



# PARENT HANDBOOK

This handbook is designed to give all parents and carers clear guidance and information about matters relating to nursery life. It contains essential and useful information to answer questions about day-to-day life at Denmead Day Care.

We hope that, having read the booklet, you will know more about how the nursery runs, the people involved, and what we do to secure good learning in a positive, caring environment for your child.

If you do have further questions regarding the setting, please consult our website at [denmeaddaycare.co.uk](http://denmeaddaycare.co.uk), or email our admin team (Jess and Naomi), at [admin@denmeaddaycare.com](mailto:admin@denmeaddaycare.com).

Please take the time to read through this booklet, which aims to answer the following questions:

- Who works at the nursery and how is the nursery organised?
- What will my child learn at the nursery?
- Will my child have a keyworker?
- How much does the nursery cost?
- Is there financial support offered to families?
- What does my child need to wear?
- How does the nursery support my child?
- Do you offer discounts for siblings?
- How do you support my child when they move on to school?

## WELCOME TO DENMEAD DAY CARE NURSERY AND PRESCHOOL

Denmead Day Care was opened in 2010 by Michelle Josephs, a parent and ex-childminder in the Denmead Community. We have grown from a small childcare service to a large family-orientated business that supports our families and their children even when they have moved on to primary school.

We are a caring, supportive and nurturing nursery which, in partnership with our families, seeks to provide the best standards of care for our children in an environment which develops the child as a caring, responsible citizen of the local community.

We accept babies from six months old up until when they leave us to move on to their next exciting chapter at primary school. Situated in the Ashling Pavilion on King George V field in Denmead, we are fortunate to have a well-equipped baby room and main nursery room that supports each child's learning and development.

We are open Monday to Friday, 51 weeks of the year, closing for around 10 days at Christmas and on public bank holidays.

The nursery opens at 7:30am and closes at 6pm every weekday.

We offer term-time contracts and year-round contracts.

## OUR NURSERY MISSION AND VALUES

To provide a nurturing family centred environment where we can support children holistically in their early journey.

*Small enough to be a family, big enough to have an adventure.*

# STAFF STRUCTURE

## Owner

Michelle Josephs

## Deputy Managers

Robyn (SEnCo / InCo) and Naomi

## Admin Assistants

Jess and Naomi

## Early Years Practitioners

Cerys, Sam, Claire, Mandy, Naomi

## Early Years Teacher

Robyn

## Apprentices

Grace, Sarah, Georgia

## Support Staff

Sarah and Lauren

## BOOKING AND FEES

Bookings or amended nursery care must be made in writing by email to our admin team on [admin@denmeaddaycare.com](mailto:admin@denmeaddaycare.com). These emails **must** be sent within our admin working hours, which are 8am – 6pm Monday to Friday. Any emails sent out of these hours will not be answered until the team return on Monday morning, and your booking may not be acknowledged. Please ensure that your booking has been confirmed by either Jess or Naomi before arriving.

We offer the following sessions:

8am–6pm (10 hours)	8am-1pm / 1pm-6pm (5 hours)	9am-3pm (6 hours)
<b>£69</b> This will include all food during the day.	<b>£45</b> This will include breakfast, mid-morning snack and lunch/tea.	<b>£50</b> This will include a morning snack and lunch.
Extra hours / hourly sessions at <b>£8</b> per hour		
Funded children – consumables will be at an additional cost of <b>£1 an hour per day</b>		

### **Registration Fee - £20**

### **Deposit - £150**

Your deposit will be deducted from your first invoice. Registration fees do not apply if you are already a client with us.

We accept most childcare vouchers such as TFC, Computershare, Fideliti and Edenred. Please contact the admin team to check if your childcare vouchers are eligible. Please also consult Childcare Choices to see what other support you may be entitled to.

A **sibling discount of 10%** will be applied to the youngest sibling. We also offer discounts based on number of sessions booked.

## INVOICING

Invoices are sent out via Family or the admin email in the middle of each calendar month for the following month's childcare sessions. Payments must be made by the deadline on the invoice to avoid additional charges. Our bank details are listed on your invoice.

**A charge of £10 will be added every 7 days past the deadline.**

We cannot always guarantee availability of additional bookings, and any changes to existing booking plans is only possible with a minimum notice of **four weeks**. We accept ad-hoc bookings if parents need additional sessions outside of their plans, but these must be made with a minimum of **48 hours'** notice. Any additional sessions booked during the month will be charged at full rate and will be invoiced separately at the end of the month.

