



The Staff and the Board of Trustees would like to thank you for taking the time to read this Welcome Pack

We all hope your child/dren enjoy their new experiences in the Nursery

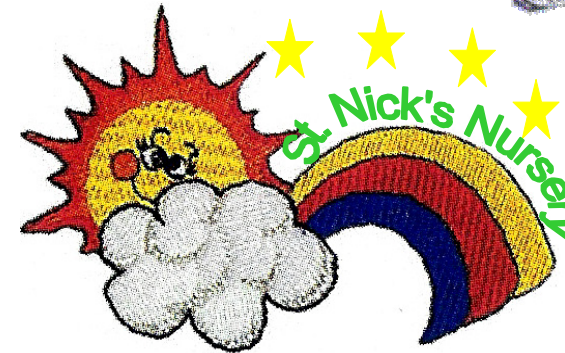
The Board of Trustees is responsible for Governance of FSN

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For all your childcare needs

**WELCOME BOOKLET**

**ST. NICK'S NURSERY**  
**ST. NICHOLAS CENTRE**  
**66 LONDON ROAD**  
**ST. LEONARDS ON SEA**  
**TN37 6AS**

**GREENWAY NURSERY**  
**WATERWORKS ROAD**  
**HASTINGS**  
**TN34 1RT**

TEL: 01424 432962

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# CONTENTS

Welcome	3
Opening Times	3
Aims and Objectives	4
Staff	4
What will your child be doing	5
Never under-estimate the value of play	5
Who' Who	6
Board of Trustees	6
Fees	7
Help with fees	7
Written notice to cancel sessions	8
Extra sessions/holiday care	8
Special needs	8
Information board	9
Pram Park	9
Equal opportunities	9
Settling in	10
Nursery Keyworkers	10
Meals	11
Child Protection	12
Comments and complaints procedure	12
Policies and procedures	13
Clothing	14
Nappies/toileting	14
Rest	15
Illness	15
Medicines	16
Health and safety	17
Nursery routine	17
Message book	17
Collection of children	18
Change of collector	18
Arrival/collection of children	18
Late collection	18
Lost children	19
Sun care	19
Footwear in the nursery	19
Children's progress	20

**Please check the notice boards for further information**



## LOST CHILDREN

If a child goes missing while in the care of the nursery, the manager will:

- Instigate a search of the premises/area without causing undue panic amongst the other children
- Contact the parent/carer to inform them
- If the child is not on the premises/area widen the search to surrounding area
- If the child is still not found contact the police to conduct a full search
- Maintain correct child ratios by obtaining help if necessary
- Following the event a full investigation and review of all security procedures will be carried out by senior management and all relevant parties informed of the outcome.



## SUN CARE

We encourage out door play throughout the day, in all weathers - children will be out in the fresh air as much as possible. Please provide your child with a sunhat and sun cream clearly labelled, coats and shoes suitable for outdoor play in all weathers.



## FOOTWEAR IN THE NURSERY

Slippers must be worn in the Nursery by all walking children. A shoe bag will be provided on their peg for outdoor shoes.

**PLEASE ENSURE YOU COLLECT YOUR CHILD'S BELONGINGS AT THE END OF EVERY SESSION  
THANK YOU**



## COLLECTION OF CHILDREN

The Registration Form should make clear the name, address and contact number of the responsible adult(s) and who is authorised to collect them. If there is any change, the parent or carer should notify staff. It is important if there is a change in any person(s) **NOT** allowed access to a child/ren, the nursery staff must be informed in writing.

## CHANGE OF COLLECTOR

Should you wish your child to be collected by a person different to those named on your Registration Form, identification should be completed with your child's keyworker prior to collection. This form gives staff the information required i.e. collector's name, time of collection, identification required. Whenever possible we prefer for the different collector to come along and meet the staff before collection. Photograph ID is required for all collections i.e. passport, driving licence etc.

