

Bewbush Community Nursery C.I.C.



Laying foundations for children and families to build a stronger community

Parent Handbook



2024



"Laying foundations for children and families to build a stronger community"

Ofsted URN. EY462035

Company No. 8290836

Revised August 2024

At Bewbush Community Nursery CIC, we believe in...



We value

Fun – Our sessions are filled with love and laughter

Inclusivity – everyone gets the same opportunities

Integrity – we teach about doing the right thing and making the right choice

If you require this booklet in larger print or translated, please see a member of staff

"Laying foundations for children and families to build a stronger community"

Bewbush Community Nursery C.I.C.



Welcome

"Children settle quickly and feel secure in this warm, friendly and caring environment"
Ofsted (2023)

"Children show positive attitudes to their learning and make good progress. Staff skilfully organise the environment to promote children's natural curiosity and eagerness to learn." Ofsted (2023)

On behalf of the Bewbush Community Nursery C.I.C. team we would like to welcome you and your Family to our Nursery.

As a Nursery team we are fully committed to providing an enjoyable and educational experience for you and your Child / Children. We recognise that Parents are the first and most important educators of their young Children. Therefore, we aim to work in partnership with Parents to ensure that each Child reaches their full potential whilst having a fun time and becoming sociable and confident in their surroundings.

Our vision is

"Laying foundations for Children and families to build a stronger community".

About Us

Bewbush Community Nursery C.I.C. is a 56-place full day care Nursery, offering places for Children from 3 months old. We are registered with Ofsted and therefore adhere to the regulations set down in the Early Years Foundation Stage, a copy of our last inspection is available to read on our website or we can give you a copy on request.

Our adult to child ratios is:

Age	Adult to Child ratio
Rainbow Room (Under 2s)	1 to 3
The Inbetweeners (2-3s)	1 to 4
Preschool (Over 3s)	1 to 8

Opening times and session information

We are open from 8:00 till 18:00, Monday to Friday, for 51 weeks a year. We are closed on Bank Holidays, between Christmas and New Year and for inset days in the year for staff training.

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Nursery places are offered in sessions throughout the day to offer flexibility to families. We offer the following sessions:

- 08:00 to 11:00
- 11:00 to 13:00-available as an extension only and includes lunch
- 13:00 to 16:00
- 16:00 to 17:00-available as an extension only
- 17:00 to 18:00-available as an extension only and includes tea

The Nursery Environment

“Children benefit from a good range of experiences, which prepare them well for their future success” Ofsted (2023)

The Nursery has an open plan interior, which is bright and spacious. The room is arranged into workshop areas where a variety of experiences are set up for Children to move around and investigate at their own pace. This encourages independence and allows Children to develop their social skills, make decisions and explore through play and first-hand experience.

By bringing your Child to Bewbush Community Nursery C.I.C. you are giving your Child the opportunity to explore and investigate a variety of experiences, thereby teaching them to take risks and challenge themselves in our safe environment.

Our Community / Outings

As a Community Nursery we want our Children to have an awareness and knowledge of their local community and strive to support this in a positive way. We take every opportunity to engage with our community through visiting the local environment, such as shopping in co-op, buying stamps from the post office, posting letters in the post box, and taking regular walks around the community seeing how the seasons affect the environment. We also engage with the Community by inviting the Community to visit our environment; the library bus visits us termly, we have visits from the local dentist, and PCSOs. We engage in fundraising events for the benefit of our Children and support local and national charities in awareness days.

Staff

Nursery Staff are selected for their experience, knowledge and enthusiasm in working with Children. All staff have a Disclosure and Barring Service check (DBS) and undergo an intense induction program.

Our team consists of two staff who have completed BA HONS in Early Childhood Studies, one who has completed a Foundation Degree in Early Childhood, seven Level 3 Qualified Childcare Practitioners and four Childcare Assistants. Staff work on a shift basis to cover the hours the Nursery is open.

All Nursery staff are qualified in Paediatric First Aid and re-train every three years this includes Epi-Pen training.

