

Charity Number 1000774

The Grange Pre-School  
Grange United Reformed Church  
Circuit Lane, Southcote  
RG30 3HD



# Parent / Carers Handbook

Established 1967

Ofsted Registration Number 116829

Dear Parent/Carer,

Welcome to the Pre-school and thank you for choosing us. The purpose of this is to help you gain the most from Pre-school life by explaining how we work. Our aim is to support you and your child by providing a safe, happy and caring environment where your child will grow in confidence and knowledge. If you have a question, no matter how trivial, please ask us.

## Our contact details:

The Grange Pre-School  
Circuit Lane  
Reading  
Berkshire  
RG30 3HD

Tel: 0118 956 8528

Mobile: 07484 853891 (Term time, during school hours only)

Web: [thegrangepre-school.org.uk](http://thegrangepre-school.org.uk)

## Julia Molyneux:

Manager, email: [julia@thegrangepre-school.org.uk](mailto:julia@thegrangepre-school.org.uk)

## Angela Oakey

Finance and Administration, email: [admin@thegrangepre-school.org.uk](mailto:admin@thegrangepre-school.org.uk)

## Carragh Young

SENCO, email: [senco@thegrangepre-school.org.uk](mailto:senco@thegrangepre-school.org.uk)

## About The Grange Pre-School

The Grange Pre-School was founded in 1967 and believes that every child deserves a high quality of care and education; we are dedicated to the care and development of your child. We encourage the children to learn through play and having fun.

We are a parent led pre-school. This means that the parents/carers on the management committee lead the pre-school. The parents/carers elect a chair person, a treasurer, secretary and committee members who jointly make the decisions and are responsible to Ofsted. It means the pre-school belongs to the people who use it!

We are registered with Ofsted, members of the Early Years Alliance and a registered charity. Our latest Ofsted report is available on the parent's notice board and our web site.

**The Grange Pre-school will provide flexible, affordable childcare to all, in a safe and supportive environment, working together with parents/carers in partnership.**

### Our Aims

- To provide high quality care and education for children primarily below statutory school age.
- To work in partnership with parents/carers to help children to learn and develop.
- To provide a high adult to child ratio.
- To offer children and their parents/carers a service that promotes equality and values diversity.

### Parents

Parents are regarded as members of our setting who have full participatory rights. These include a right to be:

- valued and respected;
- kept informed;
- consulted; involved; and included at all levels.

As a voluntary managed setting, we also depend on the good will of parents and their involvement to keep going. Membership of the setting carries expectations on parents for their support and commitment.

### We aim to ensure that each child:

- Is in a safe and stimulating environment.
- Is given care and attention, because of our ratio of qualified staff to children.
- Is helped to take forward his/her learning and development by being encouraged to build on what he/she already knows and can do.
- Has a personal key person who makes sure each child makes satisfying progress.
- Is in a setting that sees parents/carers as partners in helping each other to learn and develop.

### Visits

If we have space for your child, we will contact you towards the end of the term before your child is due to start. We will arrange for you and your child to come for two "come and play" sessions before your child starts at pre-school. We will also arrange a home visit, where a senior staff member and key person will have some one-to-one time with you and your child and will run through our daily routine and answer any questions you may have.

This helps new children and parents as everything is more familiar to them on their first day.

## **New Children**

If we have a large number of new children starting, we often stagger the start dates.

## **Settling your child at pre-school**

This can be an emotional time for both the child and parents. It is not unusual for a child to appear unhappy when initially being left, although once the parent leaves the distress rarely lasts for more than a few minutes. The excitement of their new surroundings and the other children quickly attracts their attention. Parents can feel reassured that if their child shows any undue distress, they will be advised and a number of alternative settling-in approaches will be suggested. On starting the Manager will discuss with parents various options for the settling-in period. We are also happy for parents to telephone at any time for an update on their child and we have introduced WhatsApp allowing us to send instant images of children to their concerned parents.

