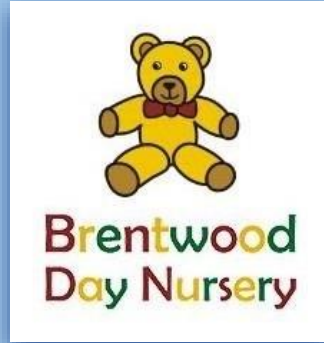


INTRODUCTION PACK
including terms and conditions



Brentwood Day Nursery
Old County Ground, Shenfield Road, Brentwood, Essex CM15 8AJ
Tel: 01277 212580

manager@brentwooddaynursery.co.uk
www.brentwooddaynursery.co.uk

Est. 1960

Proprietress Mrs J V Torris

'Children are like snowflakes, each one is individual'



THE INFORMATION BELOW SETS OUT THE TERMS AND CONDITIONS AT BRENTWOOD DAY NURSERY



Attendance and settling in sessions

Your child's sessions will be agreed prior to their start date. Before their first session, we offer settling in sessions.

Some children will take longer to settle than others, with this in mind we offer the following service:

After an initial meeting where registration procedures and introduction to key members of staff takes place, parents/carers are invited to join their child for an hour at the setting prior to their official start date (at an agreed time). This is followed up by another session where children can be left for an hour without their parent/carer.

Any additional settling in sessions, prior to the child's start date can be arranged. There will be an hourly charge for this service - please see fee list. Please speak to a senior member of staff to arrange this.

Children must attend for a minimum of 2 sessions across 2 days per week. We feel this helps with the consistency including education and access to the weekly activities, which forms part of our educational curriculum.

If you would like to arrange additional or change sessions at any stage please contact the manager for availability and agreement. We require one month's notice in writing if you wish to terminate your child's place otherwise fees will be charged in full.



Fees/Registration/Enrolment

Full completion of the registration documents is necessary. All registration information will need to be submitted prior to the first settling in session and the information will be discussed with the nursery Manager prior to your child's admission. This includes mutually agreed sessions (which are subject to availability) and a registration fee.

In order to register your child at the nursery, non funded children must pay a non-returnable registration fee of £40. You will receive a complimentary child's nursery polo shirt or sweatshirt. All funded children are asked to pay a voluntary admin contribution of £40, this goes towards a nursery polo shirt or sweatshirt, library bags, placemat, art folder and the online journal subscription for EY log.

Nursery fees are invoiced halfway through the month for the following months fees. Payment due in advance by the 1st of the each month. These can be paid either by BACS, childcare vouchers (pre agreed with nursery owner) or by cash. Please see our 'nursery fees' document for full details on our nursery fees.

While the management team will at all times seek to keep the nursery open during the year to promote continuity of care for the children, in the event of an emergency closure where the insurance policy protects our outgoings, we will refund parents any fees for absence due to "acts of God", environmental factors (such as snow or flooding), emergency repairs or any other situation outside of the nursery control.



Contact details and collection

In order to keep our records up-to-date, please inform us of any changes made to contact details: telephone, work, address or email.

Please inform us if someone other than stated on the registration form is bringing or collecting your child. Passwords are recorded when a child starts and this will be used during their time at the nursery. The password will need to be used for anyone collecting a child who is unfamiliar to us. We do not allow any child to be collected by another person without prior notice and without the correct password. Where we have prior knowledge that an adult does not have permission to collect a child, we will deny access and contact the immediate next of kin, and if necessary contact the police. A parent/relative with a restraining order will not be able to collect children from the nursery.



Absence from nursery

Please inform us immediately if your child develops a contagious illness or has a serious accident at home. You may be required to complete an accident form outlining the details. In addition to this, the nursery needs to be informed (by telephone or email) if your child will be absent for a holiday or for any other reason. Exclusion periods are set out on the attached information sheet. If your child is absent and we have not been informed by you as to why they are not attending the nursery, we will be in contact with the parent/carer after the 3rd allocated session that the child has missed to ascertain the reason for this. If we have had no response or reasonable explanation by the end of the 5th allocated session social services may be contacted.



Lateness

If your child is still at nursery after the closing time you will be contacted, along with authorised collectors to make emergency arrangements for your child's collection. Staff will remain on site with your child for a reasonable time until collection. However, if we cannot contact you or the authorised collectors staff may be required to contact the local Social Care team and follow the procedures. If you are continually late to collect your child, there will be a late fee applied to your next terms invoice. At the managers discretion, consistent lateness will be charged at £10 after 10 minutes and £1 for every minute thereafter.



