



PARENTS
The Information You Need!



Dear Parents/Carers

We have prepared this prospectus to provide you with brief information regarding the operational system of HappyWoods Nursery as we comply with the Ofsted standards.

About Us

We are a **40-place** Nursery, situated in the Lee area in the London Brough of Lewisham within easy reach of Catford and Lee railway station; we are also on the main bus route of the (202& 160) buses which will drop you right in the front of the nursery.

We accept children from the age of **0** months to five years old.

The children are allocated to rooms according to their age groups:

Baby room	0 Months to 18 Months
Toddler Room	18 Months to 3 years
Pre- School	3 years to 5 years

The children are cared for by fully qualified, experienced, and well-trained members of staff.

Days and Hours of Opening

The nursery is open from 7.45 am to 6.00 pm, Monday to Friday throughout the year except for one week at Christmas, public holidays, and for three inset days. We are open 50 weeks a year.

Morning session	7.45 am to 13.00 pm
Afternoon session	13:00 pm to 18.00 pm
Full day	07.45.00 am to 18.00 pm

All children must be collected on time, failure to do so will result in a fine which is £1 for every minute after 6.00 p.m. with a minimum payment of £15.00

AIMS AND OBJECTS OF THE NURSERY

- To provide the highest quality of care and early years education within a safe, happy, and stimulating environment for babies and children up to five years old.
- To respect and value every child's individuality, recognizing their individual needs to an environment, which will provide equality of opportunity for all our children.
- All children are to be cared for by highly qualified Nursery practitioners.
- To encourage children's emotional, social, physical, creative, and intellectual development.
- To encourage a positive attitude; also develop confidence and self-esteem.
- Provide an atmosphere that's stimulating to each child's imagination interests and characteristics of learning.
- Help parents to achieve a work-life balance by offering flexible hours, and home-cooked meals, accepting childcare vouchers, and assisting with providing information for working tax credit.

ADMISSION POLICY

The basis of our admission policy at HappyWoods Nursery is its official registration with the Ofsted, which sets out the number and age for which places can be provided.

We take into consideration the ratios of adults to children and never exceed these ratios when admitting children. The nursery does not and has no intention in the future to discriminate against any child for reasons of sex, ethnic background, religion, colour, or creed.

Application from children with additional needs will be welcomed considering the ability of the nursery to provide the appropriate level of care. We are aware that funding can be sought from the Early Years Department if necessary to support us with our care e.g., extra members of staff.

For admission of your child, parents are asked to complete a short application form and are placed on our waiting list until a place becomes available. You are then asked to complete more detailed registration forms

that provide us with vital information such as emergency contact numbers, health, and dietary needs, etc we also request a copy of the children's full birth certificate and their red book. Children will not be admitted without this information.

SETTLING IN

As an introduction to life at the nursery, we operate the following program for your child's settling – in a week.

Parents should ensure they have discussed their specific arrangements for the settling-in week with the Nursery Manager prior to the agreed start date. Parents are also reminded that some children take longer to settle than others, settling in is based on each child's individual needs:

- Each new child will be allocated to a key person prior to their settling in.
- The Key person is responsible for the child during the settling-in period and must ensure the parents understand the whole settling-in process before settling-in starts.
- Parents will come in on the first day of settling in and know what to do and what to expect next.
- Parents are to stay in the room with the children playing with their child, the key person will join in gradually.
- interact person will start to interact with the children and introduce the new child to the group, while the parents are there.
- The parents must sit back without interfering, while the key person interacts with the child. (Parents may keep themselves busy by reading a magazine or looking at something. Parents must be close but not to make much eye contact with the child) this will enable the key person to start to have a bond with the child.
- Parents will start to distance themselves from the child by moving around the room and then coming back. During this time the child should be engaged in an activity which will keep them busy and they will not follow their parent about.
- Parents are to go out of the room for one minute and then return, if the child is okay with this then the Parents are to go out of the room for three to four minutes with a goodbye. The key person is

to keep the child busy, but if they cry, the parents should come back into the room and join in with the activity. We keep doing this to teach the child that their parent will leave them but will always return.

- Once the child is settled with the above the parents will remain out of the room for longer periods of time i.e. ½ hour, 1 hour, 2 hours, then a whole session before returning to the room.
- If the settling-in is internal then the children should be settled with the key person, and the child should spend more time with the new key person and less time with the old one.