## **Key Person System**

Our pre-school has a 'key person' system in place. Each child will have one special adult to relate too, which can make settling into the group much easier. The key person maintains links with the child's home, working with parents through shared record keeping and observations and will ensure that their key child is supported in reaching their full potential. We operate an 'open door' policy which allows parents the opportunity to talk to their key person or the Manager at any time if they have any concerns or just want to ask how their child is settling etc. You will be informed on your child's first visit at The Grange of your child's key person.

## **Arrival & Departure**

If you arrive before the session begins please wait until you are invited in by a member of staff. We are unable to have any children unattended until the session begins (in accordance with our insurance cover).

Departures are a much more difficult scenario and the pre-school considers that once a parent arrives and staff handover the children that they are accepting full responsibility for their child. Parents are asked to discuss issues surrounding their child with staff while in the main room thereby ensuring the safety of their own child. Parents are asked not to discuss such items with staff while standing in the hall or corridor as it can distract them from their duties.

Children find it very distressing if you are late in collecting them so please ensure that you arrive promptly. If you are going to be late please let us know as soon as possible. We will then be able to reassure your child as to when you should be arriving and where you are. Please inform us and if possible introduce us to anyone who may be collecting your child for you. Again, make sure that your child knows that another person will be collecting them, so they are not caused unnecessary distress. If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children. You will also be issued with a Late Collection fee if you are more than 10 minutes late.

**We use a password system for someone other than the parent/career to collect your child.**

## Security

The children are supervised at all times both indoors and out. The register is taken at the beginning and the end of a session. The door is locked approximately 5 minutes after the start of the session. After this entry can only be gained by the doorbell. Please note that you are welcome at any time during the session.

## Staff

We aim to ensure that either the Manager or Deputy Manager are present during each session, supported by at least three other members of staff (staff: child ratio 1:5 for under 3 years old and staff: child ratio 1:8 for over 3 years old).

Staff present at each session are recorded in the register. Unexpected staff absence due to illness or emergency is covered, where possible by existing staff members.

## Emergency Contacts

We will always keep a record of your home or mobile telephone numbers should we need to contact you in an emergency and as a parent you will always be our first call. However, it is also important when completing the personal details form that you advise us of any additional contacts, in the event of not being able to locate you. Please make sure the pre-school has an "in case of Emergency contact telephone number". Text messaging is the swiftest means of communication that we have and we will endeavour to contact you by this method.

## The Children's Health and Well Being

It is the pre-schools policy to encourage and promote good health and hygiene for all the children in our care. We ask for information regarding allergies, health and emergency care. This information will be kept by the pre-school Manager and all other staff will be made aware of it.

The pre-school is required by regulations not to admit or retain children while they are ill and parents will be expected on these occasions to have alternative arrangements. This is to prevent cross infection with other children. Should a child develop symptoms of illness (rash, high temperature, vomiting, diarrhoea etc) while at the pre-school, parents will be advised immediately. In such an event you will be asked to implement your alternative care arrangements.

Any child with an infectious illness should not attend until fully recovered, although minor coughs and colds need not necessarily prevent attendance. However, we do ask that your child not attend pre-school for a minimum of 48 hours following diarrhoea and vomiting. Should your child not be attending pre-school please telephone us on **0118 956 8528** or send a text message to **07484 853891**.

If we have not heard from you we will contact you to make sure you and your child are ok. Please inform a member of staff if your child has been absent because of an infectious illness (e.g. chicken pox, mumps, measles, rubella, whooping cough etc).

**If a child has been prescribed medication (antibiotics) the child must be kept away from the pre-school for the first 48 hours to prevent cross infection with other children or staff.**

## Medicines

In accordance with our policy, only prescribed medicines which are clearly labelled with dose instructions from their doctor can be administered by our staff. An adult must hand medicines to the child's key person. The medicine form must be completed prior to any child receiving medicine confirming times and quantities of the dose required. Parents/carers will be asked to counter sign this form at collection. Medicines will be kept in a sealed container within the setting for the ease of access for inhalers and epi-pens. Children are not allowed to administer medicines themselves.