All the staff are encouraged and supported in accessing regular training opportunities and are encouraged to develop their skills and share good practice.

The staff in the Nursery work hard to make sure that your Child has an enjoyable time in the Nursery.

Family Key Person

All children will be supported by all the staff; however, your child will be assigned a Family Key Person who will take on the responsibility of building a trusting relationship with you and them to understand their interests, skills and any areas to be developed.

We encourage regular liaison with your Family's Key Person on an informal basis and also a formal basis through parent progress meetings. Which you can request when you feel you need them.

Your Child's Family Key Person will change when moving from The Rainbow Room into the Main Nursery. Please be advised that it may be necessary to change your Family's Key Person during your Child's time in the Nursery.

At Bewbush Community Nursery C.I.C. we have a SEND Co-ordinator (Special Educational Needs Coordinator) whose responsibility is to make sure that all children feel included, and their needs are met within the setting. They liaise with Parents, Family Key Persons and other professionals who are involved with the child.

They are available for parents to speak to if they have any concerns about their child's development, or want advice, whether that is by meeting face to face, phone or email. Together they will discuss what next steps we can all take to ensure the best support for their child both in Nursery and at home.

Working with Parents

Parents are the most important people in a young Child's life. We want to work in partnership with you to enhance and support your Child at this significant stage of their life. To do so we expect you to become actively involved in your Child's learning.

We currently use an online system called Tapestry to share your child's progress, when your Child starts with the nursery you will receive an email to activate your account. You will then be able to see all observations that have been recorded of your child's learning and development

Please complete the About Me section on Tapestry before your Child's settling in session as this will give staff information that could be important in aiding them to settle.

You will be expected to keep your child's About Me section up to date and will be reminded of this regularly. Tapestry gives you access to information and observations of your Child's progress and next steps your Child is being supported with to further develop their skills, upload observations of experiences, new skills or challenges your Child has had outside of nursery, whether a big event such as attending a wedding or going on holiday, special events such as a trip to the park, or visiting grandparents, or learning a new skill such as attempting to put their own coat on, building a tower, saying their first words to name but a few.

We encourage you to take an active part in your Child's time at Nursery by encouraging and supporting your Child in their next steps at home and reflecting on their progress. We ask you to upload observations you have made of their new skills, or challenges they are facing, acknowledging their observations and adding comments to these.

Through working together, we aim to enable each Child to achieve their full potential.

In addition to this, we use Mailchimp to work with you in the following ways, please ensure you remain subscribed to receive emails to:

- Inform you of upcoming events in the nursery
- Share Updates – This will include letters, flyers etc
- Share our Monthly Newsletter
- Invite you to become involved in activities / experiences with the Nursery either regularly, or for specific events

The Tapestry Journal will be available for you to download as a PDF file when your Child leaves Bewbush Community Nursery C.I.C.

Rainbow Room

To recognise the importance of supporting Children's learning and development needs from birth we have a separate environment which has been created to match the needs and experiences of our youngest Children the under 2's. You will be asked to complete a Daily Routine Sheet for your baby in advance of them starting to support us in meeting your baby's needs and continuing you and your baby's routine whilst they are in our care. You must inform you Child's Family Key Person when changes occur to your Child's routine so your form can be updated.

Students / Volunteers

We consider ourselves fortunate to be able to support students who are embarking on childcare qualifications at local colleges, they attend the nursery for either short or long-term placements, some of these students have gone onto join us in paid employment. All students have been DBS checked and have a full student induction where they are informed of expectations while they are in nursery.

We also welcome volunteers into the Nursery. All Volunteers have a DBS check carried out.

Students and volunteers are never left alone with the Children but do take part in all the experiences offered by the Nursery.

Bottles

Empty bottles should be supplied from home. If your baby is having formula milk, you must provide the Nursery with adequate, in-date cartons/bottles of ready-made liquid formula for your baby, with your baby's name clearly written on each. Cartons will be stored in accordance with the instructions until needed and used according to your baby's routine.

