



# PARENT HANDBOOK

## INTRODUCTION

We are delighted that you have chosen Kids Inc Nurseries for the care and education of your child. Kids Inc Nurseries aim to promote a caring environment, through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child to enable them to maximise their potential within a caring, stimulating and homely environment.

We hope that this handbook will be a useful guide to help you settle your child into the nursery and act as a reference document for the future. If you have any questions or queries, please speak to the nursery manager, the deputy manager, your child's key person or the senior nursery nurse of your child's department. We are all here to help.

We look forward to building a strong and positive relationship with you and your family.

## SETTLING IN

We recognise and understand the anxieties for both parents and children when starting at nursery. Some children will settle in on their first visit and others will take a little longer to get used to a new environment. To support you and your child when settling, the nursery manager will contact you before your child's start date to arrange a convenient time for the first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit.

During the settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.

## THE KEY PERSON APPROACH

You will often hear the phrase 'key person' in the nursery. Whilst the children are cared for in groups, it is important that we meet the individual needs of your child and ensure that he/she has an opportunity to bond with one 'special person' at the nursery. It is also important that you have a specific person whom you can get to know and share information with about your child.

Each child is assigned a key person at the settling in stage. It is their role to share information with you about your child and ensure that your child's individual needs are being met. The key person will observe your child and plan for his/her learning and development and make assessments on progress.

## YOUR CHILD'S FIRST DAY

The nursery provides all educational materials, linen, refreshments, snacks, breakfast, lunch and afternoon tea. You only need to bring with you a spare set of clothes (or more if your child is toilet training) and any personal items, such as a comforter or favourite teddy, which your child may require. These should all be placed in the red Kids Inc Nurseries backpack provided by the nursery. Parents with very young children will also need to provide nappies, wipes, nappy creams and formula/breast milk.

Children will regularly take part in messy activities involving paint, glue, etc., so should not be brought to nursery in their best clothes. Children will also spend time in the garden every day so

suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 25) in the summer months.

All items must be clearly marked with your child's name. Unfortunately we cannot take responsibility for lost personal items.

### **PARTNERSHIP WITH PARENTS**

We aim to make your child's early years experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the nursery team.

At Kids Inc Nurseries, parent care is just as important as childcare!

### **JOINT PARENTAL RESPONSIBILITY**

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

Parents who are married have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services.

To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

### **INFORMATION FOR PARENTS**

Copies of our policies and procedures are displayed throughout the nursery.

The nursery will normally be inspected by Ofsted every three to four years. Extracts from our most recent inspection report can be found on our website, [www.kidsincnurseries.co.uk](http://www.kidsincnurseries.co.uk), or downloaded from the Ofsted website, [www.ofsted.gov.uk](http://www.ofsted.gov.uk). Alternatively, we will be happy to provide you with a copy if required. You will also find the latest report on display in the nursery.

We aim to give parents as much information about the nursery as possible. You will find various information boards in the nursery, such as 'parents' information', 'policies and procedures', 'food and drink' and 'our team'.

Additional parents' notice boards are also located in the children's rooms giving more specific information.

### **PARENT CONSULTATION MEETINGS**

We hold regular meetings with you to discuss your child's progress. Appointments will be made with you for a convenient date and time.

### **COMMUNICATION**

Daily feedback about your child's day at nursery is provided through daily diaries, feedback sheets and/or verbal feedback, depending on your child's age. Please feel free to discuss any issues with your child's key person at any time.

A concern can often be easily resolved by talking about it at an early stage. In addition, the nursery manager should be able to address any concerns that you may have.

## EMAIL AND WEBSITE

We will endeavour to email you updates about nursery events and what the children have been up to at the nursery. You can find further details of nursery news updates and nursery calendars on our website, [www.kidsincnurseries.co.uk](http://www.kidsincnurseries.co.uk), on our Facebook page, Kids Inc Nurseries, and by following us on Twitter, @KidsIncUK.

## NURSERY EVENTS

We hold regular events at the nursery such as open days, fun days, charity days and seasonal events. All parents and children are welcome at these events and we welcome help from parents in organising activities.

## SUGGESTIONS

We welcome any suggestions or feedback from you regarding all aspects of the nursery. Please feel free to discuss any ideas with us or use the parent questionnaires and/or suggestion box.

## NUTRITION

Our aim is to provide a balanced, nutritious and varied menu, which is appealing and appetising to all of the children in our care. Our menus are displayed on the 'Food and Drink' board in the nursery and comprise the following:

Breakfast – sugar free cereals, toast, porridge, etc.

Lunch – freshly prepared 'home cooked' meal consisting of a main course and pudding, using ingredients from our local green grocer, butcher and fishmonger.