## ARRIVAL / COLLECTION OF CHILDREN

A staff member will present children to parents/ carers who will be asked to sign the Daily Register sheet at the end of the session. Parents / carers will be handed a communications book where appropriate. Staff will greet parents/children arriving at the nursery and complete the Daily Register Sheet with time of arrival.

## LATE COLLECTION

Children collected later than expected will be charged for the additional staff time incurred for two members of staff to stay with their child. This also contravenes our registration and may leave us without insurance cover. Children not collected within 30 minutes of the expected time, **without prior contact**, will become the responsibility of the local Social Services Department. FSN reserve the right to charge for the additional staff time incurred.

See "Collection of Children Policy" in Nursery Operational Policy File.



Dear Parents, Carers and Children  
**WELCOME**

We want all our children to feel at home from the very start of their time with us.



This '**Welcome Pack**' will give you some essential details and information about the day-to-day running of the nursery. All policies and procedures are reviewed annually. Parents/carers can also help with the review process participating through parent/carers questionnaires and parents/carers forum meetings, by filling out suggestions slips, available in the nursery office. Parents/carers views are always welcomed.

If you have any comments or questions, please do not hesitate to speak to the Nursery Manager/Deputy or Room Supervisors.



## OPENING TIMES

Monday to Friday 8.00 a.m. to 6.00 p.m.

**Closure dates are subject to change**

### Nursery Closure Dates

Monday 2nd April—Monday 9th April 2012  
(Nursery re-opens Tuesday 10th April 2012)

Monday 7th May 2012 (Bank Holiday)

Monday 4th June 2012 (Bank Holiday)

Tuesday 5th June 2012 (Bank Holiday)

Monday 20th August—Friday 31st August 2012  
(Nursery re-opens Monday 3rd September 2012)

### Children who receive Early Years Education

#### Entitlement Holiday Dates are:

Monday 13th February—Friday 17th Feb 2012  
**(Nursery re-opens Monday 20th February 2012)**

Monday 2nd April—Friday 13th April 2012  
**(Nursery re-opens Monday 16th April 2012)**

Monday 4th June—Friday 8th June 2011  
**(Nursery re-opens Monday 11th June 2012)**

Monday 23rd July—Friday 31st August 2011  
**(Nursery re-opens Monday 3rd September 2012)**

**Closure dates are subject to change**  
**St Nick's Nursery closed all Bank Holidays**

## AIMS AND OBJECTIVES

- 1.0 **FNS aims to** provide **inclusive** nursery settings with a friendly, welcoming atmosphere where children, parents and staff are relaxed and happy. A warm and inviting atmosphere is conducive to an environment where high levels of guidance, care and learning can take place.
- 2.0 **FNS aims to** improve the **outcomes** for children as highlighted in the Childcare Act 2006 to provide the five key outcomes that every child whatever their background or circumstances have the support they need to be:
  - be healthy
  - stay safe
  - enjoy and achieve
  - make a positive contribution
  - achieve economic well-being
- 3.0 **FNS aims to** provide **good quality** childcare places to Ofsted standards, the Early Years Foundation Stage Curriculum, “Aiming for Quality” and “Quality Assurance” to ensure a continuously improving good quality learning, care environment
- 4.0 **FNS aims to** actively engage and promote **participation** of parents/carers and values the contributions that parents/carers make. We understand the importance of regular feedback so that parents/carers can leave their child feeling secure in the knowledge that he/she is receiving the highest standard of care.
- 5.0 **FNS aims to** work in **partnership** with other agencies and utilise all available community and statutory resources for the benefit of the children.
- 6.0 **FNS aims to** provide a **child led** approach to ensure **each individual child** fulfils his/her potential and be equipped physically, emotionally, intellectually and socially to enable them to become a confident, competent and autonomous learner.