Illness and medication

Children should not be brought to nursery whilst they are suffering with sickness, diarrhoea or any other infectious illness until their symptoms have been clear for 48 hours. If a child becomes ill whilst at Nursery, a member of our team will contact you by telephone to ask you to collect your child immediately. If we are unable to contact, you or other parent/guardians we will call the emergency contacts. If serious and required, we will call the child's doctor. A child's attendance at nursery while on medication is solely at the discretion of the manager in keeping with our medication protocol. For children who have ongoing medical conditions (e.g. asthma) the parent may be asked to complete a care plan with the key person or manager to support staff if an emergency situation occurs.

Every accident that needs treatment is recorded and staff will ensure you are informed of the circumstances and treatment at the end of the day. If a child has any injury to the head you will be informed immediately as it may be necessary to collect your child early.

Medication will only be administered if prescribed by a doctor or following parent's request. A consent form will need to be completed and details discussed by parents and staff prior to the administering of any medication. In an emergency situation (e.g. to reduce temperature of offer relief for a allergic reaction if necessary), appropriate medication will be given to the child, to ease further pain or suffering, this will be at the discretion of the manager and prior consent may not have been sought in the emergency situation. Trained first aiders are on site at all times and only a qualified first aider is permitted to administer medication at the nursery. Should we feel that any medication is not needed or inappropriate we may refuse to administer or seek further advice. Please do not leave any medications or creams in children's bags as these can be accessed by the children - all medicines and creams must be handed over to staff. Please regularly update us with any changes to your child's medication requirements.

Allergies and intolerances can be recorded on our online registration system.



Sun care

During the warmer months, we ask that all children have sun cream applied before coming to nursery. Please could parents also provide sun cream for their children so that it can be applied while they are at the nursery to ensure a suitable level of sun protection. Sun hats must also be worn when the children are outside, please provide a sun hat for your children. We do have spare sun hats which the children can wear. If you do not want them to wear a nursery sun hat and do not provide one they will not be able to go outside.



Accidents and Incidents

All accidents/incidents, which occur at nursery, are recorded. Parents/carers are informed either by phone or on collection and asked to sign the appropriate form. Please inform us of any accidents or incidents your child has at home that may cause bruising/markings on their body or of any head/back injuries. These will also need to be recorded and signed by parents/carers. Please inform us of any change of circumstance at home, as this can affect children's behaviour. We should also be notified of any permanent markings on children.



Personal belongings and consumables

We stress that ALL personal toys, games be left at home, as they can get lost/broken or cause arguments among the children. The only exception is a comforter or blanket, or an item requested for use in an activity such as 'show and tell'.

We ask children to refrain from wearing jewellery and watches to prevent accidents or breakages.

Please DO NOT let your child bring any food into the nursery without making us aware, due to allergy sufferers.



Clothing

We provide protective covering for the children when they engage in messy activities. However, this may not always totally protect clothing. Therefore, with this in mind, we ask that children have older or less expensive clothing kept for nursery that is easy for them to manage when toileting. We recommend that for children who require it have a daily change of clothing in a labelled bag (no string bags). To assist our staff team, we ask that all clothes/items are labelled and in particular outdoor garments for use in the garden such as wellington boots, hats, scarves and gloves. The nursery does not accept liability for the loss or damage of property, unless we have acted negligently. We also have a range of nursery uniform on sale (please ask a member of staff).



Mobile phones and devices

The nursery does not permit the use of mobile phones, or any device that can take photos, within the building or areas where children are present. Unless in an emergency, we ask that all calls are made off the premises and away from nursery children. We do not permit any photos to be taken on staff mobile phones or children on the premises.



Coat, bags and pegs

All children have their own allocated coat peg. Children are encouraged to help make and personalise them when they join us. We encourage children to find their pegs and to hang all their belongings at arrival and departure times.



Registration

We use an online learning journal, that records all children's attendance and registration, further information on this online learning journal, can be found further down



Social media and facebook

Brentwood Day Nursery takes photographs of the children as part of its programme, business activities, children's portfolios and training activities. We may display these pictures in the nursery, use them in individual children's progress/development records, email them to you or post them on the nursery Facebook page*. We will only use them for the above purposes and additional consent will be sought for photos to be used in any other marketing or promotion. We do not save any photos or videos, once uploaded to Facebook, the photo or video is deleted. Consent for photos needs to be indicated in the consent section on the online learning journey.

Please see a member of staff if you would like to join our Facebook page. *

*The Nursery Facebook page is set to private, only current parents who we have agreed to will have access.



Nursery library

We have a nursery library for children to access. Children are welcome to take books home to share with family members. When children return books we invite them to briefly discuss what they liked about the stories.



