed due to adverse weather conditions and other emergencies that require us to close.

In these cases, we will try to contact parents to keep them informed but if in doubt ring your child's setting to check.

All setting uses an online account service through Tapestry; this is used to invoice and track payments made.

Due to funding restraints, you are only able to access 10 hours of education funding per day for 3 and 4 years old, an hourly rate is charged for those wanting to do a full day session.

### **3- 4-year-old Government Funding**

All children are entitled to Early Education Funding. This is given the term after your child becomes three. The terms are as follows - autumn term is from 1<sup>st</sup> September to 31<sup>st</sup> December, spring term is 1<sup>st</sup> January to 31<sup>st</sup> March and the summer term is 1<sup>st</sup> April to 31<sup>st</sup> August.

For example: - If your child is three in February within the spring term, they will receive their funding from the start of the summer term, this will be from whatever date the term starts.

The funding is made up of 15 hours free childcare for each child. The 15 hours can be used as flexibly as you like to suit your circumstances. You can just use the 15 hours on their own or you can stay longer and pay for more sessions. If your child stays over mealtimes, they will be expected to pay extra for meals or bring a packed lunch.

You can spread the funding over as many days as you wish, though you can only do 10 hours in one day and a maximum of 13 hours over two days. If you work and need your child to come in for more than the 15 hours your fee will be worked out for the additional session over and above your 15 hours free funding entitlement.

We can offer your child the education funding with at Westside up until they enter school the term before their 5<sup>th</sup> birthday. Your child does not have to attend a school nursery for them to secure a place at the school. As a parent it is up to you if you want to take up the funding at a school or a nursery of your choice.

We use the Early Years Foundation Stage format which is used in school settings, and we also have regular Ofsted inspections to ensure we offer a high standard of care and education to you and your child. Once you have signed up to a setting it is expected by the Local Authority that you will remain at that setting for the remainder of the term unless there are exceptional circumstances i.e., you move out of the area.

You also need to tell us immediately if you want to change the hours your child's attends or if they go to another setting at the same time as this will affect your funding.

Please be aware you are only allowed 4 weeks absence each term and you must attend over 50% of your sessions in the first 4 weeks. Failure to meet these Local authority guidelines will result in your funding being withdrawn and you may be required to pay for the sessions you have missed.

We do request a contribution of £3.50 per full day or £2.00 per half day session to help towards resources, snacks, and other extra-curricular resources.

### **9 months to 2-year funding**

9 months to 2-year funding is the same as the 3- & 4-year funding but is given to eligible children and is given the term after your child turns 9 months or two years old. The funding works the same as the 3-year funding – See above.

To apply for the funding, you complete a short application form online on the Hull City Council website. You will receive a letter from the local authority and if you are eligible which just needs taking into the nursery as proof. For 9-month funding you will need to apply on the gov.uk website.

If you do not have access to the Internet or need help or guidance on how to apply speak to the nursery manager, they will be able to assist you in applying for a place.

### **Tax free childcare**

Tax-Free Childcare is a UK government initiative designed to help working parents with their childcare fee. Under this scheme, the government contributes £2 for every £8 you pay into a childcare account, up to a maximum of £2,000 per child per year.

You will apply on the gov.uk website, you will need to create an account, once you receive the code, the code will need to be given to the setting manager, along with your national insurance number, this will then be validated by the manager and your code will be given a start, end and grace period date. You are responsible to ensure the code is reclaimed for every three months, this is do not through your account on the gov.uk website.

You need to select the setting you want the money transferring to, you will need to transfer the nursery amount you want to pay to your tax-free childcare account, then set up a date for the money to be transferred to your chosen setting.

### **30 Hours funding**

From 3 years parents can also claim for an additional 15-hour funding. To claim this, you must apply online and meet the criteria. If you meet the criteria, you must take your validation code into the setting, so they

can claim for the extra 15 hours a week. The additional 15 hours a week can be used like the 15 hours free entitlement. This can be shared between settings and can be stretched or used term time only. Our Stalybridge and Longhill settings are term time only so only offers Term Time places.

### **Pupil Premium**

The pupil premium is given to all children who take up the government funding offer in either a nursery setting or a school nursery. It is a government grant that is allocated to all children from low-income families. The grant is passed to the setting the child attends. The child's development is assessed, and the grant is used to support the child's learning through things such as specific learning resources, and staff training.

To find out if your child is eligible, you will be asked to provide your NI numbers, this will then be used to assess if you are eligible.

### **Registration Forms**

As well as having your child's personal details on i.e., allergies medical needs and security password, these forms provide contact numbers so are the link between you and the setting when your child is at nursery. It is particularly important that you inform us about any changes to your personal details in particular phone numbers. This is the only way we can contact you should the need arise.

