



PARENT WELCOME PACK

‘.....Your child deserves the best’.

Table of Contents

Welcome to Bluebirds Day Nursery	4
Our Aims and Objectives.....	4
Admissions	4
Settling In/Child Induction Policy	4
Requirements for your child's first day:.....	5
Parents as Partners	5
Parents Questionnaire	5
Breastfeeding Policy.....	6
Arrivals and Departures.....	6
Late collection of Children.....	6
Our Fees.....	6
Calculation of fees for full time children	6
Fees for term time children – 15 hours funding	7
Fees for term time children – 30 hours funding	7
Non-payment of fees	7
Fee -reviews.	7
Tax Credits.....	7
Childcare Vouchers.....	7
Nursery Education Grant.....	7
Payments	8
External Agencies.....	8
Transition.....	8
Healthy Eating.....	8
Meal times.....	9
Physical Activity.....	9
Confidentiality	9

General Data Protection Regulation (GDPR).....	9
Security Policy.....	9
Health and Illness.....	10
Medication Procedure	10
Exclusion Procedure for illness/Communicable diseases.....	11
Early Years Foundation Stage (EYFS)	11
Our Nursery Session.....	14
Summary of Our Behaviour management policy.....	14
Procedures for Dealing with Inappropriate or Challenging Behaviour	15
Our Golden Rules.....	15
Our Baby-Sitting Policy	15
Sample of our Daily Routine	16
Location of Nursery Policy & Procedure Folder.....	16
Parking at the nursery	16
How to raise concern.....	17
Finally:.....	17

Safeguarding is important to us!

At Bluebirds Day nursery, the welfare of the children in our care is paramount to us. Our duty of care is to do all we can to protect our children on any issues or concern relating to Safeguarding and Child Protection, including seeking professional assistance, if required.

Welcome to Bluebirds Day Nursery

This 'New Parents Welcome Pack' is provided to help you and your child to settle in at Bluebirds. We understand that this can be a difficult time for parents and we would like to support you as much as possible to make this an enjoyable experience for you and your family. We hope you find this pack beneficial. If there is anything left unanswered please do not hesitate to ask a member of the Management team.

Our Aims and Objectives

Our aim is to ensure that our children, parents and staff are happy. We will implement this by

- ✚ Providing a safe, stimulating and happy environment for each child in our care recognizing that the welfare of the child is paramount.
- ✚ Promoting equality and diversity; our policy opposes any discrimination on the grounds of race, ethnicity, ability, sex or religion.
- ✚ Working in partnership with parents and take account of any needs arising from race, culture, language and religion; to treat all children as individuals.
- ✚ Providing opportunities for all children to develop at an appropriate rate comfortable for them.
- ✚ Sharing information and advice with parents, welcoming them into the nursery at any pre-booked time - whether for formal or informal discussions - confidentiality is respected.
- ✚ Offering training for staff as appropriate ensuring their personal/professional development - enabling them to update their skills.
- ✚ Ensuring a non-discriminatory environment for staff and parents alike at all times. To work in partnership with parents and other professional bodies.

Admissions

It is the intention of Bluebirds Day Nursery to make our provision available to children and families from all sectors of the community. Our admissions policy operates within an equal opportunities framework and is regularly reviewed.

The OFSTED Registration certificate is located on Notice Board next to the manager's office.

Other matters taken into account in deciding which child can be offered a place in the Nursery are:

1. Availability of spaces taking into account the staff/child ratios, the age of the child and the registration requirements.
2. When the application is received (extra weight is given to those who have been on the waiting list longest).
3. The Nursery's ability to provide the facilities for the welfare of the child. However, we will ensure that the description of the setting and its practices makes Nursery accessible to children and/or parents with additional needs.
4. Extenuating circumstances affecting the child's welfare or his/her family - are usually referrals from Social Services.
5. Children who are siblings of those already with us.

We will never discriminate against any child on the grounds of sex, race, religion, color or creed.

Parent App

At Bluebirds Day Nursery, partnership with parents is important to us, in order to support this, we invested in a nursery software that will help us to keep our parents up to date on the daily events and activities at the nursery, it helps us to record accident and incident adequately, we are able to send correspondence to you via our software email system easily. Parents can also message us as directly and can support us with the children learning at home via a recorded observation.

On your child's first day of settling in, the staff will assist you in installing this app on your phone. This app will be used to give you feedback of your child's time at the nursery at the end of his/her session. This feedback will include some photos of your child, activities, what they ate etc. You will also be able to see if they had they had a nap and

when their nappy was changed if applicable. Please be aware that such photos cannot be shared on any social network as it will most likely have other children in it, and we are all working together to safeguard the children and for data protection compliance purposes.

