

INFORMATION BROCHURE FOR PARENTS/CARERS



*Valens House, 132a Upper Tulse Hill,
London SW2 2RX
0208 674 7804*

INTRODUCTION

Happy Nursery Days is a 69 place neighbourhood nursery catering for babies and pre-school children aged between 3 months and 5 years. It is designed and developed to provide high standards of childcare in a safe and secure environment, with spacious playrooms and a large garden area.

The nursery team consists of highly experienced and qualified staff that provides a caring and happy environment in which your child can develop and learn through play. Each staff member has key children; they plan activities for them which promote their holistic development.

HOURS OF OPENING

The nursery is open from 7.30am to 6.00pm, Monday to Friday. Morning sessions 8am-1pm or 9am -2pm. Afternoon session 1:00pm -6:00pm. The nursery is closed all Bank holidays and between Christmas and New Year.

PLAINNING AND OBSERVATION

The nursery uses the Early Years Foundation Stage (EYFS) as a framework when caring for children and supporting their learning and development.

Our planning cycle starts with observing and taking notes of children through their play to understand their current interest, learning and development. We also talk to parents to find out what your child can do and what they already know as well as what they like doing at home. This enables the keyperson to plan an appropriate activity which informs the next steps in your child's learning and development. We also have a parents evening at the end of every term to discuss your child's progress and your feedback.

SETTLING IN

The nursery operates a settling in policy and aims to work with parents/carers to settle your child comfortably into the nursery environment. The settling in policy is compulsory and parents are encouraged to stay with their child in the nursery for the first week of the settling period.

KEYPERSON APPROACH

Your child will be assigned a key person who will be responsible for the individual child and their family to support all of their needs and development whilst attending the nursery. A key person will build trusting and respectful relationships to enable your child to grow in confidence to thrive in their surroundings. The key person at the nursery acts as your key point of contact and ensuring your child settles into the nursery with the smoothest transition, providing care and support, developing their learning journeys, monitoring progression and planning for your child's next step in learning and development.

RATIOS:

Babies: 3months to 2years: Ratio: 1:3

Toddlers: 2yrs -3years: Ratio: 1:4

Preschool: 3yrs -5yrs Ratio: 1:8

MEAL OFFERED

Freshly prepared meals are cooked on site daily, we also cater for the weaning stages, and meals offered include breakfast, mid morning snack, lunch and a light afternoon tea.

Water and milk are available throughout the day.

BABY MILK

Formula bottle feeds should be supplied and labelled by the parents.

NAPPIES

Parents need to provide a pack of their preferred nappies, wipes, and other items that may be required for their child. These will be labelled for your child's use only.

CLOTHING AND PERSONAL PROPERTY

Happy Nursery Days cannot be held responsible for the loss or damage of children's property. Every reasonable effort will be made by staff to ensure the children's belongings are not lost or damaged. Practical "inexpensive" clothing is strongly recommended for children under two years. Children aged 2 years and above are requested to wear the nursery uniform which is compulsory. If Happy Nursery Days finds it necessary to supply items for the children whom the carers are usually expected to provide, e.g. nappies, then a small charge will be made to cover the cost.

ABSENCE

Parents are asked to notify the nursery as early as possible if their child will be absent through holidays or sickness. In the event of absence due to sickness or holidays we **cannot refund fees** or offer alternative sessions.

DELIVERY AND COLLECTION OF CHILDREN

Children should be delivered by parents/carers into the care of a nursery staff member and entered into the attendance register. Children will not be released into the care of anyone other than those named on the record card unless authorised by the parents/carers personally, by telephone or in writing

ILLNESS/ACCIDENT

Happy Nursery Days reserves the right to administer basic first aid and treatment when necessary. Parents will be informed of all accidents and will be required to sign their child's accident form. For accidents of a more serious nature involving hospital treatment, all attempts will be made to contact parents, but failing this, Happy Nursery Days is hereby authorised to act on behalf of the parents and authorise necessary treatment. Happy Nursery Days will administer prescribed medicine if parents complete a Medicine Consent form. All medicines must be taken home daily.

Happy Nursery Days may require you to withdraw your child from the nursery in the event that the child requires special medical care or attention which is not available or which is refused by you or it is considered the child is not well enough to attend. You may also be required to withdraw your child if Happy Nursery Days has a reasonable cause to believe that the child may be suffering or has suffered from any contagious disease and there remains a danger that other children at the nursery may contract such a disease. Happy Nursery Days have a realistic attitude to the needs of working parents but reserve the right to contact parents if their child becomes ill during nursery hours. Parents are requested to inform the nursery if their child contracts any (normal childhood) ailments or illness.

DISCIPLINE

The nursery has a written policy available to view on behaviour management. The use of any form of physical chastisement, verbal humiliation, or aggressive handling of a child is not acceptable at Happy Nursery Days.

PARENTAL INVOLVEMENT

We believe that our relationship with parents is very important. We want parents to be fully involved with their child's care and education at Happy Nursery Days and we welcome and encourage parents' feedback. We would like to take this opportunity to bring to your attention the existence of the Nursery Users' Group which is an ideal way for parents and staff to come together to discuss changes, new ideas, suggestions and voice any concerns. Parents also have the opportunity to discuss their child's progress with staff.

COMPLAINTS

The nursery has a formal complaints policy and if any parent/carer should have cause for complaint they should report it without delay to the nursery manager. If the matter cannot be resolved then parents can raise the issue with Happy Nursery Days.

If you are still not satisfied you have the right to take the matter to the Office for Standards in Education (OFSTED) at the following address:

OFSTED

Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel 03001231231

Website: www.ofsted.gov.uk

FEES POLICY

Fees are payable in advance and payment is due on the 1st of each month; late payment of fees will constitute a breach of the childcare contract and may result in the termination of your child's place at the nursery. The preferred method of payment is by Standing Order

Advice on Childcare Tax Credits is available upon request.

MINIMUM SESSIONS' POLICY

The nursery operates a policy of 'minimum sessions' which aids your child settling into the nursery initially and then optimises maximum development from their time in the nursery. A minimum of 3 days should be booked.

NOTICE

One month's notice must be given in writing when terminating a childcare place or an alteration of days of attendance. We will accommodate parent's needs where ever possible but cannot guarantee that a full time place can be reduced to a part time, or that a part time place can be increased to a full time place.

RECORDS

In the interest of your child's care and safety, all nursery records relating to your child must be completed and returned to the nursery prior to your child's start date. Parents/carers must inform the nursery immediately of any changes of their contact details, or those of the emergency contact details given.

PUBLICITY

Parents should be aware that Happy Nursery Days occasionally takes photographs within the nursery, which may be used in training or promotional material. Should you wish that your child is not photographed, please let us know in writing.

SAFEGUARDING CHILDREN The nursery is under obligation to report to OFSTED/Area Child Protection Committee any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.

STAFF TRAINING

The nursery will be closed for staff training for up to 3 days a year.

POLICIES AND PROCEDURES

The nursery's policies and procedures are available at the front desk to view upon request.

REGISTRATION

In order to reserve a place for your child at Happy Nursery Days, a registration fee of £30 and a deposit of £200 is required with your completed Nursery Application Form. This deposit will be refunded against your final bill, when leaving the nursery provided that 1 month notice has been given in writing.