GENERALLY

- If the key person is not around at any time during the settling-in, the child will be given a secondary key person so we will have a buddy system in place for staff absences and breaks.
- Parents need to speak to their children about their time at the nursery and reassure them before they come in the next day.
- Try to give the child little things during settling in as children like to be given things.
- When the key person is talking to parents at the end of the day they need to remember that the rest of their key children are left, so feedback should be kept short and informative.
- The key person should always reassure parents during settling in as they will be nervous about leaving their child and also speak to them about any previous experiences their child may have had at a different nursery.

The Money Bit

We try to keep fees simple they are set at different rates for babies, toddlers, and children over 3 in order to reflect variations in the costs of providing care for these different age groups.

Discounts are offered for siblings and employees of the NHS of 5%

The Not Very Small Print

Fees are payable **calendar monthly in advance** and must be paid in advance of the first day that your child attends nursery, there after fees must be paid by the 1st of the month in advance. In exceptional circumstances, we can accommodate other forms of payment, to be discussed with the manager.

In order to book a place at our Nursery we will request a completed registration form and a registration fee. This fee is nonrefundable and deposit.

We need at least 4 WEEKS' notice to adjust or terminate a contract for your child.

There is a minimum booking commitment of 2 days of attendance of your choice from Monday to Friday.

Fees are payable in cases of absence and there is no reduction for sickness, or any holidays taken during any week the nursery is open.

Please note: Late payment of fees will result in you occurring extra charges, currently £25.00 a week.

A non-refundable registration fee of **£100.00 is to be paid upon registering your child with us to secure their place and also to cover the cost of the settling-in period.**

Unfortunately, we are unable to provide refunds for a child's fees due to the nursery closure in bad weather, bank holidays or 2 INSET days per year as per Lewisham requirements for nurseries and schools.

Extra sessions can either be invoiced and collected with the following month's payment, extra sessions are subject to approval and dependent on capacity.

Discounts are available for siblings in the nursery and apply to the duration that both children are in attendance. The discount will be 5% and applied to the older of the two siblings, this will be removed when the oldest child leaves.

LATE COLLECTION OF CHILDREN

HappyWoods Nursery operates promptly each day between the hours of 7.45 a.m. to 6.00 p.m. If your child is not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected.

Any parent who is late collecting their child will have to pay a charge, which helps to cover the additional staffing costs incurred for this reason. The charge is £1.00 for every minute after 6.00 pm.

SECURITY

CCTV cameras are situated around the building. The monitor in the office and the outside door is displayed upon it. For security reasons, we have an intercom system, where visitors and parents have to buzz to enter and leave the building. Learners/Volunteers are not allowed to let people in and staff only let people in who they recognize.

Children will only be allowed out of the building at home time when the staff knows the person who is picking them up.

In emergencies or unforeseen circumstances, parents must leave a password and email us the person's photograph of the person picking up their child. Identification will be required.

KEY PERSON

At HappyWoods Nursery, we operate a key-person system. The children are allocated to a member of staff who is responsible for the initial settling-in period, this will enable the child to form a bond with his/her key person and enables the parents to also form a professional relationship with their child's key person. The key person is also responsible for keeping developmental records, observations, planning, and assessment of the child's development. The key person does not have sole charge of the child throughout the day and at times they will not necessarily be the person giving feedback at the end of each day.

COMMUNICATION

We believe that the sharing of information is essential in caring for your child. We will let you know at the end of the day, how your child has been, how they have eaten if they have slept, and what activities they have enjoyed. You can then share the experience with them at home.

To encourage communication, we have a notice board at the entrance of each room to display the weekly menus, important information, and any other information we would like to share with you.

In each classroom, we also display the long and short **SETTLING IN**

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GENERALLY

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- Parents need to speak to their children about their time at the nursery and reassure them before they come in the next day.
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Daily written record books are given to the parents in the baby and toddler room upon their request. Information about the nursery's planned activities and events reminders will be regularly distributed through newsletters and on notice boards. Parents' evenings will be held at least twice a year.

The nursery Director, the Manager/deputy, or your child's key person can be approached at any time to discuss matters of your child's welfare and progress.

CHILDREN'S RECORDS

Every child has their own personal file containing observations on the activities the child engages in and what can be done to ensure they reach their highest potential also work and records of their progress that is kept in each room. Parents can ask to see this file at any time. When the children are ready to go to primary school, we pass on details of your child's progress to the school through development reports which are done on each child three times a year.