**Invoices cannot be amended once sent. If we have made a mistake on your invoice, you will be credited in the following calendar month. If it is a parent error, you will still be liable.**

Should your child be off with an illness or last-minute holiday, you will still be liable and charged for the day(s) allocated to your child.

Fees are reviewed quarterly and may be subject to change with one month's notice, which we will provide in writing.

**If you are late collecting your child after a session has finished there is a Late Collection Charge that will be applied - £5 per every 5 minutes late which will be added as an ad-hoc session to your invoice. This will obviously be dependent on the situation, so please contact the setting if you know you are going to be late.**

## CANCELLATIONS

In the event that you sadly choose to leave the setting, we require **one month's notice** for your place to be cancelled.

## PAYMENTS

Denmead Day Care Ltd. is registered with a variety of voucher companies to use towards your payments. If you are settling your monthly invoices via voucher payment, it is your responsibility to apply for the voucher upon receipt of invoice. Payments can also be made via Bank Transfer or setting up a Standing Order.

## LATE PAYMENTS AND CHARGES

We will contact parents who have failed to pay within the deadline. You will be first sent a prompting reminder from Family regarding the overdue invoice, then a late payment charge of £10 will be added to your account for each 7 days that the payment is late. This will be capped at £100 (10 weeks), then legal action will be considered.

It has been a difficult couple of years for everyone. If you are experiencing financial hardship or know that you may start to struggle with your childcare payments, please make an appointment to have an informal and confidential chat with Michelle to discuss your options for payment. There are many options available to support our families, whether it be arranging a payment plan or applying for funding options to help with childcare costs. Our door is always open, and our priority will always be to support your family and avoiding these costs accumulating quickly until it becomes difficult to manage. Please do not feel that you cannot tell us if your situation changes for any reason. We are a family setting and are very understanding of difficulties that families face.

**While it is a last-case resort, legal action will be considered if payment is consistently missed, and childcare costs accumulate despite support attempts by our staff.**

# FUNDING

## Eligibility for 2-year-old children

Your two-year-old can get free childcare if you are in receipt of any of the following:

- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Universal Credit
- Tax Credits, and you have an annual income of >£16,190 before tax.
- The guaranteed element of State Pension Credit
- Support through Part 6 of the Immigration and Asylum Act
- The Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit)

A child can also get free childcare if any of the following apply:

- They are looked after by a local council
- They have a current statement of special educational needs (SEND) or an education, health and care plan (EHCP)
- They get Disability Living Allowance (DLA)
- They have left care under a special guardianship order, child arrangements order or adoption order

## Eligibility for 3 and 4-year-old children

Children become eligible for the universal hours for three and four year olds on the school term after their 3<sup>rd</sup> birthday (1<sup>st</sup> January, 1<sup>st</sup> April, 1<sup>st</sup> September). So if your child's 3<sup>rd</sup> birthday falls at the start of November, their funding will start on the 1<sup>st</sup> of January after. The nursery manager will need to see the child's birth certificate to process their funding. For more information, see Childcare Choices.



## NURSERY ROOMS

Our nursery setting is separated into three “rooms”:

Baby Bees (6 months – 2 years)

Turtle Toddlers (2 – 3 years)

Preschool Penguins (3 years to school age)

We run the nursery from two main rooms and enjoy a substantial outdoor area. Our rooms are fully equipped with age-appropriate equipment to support the children’s learning and development, and activities are regularly planned in line with Development Matters.

We have a dedicated baby room for our Bees, with a safe and secure designated sleeping area for babies who still have naps during the day. Babies are checked every 10 minutes when they are sleeping.

## YOUR CHILD’S KEYWORKER

Your child will be assigned a keyworker when they start at the setting, and a new keyworker each time they progress to a new room. The keyworker is your first port of call with any concern you may have or new information that you feel is relevant to share about your child and their needs, and they have overall responsibility for your child within the nursery. Your keyworker provides you and your child with continuity and a dedicated point of contact. Should your keyworker be away from nursery at any time, they will inform you or who will be responsible for your child in their absence. Your child’s keyworker will regularly update you on your child’s progress through the Family app and through face to face conversations, and we aim to schedule in three parent consultations throughout the year.

