**Aims and Objectives**

**Parent partnerships:**

At Tiny Robins day nursery we always respect children’s parents/carers as they are a child’s first and most important educators. We believe the partnership between parents and the nursery is vital at this stage of the child’s education.

Parents are provided with information on how to access the nurseries policies and procedures. Any information regarding the nursery policies and procedures can be discussed with the nursery manager if they have any concerns. The nursery also have a notice board in the hall way which displays the current Ofsted report and this can be accessed online.

The four week menu is displayed on the entrance display board and each room has a routine to follow which the parents can request. A display in the hallway shows photographs and names of staff members.

During settling sessions at the nursery the parents are given the opportunity to discuss their child’s needs, get to know the routine of the room and become familiar with the staff. When a baby starts at the setting it is important during the settling in session to understand the baby’s routine so that the transition can be made as smooth as possible. During the settling session the parent completes an all about me booklet to give the staff in each room a starting point of learning.

Staff are always available to talk to parents about children’s progress. If the parent/carer does not regularly see their child’s key person due to staff shift patterns then all parents are welcomed to make an appointment to see them at any time.

We welcome all parent contributions within the nursery and each time progress files are reviewed parents are asked to take ten minutes on collection or arrival to review with key person and they are encouraged to comment and make suggestions on children’s development, any next steps they are working towards or additional comments they wish to make. We also encourage parents and children to share experiences and on occasions parents are invited in to share job experiences and support staff on nursery outings and special occasions- parties, etc. Parents are also encouraged to share their children’s special moments from home “Wow moments” e.g. saying first words, special events and occasions.

**Admissions:**

It is the intention of the nursery to ensure it is accessible to children and families from the local community and further afield. We will ensure that the existence of the nursery is known in the local communities by advertising and online. We will arrange a waiting list on a first come first serve basis.

We will endeavour to make welcome Mothers and Fathers, other carers and relations and people from all ethnic, religious and social groups, with and without disabilities.

We will endeavour to be flexible when trying to accommodate the needs of individual children and their families.

The nurseries reserve the right to refuse admission with just cause.

**Settling-In:**

The nursery appreciates that it may be difficult to leave your child for the first time. Therefore, we highly recommend that you complete the settling in sessions before your child’s start date to enable yourself and your child to be familiar with the surroundings.

You are allocated 3 hours to use as you wish we recommend breaking it up into manageable slots e.g. 1 hour each day this all depends on the individual child and age of that child.

When your child first attends the nursery extra special consideration will be given. All children are individual and it may take different amounts of time to settle into the nursery environment. In this period we ensure that care is taken to make sure that your child feels safe and secure. We aim to do this by providing a named key person, allowing them to comfort blankets and teddies along with soothers if required. As the settling in period continues, we will encourage your child to leave their comforts in their bags or tray so we or they can access them when needed.

We aim to provide a structured day so that your baby, toddler or child becomes familiar with the environment therefore over time they will come to understand the day within the nursery making them feel safe and secure.

If you have any concerns at any time when your baby, toddler or child starts in the nursery then please come and discuss it with us. An unhappy baby, toddler or child creates an unhappy parent/carer.

**First Day:**

On the first day that a baby, tot or toddler attends the nursery you will be provided with a report book to explain what they have been doing on their first day, what they have eaten, sleeps they may have had and any other relevant information. This information will also be given verbally and will be completed each day your child attends.

We also encourage parents to phone nursery as many times as you wish to be updated on their child’s progress throughout the day, this is comforting to first time parents.

Each child will be provided with a peg in the hallway with their on to keep a bag containing: clothes, nappies, wipes, any specific medication or documents that may be needed e.g. red health log book. They will also bring the contact and information form given when signing up to the nursery which will detail all personal information on the child.

**Sleeping children:**

When children are asleep while in the care of the nursery a member of staff will check on them every 10 minutes, this is recorded in the sleeping children book. Once children are awake and returned to their room, beds will be cleared away, removing bedding to be washed and the room will be set back out.

All possible attention will be given to ensure the child is both comfortable and safe in appropriate accommodation. If the child is asleep in a pushchair then they will be secured by a set of reins. Cots are available for the children to sleep in and these will be of a safe and secure standard with high sides.

No children will be put down to sleep with a bottle unsupervised in order to prevent the possibility of choking therefore the bottle is removed when the child has fallen asleep. Parents may provide the child’s usual security aids. Parents’ wishes will be followed relating to how the child is positioned to sleep. We aim to be flexible and consistent with home routines with regards to sleep, especially for the under twos. We do however, urge you to be aware that the nursery environment will differ from home and therefore sleep times may differ slightly.

**Parents provide:**

Parents are required to provide all nappies and lotions/creams which will be stored at the nursery. Nappy changing units are cleaned with blue roll and antibacterial spray for a hygienic changing area. Nappy cream is only applied if parents have requested and provided this or that the parents have authorised a known cream for the nursery to use if staff felt that the child needed cream at the time.