Tea – high tea, for example, cheese and tomato pitta breads or freshly made pizza.

Mid-morning and afternoon snacks – fruit or vegetable sticks, plain biscuits, breadsticks.

Drinks – water (available throughout the day), milk, juice.

Breast feeding is encouraged and mothers are welcome to drop in throughout the day to breast feed or bring in expressed breast milk. For bottle fed children, you need to provide ready to use cartons or pre-measured formula and sterilised bottles. We will then mix the formula with boiled water when required. Weaning takes place in accordance with parents' wishes and current recommendations. Puréed food is provided by the nursery. Parents are given an update of babies' food and fluid intake via a daily diary.

## FOOD ALLERGIES AND INTOLERANCES

If your child suffers from a severe allergy, the nursery manager and the key person will carry out a risk assessment during the settling in visits. A care plan and emergency procedures will be agreed with you, based on the information provided to us. If required, we will work with health visitors and other medical professionals to ensure that we are able to meet your child's needs. The nursery cook will always provide a suitable alternative, as similar to the original meal as possible.

Unfortunately, due to allergies and intolerances, we are unable to accept any foods, pre-packed or otherwise, including children's birthday cakes, at the nursery. However, the nursery cook is able to make a cake for your child's birthday for a small charge. Please give us at least one week's notice to allow our cook time to purchase any necessary ingredients and prepare the cake.

We do not use nuts or nut products in our foods.

### **VEGETARIAN/PREFERRED OPTIONS**

For our vegetarian children, we will provide a vegetarian alternative to all meals and snacks. If you have a preferred choice due to religious beliefs, we will always provide an alternative, again making this as similar to the original meal as possible. A Halal menu may also be available.

### **ACCIDENTS AND INCIDENTS**

As children develop physically, particularly in the early stages of walking, accidents can occasionally happen. In this event, the majority of staff are trained in first aid.

If your child has an accident at the nursery, you will be informed upon collection and asked to sign an accident form. In the event of a bump to the head, you will be informed immediately by telephone. Your child will be monitored and, in most cases, will be able to continue with their day as normal. In the event of an accident causing concern, you will be asked to collect your child and a visit to your GP recommended.

Should your child have an accident that requires further medical support, you will be contacted immediately and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.

### **ILLNESSES**

From time to time, children may become unwell whilst at the nursery. If this should happen, we will inform you immediately and agree a course of action. At Kids Inc Nurseries, we generally follow the guidance for schools and nurseries issued by the Health Protection Agency, although we may take a company view and extend the exclusion periods for certain illnesses. Children may not attend nursery whilst infectious and, in the event of sickness and diarrhoea, may not be admitted for 48 hours after the last bout of illness.

For a detailed list of exclusion periods, please check the policies and procedures board in the nursery. For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, [www.nhs.uk](http://www.nhs.uk).

### **MEDICINES**

Kids Inc Nurseries are happy to administer prescription medication (and long term medication, such as an inhaler or eczema cream) at the nursery, provided your child is well enough to attend nursery and the staff team have sufficient information and training to do so.

All medicines brought into nursery will need to be recorded and we will require your signature to authorise the administration. All medicines must be in the original container, labelled with your child's name, the dosage required and the date that it was prescribed. Any medicines not meeting these criteria cannot be administered. We are not able to administer the first dose of a prescribed medicine. Therefore, children must have had the first dose at home a minimum of twenty four hours prior to coming to nursery.

The nursery provides Calpol, a temperature reducing medicine, which will be given as per the manufacturer's instructions and recommendations, provided you have given your written consent on the nursery contract. We will contact you by telephone prior to the medicine being

administered. We will only administer one dose per day for a maximum of two consecutive days. If your child's temperature does not reduce, or rises again later in the day, you will be contacted and asked to collect your child from nursery.

### VACCINATIONS

We would recommend that children are fully vaccinated for their own protection and for the protection of those that cannot be vaccinated due to their age or for other reasons.

Please note, however, that vaccination is not a condition of admission to the nursery and thus there may be children attending that have not been fully vaccinated.

### THE EARLY YEARS FOUNDATION STAGE (EYFS)

The Early Years Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and the age of 5. This is a very important stage as it helps your child get ready for school, as well as preparing them for their future learning and successes.

From when your child is born up until the age of 5, their early years experiences should be happy, active, exciting, fun and secure and support their development, care and learning needs.

Nurseries, pre-schools, school reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

The EYFS framework exists to support all professionals working in early years and was developed through consultation with a number of early years experts and parents. In 2012, the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development. Children will mostly develop the three prime areas first:

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

These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in four specific areas:

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

These seven areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is similar to a curriculum in primary and secondary schools, but it is suitable for very young children, and is designed to be extremely flexible so that staff can follow your child's unique needs and interests.

