



### **What are your registration details?**

Ofsted is our governing body, and our registration number is EY370475.

### **What do I need to provide for my child's day at the Nursery?**

Changes of clothing (including underwear), nappies and wipes, nappy cream, a pair of comfortable indoor shoes, sun hat, wellies, socks, a woolly hat, scarf, and coat (weather dependent).

### **What about sun lotion?**

We offer Nursery sun lotion, which is a factor of 50 plus, sensitive skin waterproof brand. We offer this at £2.50 per year. Alternatively, you could provide your own, which staff will apply before outside play.

### **Do you accept childcare vouchers?**

We accept all forms of vouchers, but we may need to register with new ones. You may need some information from us to set these up, such as Ofsted registration numbers.

### **What if I need someone else to collect my child?**

This is not a problem although please email us the person's details and a photograph of them. A password system will be set up if we have not met the person before.

### **How will I know and find out how my child is getting on?**

The child's key person will keep an up-to-date record of your child's progress they will share this information with you regularly using our online communication system, we will hold regular parent consultation evenings to discuss the child's progress. At the end of each session, staff members will talk you through your child's day sharing vital information such as what your child has eaten if they have had a sleep, drinks, etc....

### **What happens if I collect my child late?**

We understand this can happen as some things are out of our control such as traffic or appointments running over. We ask you to let us know if this is going to happen as soon as you are aware. It is not a problem once or twice but if this becomes regular you will be charged £1.00 per minute, a minimum of £15.00 after the actual collection time.

### **Nursery meals?**

We have breakfast up until 8:45 a.m., which is a mixture of cereals, toast, fruit, and yogurt. We then have a snack at 10:00 a.m., which is a choice of fruit, vegetable sticks, breadsticks, and rice cakes. Our lunch is usually around midday, which is a hot meal provided by our qualified chef. We then have tea at around 4.00 pm, this is usually a cold meal e.g., assorted sandwiches, hot soups, jacket potatoes with a selection of

toppings, pizzas, fresh vegetables and fruit. Full menus are shared with parents twice a year.

### **Do we accept funding?**

We accept two and three-year-old funding. We ask for proof of eligibility for two-year-olds. All three-year-olds will gain funding automatically. We also accept 30 hours funding. We will print a form for each term and ask you to complete it and return it to us.

### **Where do your meals come from?**

All our meals are freshly made by our nursery chef on a daily basis within the nursery, including the preparation of certain breads, pizza, and desserts.

### **What are your opening hours?**

We open from (07.45 a.m. until 18:00 p.m.). For funded children, our morning session runs from (08:00 a.m. until 13:00 p.m.) and our afternoon session runs from (13:00 p.m. until 18:00 p.m.).

### **What age ranges do you cover?**

We take children from 0 months old up until they are 5 years old.

**My child was sick during the night but seemed fine this morning.  
Can they still come to the nursery today?**

No, unfortunately at the nursery we have a strict policy on exclusion periods. For sickness and diarrhea, children must be away from the nursery for 48 hours after the last symptom.

### **Can I supply food for my child?**

No, we are very flexible with meeting special dietary requirements, due to the wide range of food allergies we have within the nursery, we are unable to accept any food that was prepared out of the nursery for children's safety.

### **What is EYFS?**

E.Y.F.S. stands for (Early Years Foundation Stage). The EYFS is a curriculum set up by the Government that states how we as early years practitioners do things. The EYFS is split into 7 areas in total.

#### **Three prime areas:**

- Communication and language.
- Personal social and emotional,
- Physical Development.

#### **Four specific areas:**

- Maths,
- Literacy
- Understanding the world,
- Expressive art and design

We set various activities and provide learning opportunities in all areas that meet the children's interest and their interest in learning and carry out regular observations of the children to ensure children are making progress in each area.

### **My child is starting toilet training. Can you help with this?**

Yes, we strive to help in all areas of your child's development we take this at your child's pace. We follow your routine from home as closely as possible and keep you in touch at every step. The training is completed directly on the children's toilet as we do not use potties within the nursery for hygiene purposes.