Settling In/Child Induction Policy

Bluebirds Day Nursery aims to work in partnership with parents/carers to settle their child into the nursery environment to ensure they feel safe, secure and comfortable with staff and their surroundings. We aim to give consideration to the individual needs of children and families and give confidence to parents, enabling them to feel comfortable so that the needs of their child will be met.

- Information will be provided to parents through a variety of media, including: parent app, parent notice board, electronic messages (email & WhatsApp), policies and procedures, individual meetings and parents evening.
- Following enrolment, children and parents/carers will be invited to visit for 'settling in' sessions.
- A key person will be allocated to each child and the family prior to the child starting Nursery.
- The 'settling in' sessions will be used to introduce the key person, gain as much information about the child, complete the Getting to Know Me form, and introduce parents/carers to the policies and procedures of the Nursery.
- The child/ren will be introduced to the staff members, and to other children and shown where the toilets and other rooms are located.
- Parents will be encouraged to say goodbye to their child, and it will be explained that they will be coming back at the end of the session.
- Children will be comforted if they become distressed.
- Parents will be informed how the settling in period went and will be informed if more time is needed or not.
- They will be invited back for a second settling in session before the child starts if all goes OK.
- Bluebirds Day Nursery recognizes that some children settle more easily than others and strive to meet the needs of all children and families.

Requirements for your child's first day:

Babies (0 - 24mths)	Toddlers (24mths -36mths)	Preschool (36mths +)	The Nursery will provide:
Nappies/wipes and creams to be applied	Nappies/wipes and creams if applicable	Nappies/wipes and creams if applicable	Spare beakers and cups
Bottle/beaker/cup for drinking	Indoor (soft slippers) and Outdoor (Wellington) boot	Indoor (soft slippers) and Outdoor (Wellington) boot	Flannel, Bibs, Cot/Sleep Mats
Spare change of clothes with sock in a bag clearly labelled with their name and Sun cream & Hats (summer) or Scarf, Gloves & Hats (Winter)	Spare change of clothes with sock in a bag clearly labelled with their name and Sun cream & Hats (summer) or Scarf, Gloves & Hats (Winter)	Spare change of clothes with sock in a bag clearly labelled with their name and Sun cream & Hats (summer) or Scarf, Gloves & Hats (Winter)	Plates/cutlery Breakfast, snacks, Lunch & tea

Parents as Partners

The Nursery team will work with parents as partners in providing quality care for their children. New staff will be introduced to all parents.

All parents of children currently at the Nursery are welcome to visit the Nursery at any pre-booked time. Parents have access to their child's records and are consulted in respect of the care given. Information about Nursery activities and events is readily available.

Parents are encouraged to read all the policies of the Nursery at any time. We welcome suggestions from parents/carers - any member of staff is happy to listen to and report to senior management, ideas passed on by parents/carers. This is incorporated into the Nursery Reflective Practice.

Parents' Evenings are held at least three times a year and parents will be given notice of these dates. Parents are informed of what their children have learnt and achieved during the term and what their Next Steps are for the following term. They are then asked for what they would like their children to learn during the term and this will be

added to the child's Next Step.

Parents Questionnaire

Annually, we aim to seek your opinion of how we're doing and will give out questionnaire for you to complete. Can we ask for your full cooperation in this? Please complete on time and hand it over to a staff member. This is to give parents the opportunity to give suggestions and ideas that we can use to improve our practice.

You can also write to us with any suggestion you have and we will be happy to receive it. Please send any suggestion via our email address at info@bluebirdschildcare.co.uk with the title 'SUGGESTION'.

Breastfeeding Policy

Bluebirds Day Nursery recognises the fact that breastfeeding is usually the healthiest way for a woman to feed her baby. The Nursery acknowledges the health benefits for both mother and child. All mothers have the right to make a fully informed choice as to how they feed and care for their child. We will follow the correct procedure to give babies expressed breast milk.

Arrivals and Departures.

It is the policy of the Nursery to give a warm welcome to each child on their arrival.

The Nursery must close promptly at 6pm and you should arrange to arrive in time to collect your child and be away from nursery by 6.00pm. In the event of an unavoidable delay please telephone the Nursery on **01375 768252** to let us know. The Nursery will charge for late collection of children (Please refer to your copy of the nursery's terms and conditions)

On your arrival at the nursery, your child's key person will be responsible for their care and take your child from you in the morning whenever possible. At the end of each session, an up-to-date feedback on your child's day at nursery will be logged to the Parent App.