Please advise us if your child suffers from Asthma or any conditions which may require medication at any time. We are normally willing to give medication including inhalers. This should be discussed with the Manager and your written permission will be needed.

### Incubation & Exclusion Period of The Commoner Communicable Diseases:

Disease	Normal incubation Period (In days)	Period When Infectious	Minimum Period of Exclusion
Chicken Pox	11-12 Days	From 1 day before to 6 days after appearance of rash.	6 days from onset of rash
German Measles (Rubella)	14-21 Days	From a few days before to 4 days after onset of rash	4 days from onset of rash
Measles	10-15 Days	From a few days before to 5 days after onset of rash	7 days from onset of rash
Mumps	12-26 (Commonly 18)	From a few days before onset symptoms to subsidence of swelling	Until swelling has subsided
Whooping Cough (Pertussis)	7-10 Days	From 7 days exposure to 21 days after paroxysmal cough	21 days from onset of paroxysmal cough

### Commoner Skin Infections:

**Impetigo** - Until spots have healed unless lesions can be covered.

**Headlice** - Until treatment is received.

**Scabies** - Until adequate treatment received.

**Diarrhoea and sickness** - 48 hours after last symptom occurs.

### Accidents

Staff will always do their best to prevent accidents. We have qualified First Aiders in the pre-school and we regularly update their training. If your child has an accident whilst at the pre-school details will be recorded and shared with you when you collect your child. You will be asked to sign the accident/incident sheet to show you have been made aware of what has happened.

If your child has had an accident at home, please inform their key person on arrival. This will be recorded on our accident/incident sheet and you will be asked to sign the sheet so that we have a record that the injury was not caused while at pre-school.

### Head Injuries

Parents are always notified of 'bumped heads', these are recorded in the accident book. If the parent/carer is unable to collect the child from the pre-school a letter will be sent home with the authorised responsible adult so the parent/carers are notified of the injury. A text message will be sent to the main carer if a severe injury has occurred.

### Jewellery

We strongly advise that children do not wear jewellery at the setting for health and safety reasons. If you do choose to allow your child to wear jewellery, we cannot be held responsible for any incidents/accidents or losses that may occur. If jewellery is worn for religious reasons parents/carers should notify their key person.

### Clothing

Please ensure your child is suitably dressed for pre-school, for the safety of the other children and for hygienic reasons children should always change from their outside shoes into indoor shoes/slippers which should also be named. We provide protective clothing for the children when they play with messy activities. However, in order for your child to feel free to explore and experiment with all kinds of materials including messy ones it is best to send children dressed in clothes that are easily washed or are fairly well used. It would also be appreciated if clothes are marked with the child's name. Please dress children accordingly and take note that children get hot & cold very quickly, always ensure that children have 2 layers at least on. It is good for children to practice the skills that will make them independent. Simple clothing which they can handle themselves will enable them to go to the toilet unaided and to put on and take off their outdoor clothes without being too dependent on adult help. We can provide spare clothes on loan if there is an accident, but it would be appreciated if you could provide a spare set of clothes in a bag for your child.

Pre-school t-shirts and sweatshirts are available to buy. An order form will be given to you when your child starts pre-school. Speak to a member of staff if you wish to purchase these items.

### Nappies

Parents should provide a minimum of four nappies for children who are wearing them, together with preferred wipes. A daily record of the child's changing of nappy will be recorded.

### Photographs

We take photographs of your child during their time at pre-school to record their progress and achievements. These photos are added to their 'Learning journeys' which are passed on to you at the end of each term/beginning of the new term, and can be kept as a keepsake of their time with us at the Grange. We display photos of the children on our website and around the setting and we ask you to sign a permission form.

