

F.A.Q's for Families

This document answers the following questions,

- When is the nursery open?
- What is the best way to contact the nursery?
- What does my child need to bring?
- What will my child learn?
- How will I be informed about my child's day and progress in development?
- Who will be looking after my child?
- Do I need to re-apply for a space in the next room?
- How will I know about special events and celebrations?
- When will I get an invoice?
- What happens if my child is ill?
- Will my child be supported if they have additional needs or disabilities?
- Do you accept Tax free Childcare Credits and Early Entitlement Funding?
- What if my child sleeps?
- How often do children go outside?

When is the nursery open?

The nursery is open Monday to Friday from 7.30am-6.00pm. We close on weekends and bank holidays and are also closed between Christmas and New Year.

Our sessions are as follows:

7.30am-8.00am Early Breakfast start (an additional fee is required for this session, can be added ad hoc with at least 24 hour's notice)

8.00am until 6.00pm **full day session.**

Fees are reviewed annually, and a breakdown of our fee/funding schedule is sent to families upon an enquiry. Our fee/funding schedule is also **available on our website.**

What is the best way to contact the nursery?

Please email us at info@chapelhilldaynursery.co.uk

If your query is urgent or if you want to check in and see how your child is doing, then please give the nursery a call on 01453 811008.

Any billing queries are dealt with by accounts. Please email all billing queries to accounts@chapelhilldaynursery.co.uk

Please do not contact members of staff via Parentzone (our parent app), all notifications and events go through a screening and publishing process by management therefore messages will not reach staff. You will be sent a **Parentzone guide document** via email prior to your child starting that will explain how to share your child's home experiences with us via the app.

If you would like to speak to a member of staff about something specific, please do so at handovers or call or email so that a meeting can be arranged.

What does my child need to bring?

This information and more can be **found in the Welcome letter**, sent to you via email, prior to your child settling in.

- One bag with spare change of clothes (two changes are ideal, more if your child is toilet training).
- Any comforters that your child might need.
- Any powdered formula (pre-measured please) and we will make these up at the nursery fresh according to your child milk routine. If you are providing pre-made bottles or expressed breast milk, please hand this to staff in the morning who will refrigerate this for you. We do not have the capacity to store formula containers to dispense at nursery. Cow's milk, soya/dairy free milk alternative is provided at no extra cost when you are ready for your child to move on.
- Nappies are provided, as well as sensitive wipes and sudocream or metanium nappy cream- however if you would like to provide your own preferred brand please do not hesitate to do so. We will happily accommodate reusable nappies should that be your preference.
- A clean drinks bottle for **water** (this is to be bought in and taken home daily). Due to the impact of other drinks such as cordial and juice on children's teeth, we do not serve anything but water, milk and formula at nursery for the children to drink.
- Weather appropriate outdoor gear (puddle suits, wellies, sun hat, sunglasses).
- Suncream is provided by the nursery but if your child has particularly sensitive skin you may want to pack your own. If your child's sessions are covered by funding and you **do not** pay additional charges, then you are required to bring your own suncream in.

Children's wellies and wetsuits can be left at nursery but as pegs are often shared bags (and water bottles) needs to go home.

We discourage children from bringing in toys from home that are not a comforter as this can cause arguments and cannot be responsible for items getting lost or broken. We do understand though that sometimes an item can help with transition so have a 'toys from home' box where your child's item can be kept safe, if not in their bag.

Please label your child's items clearly, we know that it can be frustrating when items get lost and endeavour to make sure all children's items go home with them but please understand that we have over 150 children on site throughout the week. With clothes changes, accidents and messy play and children having similar items it can be tricky keeping an eye on individual items. We have a lost property rail in the foyer, if anything ever goes missing that staff are unable to find, please check there.

What will my child learn?

All of the information about what and how your child will learn throughout their time at nursery can be **found in the 'Our Curriculum' document** sent to you via email prior to your child starting. If you require another copy, please do not hesitate to ask and we can email one to you.

Our curriculum follows the Early Years Foundation stage, we aim to uphold the four principles of practice whilst continuing to develop children's learning in the following seven aspects of learning.