With the EYFS, children learn through playing, exploring and being active, and through creative and critical thinking, which takes place both indoors and outside.

To read more about the EYFS, please visit [www.foundationyears.org.uk](http://www.foundationyears.org.uk).

### **SAFEGUARDING CHILDREN**

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event that we have concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the nursery child protection co-ordinator. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided further action is necessary, this may be to seek advice or make a referral to social services, the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

All staff in the nursery are aware of their responsibilities regarding safeguarding children and receive regular training in safeguarding children policies and procedures.

To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. These checks are updated every three years. In addition, no member of staff is permitted to commence employment until two satisfactory written references have been obtained.

### **SPECIAL EDUCATIONAL AND ADDITIONAL NEEDS**

Working so closely with your child from such a young age and from making detailed observations and assessments, we are well placed to observe a child who may need additional support in one or more areas.

Any member of staff who has a concern regarding your child's development will raise this with the nursery special educational needs co-ordinator (SENCO), who will then discuss this with you. Between you, the SENCO and your child's key person, a course of action will be agreed.

If following this course of action, it is felt it may be necessary to seek further advice and assistance from outside professionals, we will obtain your consent to do so. In this eventuality, we respectfully request that you seriously consider this input, as we are all working towards supporting and encouraging your child to allow them to reach their full potential.

Confidentiality will be maintained at all times and no decisions will be made without your prior consent.

More detailed information can be found in our special and additional needs policies and procedures, available at the nursery.

## BEHAVIOUR MANAGEMENT

We believe that children flourish best when they know how they are expected to behave, and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to encourage acceptable behaviour whereby children learn to respect themselves and others.

We have a named person who has overall responsibility for issues concerning behaviour management. We require all staff, parents, volunteers, students and visitors to provide a positive role model of behaviour by treating the children and one another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children find solutions in ways that are appropriate for the children's ages and stages of development, for example, discussion, distraction and praise. We praise and endorse desirable behaviour, such as kindness and willingness to share. We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

When children display unwanted behaviour, we help them to see why their behaviour was wrong and how to cope more appropriately. We manage children's unwanted behaviour in ways that are appropriate to their ages and stages of development. For example, by distraction, discussion or by withdrawing the child from the situation. In cases of serious unwanted behaviour, such as racial or other abuse, we make it clear that this behaviour and attitude is unacceptable by means of explanations, rather than personal blame.

We never use, or threaten a child with the use of, physical, emotional or corporal punishment. We will not single out children, humiliate or embarrass them. We will not shout at children or raise our voices in a threatening way in response to their behaviour.

We work in partnership with all parents. You will be regularly informed about your child's behaviour by the key person. We will work with you to address recurring unwanted or unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately. With your consent, we may engage the assistance of outside agencies.

## EQUAL OPPORTUNITIES

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion. Wherever possible, those designated disabled or disadvantaged will be considered for a place at the nursery, taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

## COLLECTION OF CHILDREN

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must name the individual on your nursery contract and provide photographs of them. A password may also be required.

If an unauthorised person comes to collect your child, we will endeavour to contact you. If we have any doubts, then your child will not be released.

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Please note that only senior nursery staff are permitted to open the nursery door to allow access to others into the building. We would kindly request that you refrain from opening the nursery door for others, including parents that you may recognise.

In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be informed immediately.

### LATE COLLECTION OF A CHILD

If you are going to be late collecting your child, please let us know as soon as possible. We may make a charge of £2 per minute for every minute that you are late.

In the event that you do not collect your child by the normal closing time, two members of staff will remain with your child. After thirty minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contact, the nursery manager and/or the senior manager will assess the situation and contact social services.

### NURSERY CONTRACT

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the nursery manager if you have any questions. The terms and conditions are not negotiable and we would draw your attention to the following key points.

### FEES

Fees are invoiced monthly in advance and are due for payment by the first of the month. Late payments will be subject to a charge of up to £25 per week.

You will be charged for each session that you have booked, regardless of whether your child attends. Refunds or replacement sessions cannot be given for unattended sessions and booked sessions cannot be swapped for alternative sessions.

The nursery is closed on all bank holidays and for the three business days between Christmas and New Year. Fees will be charged as normal for these days. Fees are also payable if the nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions.

### PAYMENT TERMS

The required method of payment is direct debit. Your registration pack contains a direct debit form that should be completed and returned to the nursery manager. Additional forms are available at the nursery if required.

Direct debits will be deducted directly from your bank account on the first of the month (or the first business day thereafter). A charge of £25 will be applied to your account in the event of unpaid direct debits.