### Our settings routine

Our setting believes that care and education are equally important in the experience we offer children.

The routine and activities that make up the session in the setting are provided in ways that:

- Help each child to feel that they are a valued member of the setting.
- Ensure the safety of each child.
- Help children to gain from the social experience of being part of a group.
- Provide children with the opportunities to learn and help to value learning.

We organise our session so that children can choose from - and work at - a range of activities and so build up their ability to select and work through a task to its end. The children are helped and encouraged to take part in adult-led small and large group activities. These introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others.

Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity - and are encouraged - to take part in outdoor child-chosen and adult-led activities, as well as those provided indoors.

### **Routine**

The children have free flow play. Activities include painting or drawing, sand or water, play dough, jigsaw puzzles, construction toys, home corner and art and crafts. All children can access the enclosed decking area. The children are then split into two groups. Those leaving for school in the current academic year stay in the main playroom and are given more structured work to do focusing on achieving their Early Learning goals. Those leaving the following academic year go to the smaller Martin room for one hour and continue to play whilst still focusing on their Early Learning goals. All children then have snack in their appointed rooms. The children then come back together in the main playroom. The session finishes with a story or singing.

### **Snacks**

Our snack time is organised to promote your child's independence and to encourage healthy eating. Each session the children will be offered a choice of either fresh milk or water to drink. Snack may consist of fresh fruit and vegetables, cheese and crackers, toast or cereal as well as specialist food items for religious festivals or as appropriate for our topic of the week/term. We have trained staff to a Level 2 course in food hygiene to prepare the snack.

**Please inform staff if your child has any dietary needs or food allergies.**

### **How parents take part in the setting**

As a member of the Early Years Alliance, our setting recognises parents as the first and most important educators of their children. All of the staff see themselves as partners with parents in providing care and education for their child. There are many ways in which parents take part in making the setting a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with the staff
- helping at sessions
- sharing their own special interests with the children

- helping to provide, make and look after the equipment and materials used in the children's play activities
- being part of the Committee
- taking part in events and informal discussions about the activities and curriculum provided by the setting
- joining in community activities in which the setting takes part
- building friendships with other parents in the setting.

### Parents/Carers Volunteering

Volunteering to help at a session enables parents/carers to see what the day-to-day life of the setting is like and joining in helps the children to get the best out of their activities. Please speak to a member of staff if you would like to volunteer.

Volunteering for regular sessions is not the only way of taking part in the life of the setting. Parents/carers can volunteer for part of a session to share their own interests, skills or special cultural events and festivals.

All parents who wish to participate in sessions on a regular basis will be asked to first complete a Enhanced Disclosure (DBS) form and to follow our volunteer guidelines. If you wish to volunteer your time, an hour or a session at a time, please speak to a member of staff.

### The Management of Our Setting

The setting is managed by a parent management committee - whose members are elected by the parents of the children who attend the setting. The elections take place at our Annual General Meeting, which is held in September. The committee is responsible for:

- managing the setting's finances
- employing and managing the staff
- making sure that the setting has - and works to - policies that help it to provide a high quality service
- making sure that the setting works in partnership with the children's parents.

The Annual General Meeting is open to the parents/carers of all of the children who attend the setting. It is our shared forum for looking back over the previous year's activities and shaping the coming year's plan.

The Management Committee meet regularly and the full committee once per term, dates and times of the meetings to be advised.

### Fundraising and Purchases

As with all charities, our pre-school needs to fundraise and parents and local companies are always very generous with their support.

We will continue to fundraise to keep all our equipment and toys up to date. Our fundraising events include raffles, fayres and sponsored walks along with other yearly events. All profits go into the pre-school funds.

## Policies

The setting's policies help us to make sure that the service provided by the setting is a high quality one and that being a member of the setting is an enjoyable and beneficial experience for each child and their parents. A copy of the policies is available on the parents/carers table in the lobby area. If you would like a copy of any particular policy ask a member of staff who will be pleased to have a copy made and have it ready to collect when you pick up your child at the end of the session. A complete set of the Policies and Procedures is available on our website.