## SECURITY

We are extremely conscious of your child's security at our setting, and we put in several measures to ensure that your child is safe and secure while they are with us. This includes putting up barriers in our outdoor area, having CCTV throughout the setting and keeping external doors locked to keep the children in and strangers out.

We rely on our families to maintain this safety and security for all children on site. We ask that all parents provide a password during registration that is provided to any person of contact who may collect your child. Please ensure that your contacts are aware of this password when collecting your child. When you arrive at the nursery to collect your child, please make sure you do not let anyone through the nursery door that you do not know. We are still implementing a one in, one out procedure at drop-off and collection.

When leaving the nursery, please make sure that you do not allow your child to unlock the door themselves, but either unlock the door yourself or allow a member of staff to unlock it for you and securely close and lock the door behind you.

We do occasionally welcome visitors to our site, such as parents who are coming to view the setting for their own children, and teachers from local primary schools in the summer to meet their new classes. Visitors are required to complete the visitor book and pass over their personal belongings to the nursery safe during their visit, including mobile phones. Staff are also required to sign in and sign out daily and store their personal belongings in a safe space outside of the main rooms as part of our safeguarding policy.

## FOOD PROVISION

We offer breakfast, lunch, tea, and a mid-morning snack to children, depending on when their sessions in the nursery. Food is provided by the setting, and all allergies are factored in.

Breakfast is served between 8am and 8:45am and includes toast, cereals, and a range of fruit. Snacks are also provided in the morning and includes fresh fruit, vegetables, crackers, toast and crumpets with water or milk.

During term-time, our hot lunches are provided by a local external company called Hungry Monsters. These are nutritionally balanced and include a pudding, and all allergies and food-intolerances are considered and catered for with individually prepared lunches to avoid cross-contamination with allergens. This menu is rotated on a three-week basis and can be found on their website.

We are a nut-free setting and offer food alternatives in accordance with our children's allergies.

**Unfortunately, we do not accept packed lunches.**

## WHAT TO BRING TO NURSERY

Depending on your child's age, they will need to bring the following:

- Nappies (if applicable)
- Pull-ups (if applicable)
- Wipes
- Two full sets of spare clothing (including underwear and socks)
- A warm, waterproof coat
- Gloves and hat during colder weather
- Sun hat and sun cream during warmer weather
- Wellington boots during wetter weather
- Waterproof trousers or all-in-ones (optional but advised)
- Comforters, such as a blanket or dummy, if needed

We recommend that your child attends nursery in comfortable clothing that you do not mind them getting messy in!

If your child is in their last year of pre-school, we ask that they also bring a PE kit in from the January before they start school until they leave, including the following:

- Named PE bag (does not have to be a specific PE bag)
- White top
- Black shorts / leggings (weather dependent)
- Plimsolls or suitable outdoor shoes

**Please ensure that ALL clothing and items are NAMED!**

## INFORMATION THAT NEEDS TO BE UPDATED

Your child will be registered on our childcare system called Famly and will include personal information such as contact details and allergies in a secure space. Please ensure that any changes to the following are sent in writing to the admin team:

- Contact details (phone number / email / home address, etc.)
- Any new allergies or intolerances
- Any changes to permissions
- Any medication your child will be taking
- Any changes to usual routine
- Absences / booked holidays
- Accidents that may have happened at home
- Upcoming birthdays
- Important events or changes that may affect your child such as a separation, family wedding, new house, new baby or family bereavement (even if it is pet related!)
- Any support or strategies in place or in the process of referral such as a behaviour plan or health concerns
- Outside agencies supporting your child or your family such as speech and language, health visitor or hospital services.

**When your child is registered, you will be given a unique login to access your child's profile, where you can see their bookings and update any personal information directly. We ask that you still please inform the admin team of any changes.**

**Please be aware that it the responsibility of the parent / carer to keep us informed of any changes that may affect your child while at the setting, or that may affect the staff in contacting you in the event of an emergency or in relation to the welfare of your child.**

## SETTLING IN / REGISTRATION

If you have enquired about your child starting at the setting, you will be invited in to visit the nursery and meet the keyworkers in the room that your child will be in, at a time that is convenient for you.

We are now opening the setting up to two adults and your child and can offer visitations between 9am and 11am and 1pm and 5pm. We will encourage you to come in on a day that your child's room lead will be in the setting but appreciate this may not always be possible.

