Parent/carer Information

Booklet



**Settling in procedure:**

We offer 6 settling sessions which start from 1 hour, we then increase the amount of time each session lasts over the remainder settles . We would like you to stay with your child for the first trial session. It will help you and your child to get to know us. We gently build up the time that you leave your child over the next few sessions until they are ready to start nursery.  
We do understand the anxiety that parents feel when they leave their child. We urge you to discuss any feelings you have with us. A good parent/carer relationship is one of our main objectives. Please don't hesitate to phone the nursery or message via the famly app during the day, as many times as you want, we will be happy to reassure you. We will contact you if we are unable to settle your child.  
Once your child starts nursery you will be given daily feedback via the famly app.

**Dropping off and collecting children:**

As we have an open door policy you can drop and collect your child at any time throughout their session. Please be aware that dropping your child off after their actual start time could be disruptive for them as it may be hard for them to settle in to the routine. When you do drop of your child please let us know any information that you think we may need to ensure your child enjoys their day at nursery. If someone other than yourself will be collecting your child from nursery please let us know. We would need a photo, name and password of the person, this can be sent via email or Famly app. If your child is not going to attend nursery on their day for any reason or will be in later, could you please let us know by 9am.

Under no circumstances will your child be allowed to leave the premises with persons not authorised to collect them on that day. Any persons under the age of 16 years old must also not collect your child – even if you, as a parent/carer give them permission.

Each child has their own peg and cloth peg bag, this helps with their sense of belonging, please provide at least 3 sets of spare clothes for your child ensuring they are clearly labelled and appropriate for the season we are in! Please bring in wellington boots in the winter or rainy weather for your child but they will also need indoor shoes

**Food and Drink:**

We have a well-equipped kitchen where our chef prepares all meals on site. Depending on sessions attended we will supply breakfast, morning snack, lunch, afternoon snack and tea for all children. If your child is still on formula milk then we do ask you to supply this. We provide fresh water/milk throughout the day. We cater for all dietary/allergy requirements.

**What you need to bring for children who are under 12 months:**

* Nappy Cream if you would like an alternative to be used (we supply sudocreme)
* Any comforters your child uses
* 3 sets of spare clothes (please label)
* Photos of close family for our family board, this helps with the settling in procedure
* Formula milk, or any alternative we provide cows/soya/oat milk

**What you need to bring in for a child who are over 12 months:**

* Nappy cream if you would like an alternative to be used (we supply sudocreme)
* Any comforters if used
* 3 spare changes of clothes (please label)
* Photos of close family for family board

Please note the nursery has a **NO NUT** policy due to allergies

**WE CANNOT ACCEPT RESPONSIBILTY FOR LOSS OF ANY ITEMS**

**Accidents:**

Children can have occasional accidents! For most accidents that may occur a little reassurance, cuddle and a cold compress will be all that is required. All our staff have undertaken paediatric first aid training and are alert and vigilant in the care and safety of all children. However, in the unlikely event of a more serious accident you will be contacted immediately, if required an ambulance would be called and your child would be taken to the hospital, again you would be kept informed at all times. All accidents however minor will be recorded on an accident form, you will be asked to acknowledge the form which would be sent via the app you would receive a notification on this, if your child has had a bump to the head you will be telephoned about the accident and explained what has happened, you do not need to collect your child unless we state otherwise, again the accident form will need to acknowledged. If your child has had an accident at home, please do let the staff know at drop off and an incident form would be sent across to you. This is to safeguard your child and the staff team.

**Sickness:**

When your child firsts starts nursery, please be prepared for them to get coughs, colds as well as the odd tummy bug or two for the first month or so. This is nature’s way for them to build up their immune system and then fight of any future illnesses. However it may mean that we have to ask you to come and collect your child. The nursery is a very busy environment and a child who is unwell may find it hard to cope with. We understand some employers may not like you leaving work, but we would need you to come as soon as possible, or arrange for someone else to pick them up.

If your child is unwell, for the health of the other children/staff please do not send them in to nursery. Please inform us of any contagious diseases if your child does catch one!