*Personal Social and Emotional Development *Communication and Language * Literacy

* Maths *Understanding of the World *Physical Development *Expressive Art and Design

We constantly track each child's learning and development using tablets, these observations and photos are uploaded to our e-learning portal, Parent Zone. Families should be sent a link to register with Parentzone within the first two weeks of their child starting.

There are some helpful links for further support on our website, for speech and language development and toilet training as well as a parent's guide to the Early Years Foundation Stage.

The structure of our setting is very play based, with resources at children's levels that they can help themselves to. Our practitioners are trained to follow children's interests and extend their learning organically but they will also plan adult led activities as alternative opportunities for children throughout their day.

<https://foundationyears.org.uk/files/2021/09/What-to-expect-in-the-EYFS-completeFINAL-16.09-compressed.pdf>

How will I be informed about my child's day and progress in development?

Each child has a key worker who will be the person they spend the most time with and will be responsible for monitoring and planning their development. A member of staff will provide a verbal handover when you collect your child, detailing what activities they have done and how they have been. Any events such as nappies, meals and sleep's will be uploaded to the Parentzone app by the end of the day. There is a **Parentzone guide** available for uploading observations of children at home, this is sent to families when settling in sessions are arranged.

As detailed in the '**Our Curriculum' Document**, you should receive up to 4 Snapshots of the activities that your child has engaged in throughout the month. Please be aware that these photo and video observations go through a screening process before being published on the app so you may get 1 each week or 4 at once.

We often upload some pictures of the things the children have been doing on our closed facebook group too so that is worth following.

Parents evenings happen twice a year (February and August) where your child's key worker will have prepared a summative assessment of their development and you can discuss any concerns and hopefully answer any questions.

Who will be looking after my child?

Each room has a room leader and a second in charge, these senior members of staff are responsible for their room and the staff working in it, as well as the day-to-day care and education of the children. The room leaders and their roles are introduced on the '**Senior Team at Chapel Hill' document** sent to you before your child starts nursery along with the Nursery Manager Laura and Deputy Catherine who also support the rooms from time to time.

Your child will have a key person who is likely to be the member of staff in the room that your child spends the most time with. You will be given a key worker profile with a photo and a little explanation about them once your child joins or when they move to a new room.

A full list of all the key worker families can be found displayed in the hallway in between the pre-school toilets and the Nest on the ground floor of the nursery.

All members of staff profiles are displayed in the foyer.

We have our own internal bank staff that support all the rooms whenever permanent staff are on holiday or off sick. If necessary, the Nursery manager and Deputy will also support rooms and during incidences of significant staff absences we may also contact a childcare agency to support us with experienced and checked staff. However, if all of these options have been exhausted and there are not enough adults to fulfil the legal ratios we may have to send children home.

The ratios of adults to children are:

Under 2's - 1:3

2 to 3's - 1:4

(Legal ratio of 1:5 may be used at managers discretion in cases of emergency such as staff absence)

3 to 4's - 1:8

Information about ratios and how the rooms are arranged and what spaces are on offer can also be found in our '**Nursery Information**' document sent to families upon enquiring. When a child changes room a room guide is sent to parents as well as transition information.

Do I need to re-apply for a space in the next room?

No, your child has their sessions agreed upon starting throughout each room of the nursery until they are due to leave for school. Your child will move through each room with their peers and will have several settling in sessions in the next room before moving over permanently. The main time of transition for most children throughout the nursery is September, when our oldest go to school. If your child transitions outside of this time due to space in the next group, then you will either have this discussion with their key worker or you will be contacted by email. Whenever a child moves rooms, the keyworker prepares a transition document with important information for their new keyworker on and you will receive a new room guide and new key worker information.

Age groups may vary slightly after this depending on the cohort of children, but we aim to keep children of the same school age together. The rooms are organised as follows from September 2024,

Maple and Blossom: up to age 2.

Starting age approximately 8 weeks to 18months, age upon leaving room 18 months to 2.5 years.

Willow: up to age 3

Starting age approximately 18 months to 2 years, age upon leaving room 2-3 years

Elm: 2-3's and younger pre-school

Starting age approximately 2-3 years, age upon leaving room 3-4 years

Oak: Older pre-school

Starting age approximately 3 years, age upon leaving room 4-5 years

How will I know about special events and celebrations?