Sleep

Adequate rest and sleep are important for young children, where possible we will encourage your child to take a sleep or rest during their session if they require. Please ensure you share how your child usually goes to sleep but be aware the nursery environment is very different.

Comfort Objects

If your Child has a comforter such as a dummy, blanket or soft toy, we encourage your Child to bring it with them to their Settling Session to support a smoother transition from home to the Nursery.

It is your responsibility to ensure you have the comforter when you collect your Child to avoid distress if the item is left at the Nursery.

We ask however, that toys are not brought into the Nursery as we cannot accept any responsibility for them getting lost or broken.

Nappies

If your Child wears a nappy, we ask you to provide an adequate supply of nappies (named please) a big pack of nappies is ideal. When your Child's nappies are running low a member of staff will advise you.

Potty Training

Potty training will be continued at Nursery when you decide to start, so please discuss with your Family Key Person how we can work together. This is often between the ages of 2 and 3 years old.

You can support your Child by encouraging your Child to sit on the potty at nappy change times from around 2 years.

The three stages to being ready,

1. Child letting you know they are wet/dirty,

2. Being able to tell you they need to go but often not get to the potty in time.
3. Being able to tell you they need to go and being able to get to the potty in time.

We don't advise beginning potty training until your Child is able to meet the first stage. Once you decide to go ahead, please let us know, bring your Child to nursery in pants/knickers and ensure you provide plenty of spare clothes for 'accidents'-there may be many to begin with. Putting them back into nappies during the day for any reason once you begin potty training can be confusing for your Child. It is fine for your child to still wear a nappy whilst they are sleeping as this stage takes longer to learn.

Clothing

We recommend that Children wear old clothes to Nursery, they have access to water play, a mud kitchen, paint and glue. We use our outdoor area throughout the year so Children will need to be appropriately dressed. All coats, jumpers, hats etc must be named. Please could you also provide at least one full set of spare clothes and shoes for your Child in case of any toilet accidents, messy play, outdoor play etc.

The Nursery cannot be held responsible for lost items. Please check the Lost Property Box outside the Nursery door for any lost items. Due to a high level of un-named clothing, the Lost Property Box will be emptied regularly and donated to charity

Funding

There are many different funding options available for children, please go to www.childcarechoices.gov.uk to find out more.

Funded sessions are currently available for the 8am – 11am sessions and 1pm – 4pm sessions only.

As a full day-care Nursery and being open for 51 weeks of the year we only offer the Extended Entitlement of 30 Hours Childcare as stretched hours throughout the year, between 8am 11am and 1pm – 4pm

If your Child attends over the lunchtime session the usual session fees apply. Failure to pay in advance will result in sessions being changed to 15 hours free entitlement sessions only of 8am to 11am and 1pm to 4pm term time only. Your Child's place will be withdrawn for the following term if regular payments are not made to clear outstanding debt.

If your funding is denied at any time, for any reason, or cost not covered by Local Authority, you will be re invoiced and be responsible for the cost of the full session price booked, whether attended or not as sessions are booked and staffed for in advance, until one month's notice in writing has been received.

Local Authority (LA) 2 Years Funding- One months' notice in writing of eligibility is required, with your 2 Year Funding code, and requested sessions. We also need to see the copy of the funding letter that WSCC send you.

Extended Entitlement (30 Hours Childcare)- One month's notice in writing of eligibility is required, with your 30 Hours Childcare code, and requested sessions is required for Extended Entitlement. It is your responsibility to reconfirm your eligibility every 3 months before the deadline. Failure to do so may cause your eligibility to lapse. You will retain your Universal FE hours however will be invoiced again, and responsible for the cost of additional hours booked, until one month's notice in writing has been received.

Starting School

Your Child will be due to start school in the September **after** their 4th birthday. In the October before your Child starts school, you will receive information from West Sussex County Council explaining the process of applying for a school place for your Child. You will need to apply online (from October). You **MUST** apply before the deadline (which is in January) in order to secure your Child a place at School. We will also remind you of the dates and details. Please ask us if you need any help or support in filling in your application or require access to a computer.