## HEALTH AND SAFETY

In order to avoid risks to health we always follow these health procedures:

- Activities will take account of children's health needs - dietary and physical exercise.
- No smoking will be allowed on the premises.
- If children handle visiting animals, protective clothing will be worn and hands washed after handling. (Anti bacterial hand gel is also provided).
- Parents will be required to keep children at home if they have an infectious disease or vomiting and diarrhoea - this includes children of workers and volunteers.
- Cuts and open sores will be covered with a waterproof plaster, with consent from parents/carers.
- Parents will be informed if there is any infection such as head lice, scabies, worms, impetigo or childhood infectious diseases which may affect other children or their parents.
- There is a full health and safety policy available in the nursery's operational policy file (in the nursery entrance hall ).
- We welcome your comments and suggestions about health and safety in the nursery, through comments and suggestion slips and at our parents/carers forum meetings.

## NURSERY ROUTINE

Children need routine to feel secure, so our day is planned flexibly around a structured timetable in conjunction with the daily Routine Form completed by parents/carers when registering.

For the babies we try and follow their own routines as much as possible. This makes it easier for you and helps the baby feel more secure in new surroundings. As the children grow up the routine becomes a little more structured in preparation for school. The

## MESSAGE BOOK

Parents/carers will be encouraged to inform staff of any information needed to aid care of the child in the nursery/playgroup, which will be recorded in the Message Book for all staff members to see, ensuring continuity of care through the session

## MEDICINES



Our setting aims to provide a healthy environment for children and adults. Prescribed medicines for children attending will be administered by parents in the vast majority of cases, and infectious children / those on antibiotics should not attend the nursery.

### In cases where we have agreed to administer prescribed medicine we follow these procedures:

- Medication will only be administered in exceptional circumstances and then only if it has been prescribed 48 hours previously by a doctor and treatment started at home.
- A prior consent form must be completed and signed by parents accompanied by written information from the child's GP stating what condition the drug is for, when it should be administered and any other relevant information.
- If it is an 'in case of need' item such as an asthma inhaler, a GP's letter will be required confirming its appropriateness and giving guidelines for its use and this will form part of the Registration procedure.
- Only a qualified first aider will administer medicine witnessed by another qualified first aider/Supervisor.
- All medication will be stored in its original container, clearly labelled and inaccessible to children.
- When medication is administered, records will be kept which include dosage, name of medication, time of administration, person administering, witness to procedure and time of notification to parent where drug is administered as an emergency.
- Parent to sign the medication form when the child is collected.
- We reserve the right to check with our insurance company regarding our legal position before agreeing to administer any medication.

## WHAT WILL YOUR CHILD BE DOING?

We provide a wide variety of activities both **physical** and intellectual such as:

<b>Painting</b>	<b>Outings</b>	<b>Water play</b>
<b>Garden play</b>	<b>Role play</b>	<b>Home corner</b>
<b>Small world play</b>	<b>Music</b>	<b>Free painting</b>
<b>Play dough</b>	<b>Cutting</b>	<b>Singing</b>
<b>Sand play</b>	<b>Sticking</b>	<b>Construction</b>
<b>Building bricks</b>	<b>Foam play</b>	<b>Books</b>
<b>Dancing</b>	<b>Cooking</b>	<b>Interest area</b>
<b>Story time</b>	<b>Music</b>	<b>Soft Play</b>

**Planting in our growing garden**  
**Visits from the Community**

To mention just some of the options!

## NEVER UNDER ESTIMATE THE VALUE OF PLAY:

- Through play children discover new things about the world they live in.
- They develop new skills and build new relationships.
- We use the Early Years Foundation Stage curriculum and ensure our activities are child led, and tailored to each individual child's needs.
- We will also be using numbers, developing language, looking at books, investigating the real world and using a variety of tools.
- We will be cooking, planting seeds, making things from everyday items, making cards, junk models and exploring our world by introducing each others cultures through stories, clothes, pictures and foods.



## WHO'S WHO



The Manager is the main person in charge with a Deputy to cover in her absence. Staff are also trained in first aid and child protection, and are encouraged to update their training on a regular basis. Staff are alert and responsive to children's needs. Staff care is characterised by warmth, respect and encouragement of children's efforts.