### **Medication and sickness**

In a busy nursery it is inevitable that children will contract illnesses from time to time. So that we can keep spread of infection please observe our guidelines.

You should notify the nursery of your child's absence before 9.30am

Please do not bring your child into nursery if he/she has sickness or diarrhoea, raised temperature, conjunctivitis, impetigo, chicken pox or any other infectious disease. If you are unsure, please ring the nursery first to check.

If your child becomes ill whilst in our care, we will contact you first then you are named contact with the details and to make the necessary arrangements.

Only medicine prescribed by a doctor should be brought into the nursery. This must have your child's name, date prescribed, and the dosage required clearly displayed. If your child is given antibiotics, they will not be admitted back into nursery until you have given a full dose.

For example,

If the medication says to be given three times daily a full three doses must be given by, you before the child returns to nursery.

You will be asked to fill out a medication form when you come into nursery, which you will also be asked to sign when you pick your child up to confirm the medication given.

The medicine will be stored securely in a locked medicine cabinet, and it is your responsibility to ask for the medicine at the end of the session to take home with you.

### **Exclusion Periods**

Diarrhoea & Sickness - you cannot bring your child into nursery for 48 hours after the last bout of sickness or diarrhoea.

Chicken Pox - 5 days or until all blisters have dried.

Conjunctivitis - None, we advised to start treatment as soon as possible .

Impetigo - 48 hours after antibiotics have started.

Head lice - none, treatment must have been started.

Hand, Foot, and Mouth – can return if child is well enough to attend.

These are the most common ailments we have in our settings. If your child has been diagnosed with anything else, please check with the manager of the setting for our exclusion period details.

### **Accidents**

If your child has a minor accident at nursery, we will fill out an accident form, which explains what happened and how the accident was dealt with, this will be shown to you when you pick your child up. You will be asked to sign the accident form to confirm you have been informed and this will be kept in a file, however you can ask for a copy of the accident form if you require one.

*In the event of a more serious accident, we will contact you immediately with the details and discuss with you our recommendations i.e., being checked over by a doctor or hospital and you will be given a copy of the accident form when you collect your child.*

*In the event your child needs emergency hospital treatment an ambulance will be called, and then you will be informed immediately.*

If your child has an accident at home, please inform a member of staff at the first instance. We must complete a home accident form, to state we have been informed, and this was not done in the nursery.

### **Arrival and collections**

Children should be brought to nursery at the correct start time for their session. If you arrive before this, you will be asked to wait outside with your child as we are required to have the correct staff to child ratio and children coming before the start of their session could alter this.

Children should also be collected on time as this could influence our ratios and our operating insurance. Any child not picked up at the end of their session time will be charged at a £30 flat rate for the first 15 minutes late then £2.50 per minute after.

N.B. Parents have full responsibility for their child until they are handed over to a member of staff in the child's room and when they have picked the child up from the room.

When leaving the setting please DO NOT hold the doors open for other people to come in. This may seem rude, but it is for security reasons, you could be letting anybody in!

Any one not recorded on your registration form will not be allowed to collect your child. Anyone collecting your child we do not know will be asked for your private password before accessing the nursery as will parents until we get to recognise them.

Anybody under the age of sixteen will not be allowed to collect your child from nursery even with your permission, as they are not classed as adults. Proof of age will be asked for if we have any doubts.

Anyone who we suspect is under the influence of alcohol or illegal drugs will not be permitted to collect a child from the setting. In this case we will ask the person to wait whilst we contact other appropriate adults.

We operate a zero tolerance of any abuse against staff whether verbal or physical. This will be reported to the police immediately and the person will be removed.

### **Failure to collect**

It is expected that all parents / carers will adhere to their child's contracted hours, which means they are brought to and collected from nursery on time.

The management understands and respects that on occasion it is inevitable that parents may be late collecting their child due to unforeseen circumstances. In the case of this happening, we would request that you contact the nursery as soon as possible to inform us of any problems.

However, in the event of a child being left in our care over the allocated time that we have not been informed about, the management reserves the right to implement the following procedures.

The management will contact parents / carers to assess any problems with collection.

If parents are unobtainable the child's emergency contact will be contacted.

Attempts to communicate with parents or named contacts will continue for one hour.

If the management are unable to contact any party and no attempt has been made to contact the nursery, then social Services will be informed. This will include the emergency duty team if after 6 pm. The contact number is 01482 788080. They will assess further steps to be taken.

### **Child Protection**

All nursery staff holds a Level 1 safeguarding certificate.