- Name your first preference of School for your Child and give 2 more preferences. You will be asked to give a reason for your preference.
- After the deadline, every application across the county will be looked at. You don't automatically get your first school of preference; a decision is made using set criteria to which school each Child will attend.
- You will receive an email at the email address you used to make the application around April, telling you the decision of which school your Child will attend in September, and asking you to confirm acceptance of the place.
- The school will contact you to give you all the information you need to support you in your Child starting at their new School.

Transitions

Please inform us when you receive confirmation from the Local Authority of which school your Child has a place at. We will then make contact with the school to arrange transition meetings. This will allow your Child's Family Key Person to pass on information regarding your Child's development, including their Tapestry Journal.

Fees

Please refer to the current Session Fee Leaflet for our current charges or look at our website.

There is a £50.00 charge to cover the administration costs for starting your Child into the Nursery.

Your Child's sessions can be changed or increased, dependent on availability, and one month's written notice. The same applies to changes to Free Entitlement sessions, however sessions cannot be altered until the start of the following term and are subject to availability.

You will receive your invoice for your fees in advance by email on the 24th of each month or nearest working day.

Payments must be made by 1st of the month payable directly into the Nursery Bank account and can be made via Tax Free Childcare. We do not accept cash or cheques. A Late Payment Fee will be added each month to accounts not paid in full by close of day on 1st of the month.

If you have difficulty paying the invoice at any time, please speak to the Manager as soon as possible.

Outstanding debt will be passed on to a debt collection agency or a small claims court, along with details required to recover the debt.

You may be able to make additional savings if you sign up to Tax Free Childcare. Go to www.gov.uk/tax-free-childcare to find out

Financial Assistance

The government is introducing **new** ways to help parents with childcare costs. Whether you have toddlers or teens, you could get support. Visit www.childcarechoices.gov.uk to find out.

Notice

We require one month's written notice to cancel your contract with us, this applies once Terms and Conditions have been signed. This is important as you will be charged one month's notice whether your Child has/is attending or not.

Any unpaid debts will be passed on, with your details, to a debt collector or small claims court.

Arrivals and Collections

It is important for the running of the Nursery that you do not arrive with your Children earlier than the allotted start time for the session and that they are collected before the end of their session. This is to comply with Ofsted Regulations and Insurance conditions. We charge a fee for late collections. If someone different is picking up your Child, it is important that you inform a member of staff. Failure to do so will result in us telephoning you for permission. If we are unable to gain permission from you, we will not allow the person to collect your Child, you will incur charges for late collection, and it could result in us contacting the police or the IFD (Integrated Front Door).

Please do not be offended if a member of staff refuses you access to the Nursery if they do not recognise you, this is to safeguard you and the Children in Nursery.

Unplanned closure of the Nursery

The Nursery reserves the right to close the Nursery at short notice in the event of extreme weather conditions, flood, fire or any other critical incidents which affects the successful running of the Nursery or has an impact on the wellbeing and health and safety of Children and Staff.

Holidays

We are open for 51 weeks of the year, as we close for a week between Christmas and New Year. We are closed on Bank Holidays and have INSET days for Staff Training where the Nursery is closed for Children, you will not be charged for these days.

There will be no reimbursement of fees in the event of your Child being absent for **any** reason when we are open as the Nursery still has operational costs. This also applies to extra sessions booked.

Public Liability Insurance

A copy is displayed on the Parent Notice Board.

Policies and Procedures

The Nursery has many policies and procedures ranging from Admissions to Transitions, and everything in between. Our Policy Handbook is available on our website. If you have any further questions or concerns, please speak to a member of staff.

Safeguarding

As a registered provider of childcare, we have a commitment to the safeguarding and protection of all children. We have a responsibility to consider the wellbeing of all children who attend this setting. This means we are aware of the things we see and hear from children that might indicate the child is at risk of harm. In most situations any matter of concern that is identified will be discussed with you as the parent/carer of the child. We recognise these can be difficult conversations to have but we will raise matters with you as we know the wellbeing and safety of your child is important. In the best interests of your child, we would hope that we can have an open and honest conversation, should the situation arise.