All staff, volunteers and students are CRB police checked. Sometimes you may see other people in the nursery; these are security cleared college placements, inspectors, committee members, volunteers or parents/carers.

**Anyone attending a Session, other than paid staff, will be entered into the visitor's book, and be closely supervised.**

We strictly follow the OFSTED requirements for staff child ratios. On outings we operate a very safe ratio of 1:2 for all ages, and would welcome parents/carers to come along and join in.

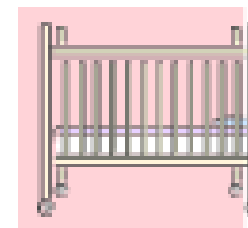
Position	Qualifications
Manager	Minimum NVQ Level 3, working towards Early Years Foundation Degree.
Deputy Manager	NVQ level 3
Full Time Assistant	Minimum NVQ2 encouraged to work to Level 3
Part Time Assistant	Minimum NVQ2 encouraged to work to Level 3
Student Placement	Working towards Level NVQ2 or 3
Volunteer	Encouraged to work towards Childcare qualification



## REST

In the nursery, which offers full day care, it is vital that the daily routine allows for periods of activity and rest. Children need time to "recharge their batteries" and relax in order that they can make the most of the opportunities on offer to them. All of the children are given the opportunity to sleep or rest in the day. With the babies we follow their own sleep routines so that we keep their day as much like home as we can. The older children have a quiet cosy area's and blankets and cushions are available at all times. If you do not wish your child to sleep in the day they are encouraged to sit quietly with books and table top activities so that they can relax in a calm atmosphere.

Should your child have specific sleep requirements a Sleep Agreement should be completed with your child's keyworker.



## ILLNESS

Qualified Nursery staff have been trained in First Aid. If a child becomes ill the parent will be contacted, and any child who is suspected of having an infectious disease, has a temperature or is causing concern, will need to be collected.

**Sickness/ Diarrhoea – to be clear for a 48-hour period before return to the nursery.** We do our best to minimise the spread of infection and parents are particularly asked to co-operate by keeping children away with sore throats, coughs etc. Parents are reminded that the usual infectious diseases of childhood are bound to occur. It is requested that the nursery staff be contacted immediately if a child has been infected so that its spread may be contained.

## CLOTHING

Although we provide aprons for messy activities, we cannot guarantee that they will be completely child proof! We ask that parents send their child to the nursery in comfortable clothes that they do not mind becoming dirty.

For children attending the nursery we ask that each child has a pair of slippers/plimsolls for indoor use, a spare set of clothes in case of an accident and suitable clothing for going out in the garden. Please could these clothes be clearly labelled.



## NAPPIES/TOILETING

Permission forms signed by parents/carers allowing the changing of nappies and applying of cream, where necessary, are to be completed for each child. Nappies are changed at least four times a day. The nappy rota is on display and indicates when nappies are changed. Parents/carers to provide own nappies, wipes and creams. **Due to limited storage, please provide enough nappies for each week.**

We will be very happy to assist parents / carers with toilet training and an appropriate agreement/strategy will be drawn up in consultation with staff/parents/carers.

Children are encouraged to be independent, with help offered when needed.

## FEES

**Fees are payable weekly or monthly in advance**

If paying fees weekly, these need to be paid on the **first day of the week** attending rather than at the end of the week. If you wish to pay on a Friday, this must be for the following week's fees. If you wish to pay monthly this needs to be for the month in advance, payable by the 15<sup>th</sup> of each month. Minimum session = 2hrs.

Nursery	Per Hour	8am - 6 pm Daily	Monday to Friday Weekly
Under 3's	£3.95	£39.50	£177.75*
Aged 3 – 5	£3.54	£35.40	£.159.30*

(\* Weekly fee includes 10% discount)

**Fees must still be paid even if your child is absent or on holiday.**

An individual account form will be prepared for each child to enable us to monitor payments, and a monthly invoice will be sent to parents/carers.