If your child has been sick or has diarrhoea they must not return to nursery until 48 hours from the last bout. If your child has been prescribed antibiotics then you also must keep them home for 48 hours for the medication to start working, after this they can come back to nursery, letting us know when and how much to be administered, a medication form would be sent across to you via the app.

Please ask for our policy on various child ailments.

We do have exclusion periods for various illnesses and receive advice from the local health protection agency about these exclusion periods. We cannot make exceptions to these periods.

**Administration of medicine:**

We follow guidelines from Ofsted regarding administration of non-prescribed medicines. We are not permitted to administer any non-prescribed medicines.

The only non-prescribed medicines we will administer is calpol, teething gel or teething powder.

This means:

You must let us know if your child has been unwell and therefor may need medicine during the day.

If your child develops a high temperature during the day, we can administer calpol to them if we cannot contact you for permission, providing we have attempted contact and been unsuccessful, we will however wait for a period of 20 minutes before administering the medication. If we have to administered the calpol, you will need to collect your child from nursery. They cannot return for 24 hours or until they’re clear of any temperature.

If your child has had any Calpol/Nurofen on the morning of their session at nursery then they will NOT be able to come into nursery (unless for teething) we cannot administer another dose of Calpol to your child.

If your child is asthmatic we would need and inhaler and spacer if used left at nursery at all times, you will sign a care plan form stating how much is to be administered and signs to look out for, this will be kept in the medication box in the office.

If your child needs and Epi-pen, we will need two at nursery at all times, a care plan form will be completed and kept in the office.

**Fees:**

Fees are due on the 1st of each month in advance. They are calculated based on your regular weekly booking pattern and multiplied over 51 weeks and then divided by 12 months. Any extra sessions will be added monthly to your invoice. If you pay by tax free childcare please do let us know the code when this has been set up by you.

If you drop off or collect your child after or before their session time (without pre agreement) then you will be charged a fee. Please remember if your child is booked in to nursery, you will be expected to pay for each session if your child attends or not. This includes all holidays including public bank holidays, sickness, and any closure due to conditions listed in parental agreement. Failure to make payments on time or consistently late paying may result in a late charge and your child’s place be forfeit until your account is settled. If you are having a problem with paying your account, please speak to a member of management to see if alternative arrangements can be made.

**Ten things you might like to know about Tax-Free Childcare for children attending at Orchard.**

**1. You’ll be able to open an online account**

You’ll be able to open an online account, which you can pay into to cover the cost of childcare with us as a registered provider. This will be done through the government website, GOV.UK.

You’ll be able to apply for all your children at the same time, when your youngest child becomes eligible.

**2. For every 80p you or someone else pays in, the government will top up an extra 20p**

This is equivalent of the tax most people pay - 20% - which gives the scheme its name, ‘tax-free’. The government will top up the account with 20% of childcare costs up to a total of £10,000 - the equivalent of up to £2,000 support per child per year (or £4,000 for disabled children).

**3. The scheme will be available for children under the age of 12**

It will also be available for children with disabilities under the age of 17, as their childcare costs can stay high throughout their teenage years.

**4. To qualify, parents will have to be in work, and each earning at least £120 a week and not more than £100,000 each per year**

The scheme is designed to be flexible for parents if, for example, they want to get back to work after the birth of a child or work part-time.

**5. Any eligible working family can use the Tax-Free Childcare scheme - it doesn’t rely on employers offering it**

Tax-Free Childcare doesn’t rely on employers offering the scheme, unlike the current scheme Employer-Supported Childcare. Any working family can use Tax-Free Childcare, provided they meet the eligibility requirements.

**6. The scheme will be available for parents who are self-employed**

Self-employed parents will be able to get support with childcare costs in Tax-Free Childcare, unlike the current scheme (Employer-Supported Childcare) which is not available to self-employed parents. To support newly self-employed parents, the government is introducing a ‘start-up’ period. During this, self-employed parents won’t have to earn the minimum income level.