In certain circumstances we will share these concerns in accordance with the Sussex Child Protection and Safeguarding Procedures. This means we will contact the **Integrated Front Door** (IFD, formerly known as MASH) in West Sussex. They will make a decision as to whether the concern warrants further assessment or investigation. IFD is the first point of contact with children's social care services.

In very rare circumstances and where children are seen to be at risk of immediate harm, we may contact IFD without having spoken to you first and gained your agreement.

We feel it is important that you are aware of our commitment to safeguarding and child protection, from the beginning of our working partnership and what this may mean in practice. More detail of the safeguarding and child protection practices can be found in our safeguarding policy available in our policy handbook on our website.

All conversations are kept confidential, and information only shared with the relevant professionals. Our Designated Safeguarding Leads (DSL's) are Sarah, Claire, Billie and Bethany.

Accidents and Incidents

The Nursery regularly carries out risk assessments in every area of the nursery to reduce any hazards, however accidents will still happen.

All such accidents/incidents are recorded, monitored and reported back to you in person. You will be asked to sign an Accident Form. All accidents are monitored monthly to further reduce risks.

In the event of an accident of a serious nature you or an emergency contact will be telephoned and informed of what has happened and what action is being taken. In extreme circumstances we will contact the emergency services.

Please be aware we do not complete an Accident Form for minor scrapes and knocks that do not require treatment, however we will endeavor to inform you at collection time.

We will complete an Incident Form for any significant injury that your Child has sustained before they come into the Nursery environment. This ensures there is no misunderstanding of who was responsible for caring for the child when the child received the injury (for example we would complete and ask you to sign an Incident form if your child arrived with sunburn) These will be retained as a record to safeguard your child.

Sickness

If your Child is ill and unable to attend the Nursery, please telephone to let us know before your Child is due in. It may be important for us to know what your Child is suffering from in case of being infectious, for example chicken pox. For infectious illnesses we will need to warn other Parents so they can watch out for symptoms in their own Children (confidentiality will be maintained and your Child's name will not be mentioned in connection to the illness). Your Child may need to be absent from Nursery for a specified amount of time and the Nursery staff will be able to advise you on incubation periods and necessary absence times.

We adhere to the guidance from the Health Protection Agency (HPA) for your information, please go to: -

<https://www.publichealth.hscni.net/sites/default/files/2022-11/A2%20Schools%20poster%201122%20FINAL.pdf>

Please remember that when staff become unwell, they have to stay home too!

If your Child becomes unwell whilst at Nursery you will be called to collect your Child. If their temperature exceeds 38°C we will administer Calpol, however you will still be contacted and expected to collect your Child.

It is therefore vital you tell a member of staff when you drop them off if your Child has been given Calpol within 4 hours of starting their session. Ideally children who require Calpol shouldn't attend nursery, keep them at home to recover.

Registration

Your Registration Fee is due once a place is offered to you. Once the Registration Fee is paid, you will be sent Registration Documents to complete and sign online through SigniFlow Ltd. This will state a start date and a date for your Child to attend a Settling-In Session near to your child's start date.

When Registration Forms and Terms and Conditions are completed, your Child's place is secure and you will receive a Welcome Email. Should you decide you no longer require this place, any time after signing the Terms and Conditions, you must give one month's notice in writing. You will be charged for any sessions booked in the one month's notice period, regardless of whether your Child attended.

Food

Breakfast will be on offer at 8:15am every morning for those children who would like it. This will normally be cereal, toast, fruit and milk or water.

During the afternoon session at 2pm your Child will have the opportunity to have a snack at the snack bar. The menu includes a fruit and a savoury item and a drink of milk or water. Children are encouraged to take an active part in the preparation of snacks and will benefit from the social interaction with staff and other Children.