Seasonal Newsletters detail any pre-organised parent events and celebrations that are planned in advance. We also send notifications to parents via our private Facebook group, our Parent Board at the bottom of the office stairs and sometimes through moments on Parentzone. We love for parents to be involved, so if a special event is coming up that you are celebrating at home, please do not hesitate to get in touch so that we can celebrate at nursery too. You can also share your celebrations via 'observations' in the Parentzone app.

You are welcome to bring in a cake to celebrate your child's birthday at nursery we have candles and will sing at lunch or teatime with the whole group. If not store bought the cake will need to include a description of ingredients. Cake's must not contain nuts. The cakes will be cut up and parents will be offered a piece to take home for their child at the end of the day.

When will I get an invoice?

Invoices are visible in your parent zone account under the "finances" tab. They are also sent out by email to the nominated bill payer at the end of each month for the following month's sessions. Payment should reach our account by the 7th of the month, failure to pay by the 7th will incur a 10% late payment fee. All billing information can be **found in the 'Parent Welcome Letter'** that is sent to you upon commencement of your child's nursery place.

Do I need to tell you if my child will not be attending?

Yes please, an email to say that your child will not be attending and why is greatly appreciated and part of our terms and conditions. It is our duty to inform parents and put certain cleaning practices and procedures in place if children have contracted a contagious illness or infection.

If your child is going to be on holiday it is helpful to give us notice of this too.

If we do not see them at nursery by lunchtime, then we may give a courtesy call or email to check in. If a child is absent for 3 consecutive sessions with no reason or response from parents, then your emergency contact will be called.

Nursery fees are still payable if your child is poorly or on holiday.

Will my child be bringing anything home?

As a nursery we encourage children to explore arts and crafts and various materials in whatever way they wish and value the learning process of whatever it is they are

creating as opposed to creating a specific item that has been designed or heavily adult lead.

We like to display the children's work proudly in the nursery for them to see but respect their wishes to do whatever they want with their creations whether that be take them home, rip it up or scribble over the top.

There may be occasions where children make things for festivals or celebrations, but these items will be heavily child led and if they would rather play with something else, they will not be asked to create something.

What and when will my child be eating?

We provide varied, healthy, and nutritious meals at Chapel Hill. Breakfast which is toast and cereal, a mid-morning snack of fruit and milk, a hot lunch and a light tea is provided.

for all children. All our meals are freshly prepared and cooked in house, children with dietary requirements and allergies are always catered for.

Weekly menus can be found on our parent notice board these menu's change seasonally for spring, summer and winter.

Breakfast is served from 7.30am until 8.30am

Snack from 10am

Lunch from 11.30am

Tea from 3.30pm

Please note that timings differ slightly depending on age group.

What happens if my child is ill?

We advise that children who are ill do not attend nursery. If a child becomes ill whilst in our care, we will contact the parent/carer for them to come and collect their child immediately. Please be aware that nursery staff will only be able to administer medicine that has been prescribed by a doctor. ***To prevent the spread of infection your child will not be allowed to attend the nursery for 48 hours from the last bout of sickness or diarrhoea. 24 hours if sent home with a temperature.***

Other common illnesses and exclusions are set out in our '**Child Illness information pack**' that you should receive via email prior to your child starting nursery.

Can I increase or decrease my child's sessions?

One month's notice is required in writing to terminate a child's place at the nursery and the same amount of notice is required to reduce your child's sessions. This information is detailed on the nursery **Terms and Conditions**.

If you would like to increase your child's sessions we need to know with as much notice as possible. This will only be possible if we have availability, alternatively we have an internal waiting list for children who already attend that operates on a first come first serve basis.

We require any increase, reduction or termination of sessions in writing so it is best to email info@chapelhilldaynursery.co.uk

Will my child be supported if they have additional needs or disabilities?