## HELP WITH FEES

⇒ **Early Years Education Entitlement (formerly NEG)** – children are entitled to five sessions per week for 38 weeks of the year. Children are entitled to this grant from the term after their 3<sup>rd</sup> birthday. [Evidence must be provided i.e. birth certificate]. Sessions available 9.00-12.00 and 12.00-3.00. Care around the session times will be charged at the hourly rate.

⇒ **Child Tax Credit and Working Tax Credit** – Parents who work may be eligible for help with childcare costs of up to 70%. For more information phone the Tax Credit Help line on 0845 300 3900.

## WRITTEN NOTICE TO CANCEL SESSIONS

If parents wish to permanently cancel their regular booking, two week's written notice is required. The normal weekly payment of fees will be payable until the notice has been reached.

## EXTRA SESSIONS/HOLIDAY CARE

Extra sessions/holiday care must be booked in the nursery office and paid for on the first day of the week or as attending.

All bookings must be made in advance, and are subject to availability.

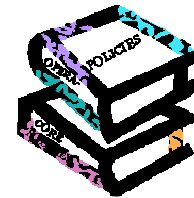


## SPECIAL NEEDS

- At The Nursery we aim to offer equal opportunities to all. If your child has a special need, we can work together to plan how best to encourage and develop your child's skills, ability, and development through play.
- If your child has special needs, Special Educational Needs Co-ordinators are available to talk to parents/carers, and can signpost you to outside agencies for further help, advice and support.
- For full details of our inclusion policy, and complaints procedure, please see the nursery manager. These are Located on our parents/carers information board.

## POLICIES AND PROCEDURES

- In order to comply with the National Day Care Standards and with Ofsted Registration requirements, we have adopted a wide range of Policies and Procedures which include child protection.
- Copies of the policies which contain the full details are available for perusal in the Nursery.
- Policy manuals held include:
  - Core Policies
  - Personnel Policies
  - Operational Policies



**All policies are updated annually, parents/ carers comments are welcomed.**

## CHILDREN'S PROGRESS

Staff are available to discuss children's progress with parents / carers at a time convenient for both parties, and this can be arranged when dropping children off.

The nursery will also hold a Parents / Carers Information Evening, where you will be able to chat to staff about your child's development, exchange information and receive a progress report about your child's development.

Twelve weekly development reports (Summative Assessments) are completed for every child, staff will spend time discuss this with you and encouraging you to comment on your child's progress and development. These will be sent home together with observations, photographs and comments from your child which will be placed in your child's Learning Journey folder.



## CHILD PROTECTION

The Fellowship of St. Nicholas (FSN) provides services without discrimination and favour for children and families suffering the effects of poverty, disadvantage, neglect and abuse.

In providing services FSN is committed to the principle:

All children and vulnerable adults have the right to protection from all exploitation, physical, mental and sexual abuse' (United Nations Convention on 'The Rights of the Child')

All citizens, as well as professionals, have a responsibility for the protection of children and vulnerable adults and for reporting concerns about a child's welfare or safety (East Sussex Area Child Protection Committee)

The Children's Act 1989 provides a framework for the care and protection of children and vulnerable adults where in all circumstances the child's or adult's needs are paramount.

FSN will provide an environment, which ensures children, and vulnerable adults are safe from potential abuse, and will respond to any suspicion of potential abuse in a way, which respects the child's right and reinforces the adult's responsibility to the children. All changes in legislation are implemented immediately and all staff are kept fully informed..

## COMMENTS AND COMPLAINTS PROCEDURE

- Constructive comments are always welcome. Preferably direct them to the Manager/Supervisor. Alternatively fill out a 'Comments Form' (Copies on Notice Board).
- We do hope that any problems can be quickly and satisfactorily resolved by raising the matter with the Supervisor or Manager
- Full details of our complaints policy and procedures **can be found in the Core Policies section of the Policies and Procedures Manual.**
- A complaints log is also kept in the Nursery Manager's office and is available for parent/carers to view on request.