A hot lunch will be provided for Children who attend the lunchtime session at 11:45am. For Children who are with us at teatime we will provide a high tea at 5pm. The food is supplied by *Care Catering Ltd*. Their menus are designed to meet current Government legislation from the Department for Children, Schools and Families. The menus give a varied and balanced diet, with plenty of fruit and vegetables as a way of protecting health and promoting proper growth and development. For further information and a full menu breakdown please follow the link to their website www.carecatering.co.uk

If your child has any dietary requirements or allergies, we will inform Care Catering and they will supply a suitable alternative.

Children have access to water at all times.

PLEASE NOTE: We aim to be a nut free facility. Due to the various allergies Children have in the Nursery, you must **NOT** bring food **or** drinks into the Nursery, even in your Child's bag.

Celebrations

To celebrate your Child's birthday, you can book a Birthday Celebration with us. We provide a cake, display balloons and banners, play a party game and share photos for your Child on Tapestry of their celebration with their friends.

These must be booked in advance and must be paid at time of booking. Short notice may mean a delay to the date we can celebrate their birthday.

Sometimes families like to share treats on their Child's birthday. To promote healthy eating and due to allergies, we ask that sweets are **not** brought in to give out to friends, instead we ask that you donate a book, game or puzzle to the Nursery.

Settling-In Session

Please bring your Child's birth certificate with you to the Settling-In Session.

At the Settling-In Session your Child will be introduced to their Family Key Person, who will take them around the Nursery and make them feel at ease, meeting other members of the team and Children.

You will be required to wait in the parents' area in the corridor during this visit in case we need to clarify anything with you.

After the Settling-In Session your Child should feel more at ease with the Nursery environment and be more familiar with the Nursery staff.

However, all Children react differently when starting at Nursery and each Parent/Carer has their own way of coping with this. We can offer guidance on what to do, and work on an appropriate Settling-In process for you and your Child. If you are at all worried, please ask about how to deal with this often-difficult time.

We would encourage all Parents not to prolong saying goodbye and to leave with as little fuss as possible.

If you wish to find out how your Child is when at Nursery, please feel free to telephone the Nursery during the session to speak to a member of staff.

A Settling-In Policy is available for all Parents/Carers to read, in the Policies and Procedures handbook on our website.

Parking

There are two car parks available to use when dropping off or collecting your Child, the one in front of the Family Hub Building or round the back of the shopping parade. Please park in a designated parking space, not blocking the pavement or other vehicles in and ensure no Child is left unattended in the vehicle whilst you drop off or collect.

Social Media Policy

Although the Nursery appreciates that Facebook and other forms of media such as Twitter are an excellent way for people to keep in touch and communicate, the Nursery does not see this as good practice between staff and parents/carers. Please do not request staff as 'friends', or be offended if a member of staff declines to accept your request to become 'friends'.

We ask that no comments about the Nursery are posted on social networking sites such as Facebook or Twitter.

Complaints

We ask that the staff are respected and spoken to in an appropriate manner. If you have any cause to complain please speak to a Senior Member of staff who will look into your complaint.

If it cannot be dealt with in a satisfactory manner, we do have a 'Compliments and Complaints Policy' which you will find in our 'Policy handbook' found on our website.

General Data Protection Regulations

Bewbush Community Nursery C.I.C. is registered under the data protection act 1998 (Reg.no Z3599775) to protect personal information pursuant of childcare. The Nursery will comply with all requirements of the General Data Protection Regulations, GDPR 2018. Information from Registration Forms will be held on Parenta Group Ltd database, SigniFlow Ltd, will be shared with the local authority to claim for Universal Free Entitlement, 9-month-old Funding, 2 Year Funding and 30 Hours Childcare, and be shared with debt collecting agencies to reclaim any outstanding debt.

Please contact Sarah Risby, the Data Protection Officer,
if you have any further GDPR questions.

sarah@bewbushcommunitynursery.co.uk

Useful Information

Bewbush Community Nursery C.I.C. 01293 522030
(Available 7.45am – 6pm Monday – Friday or leave a voicemail)

Finance or Session Queries

accounts@bewbushcommunitynursery.co.uk 01293 522030

Ofsted

0300 123 4666

Website: www.bewbushcommunitynursery.co.uk

Email: info@bewbushcommunitynursery.co.uk

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