The scheme will be available to parents on paid sick leave and paid and unpaid statutory maternity, paternity and adoption leave.

**7. If you currently receive Employer-Supported Childcare then you can continue to do so**

You do not have to switch to Tax-Free Childcare if you do not wish to. Employer-Supported Childcare will continue to run. The current scheme will remain open to new entrants until April 2018. Parents already registered by this date will be able to continue using it for as long as their employer offers it.

However, Tax-Free Childcare will be open to more than twice as many parents as Employer-Supported Childcare.

Employers’ workplace nurseries won’t be affected by the introduction of Tax-Free Childcare.

**8. Parents and others can pay money into their childcare account as and when they like**

This gives you the flexibility to pay in more in some months, and less at other times. This means you can build up a balance in your account to use at times when you need more childcare than usual, for example, over the summer holidays.

It’s also not just the parents who can pay into the account - if grandparents, other family members or employers want to pay in, they can.

**9. The process will be as simple as possible for parents**

The process will be as easy as possible for you. For example, you’ll re-confirm your circumstances every 3 months using a simple online process; and there will be a simple log-in service where parents can view accounts for all of their children at once.

**10. You’ll be able to withdraw money from the account if you want to**

If your circumstances change or you no longer want to pay into the account, then you’ll be able to withdraw the money you have built up. If you do, the government will withdraw its corresponding contribution.

**Early Years Funding:**

Some 9month old and 2 year olds are eligible for 11 hours of early years funding, the term after they turn 9 months or 2 years.

All 3- and 4-year-olds are eligible for either 11 hours or 23 hours funding the term after their 3rd birthday. The amount received will be dependent on eligibility and availability as we may not be able to offer all funding.

We have only a certain amount of funding only spaces, the only times your child can attend for these are 8am-12pm and 1pm-5pm.

If your child’s sessions fall outside these hours and your booking pattern is more than 11/23 hours per week the funding will be incorporated in to your session times and fees.

The additional planned funding hours will help families by reducing the cost of childcare and will be available to:

* Families where both parents are working.
* Lone parents (sole parent in household) that are working.
* Those earning on average, a weekly minimum equivalent to 16 hours at national minimum wage.
* Those on a national living wage and earnings are less than £100,000 per year.
* Those parents who are self-employed.
* Parents on zero hours contracts who meet one of the above criteria.

**What is the Famly app:**

The day your child starts at Orchard you will be sent an email with a link to our Famly app. This is an all in one app which shows their time and development while they are with us. This is a journal of observations, photographs and videos. This also has your child’s profile so you can see your fee’s, child’s profile, medication/accident forms, newsfeed which let’s you know of events/information that is happening within the nursery, newsletters.

This also helps the professionals to track your child’s progress.

You can also message the staff directly for an update on your child throughout the day or to inform them of any important information.

You and the child’s keyworker and management are the only people that can see your child’s profile, you set up a 4 digit pin number that will be unique to yourself, so you can access it at any time you like.

At some point between your child’s 2nd and 3rd birthday, (a 2 year check is carried out) the key person working with your child will give you a written summary of how your child is progressing against 3 prime areas of learning.

This check will highlight to you where your child is progressing well, and where if need be given a little extra support; this will also say how parents/carers/key person can work together on next stage of development.

The checks will be read and discussed with yourself, then signed and sent off to your child’s health visitor.

This is a statutory requirement as part of our registration with OFSTED.

**How you can help with your child’s learning:**

All the fun activities that you do with your child at home are important in supporting their learning and development and have a really long-lasting effect on your child’s learning as they progress through school.

At Orchard we do the following, we aim to increase the children’s understanding and to encourage them to think and improve their language competence. We allow children to be creative, to explore and investigate materials and to be imaginative. Through these planned activities the children will be learning some important mathematical, linguistic and scientific concepts.

They will also be acquiring social skills through interaction with others. We actively promote children’s learning to share, to take turns and to care for others. We use the outdoor space in all weathers as an extension of the classroom, offering all children experiences which support their learning through play. All the above can also be implemented in everyday life with your child.