The staff and committee of the setting work together to adopt the policies and have the opportunity to take part in the review of the policies. This review helps us to make sure that the policies are enabling the setting to provide a quality service for its members and the local community. The setting is Ofsted registered and is inspected regularly. A copy of the report is available for you to view on our website or ask for a paper copy from a member of staff.

## Safeguarding children

Our setting has a duty under the law to help safeguard children against suspected or actual 'significant harm'. Our employment practices ensure children against the likelihood of abuse in our settings and we have a procedure for managing complaints or allegations against a member of staff. Our way of working with children and their parents ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty.

## Fees

Children age 3 and under \*£25.00 per session and are paid termly (6/7 weeks). Children that are eligible for 2 year funding and the 3 and 4 year old Nursery Education Grant receive 15 hours free entitlement, extra sessions are charged at \*£25.00 per Session and are paid termly (6/7 weeks).

Fees must still be paid if children are absent with or without notice for a short period of time. If your child has to be absent over a long period of time, talk to Angela Oakey (pre-school Finance & Administration officer).

The Grange Pre-School is a charity and non-profit making organisation and we rely on prompt payment of fees in order to cover expenses. Invoices should be paid within 2 weeks of invoice date, otherwise a fee of £10 will be charged for late payment to cover the extra admin expenses. For your child to keep their place at the setting you must pay the fees.

You can pay your invoices by BAC'S to NatWest. Account Number 88841979. Sort Code 60-17-21

**\*Subject to Annual increase**

**Reviewed in April 2026**

### **Funding/Free Places**

2 year olds who qualify under the eligibility criteria, and all 3 and 4 year olds are entitled for Nursery Education Grant Funding for 15 hours a week, which is received from the Local Authority. You will be required to sign relevant forms which will enable us to claim the funding. The pre-school will issue these forms in January, April and September of each year. This means that children will receive government funding from the term after their third birthday.

There are three 'cut off' points during the year. Children who are three years old before 31st March will qualify for the summer term, 31st August will qualify for the autumn term and 31st December will qualify for the spring term. This means that parents/carers do not have to pay as the funding is paid directly to the setting they are attending and children are entitled to up to 15 hours per week.

### **30 Hour Extended Entitlement Funding**

2, 3 and 4 year olds of working parents/families may be entitled to 30 Hour Extended Entitlement Funding, providing they meet certain criteria. Parents can find out if they are eligible by contacting HMRC.GOV.UK or the Family Information Service (FIS). Please speak with Angela Oakey if you require further information.

### **Lunch Club**

We currently run a Lunch Club every day at a cost of £4.00 per day.

You will need to supply a healthy packed lunch for your child. (Remember you know more than anyone how much your child will eat. Please only pack enough for them). We will leave any food not eaten in their lunch box.

### **Snack Fee Payment**

The pre-school is a 'non profit' organisation and runs as a charity. We ask all parents to make a payment of £38.00 per child, per year to purchase various healthy and nutritious snacks for the children to enjoy. Broken down this works out to £1.00 a week based on a 38 week school year. This payment can be paid by BACS (Bank details to be provided) or by cash, either in full before your child starts the academic year or before the start of each new term. This is a non-returnable fee.

## **The curriculum provided by the Pre-School**

### *Our approach to learning and development and assessment*

#### **Learning through play**

Play helps young children to learn and develop through doing and talking, which research has shown to be the means by which young children learn to think. Our setting uses the practice guidance Development Matters to plan and provide a range of play activities which help children to make progress in each of the areas of learning and development within the Early Years Foundation Stage Curriculum. In some of these activities children decide how they will use the activity and, in others, an adult takes the lead in helping the children to take part in the activity. In all activities information from the practice guidance - Development Matters has been used to decide what equipment to provide and how to provide it.