When we feel the child is ready for toilet training and you agree with us, you will be invited to a toilet training meeting where we will discuss the process, answer your questions, and provide strategies to make the process as smooth as possible for the child.

### **What is a 'key person'?**

A key person is a member of staff within your child's room who your child best associates with. This member of staff will be chosen by your child; the key person will write observations and monitor your child's development. The key person will change your child's nappy throughout to meet the child's physical needs such as feeding, sleeping, and administration of medication as much as possible. Support The child's

transition through nursery, this is to ensure the key person is always within the room to best settle the child within each area. We also have a secondary key person who covers the prime key person's absence.

### **We are going on holiday. Do I need to let the Nursery know?**

Please let us know as soon as you can about your holiday dates. This helps us organize our staff, which in turn lets us keep to our ratios.

### **Can my child attend Nursery during school holidays?**

Yes, we are open all year round, however, we do close for the 8 bank holidays, 2 INSET days and one week for Christmas. If you only pay for term time only you do not attend throughout the holidays, however, if we have space you can come in there will just be an extra session charge in accordance with our new prices.

### **What if my child is ill whilst they are at Nursery?**

If your child is ill, we will give you a call to notify you if this is required (for things such as colds or sniffles this may not be needed) we can administer Calpol, piriton, nappy creams and teething gel we will just call you for verbal confirmation or a medicine form could be completed upon drop off to give us permission. We will keep you up to date with any changes during the day to your child's condition and may suggest early collection with a possible doctor's appointment.

### **Will my child be able to have a daytime sleep?**

Children stick to their home routines. We have different sleep areas within each area of the nursery depending on the children's needs. We always assist in helping your child to get sleep and rest when needed. Each child is provided with their own sheet and blanket which is washed regularly.

### **Can you administer medication?**

We can administer Calpol and Piriton as an emergency, prior to having obtain permission from the parent/carer any medication that is prescribed by a doctor. We use health care plans for re-occurring medicines such as inhalers. All staff are first aid trained and also drug administration trained.

### **What if my child has an accident at nursery?**

Accidents do happen at nursery but of course, we try our best to prevent them. If your child has an accident, we will let you know upon collection or beforehand depending on the severity of the accident. We will complete an accident form to outline the incident (causes, treatments, outcomes, etc.). We will provide any first aid needed (all staff members are first aid trained). For any bigger incidents that we cannot deal with, we will consult professional advice through 999 or 101. We will keep you up to date throughout this process by call, text, or face-to-face. We



complete paperwork to log all accidents into the accident/incident analysis system and this, in turn, helps us avoid accidents in the future.

### **Will my child get to play outside?**

We play outside at least twice every day throughout all ages of the nursery. The only time we will not is if the weather is terrible all day and we feel the children's safety will be at risk.

### **What childcare qualifications do your staff have?**

We have a mixture of staff qualifications. The nursery manager holds a Ph.D. in business, a master's degree in executive management, and a Degree with Honors in child development, our Deputy Manager holds Level three qualifications in Early years, and staff members are qualified in Levels two and three in child care. All members of staff have Safeguarding, Food Hygiene training, and a mixture of age-specific courses to help them in the day-to-day care of children.

### **Are all staff DBS checked?**

Yes, all members of staff full-time, part-time, volunteers, and students hold a current **DBS** check that is carried out prior to the member of staff starting with us. Staff members also sign up to the updated service which keeps this always check up to date and this allows us to check each member of staff's DBS check to ensure no new information is received

(cautions or arrests). Any people visiting the nursery to deliver extracurricular activities must have a DBS check too.

### **How do I pay for childcare?**

You can pay for your childcare through, vouchers, bank transfers, and standing order. Unfortunately, we do not accept card payments. We invoice you on the 20<sup>th</sup> prior to the month so invoices go out towards the end of the month ready for the following month to be paid by the first of each month. Funding for those eligible (2-year-old and 3+ years) will be taken off within the invoice so you can see how this works.