**Ensuring your child’s safety:**

Much thought has been given to make sure your child is safe as possible. Within the EYFS there is a set of welfare standards that everyone must follow. These include the numbers of staff required in a nursery, and things like administering medicines, risk assessments, staff suitability.

**Quality:**

You can find out the quality of your child’s nursery and other early years providers in relation to the EYFS framework by checking what the government official inspection body for early years, Ofsted, has to say about it. You can find this information at:

[www.ofsted.gov.uk/inspection-reports/find-inspection-report](http://www.ofsted.gov.uk/inspection-reports/find-inspection-report)

Our last inspection in December 2022 we was rated “GOOD” in all areas.

**Behaviour:**

We do not have many rules at Orchard, but those that we have are mainly for the safety of the children.

We always expect a standard of acceptable behaviour in the nursery. We do not accept fighting, swearing or any other behaviour that could be hurtful to others. We make it clear to children that they should never hit back and instead should use words (if able) to tell others that the behaviour is not appropriate by saying “please stop, I do not like that” and to express their needs or feelings.

If this does not work, we encourage children to come to an adult to help them sort out the situation. At Orchard we feel it is important to teach the children to share, care for, and help each other. As parents/carers, we need your help to support us in this. All incidents will be discussed with the child/children so that they learn and try to understand appropriate behaviours. We use positive reinforcement and encourage them to think about what they have done and of ways they can help improve their behaviour. In an event where children may display behaviour that is challenging (which they all will at some stage as they are children, and this is normal!) Then we will move them away from situations whenever possible and distract them. We will always monitor any triggers and try to find a solution to promote more positive behaviour. If the situation does not improve then the parents/carers will be asked in to nursery to discuss the matter further so that we can work together on a plan to further support the child.

**Child protection:**

We wish parents/carers to be aware we monitor any changes in a child’s behaviour in the nursery. Any marks/bruises we find that are not related to nursery we will ask you about and these will be recorded on an incident form via famly app. We have a responsibility to the child first and it is our duty of care in law to take action if we suspect that a child maybe suffering from abuse. The suspected abuse will be kept confidential in the nursery.

However, it is our duty to notify social care of any suspected child abuse we feel is occurring.

## C:\Users\Orchard\Desktop\Robert\apple.bmp Orchard Day Nursery Privacy Notice

AtOrchard Day Nursery we respect the privacy of the children attending the nursery and the privacy of their parents or carers. The personal information that we collect about you and your child is used only to provide appropriate care for them, maintain our service to you, and communicate with you effectively. Our basis for processing the personal information relating to you and your child is so that we can fulfil our legal and lawful requirements.

This is in relation to the new GDPR regulation that take effect from 25th May 2018.

Any information that you provide is kept secure. *We do need to retain certain types of data (such as records of complaints, accidents, and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible* after your child has ceased attending the nursery.

We will use the contact details you give us to communicate with you via phone, email, the Famly App and post. This is so that we can send you information about your child, the nursery, your invoices and child’s account and other relevant news.

We will only share personal information about you or your child with another organisation if we:

* have a safeguarding concern about your child
* are required to by law
* have obtained your prior permission when required

You have the right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

* we may not be able to continue to care for your child if we do not have sufficient information about them which is part of our legal duty
* even after your child has left our care, we have a statutory duty to retain some types of data for specific periods of time so can’t delete everything immediately.

If you have a complaint about how we have kept your information secure, or how we have responded to a request to access, update or erase your data, you can refer us to the Information Commissioner’s Office (ICO).

**The Orchard Day Nursery General Data Protection Regulation Policy is available on our website for your information** [**www.orchard-daynursery**](http://www.orchard-daynursery) **or can be viewed on our parent’s information boards around the nursery.**

If you have any questions about this privacy notice, please contact;

Sam – Nursery Manager Orchard Day Nursery,

Brighton BN2 0GL ,

Phone 01273 622 883

Email [Orchardday@yahoo.co.uk](mailto:Orchardday@yahoo.co.uk),