Children start to learn about the world around them from the moment they are born. The care and education offered by the pre-school helps children to continue to do this by providing all of the children with the interesting activities that are right for their age and stage of development. We do this by implementing the Early Years Foundation Stage (EYFS).

### What is the Early Years Foundation Stage (EYFS)?

The EYFS is a stage of children's development from birth to the end of their first (Reception) year in school. It is a framework that explains how we support your child's learning, development and care through a range of activities. This enables us to make sure that your child achieves the most they can while in our care.

The EYFS Framework explains how and what your child will be learning to support their healthy development.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through **7 areas of learning and development**.

Children should mostly develop the **3 prime areas** first. These are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in **4 specific areas**. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but is suitable for very young children, and is designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside. More information can be found on our website.

### Learning Journeys

The EYFS sets out requirements for working with children aged 0-5years to help them to develop and learn. At The Grange we use IConnect to assist with our Learning journeys to help us to support the learning and development of your child.

## What are learning journeys?

Learning journeys are a way of collecting observation notes and information about every child. The information is then used to help us to understand their needs and provide for them. At least 3 times per year these records are shared with you to inform you of your child's progress and development. Your child's key person will work with you to collect information about your child's needs, interest and achievements. You and the key person will then decide on how to help your child to move onto the next stage.

## Assessment

We assess how young children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs of the children, to document their progress and where this may be leading them. We believe that parents know their children best and we ask them to contribute to assessment by sharing information about what their children like to do at home and how they as parents are supporting development.

We make periodic assessment summaries of children's achievement based on our ongoing development records. These form part of children's records of achievement. We undertake these assessment summaries at regular intervals as well as times of transition, such as when a child moves into a different group or when they go on to school.

## Concerns, Queries or Complaints

In the event that you are concerned or unhappy about any aspect of the pre-school service please advise the manager as soon as possible. Only by knowing that there is a concern can we respond to it. Should you not feel satisfied with any aspect of the pre-school's response to your complaint, or query please ask for the chair's contact details. Our complaints procedure can be found in our policies and procedures and on the table in the foyer.

## Transition to Primary School

As the children near the time when they leave to go to school they will already have made some friendships with children who will also be going to the same school. We arrange visit times with the children's new school and invite the new teacher to come and visit the setting. We aim to make their transition to school a happy and positive time.

## The staff who work at our setting are:

Name	Job Title	Qualifications and Experience
Julia Molyneux	Manager	Diploma in Pre-School Practice
Angela Oakey	Finance and Administration	NVQ 3 - Childcare Learning and Development
Carragh Young	Early Years Practitioner SENCO	NVQ 3 - Children and Young People Workforce Level 3 - SENCO Qualification
Ann Farrell	Play Worker	46 years of service
Rachel Rossborough	Room Leader - Tornados	Level 3 - Early Years Educator
Rebecca Kieltuczki	Room Leader - Tiddlers	NVQ 3 - Childcare Learning and Development
Emma Kirby	Early Years Practitioner	NVQ 3 - Children and Young People Workforce
Amanda Lambert	Early Years Practitioner	NVQ 3 - Children and Young People Workforce

Bronwyn Molyneux	Early Years Practitioner	NVQ 2 - Children and Young People Workforce
June Canlin	Kitchen and Lunch Club Assistant	Food Hygiene Level 2
Sayam Yousaf	Apprentice	Training towards NVQ Level 2
Jenielle Yanquoi	Apprentice	Training towards NVQ Level 2

**All of our staff hold first aid certificates.**

**All of our staff have been DBS Checked and hold an Enhanced Disclosure.**

**All members of staff receive Safeguard Training.**

**All members of staff do online 'Prevent Duty Training'.**

### **Special Needs**

As part of the setting's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs a child may have. The setting works to the requirements of the 1993 Education Act and Special Educational Needs and Disability Code of Practice. The Grange has achieved Level 1 Inclusion Award for SEND.