THE LEARNING AND DEVELOPMENT POLICY

At HappyWoods Day Nursery, we set out to assist all the children attending the nursery to attain their maximum potential within their perceived capabilities. The staff are aware of the importance of the correct play environment for the child, so they develop good social skills and an appreciation of all aspects of different multicultural societies.

Planning of the learning experience by the staff is further designed to ensure, as far as practicable, equality of opportunity between all children.

While at Nursery your child will be learning through planned and purposeful play opportunities. They will be:

- Learning to become independent, happy, and confident individuals able to make their own decisions.
- Developing a positive attitude towards their learning where they are encouraged to choose for themselves the experiences they want to be involved in.
- Exploring, experimenting, planning, and organizing their learning within the different indoor and outdoor areas.

- Extending what they already know and do with help from the staff as well as thinking for themselves and what they have learned from their experiences.

NAPPY CHANGING

Parents are asked to supply nappies, wet wipes, and any other creams their children will need. Children wearing nappies will be changed midway through each session to keep them comfortable and avoid nappy rash. They will also be changed as necessary if they have soiled or are considered to be wet. It is vital that nappy changing is carried out both safely and hygienically to prevent the risk of possible infection and keep them comfortable and avoid the nappy rash.

TOILET TRAINING

The staff at HappyWoods Nursery are experienced in helping parents decide if their child is ready for toilet training. Please do not hesitate to ask for advice or support.

The toilets at the nursery are infant children's toilets so we do not use potties unless specifically requested by parents who must then provide one for their child to use.

CHILDREN'S CLOTHING

It is important that all children's clothes are labelled so that they can be recognized quickly and returned to the owner promptly.

We ask parents not to put expensive clothes on the children as they take part in plenty of messy play and creative activities which may spoil their clothes although protective aprons are provided.

JEWELLERY

Jewellery other than ear studs should not be worn as a matter of health and safety, hooped or dangling earrings, bracelets, and necklaces can get caught in equipment and cause injury and harm to the child.

PUSHCHAIRS

The nursery supplies a dry and clean area at the back of the nursery for pushchairs.

All parents/ guardians are responsible for folding and storing the pushchairs, the nursery is not responsible for any missing pushchairs or any items left in this area. e.g., rain cover, blankets, toys ...etc

MEALS AND SNACKS MANAGEMENT POLICY

At HappyWoods Day Nursery, we ensure that mealtimes are a happy, social occasion for staff and the children. A choice of hot lunches is provided, and the nursery's qualified cook prepares them to include a vegetarian option, followed by pudding/ fruit/yogurt. All dietary requirements are accommodated.

Freshwater and milk are available for the children throughout the day. All meals are in accordance with the Ofsted requirements.

DAILY ROUTINE

Each room follows a daily routine depending on the age group and competencies of the children. With the babies, we follow each child's own routine, as their needs and capabilities vary so much. We have a varied.

the range of equipment and toys for stimulating play which helps the babies' development and encourages basic social skills; from learning to sit up through to taking their first steps.

As toddlers become more capable and acquire new motor skills, we encourage their growth with a whole range of varied activities, from

organized creativity to physical activities. This is done by learning through play to build up confidence and self-esteem.

Pre-school children have a more structured routine to include educational activities to prepare them for school, which is carried out by our early years teachers. All activities are done in a fun, experimental, and learning through the play process to encourage their all-round development.

SAFEGUARDING CHILDREN

We believe that every child in our care lives in a happy family environment. However, this is sadly not always the case, and it is, therefore, necessary for us to put in writing our policy regarding the above. Every member of our staff is familiar with the child protection procedures as laid down by the Lewisham Safeguarding Children board.

If at any time, a staff member believes there is a cause for concern; information will be passed onto a senior member of staff, who may need to share this information with other professionals.

Parents will be involved at all stages. But the children's safety is vital.

SPECIAL EDUCATIONAL NEEDS

At HappyWoods Nursery, we will ensure that:

- children with additional needs will have an equal opportunity and will be free from any discrimination on the grounds of disability.
- Access to suitable individual programs, and small group activities, according to the child's individual needs, through a child's individual educational plan.
- regular observation will be noted on the progress of the child by qualified and experienced key workers to make sure that every child is valued and is able to value his or her strength.
- The child is fully included in the life of the nursery and develops communication with other children, through signs, gestures, or pictures if the child is yet to develop speech.
- That the child leaves the nursery fully prepared for school life.