## INFORMATION BOARDS

The Nursery has its own Information boards, which are updated regularly.

You will find what we hope is useful information on the boards including details of activities the children are currently involved in and forthcoming events etc.

Relevant information regarding training courses for parents/carers will also be displayed.

Please give the notice boards a glance regularly to ensure you, and your child do not miss out on any of the special events and activities.

Information regarding other local services and leaflets for other FSN projects will also be on display.

Information boards can be found by the main front door into FSN, outside the nursery front door and on each nursery room door.

## PRAM PARKS

For your convenience there is an all weather buggy/pram park located near the children's outdoor play area at the St. Nicholas Centre, and buggy/pram storage is available inside (opposite reception) in the Hastings Town Children's Centre for Greenway Nursery (items left at owner's risk). Please ensure that buggies are stored safely. **Please note for health and safety reasons prams/buggy's must not be brought into the building.**



## EQUAL OPPORTUNITIES

FSN endeavours to offer equal opportunities to all. Children are individuals in their own rights and are treated as such. We aim to acknowledge every child's individual stage, ability, culture, religion, language and family group.

## SETTLING IN

- Parents/carers are welcome to stay and join in the nursery day until they feel their child has settled within the new environment.
- When a child is almost due to start a visit will be encouraged so that parents and carers can spend some time meeting staff and exploring activities together, thus making the transition easier for all involved.
- When a new child joins the nursery, their key worker will ask you about medical, dietary needs and preferences, and religious and cultural needs.
- Parents/carers will be welcome to stay throughout part of the first few sessions and either watch or join in the fun.
- New children to the nursery will not be started all at the same time, so that a new child will have time with their keyworker to help them settle in.
- Staff will be happy to telephone parents half way through the child's first few sessions to re-assure them that their child is happy.
- Parents / carers are welcome to telephone and speak to their child's keyworker to find out how things are going.
- Staff are happy for children to bring a comfort toy/favourite book to help them settle.
- The nursery recognises that babies like to suck so dummies can help soothe babies at bedtime or when baby is tired, cross or upset. However the PCT guidance states that regular and extended use of a dummy can create problems with teeth formation and speech and language development. Staff will work in partnership with parent / carers and agree careful use of dummies and actively encourage other methods to soothe and comfort babies.
- Staff will work with parents/carers to help their child settle, and the completion of the Daily Routine Sheet in the nursery will assist this.

## NURSERY KEY WORKERS

The Nursery operates a Keyworker system. This means that your child will become the particular responsibility of one person in the nursery. Your keyworker will help to settle your child into the nursery routine and will liaise with the other members of staff in order that there is continuity in your child's care and education. Your keyworker will also write formal assessments for you concerning your child's development in the nursery environment, and a daily record for children aged 0-2. Superstar sheets are used to ensure all parents/carers have the opportunity to discuss their



## MEALS

- Children who stay all day in the nursery should bring a packed lunch in a lunch box labelled with their name. This will be kept refrigerated.
- Children will be offered a range of nutritious snacks, which reflect a wide range of cultures and milk is available at snack time.
- Children will be encouraged to help themselves to a constant supply of drinking water throughout the day.
- Please provide your preferred powdered milk and / or expressed breast milk for your baby.
- Allergies or dietary requirements should be **clearly** noted when completing the Registration Form. Please inform staff immediately of any changes to your child's diet. These will be taken into consideration when planning snack times.
- Parents/Carers are encouraged to share their views about the settings meals and snacks through parents/carers questionnaires and at parents/carers forum meetings. Parents/Carers can also help with the review process by filling out comments and suggestions slips, available in the nursery office

**The nursery has a strict policy on nut products. Please ensure any food provided for your child contains no nuts i.e. no peanut butter, chocolate bars containing nuts e.g. Tracker, Muslei bar, etc. We also ask that if your child is staying for lunch, a healthy packed lunch is provided.**