***Our Special Educational Needs Co-ordinator is Carragh Young.***

The staff will all take part in further training to keep up to date with developments in early education and to develop their practice throughout the year. We encourage our staff to study for higher qualifications such as a degree at University.

Sometimes members of staff need to carry out observations on the children for their training. At all times permission from parents/carers will be sought before this is carried out.

### **Frequently Asked questions and answers**

#### **When does the Pre-School open?**

The pre-school opens at 8.50am and closes at 3.20pm, Monday to Friday. Term Time only. A yearly term calendar will be available to all parents and is also on our website.

#### **Can I book more additional sessions?**

The pre-school operates on strict staff to child ratios and we are limited in the number of children who can be in attendance at any one time. The pre-school will always try to meet your needs for extra time and you should speak to the pre-school manager to see if we have availability.

#### **What do I do if my child is sick?**

If your child is sick and has a communicable illness the pre-school is legally not permitted to admit them while they are contagious. We do not have a sick room or any facility in which we can care for a sick child. For events like this, it is important that you have alternative arrangements for the care of your child, such as a grandparent or a friend.

#### **What if my child needs time off during term time?**

If your child is not able to come to pre-school for any reason, please inform us on 0118 956 8528 or 07484 853891.

### **If I am concerned about my child, can I ring the pre-school?**

Yes, we welcome telephone calls at any time from parents during pre-school hours.

### **Who can collect my child from pre-school?**

We will accept any nomination from you, but they must be over the age of 16. However, unless you have notified us in advance of that person, we will not release the child into their care. They will also need the password you have supplied.

### **What happens if my child does not settle?**

It is unusual for a child not to settle. The excitement of new surroundings and playing with other children usually helps to settle a child quickly. If we have any concerns about your child settling-in we will always discuss them with you. Equally, if you have concerns please discuss them with us. Between us we can usually overcome any difficulties.

### **Do I pay fees for when my child is not at Pre-School?**

Yes, fees are payable for all pre booked sessions even if your child is sick or you choose to go on holiday during term time.

### **Do I need to label my entire child's clothing and shoes?**

Yes. Although staff will do their best to keep all your child's clothing separate there are times when it can get mixed up with others. If it is labeled, it enables us to quickly identify it and return to you.

### **What happens if I realise I will be late collecting my child?**

In an emergency we will hold staff on to look after your child. It is vital that you alert us to your problem ASAP so that we can make timely arrangements. There will be a charge if you are late.

### **What equipment do I need to provide for my child?**

It is normally restricted to personal items, such as nappies, wipes, cream, change of clothing, sun protection cream and a named filled water bottle.

### **If I need to change my child's days at the pre-school how do I do that?**

It is possible to change your child's attendance pattern provided we have a permanent vacancy on the days you require. To help us meet your need we ask that a minimum of 4 weeks' notice is given of any requested change.

If in the event that is not possible, please speak to us ASAP. It is important to note that it is not always possible to immediately change days due to staff children ratios. The pre-school will always try to help you as quickly as possible.

### **Do you have policies on pre-school procedures?**

Yes, and parents are most welcome to see them. Please ask pre-school Manager or view the full document on our website.

### **What can I expect from the pre-school?**

You can expect the pre-school to carry out its duties in a highly professional manner. For your child to be cared for by a staff member who has a love of children and for the care to take place in an environment that is both stimulating and safe. You can also expect that your child's emotional, physical and development needs will be catered for in a sensitive and caring manner.

**What does the pre-school do with my personal Information?**

The information is treated as highly confidential and will only be used to assist in the care of your child. It is vital for your child's wellbeing that your emergency contact details are kept accurate and up to date.

Your records are not shared or shown to any other party and when you leave the pre-school they will be given back to you.

*We are aware this is a long document and hope we have covered most areas which you may have questions about. However please feel free to ask any questions and we will do our utmost to answer them.*