HappyWoods Nursery has a SENCO (Special education needs and disability co-ordinator) who takes responsibility to ensure that:

- Liaison with parents and professionals.
- Advising and supporting other practitioners in identifying, understanding, and meeting the additional needs the child may have.
- Ensuring children with SEND are in the correct stage of the expected progress.
- Supporting staff in writing and reviewing IEPs.
- Ensuring relevant background information about individual children with SEND is collected, recorded, and updated.

EQUAL OPPORTUNITY POLICY

At HappyWoods Nursery, we are committed to equal opportunities. We take all reasonable steps to promote and practice equal opportunities within the Nursery regardless of race, gender, religion, culture, colour linguistics, and abilities. All children are positively encouraged by staff to participate in all activities.

BEHAVIOUR POLICY

It is our policy to promote good behaviour through positive encouragement and praise; this enables the children to develop self-discipline and respect for others. Our approach will help the children to see the consequences of their actions and allow them to learn from their experiences. We encourage the children to develop the ability to differentiate between right and wrong.

SICKNESS

If your child is ill for any reason, they should not be brought to the nursery. (Please see the illness exclusion policy below to see how long they have to be absent from the nursery)

Prescribed Medication will only be administered. Medicines should be given to the Room Leader, who will store them safely. You will need to complete a medication form, stating the time you want us to give the

medicine, the dosage, and any other comments. You will also need to sign the sheet at the end of the day.

Exclusion Procedure for Illness/Communicable Disease

Disease/Illness	Minimal Exclusion Period
Antibiotics Prescribed	First 2 days at home
Temperature	If sent home ill, the Child must be off for 24 hour
Vomiting	The child must be off from nursery for 48 hours once free from symptoms
Conjunctivitis	The child should be at home until redness and discharge have gone
Diarrhoea	The child must be off from the nursery for 48 hours once free from symptoms.
Chickenpox	7 Days from the appearance of a rash
Gastroenteritis, Food poisoning, Salmonellas & dysentery	Until authorised by a doctor
Infective hepatitis	7 Days from the onset of jaundice
Measles	5 -7 days from the appearance of the rash
Meningococcal infection	Until fully recovered from illness
Mumps	Exclude until all swelling has gone, usually about 10 days
Pertussis (Whooping Cough)	21 days from the onset of
Rubella (German measles)	10 days from the appearance of the rash
Shingles	Exclude for 7 days from the appearance of a rash
Scarlet fever & streptococcal Infection of the throat	With appropriate medical treatment, no less than three days from the start of treatment.
Threadworm	Excluded until treated

Tonsillitis	Excluded until at least 24 hours after starting Antibiotics
Tuberculosis	Until declared free from infection by a doctor
Typhoid fever	Until declared free from infection by a doctor
Impetigo	Until the skin has completely healed
Pediculosis (lice)	Until appropriate treatment has been given
Ringworm of scalp	Until cured
Ringworm of body	Seldom needs exclusion
Scabies	Excluded until treatment is complete

COMPLAINTS PROCEDURES

At HappyWoods Nursery, it is important that the Nursery runs smoothly, and that parents and staff work together in a spirit of

cooperation for the children's best interests. In the event of complaints from parents, every effort will be made to respond quickly and appropriately.

The following steps may be taken by parents who have concerns about a child or about the running of the Nursery:

- In the case of matters needing further consideration, please discuss it with the Manager /Deputy.
- The Manager will look into it and work out an acceptable solution with you.
- If you feel that the Manager has not satisfactorily dealt with any issue, the director will investigate your complaint in detail and endeavour to reach a satisfactory solution in the best interest of the children under our care. Please contact **Carolina Machado** (Director) on **07598020789**

Contacting **OFSTED**, with which the Nursery is registered, at the following address:

Ofsted
Early Years
Freshford House
Radcliff Way
Bristol
BS1 6LX
Tel: 03001234234

Complaints will be recorded and dated in the complaints folder. After a complaint has been resolved the final outcome will be written in the complaints record. Any recommendations for changes in procedure will be made and noted against the complaints policy.

USEFUL INFORMATION

- Please ensure you personally take your child into the child's room on arrival.
- Please let the staff know if somebody different will be coming to collect your child.

PARENTS MUST PROVIDE THE FOLLOWING ITEMS:

- Formula milk
- Disposable nappies
- Milk Bottle
- Baby wipes
- Any cream you wish to be used.
- Two sets of spare clothes (that are clearly marked)