Invoices may also be settled by the first of the month by debit or credit card by telephoning our head office on 020 8598 2600 during office hours or by clicking on the 'Online Payments' option on our website at [www.kidsincnurseries.co.uk](http://www.kidsincnurseries.co.uk). Please note that a 2.5% surcharge will be made for credit card payments.

For security reasons, we do not accept cash payments.

Fees are reviewed annually in the spring and/or autumn terms. You will receive at least one month's notice of a change in fees.

### **NOTICE PERIOD**

One month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice. No notice is required is required by those parents accessing a totally funded place.

### **NURSERY STAFF**

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours, or take children to/from the nursery on your behalf.

If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc., within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request.

### **CHILD TAX CREDITS**

Nine out of ten families are eligible for some financial assistance through Child Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit [www.gov.uk/child-tax-credits](http://www.gov.uk/child-tax-credits).

### **CHILDCARE GRANT**

Full time students with dependent children may be eligible for a childcare grant, subject to income. For further details, please visit [www.gov.uk/childcare-grant](http://www.gov.uk/childcare-grant) or, if you are aged under 20, [www.gov.uk/care-to-learn](http://www.gov.uk/care-to-learn).

### **CHILDCARE VOUCHERS**

Your employer can provide you with childcare vouchers which can be used towards the cost of qualifying childcare. The amount you can receive in childcare vouchers without having to pay tax or NICs will depend on when you joined your employer's scheme and on the level of pay you receive from your employer.

Further information about childcare vouchers can be found at [www.hmrc.gov.uk](http://www.hmrc.gov.uk).

When you pay for some of your childcare with vouchers, it may take some time for the payment to be made by your employer or your childcare voucher provider. Therefore, you need to authorise payment of the voucher before your childcare payment is due. Usually five working days is sufficient, but this will depend on the particular voucher scheme. Contact your employer or the voucher provider for more information.

Please ensure that your child's name and unique nursery reference number are quoted by the voucher company to enable us to allocate the payments correctly to your account.

Please note that regardless of whether your fees are paid in full or in part using childcare vouchers, they are still due in full by the first of the month. Vouchers received late will be put towards the following month's fees and any unpaid amounts remaining on your account on the first of the month will be subject to late payment charges.

We accept electronic vouchers from most voucher scheme operators, including Edenred, Busy Bees, Computershare, Sodexo, Care4 and Fidelity. Please note that each nursery has a different reference number, which can be obtained from the nursery or from our accounts department at [accounts@kidsincnurseries.co.uk](mailto:accounts@kidsincnurseries.co.uk) or on 020 8598 2600.

If your employer's chosen voucher scheme is not listed above, then please contact us to find out if we can accept your vouchers before setting up any payments.

### FREE EARLY EDUCATION

All children are entitled to up to 15 hours (and under certain circumstances, 30 hours) of free early education per week during term time from the beginning of the term after their third birthday until they either go into a reception class or reach compulsory school age (the term following their fifth birthday). The following dates show from which term your child will be eligible for the 'free early education entitlement'. Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made.

Birthday on or between	Eligible to start
1 January – 31 March (inclusive)	Summer term
1 April – 31 August (inclusive)	Autumn term
1 September – 31 December (inclusive)	Spring term

Children accessing free early education can claim up to 570 hours per year. This may be either 15 hours per week over 38 weeks or 12 hours per week over 48 weeks (stretched hours). At Kids Inc Nurseries, as we are open for 51 weeks of the year, we offer the free hours on a 'stretched' basis over the year.

Please note that totally 'free' places are subject to availability. Where applicable, for children attending the free hours only, please refer to the schedule of free early education dates, available from the nursery.

The free hours must be claimed over a minimum of 2 sessions per week, which cannot exceed 10 hours per day.

### COMPLIMENTS AND COMPLAINTS

At Kids Inc Nurseries, we aim to provide a safe, secure and happy environment for children to prosper and develop. It is also our intention to give a high standard of care and nursery education in all our nurseries. We accept that despite our best endeavours, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns.

Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed really well and therefore deserves a little praise.

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Should you have any compliments or concerns regarding the care or any other aspect of the nursery, please in the first instance raise them with the nursery manager.

If you feel that the nursery manager has not fully addressed your queries and/or concerns, then please do not hesitate to contact us or write to:

**Customer Services Manager**

Kids Inc Nurseries  
Crown House  
227 Aldborough Road South  
Ilford  
Essex IG3 8HZ

Tel: 020 8598 2600

E-mail: [info@kidsincnurseries.co.uk](mailto:info@kidsincnurseries.co.uk)

All written complaints will be acknowledged by return and once a full investigation has been carried out, we will provide you with a detailed response within 28 days.

We trust you will afford us the opportunity to resolve matters. However, if you are not satisfied with our response and/or conclusion, you may of course contact Ofsted on 0300 123 1231.