All staff has a responsibility under the Children's Act 2004 to discuss any concerns that may arise regarding a child's welfare with their designated Child Protection Officer (CPO) who will decide on an appropriate course of action. In the event of suspected harm, we have a duty to inform the relevant agencies.

### **Staff**

All our staff are carefully vetted through the Disclosure and Barring Service and references. They all hold a relevant childcare qualification. In addition to this our staff are expected to have Food Hygiene, Health and Safety, Child Protection and Paediatric first aid training. They are also expected to attend regular ongoing training for them to provide the best possible standards of care.

All our staff are highly qualified and motivated, we all share the same vision for your children, and we all work together to achieve this. We would really like you to be part of that team; we value your input, as no one knows your children better than you. Please talk to the staff and share your thoughts and ideas with us as parents and practitioners working together have a positive effect on children's learning and

development.

We have strict guidelines concerning the number of staff to children we have in each room which we always adhere to.

Pre-School Room: 1 member of staff to every 8 children

Toddler Room: 1 member of staff to every 4 children

Baby Room: 1 member of staff to every 3 children

Pictures of our staff and their qualifications can be found displayed in the relevant rooms and in the entrance.

### **Students and Volunteers**

We often have childcare students in our setting to offer them a quality experience in a good early year setting. However, all students do come with references from schools / colleges and are expected to have a current police check.

We always supervise students and do not allow them to have unsupervised access to the children.

Students are not included in the staff to child ratios.

### **Visitors**

All visitors to the setting are asked to sign in and out via our register in the nursery foyer and are expected to take a visitor's badge. The only exception is when the appropriate person is dropping off or collecting a child. Visitors will not be left unattended in the setting.

### **Meals and Snacks**

|                    |                                                                                                         |
|--------------------|---------------------------------------------------------------------------------------------------------|
| Morning Sessions:  | Breakfast served between<br>7.15am and 8.30 am<br>Mid-morning snack 10am<br>Lunch – 11.30am (main meal) |
| Afternoon Session: | Mid afternoon snack 2pm<br>Tea – 3.30pm                                                                 |

Full time places are fully inclusive of all meals. For funded sessions, if a meal is required it does have to be paid for.

If you have any concerns, ideas or suggestions over our meals and snacks please feel free to share these with us we are always open to new ideas.

All our meals and snacks are prepared and cooked on the premises by our qualified cook. We use fresh produce and try to make our menus as healthy as possible. We serve the food appropriately for each child i.e., liquidised for the smaller babies and we take into account different dietary needs and allergies etc. For allergen information please ask any member of staff

Your child is provided with clean fresh drinking water throughout the day and juice or milk at meal and snack times.

There is a space on your child's registration form to record allergies which you may have filled out when your child started nursery. If your child develops an allergy whilst already attending nursery it is important you let us know about any changes as soon as possible.

### **Daily Diary**

Your child is given a daily diary so we can share their day with you and give you the information you need, though this does not take the place of talking to the staff about your child at the end of the day. There is some information at the front of the diary, which tells you about the EYFS (Early Years Foundation Stage), our Key Person System and how we use observations and planning. The diary also has a space for you to write any comments or messages you need to tell us about or simply just tell us about something your child has been doing at home. Pre School children do not have a daily diary, there is a board outside of their room with the information on.

### **The EYFS**

All providers are required to use the EYFS to ensure that whatever setting parents choose, they can be confident that their child will receive a quality experience that supports their development and learning.

### **Children, families, and child development**

The EYFS is based on principles of inclusion, which means that early year's providers oppose discrimination and prejudice and welcome all families and children.

Practitioners provide care and education for a wide range of children in environments that enable children to feel safe and supported and which extend their learning and development.

Throughout the EYFS stress is placed upon understanding each child and their family as unique, with diverse needs and concerns. Children's development is presented under 7 areas of learning – 3 prime areas and 4 specific areas.

#### **The seven areas of learning**

3 prime areas, which are the base for learning. These areas develop quickly and support learning in all the other areas. These are:

- Personal, social, and emotional development
- Communication and language
- Physical development

4 specific areas, these grow out of the prime areas and provide important contexts for learning. Specific areas include essential skills and knowledge for children to participate successfully in society. These are:

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

All children receive an overview sheet, which records the development stage they are working within. This sheet is then passed onto your child's teacher when they start school, so their development is continuous from their time with us to moving up to school.

### **In the moment Planning**

We fully believe children learn best when they are having fun and doing things, they enjoy so throughout the day your child will have the opportunity to choose the activities they would like to do as well as join in with the adult led activities on offer. Your child can be as active or inactive as they wish as there is ample room to explore both inside and outdoors and there are also soft cosy areas where your child can relax and read a book or go to sleep if they need to. Parents play a big part in the moment planning we need your ideas and support to ensure we are supporting and providing your child with the best learning opportunities possible.