All staff use disposable gloves while changing nappies, toilet training and while handling accidents. Gloves will be provided by the nursery and disposed of in a sanitary bin which is changed daily.

Parents will be informed when supplies are low so replacements can be arranged. Staff will change the child’s clothes if and when required ensuring the child is made comfortable and clean. A change of clothing must be provided by parents/carers but the nursery does have a limited supply of spare clothes which must be washed and returned to nursery as soon as possible. Those who are toilet training we urge parents to bring plenty of changes of underwear and clothes.

Only staff that are DBS checked will change nappies, clothes and assist with toileting. At the time that toileting is introduced staff will work closely with parents’ wishes to suit their child’s individual needs.

**Transition Process**

When it is time for a child to move into a different room great care will be taken to ensure minimum disruption and every child will be treated individually with their own personal needs being taken into account. The nursery will involve parents/ carers in this process and parents will be invited in to meet their children’s new key worker.

As and when a child moves onto “big school” transfer documents will be transferred to the school in conjunction with Early Years Guidelines. Nursery staff working with the children who are moving onto school will also liaise with reception teachers the term before they attend school.

**Last Day**

When it is time for a child to leave the nursery for whatever reason the key person is responsible for providing the parents/ carer with any work completed by the child left at nursery. If a child does not attend for their notice then all above will be sent to the home address either by post or by hand.

**Equal Opportunities:**

At Tiny Robins day nursery we believe that all children are individuals, they have an equal right to be listened to and valued and are entitled to access nursery facilities. Nursery practitioners ensure all children have the opportunity to reach to their full potential and ensure children and their families are treated fairly regardless race, gender, disability, age, family circumstances, religion or sexual orientation.

We are committed to providing an inclusive environment that celebrates diversity and works with parents to ensure that every child is able to access nursery care and education that stretches their learning and development.

The nursery will make any reasonable adjustments to ensure that the setting is accessible to all children and families. The nursery already hosts a disabled toilet and a ramp for wheelchair users to the access the nursery.

The nursery welcome linguistic diversity and strives to provide learning experiences which develop both the first language and English for bi-lingual and multi-lingual children. The nursery displays positive images of people from diverse backgrounds through posters, books, displays and small world.

**Staff:**

The nursery welcome staff from all areas of the community and from diverse backgrounds. We will not discriminate against age, gender, sexual orientation or race. All staff are briefed on the equal opportunity policy during the introduction process. If you have any concerns then please seek advice from Rachel the manager.

**Fees Policy:**

Full details of our fees are available from the nursery. All fees are reviewed annually.

ADMIN FEE: £50 admin fee must be paid to secure the child’s place in the nurseries this is non-refundable. If the parent/ carer decides they no longer require the place, the admin fee will NOT be returned.

**Payment of fees:**

All fees are to be paid monthly in advance or weekly in advance.

Fees are to be paid all year around even if the child is absent through illness or holiday-this includes bank holidays.

**Funding:**

Parents of children eligible for NEG funding must fill out appropriate paperwork and provide proof of address (utility bill) and a birth certificate. The 2 year funding must be used for 11.5 hours per week throughout the full year. 30 hours funding is available to those who are eligible, parents must provide eligibility code to Rachel and discuss how it is used within the setting (see break down list).

**Late payments:**

If a parent does not pay an invoice within the time frame provided on the monthly invoice a charge of £20 pound will be added to the bill. If payment falls behind by more than two weeks and cannot be resolved, we have the right to remove the child from the nurseries and they will lose their place.

**How to pay:**

Payment can be made via cash, direct debit (standing order) or via childcare vouchers through various companies. Receipts will be given when payments are made by cash. Account details are available on request.

**Notice in writing:**

If the parent/carer decides to withdraw their child from the nurseries we require four weeks’ notice in writing. Failure to do so, will result in a being charged a full month’s fees.

**Extra sessions:**

Extra sessions can be booked in advance if space is available and on the condition that you do not have an outstanding invoice from last month.

Extra days will be added to the invoice.

**Complaints, Concerns and suggestion policy:**

At Tiny Robins day nursery, we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and welcome suggestions on how to improve our nursery at any time.

**Make concerns known:**

A parent who is uneasy about any aspect of the nursery provision such as quality of care/practice should first of all talk over any worries and anxieties if possible with the key person or room leader. If they felt that you are unable to discuss this with the room leader/ key person then please speak to the manager Rachel. Most complaints should be resolved informally at the initial stage.

If you feel that you cannot approach the nursery then you can also contact:

Local Authority Early Years on: 01159155555

Social Care on: 01158764800 or emergency duty team: 01158765600

Ofsted involvement- a parent has the right to contact the Ofsted helpline if they so wish to tell them that the childcare is good, can it be made better or if they have any concern: 0300 123 1231 [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

We believe that most complaints can be resolved at any early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly. A record of complaints that have been made will be logged and securely stored at the setting. All complaints will be dealt with accordingly and the parent/carer who made the complaint will be made aware of the outcome in an appropriate way.