### **What do I need to do if I want to withdraw my child from the nursery?**

If leaving due to unhappiness within the setting we urge you to talk to us about any issues as we strive to solve most issues swiftly. However, we understand that changes sometimes must be made when we wish to leave we ask for two months' notice in writing which will help us organize staff.

### **My child is new at HappyWoods Nursery. What processes are in place to help my child settle in?**

We understand that leaving your child is one of the hardest things to do. We work very closely with you to ensure we know your child as well as possible ready for this big day. We have many strategies that we use to

help including our key person system whereby one of our staff will take the lead in your child's care and build a strong relationship with them to help with transitions into the nursery. We also work to your timescale so do not encourage anything to move faster than you are ready for (if you do not feel comfortable with any of the steps do not hesitate to let us know and we can have a rethink). We use CCTV to view the children (when leaving your child, you could go to the office to view how the children are coping without you in the room). We pride ourselves in being very adaptable to any situation so we will try new strategies to help children settle and get to love nursery as quickly as possible.

### **Can I collect my child from nursery early?**

Yes, no problem you may collect your child whenever you wish, however, if appropriate it may be best to let us know of early collections in order to prepare the child as some children don't always enjoy changes in routine. This may also change routines for us e.g., sleeping or feeding routines.

### **My child has allergies. Will they be safe at the nursery?**

The nursery should be informed of any allergies so contingency plans can be made to keep these allergens away from the child. We strive to ensure that every child is safe while at nursery so we will prepare separate snacks and meals keeping in with the child's diet. The nursery's chef is well-trained

in supplying alternative meal solutions. We are adaptable to most situations so just let us know and we can adapt to your child's needs.

**What should I do if I'm unhappy with some aspect of my child's care?**

Please come and talk to us. The management team is very approachable, just request a meeting and we will set aside some time to talk through any issues you may have. We like to solve any problems before they grow into bigger problems so will be happy to talk about any issues big or small. You and your child's happiness are our overall goal so we strive to achieve this as best we can.

**My child has a favorite teddy bear/comforter. Can this be brought into the nursery?**

Comforters can be brought to the nursery as this will help your child through transitions, however, as you can imagine a busy childcare setting things can go missing. We will try our hardest to keep this comforter safe and will take time to put this safe when the child is not using it but things of great expense or of sentimental value should be kept at home just in case.

**I'm considering sending my child to HappyWoods. Can I come and have a look around?**

Absolutely, we welcome parents to come and see us and we can arrange

a suitable time for you, we are flexible with our appointments as they can be early in the day or later in the afternoon. Due to safeguarding issues, we need to know who is always on the premises and we must ensure that visitors are always fully supervised, so we ask you to call or email us beforehand to book a viewing appointment. You can ask as many questions as you like when you pay us a visit and you bring someone along if you wish. You are very welcome to pay us a second visit and even a third if needed!

### **What does my child need to wear for the nursery?**

Whilst at nursery your child needs to be comfortable. You may like to send your child's light indoor shoes for them to wear during their time at nursery. All the staff wear indoor shoes within the rooms and shoes are not allowed within the under 2's rooms. Aprons will be used for messy activities however we still advise children to wear their best clothes for nursery. Bibs will be provided and used within the under 2's. Although we have a small range of spare wellies, ideally you will send your child with their own wellies and waterproof clothing for use during the winter months so they can enjoy puddle jumping and playing in the snow. During the summer you provide your preferred suncream to be used during outings and garden times.

## **Are there any nursery rules for the children?**

At nursery within the Pre-school Room, the children are encouraged to follow our Golden rules, these are:

- We have kind hands and feet.
- We share and take turns.
- We use indoor feet (walking feet)
- We use indoor voices.
- We have listening ears.
- We use kind words.

We use these rules to help the children understand boundaries at the nursery. These enforce life lessons which will hopefully improve the child's transitions through school life.