### **Tapestry**

In all our settings we use the online Tapestry tool to complete online journals for under threes as well as observations, planning and assessments. A permission sheet will be given to you in your starter pack when you first sign up. You will need to provide your email address, and you will receive notification when something new is added to your child's profile. Your child's Tapestry can only be seen by you and your child's key worker. All the material is checked by the setting manager/deputy before being published.

### **Equality and Diversity**

Our nurseries aim to provide a fully inclusive and stimulating environments for all. All our children and families are treated regardless of race, religion, language, or ability.

We translate our information and registration documents into different languages and have systems in place to support the needs of all our children and families.

We actively promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

### **Outdoor Play**

We have a free flow policy at Westside Day nursery so children can play outside as they choose; we believe outside play is an important part of your child's learning experience. The outdoor area gives the children firsthand experience of the weather, and it offers the freedom to explore, using their senses and be physically active and exuberant which has a positive impact on well-being and helps all aspects of children's development.

### **Outings and Visits**

As you will be aware there is a permission for outings slip included in the permission form, however prior to visits taking place you will be notified, you will not be asked for further permission, but you will be able to let us know if you DO NOT want your child to take part for whatever reason. All visits are carried out safely, the journey and the destination are risk assessed, the correct adult child ratios are adhered to, a first aid kit is checked and taken, and all emergency contact details are taken.

### **Mobile phones**

Mobile phones are not permitted to be taken into the nursery setting. Staff do not carry their mobile phones and anyone talking on a mobile phone will be asked to wait outside until they have finished their call and put away their phone.

### **Clothing**

Your child will be involved in lots of different activities whilst at nursery some of which will be quite messy. We do provide aprons for the children to wear but quite often the children do get dirty. Please could we advise you not to send your child to nursery in their best clothes as we do not want to ruin your Childs clothes and sometimes it can be quite distressing for a child if they are upset about getting their clothes dirty but really want to join in. Can we also ask you to send a change of clothes in case we need to change your child, we do have some spare clothing at the nursery, but this can be limited. You will need to send more clothes if your child is potty training.

You will need to provide your child with a pair of indoor shoes for the wet weather such as a pair of sandshoes or slippers. This is to stop the indoor carpets getting muddy and keeps them clean for the children to play on.

Can we also ask that you provide your child with appropriate clothing for the weather.

Winter – Warm coat, hat, scarf, gloves, and outdoor shoes / wellies.

Summer – Sun hat, appropriate shoes for your child to run about in (not flip flops)- please put names in all belongings.

### **Property and Belongings**

Can we request that children do not bring their own toys from home. This can cause distress if other children want to play with the toy and even more so for your child if the toy gets damaged or lost. All the resources in the setting are age appropriate and risk assessed for safety, whereas toys from home may not be age appropriate for other children in the setting.

Westside Nurseries cannot be held responsible for loss or damage to children's property though every effort will be made to prevent this.

### **Complaints Procedure**

If you have a complaint please speak to your child's keyperson, or the room supervisor who will endeavour to address your concerns. If you still have a complaint, contact the Deputy Manager or the Manager who will again try to address your concerns. If you wish to make a complaint to Ofsted their details and contact number can be found in the nursery foyer along with copies of our complaint procedure and complaints form. Providers must investigate all written complaints within 28 days.

### **Parent views**

If you have and concerns, ideas or compliments, there are copies of our parent comment cards and our childcare evaluation form available in the foyer. These can be done anonymously and placed in the box provided or you can put your name on, and we will feed back to you.

### **Policies and Procedures**

Polices are the nursery rules based on legal requirements and good practice and the procedures are the steps we take to follow them. Copies of these are displayed in the nursery foyer for you to look through if you wish; alternatively, you can request a copy of the policies. If you have any thoughts or ideas about our policies and procedures, we would like to hear about them in order that our policies and procedures meet your needs appropriately.

### **Insurance Certificate**

Westside Day Nurseries have comprehensive insurance cover with a reputable company. Our insurance certificates are displayed in the entrance.

### **Ofsted Registration**

All our settings are registered with Ofsted. Our Ofsted certificate of registration can be found in the entrance.

There is also a copy of our current Ofsted report available in the foyer if you would like to look at it alternatively you can ask for a copy.

### **Confidentiality**

All personal information is kept in locked cabinets. Staff will not discuss personal information given by parents unless for the welfare of the child.

### **General Data Protection Regulation**

We will ensure that the company behaves in a fair and moral manner concerning the gathering, storing, and handling of data. This process will be carried out with transparency and respect towards the rights of individuals who entrust it with their information. Consent will be received before sharing or using any information you provide us about you or your child.