Art folders

Each child has their own art folder. Children are encouraged to select different artwork which is completed at nursery or home so that they can be put in to their journals.

Parents/carers are invited to take their art journals home at the end of every half term to share with family at home. Children will also be encouraged to take daily creations home.



Grievances and complaints

If there is any occasion when you are not happy with the care your child receives or if they become unsettled, please do not hesitate to discuss this matter with us.

We do also have a nursery complaint book, please put your complaint in writing in the complaints book situated in the basket on the parent information table. This is reviewed regularly and we will aim to resolve the issues. Should your complaint remain unresolved please contact OFSTED.

We endeavour to create an environment in which children are safe from abuse and in which any suspicion of abuse will be promptly and appropriately responded to.



Child protection

If nursery staff are concerned about a pre-existing injury on a child they have a duty to talk to the parents about it. If there are continuing grave concerns about a child's welfare the nursery reserves the right to contact the local safeguarding team without permission of the parents in line with our statutory responsibilities to maintain the health and welfare of each child.

If you have any other concerns about the safety of your child in relation to contact with other persons outside of the nursery setting, you must tell the manager at the nursery



Notice of termination

We reserve the right to terminate a child's place with immediate effect if a serious breach of our terms and conditions has taken place, for example, unacceptable behaviour towards another parent, child or staff member, frequent late collection without permission or non-payment of fees. In the event that a child is not settling at the nursery, despite various methods to support this transition, as outlined in our policies and procedures, we reserve the right to ask that you find an alternative setting for your child.



Childs learning journey

Your child's online 'Learning Journey', is used to record and share with you his/her experiences and achievements at nursery. It will also give you information on their daily welfare and their developments. Over time it will tell a story about your child - his/her learning and the activities he or she enjoys sharing with others. Only those authorised with parental consent can view their own children's journal.

Staff/key people create observations on children at play. We feel this helps us to understand and support their individual well-being and development. We get to know children as individual people with special skills, interests and ideas. The more we know about your child, the better we can support them in the way that is right for them.

The child's key person and family work together to build up a journey of their development and achievements, both at nursery and at home. We value the input from parents and carers and encourage regular participation in their online journals, and also input from extended family, such as grandparents, aunts, uncles etc. Please share these moments with your child and include family photographs or other things of significance to the journals. We would also welcome any partnership with other settings that your child may attend. Your child's online journal can be accessed by other attended settings, with your consent. This enables all settings to work collaboratively in supporting the child's needs.

Every half term we produce a summative assessment. At the end of every term we produce a written report. This enables us to highlight any particular areas of concern a child may have. We will then discuss this with you, so that we can provide supportive strategies. This assessment can be viewed in their journals.



Exclusion Guidance

In the event of illness, certain exclusion time is required.

We follow the Government guidelines for exclusion periods. Common illnesses amongst children:

- Chicken pox - Five days from onset of rash and all the lesions have crusted over
- Scarlet fever - 24 hours after starting the first antibiotic

Please refer to this for a list of all exclusions ...

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/789369/Exclusion_table.pdf or contact the nursery for exclusion periods for all other illnesses not listed here.

Following the COVID-19 pandemic in 2020, we adhere to all guidelines set by the government and NHS and as a result children may be excluded from the setting. For more details regarding this please see our pandemic policy and ongoing communications.

Parents/Carers must inform us if children are ill and will be absent from nursery before the start of their session.



Single equality scheme

"Inclusion is a process of identifying, understanding and breaking down barriers to participation and belonging." Our setting does everything possible to ensure children can participate, belong and develop, whatever their background or level of ability. We aim to provide an environment where everyone who visit our nursery feel equally welcomed, valued and accepted.

Our Single Equality Scheme (SES) and action plan sets out our statutory duties in relation to race, disability and gender and promoting community cohesion. The duties cover staff, children and people using the services of the nursery such as parents. It also addresses the legislation relating to religion or belief, sexual orientation and age and therefore includes our priorities and actions to eliminate discrimination and harassment for these equality areas. Our Single Equality Scheme and Action Plan enables us to achieve a framework that ensures that we meet our responsibilities of the public sector duties in an inclusive way. We will continue to meet our statutory duties by discussing annually the progress of the Single Equality Scheme and action plan. This will be regularly reviewed by our management and whole staff team.

Please see our policies and procedures for more information on our 'Equality of Opportunity' and SEND policy.



Community links

We greatly value our partnership with the local community and feel this is a valuable and extremely resourceful factor to our provision. These include charity events, local representatives from different companies and individual backgrounds.

We continually look for ways to build relationships and encourage links with our local community.

Please see our policies and procedures for more information on our community links, please see our 'Equality of Opportunity' policy.