If you decide to go ahead with enrolling your child at our setting, we will send you a link to our simple to use online registration form as well as an "All About Me" form. This form gives us a deeper insight into your child's development, milestones they have already met and likes and dislikes among other aspects. This is so we can tailor to your child's needs and interests and gives us a well-rounded view of your child before they start.

We will then organise three, free of charge, settling in sessions before your child starts with us full time:

- 1 hour with the parent also at the setting – this is the best opportunity to discuss any questions you may have with your child's new keyworker and give them detailed information about any allergies or needs that your child has.
- 1 hour without the parent at the setting – this gives your child the opportunity to spend time at the setting for a short time without you. We advise that this is the following day if possible.
- 1 hour without the parents at the setting, ideally over the lunch period.

We will book these sessions in around your schedule.

## FAQS

### **What happens if my child falls ill during their session?**

If your child becomes unwell for any reason, we will contact you or your next emergency contact if we cannot reach you. We will also send a text to inform you in case the call does not go through. Depending on the child's well-being, we will ask you to collect your child as soon as possible.

In the event of an emergency, we will contact the emergency services, and inform you that we have done so.

### **What happens if my child has an accident?**

Any accidents that happen must be treated by a qualified First Aid member of staff. They will carry out any necessary treatment and complete an accident form that must also be acknowledged by you. In the event of a head injury, a phone call will be made to the parent. If your child has had an accident prior to entering the setting, please ensure that you inform your child's keyworker at drop-off.

### **What happens if the days I require are not available?**

We will do our utmost to provide childcare for the days and times you require. If this is not possible, we will add your name to the waiting list and when a place becomes available, we will inform you immediately.

### **What happens at arrival and collection from the setting?**

On arrival into the setting, your child's keyworker, or another adult in your child's group will collect your child at the door and sign them in on arrival or bring them to the door and sign them out, and tell you about their day.

### **What happens if my child needs medication?**

First Aid qualified members of staff will give children medicine **that is prescribed by a doctor only**, and if the child is well in themselves, and does not have any infections or illnesses that require them to them to stay away from nursery.

If your child is prescribed medication that they have not had before, e.g. antibiotics, you will need to keep your child at home for the first 48 hours due to potential allergies or side effects that may occur.

If your child is needing medication that they have had before, e.g. Calpol, we will need confirmation that you give us permission to administer it to your child. This will be done through the Family app. All medication **must be acknowledged** by a parent/carer and a member of staff.

**If your child needs Calpol, we will ring you to collect your child.**

We reserve the right to refuse childcare should the appropriate medication not be available to us.

### **What happens if someone else needs to collect my child?**

Our Safeguarding Policy requires you to inform us if anyone else is going to collect your child. We work on a password system: every child has their own individual password set by you. This is only known to the admin staff, your child's keyworker, and you. We will only let a child leave the setting with an adult listed on their registration contacts, and who knows the child's password if they are not recognisable to us.

### **How and when do I need to pay?**

Fees are paid in advance. Invoices are sent mid-month for the following month's childcare via the email listed on Family.



### **What happens if I have a worry or concern?**

Your first point of contact is your child's keyworker. If you feel your concern is more serious, or your concern is about your child's keyworker, your next point of contact would be Amanda (Manager) or Robyn (Deputy Manager). If your concern or complaint goes above this, then your point of contact would be Michelle Josephs (Owner).

More information regarding complaints can be found in our Complaints Policy on our website.

If you have a concern about your child's development, your first point of contact would be your child's keyworker, who may refer you to Robyn, our SENCo.

### **How do you support children moving on to primary school?**

Many of our children move up to Denmead Infant School, who we have enjoyed close links with for many years and run a successful wrap-around care from. We appreciate that not all our children go on to Denmead Infants and also work closely with other local schools in the area, such as Hambleton Primary, Berewood Primary, and Catherington Infants to name a few. We will support you through the application process if you are unsure which school is best for your child – again, we fully appreciate how daunting a task this is!

We start the transition process from the start of the Spring Term before your child starts school, which includes writing their name, getting changed for PE sessions, and ensuring they are toilet trained before they start school. We also invite the children's new teachers to the setting in the Summer Term to talk about school with your children.

*Small enough to be a family, big enough to have an adventure.*