Yes, the practitioners Chapel Hill regularly review children's progress and families are kept informed if there are any concerns. **Our SEND offer** describes how we use a graduated approach of support with all children to ensure that they all make progress ready for the next stage in their education, at whatever point that may be. This document can be found on our website and also in our policies and procedures folder in

the foyer. Chapel Hill will work with families and the Local Authority Early Years Service to make sure that the setting is as inclusive as possible and differentiate approaches and support where necessary. Nursery Manager Laura has a wealth of experience with children with additional needs and SEN processes and SENCo Dave has worked across

different age groups in a variety of settings with and has 1:1 experience with children with additional needs. **Our Behaviour policy** and **Special Educational Needs policy** can be found in the policy folder kept in the foyer, and a copy can be provided upon request.

Our main building is restricted for disability access due to the nature of its construction; however, the ground floor can be made accessible. Our preschool room is fully accessible due to being a separate building and includes a disabled W.C.

Do you accept Tax free Childcare Credits and Early Years Funding?

Yes! We accept all childcare vouchers and tax-free childcare payments. We also offer Early Years funding from 9 months. however, as we are not a term time only setting the funding is stretched over 51 weeks and therefore equates to fewer than 15 or 30 hours per week. If you would like information about how our funding impact's your child's sessions and fees, please refer to our fees/funding policy. To enable us to claim funding for your child a parent declaration form will be sent to you several weeks before the beginning of term for you to complete and return.

To check if you are eligible for funding or childcare support please visit the government childcare choices website. Further information about financial support for childcare can also be found on our website. www.childcarechoices.gov.uk

What if my child sleeps?

Our baby rooms Maple and Blossom have their own cot room, with black out blinds music or white noise, 10 cots and 2 coracle beds. There are also coracle beds in each baby room. In Maple and Blossom, we try and follow a child's sleep routine as closely as we can although sometimes a nursery environment can mean children's nap times and duration of naps are affected. It is important to explain to our practitioners how your child is put to sleep and if at any point naps change. We encourage you to bring in any sleeping bags and comforters that make sleeping as familiar as possible for your child. Sleep checks are carried out every 10 minutes. We have a baby monitor in the cot room, however if 3 or more children are asleep at any one time a member of staff stays in the room with them.

In **all other rooms** apart from the two baby rooms the children are offered a sleep after lunch time. During handover's it is important that parents communicate any sleep limits or updates in regards to requiring or dropping naps. We have roll out sleep mats and each child has a bottom sheet and blanket, their linen is kept in a bag with their name on it and laundered after the end of their sessions each week. A Section of their playroom is cordoned off and made cosy, lights dimmed, and calming music played and

our practitioners will sit with the children until they are asleep. Sleep checks are carried out every 10 minutes. Sleeping children are not left unattended.

All naps are recorded on Parentzone.

How often do children go outside?

All children go outside on a daily basis. Toddler groups and older will spend time outside during the morning and afternoon. During wet and cold and very warm weather this may be for shorter periods. Baby rooms Maple and Blossom have to navigate time outside around naps and mealtimes so smaller groups of children may go out at times

throughout the day but they should still be accessing the outdoors at least once during their session.

The Oak pre-school room has direct access to an Astro turfed garden area and will have periods of free flow play between inside and outside throughout the day. The Burrow, nurseries tumble room, also has direct access to the baby Astro turfed garden.

In addition to their astro turfed garden areas the children have access to our 1 large Paddock and Kitchen Garden. We have continued to develop the Paddock, it includes a small 'Forest School' area with Willow tunnels and hides, a bug hotel, a log circle as well as a builder's area/ gravel pit and a small Shepherds hut. In the neighbouring space we have our Kitchen Garden where our resident gardeners encourage the children to plant, nurture and grow a variety of different fruits, vegetables, and flowers that we use in our meals, cooking, and messy play throughout the year. Part of our Paddock also accommodates sheep (seasonally) and our 6 resident ducks! Our Bark area houses large tractor tyres and wooden planks, a cosy wicker hiding place and a 'mud kitchen' as well as being home to our 2 Guinea pigs! The bark area is partially covered by a stretch tent, to allow us to use the outside space in all weathers.

We hope we have answered any questions you have, however if we can be of further assistance, please do not hesitate to contact us on 01453 811008 or email info@chapelhilldaynursery.co.uk