## **Are there any rules for parents & carers?**

There are a few rules that we ask parents and carers to abide by these are in the interest of safeguarding and keeping the children safe. One thing we ask is that you do not let anybody onto the premises this may happen when you are exiting the nursery, we ask that you apologize and ask people waiting to ring the bell or alternatively get a member of staff to come and see the person at the front door. Another thing we ask is that you do not use your mobile phone whilst on the premises, there are areas within the nursery that you may go to if you need to answer a call such as an office or the kitchen (areas where no children are).

## **How do you recruit your staff?**

We advertise for staff using websites such as Indeed and total jobs. Fortunately, our staff turnover is very low, so we do not need to advertise

regularly. For apprentices, we use our training provider to place job opportunities on their website.

Once we have applicants in our recruitment process, we ask for application forms and CVs. We carry out a telephone screening interview to shortlist applicants, then invite successful applicants to a formal interview with two members of the management team. Successful applicants move onto stage three where a panel interview takes place consisting of four members of the management team. This interview is more formal due to ensure we know the applicant's motivations. with the children across all areas of the nursery. Our staff that have been through this process speak about how the different interviews and trials helped in their integration into the nursery. Once a decision is made staff take part in a full-day induction and carry out a full DBS check and two references before they start their job with us.

### **Do you allow students?**

Yes, we have a few students working with us at different stages in their careers. all students carry out a full induction in which we outline what they are allowed and not allowed to do. Within this, we talk through our student policy which is available in our policy section. Students are never left alone with the children and also are not allowed to carry out other tasks such as medication or toileting. We see the education of new practitioners as vitally important so enjoy having students and giving them positive role models to learn from

### **What are the ratios of staff to children?**

- Under 2 the ratios are 1:3.
- 2-year-olds 1: 5
- 3 and over 1:13 where a person with Qualified Teacher status, Early Years Professional status, or Early Years Teacher status is working directly with children or 1:8 where they are not.
- You might like to look at the EYFS Statutory Framework for more detail.

### **How do you ensure the safety of the children in your care?**

We are required to carry out risk assessments both indoors and outdoors and whenever they take children out on trips and visits. We also record any accidents or incidents and any medication that is given. We carry out headcount throughout the day, regular fire evacuation practice, and regular security checks for the premises.

### **What activities do you provide?**

We provide a range of activities both within the setting and out in the community. These should meet the needs of children of all ages. Make sure you share your children's particular interests with the nursery and find out how they could be catered for.

### **How do you support children's learning and development?**

Nurseries are required to deliver the Early Years Foundation Stage and provide activities that are based on your child's interests and that help them to progress in their development. We also provide additional classes such as music, drama, spanish language, cooking, dance, and movement to support the children's learning.

### **How do you keep parents informed of their child's progress?**

Nursery staff will carry out weekly observations on their key children that help them to ensure each child is making progress and also identify any area of need. They provide ongoing feedback and at the age of between 2 and 3 years provide a progress check.

We are using I-connect which is one of the leading databases in childcare in the UK, parents download the app where they can see their children's observations, videos, and development reports.



Parents are invited to meet their child's key person to discuss their progress on a timely basis. You can also make an appointment to arrange a meeting with your child's key person at any time you wish to do so.

### **What types of meals and snacks do you provide?**

We usually provide five meals and snacks throughout the day that include Breakfast, Morning snack, Lunch, Afternoon Snack, and Tea. All meals are home-cooked, by our experienced chefs. We also make homemade bread, cakes, and pizza. We also must maintain good food hygiene and provide information on any allergens contained in the food they provide. They must work closely with you to meet the dietary requirements of your child.

### **How do you manage children's behavior?**

At Happywoods, we have a behavior policy. We use positive methods when managing the children's behavior such as distraction and must not threaten or give corporal punishment under any circumstances.

### **What do your fees include?**

Each Nursery will set their own fees, so check what's included from the outset.