If the parent requests the child to be given medicine during the day the staff member will ensure that the medicine consent form is completed, and all other procedures followed. All medicines will be recovered from the medicine box/fridge only when the parent/carer has arrived and it will be handed to them personally, once the parent/carer has signed the Medicine Administering Form to say they have been informed that the child has been given the medicine.

If the child is not to be collected by the parent/carer at the end of the session, our procedure must be followed to identify the nominated adult. Parent will inform the nursery at drop-off. The name and the mobile phone number of the adult collecting the child along with an agreed password will also be sent by text to the managers' phones. Please note that anyone under the age of 16 years is not allowed to collect a child from the nursery.

No child will be handed over to anyone other than the known parent/carer unless the collection procedure stated above is followed. **If a parent / carer appears to be under the influence of drugs or an excessive amount of alcohol, then Nursery staff reserve the right to prevent the child from leaving our care.** Staff will make all efforts to contact an alternative carer however should this not be possible then social services will be contacted.

Any accidents/incidents during the day will be reported to the person collecting the child, which must be signed on the Parent App by the parent. Anyone else other than the parent cannot sign this but will be informed and the parent can sign later. Parents have access to all accidents/incidents through our nursery Parent App.

Late collection of Children

For late collection of children, staff will record the collection time and parents will be asked to sign the late collection book along with the register for the day, which must have the actual time a child is collected. The fee will be due immediately and must be paid during the child's next attendance at the nursery.

Please remember that late pickup will be charged at £15 for the first 5-15 minutes and thereafter, it will be £15 for every 15 minutes.

In a situation where the parent/carers are uncontactable for more than 30 minutes, all the emergency contact numbers for the child will also be contacted. After 30 minutes of no response from all the contacts on the

registration form, the Duty Social Worker/First Response will be informed. The situation will be discussed with parents afterwards.

Our Fees

Calculation of fees for full time children

Fees are calculated so that they are the same amount each month irrespective of the number of days in each month. The weekly fees are multiplied by 51 (Because we are closed for one week at Christmas, **please note that parents are not charged for the Christmas week**) and then divided by the 12 months to make 12 regular amounts payable each month.

Initial Deposit

One month's deposit is payable by the parent/guardian to the nursery on the acceptance of the offer (This is not applicable if your child attends the for **only** the Local Education Funding). The one-month deposit will be used for your child's last invoice at the nursery provided a **full one month leaving notice** is given to the nursery in writing or by sending an email to info@bluebirdschildcare.co.uk. In a situation where your deposit is more than your last invoice, then the difference will be refunded back to your Bank Account **one week** after your child's last day at Bluebirds. Please note that your deposit is not deductible from the first month's fees.

Fees for term time children – 15 hours funding

No fee is payable for your child's session and snack is free when you do 3 hours over 5 days.

If you opt for the 5 hours over 3 days, you've the option of AM or PM session.

- For AM session, your child will eat breakfast, snack and lunch with dessert at nursery. This is chargeable except for the snack.
- For PM session, your child will have snack and tea. Only the tea is chargeable.
- Please ask for our meal package pricelist.

Fees for term time children – 30 hours funding

No fee is payable for your child's session and snack is free when you do 30 hours. The meal is chargeable. You can choose between

- 10 hours over 3 days – your child will eat 5 times per day at nursery and only the breakfast, lunch and tea are chargeable.
- 6 hours over 5 days – you have the option of AM or PM session.
 - For AM session, your child will eat breakfast, snack and lunch with dessert at nursery. Only breakfast and lunch are chargeable.
 - For PM session, your child will have snack and tea. Only the tea is chargeable.
- Please ask for our meal package pricelist.

Non-payment of fees

The following will occur in the event of non-payment of fees:

- A penalty will be applied if the nursery fees are not settled in full by close of business on the 1st of each month. This will be charged at 10% of the total value of the invoice.
- If no payment is received by the 5th of the month, your child's place will be suspended until your account is cleared. Please note that payment will still be required in full for the suspension days.
- If after 14 days and no payment is received, the nursery reserves the right to terminate your agreement and all outstanding payment for one calendar month shall be due.

Fee -reviews.

- The schedule of fees is reviewed **annually** and the Nursery reserves the right to review fees sooner if necessary – for examples if costs suddenly rise or if the National Minimum Wage increases substantially.
- Parents will always be given notice of the fee increase at least a month in advance and the revised fee will be displayed on the Parents Notice Board at the nursery.

Tax Credits

Bluebirds Day Nursery is registered with OFSTED, therefore where appropriate parents/carers are able to claim tax credits. Their contact details are 0345 300 3900 or <https://www.gov.uk/manage-your-tax-credits>

Childcare Vouchers

Bluebirds Day Nursery is registered with many different childcare voucher companies to enable parents to make savings on their Nursery fees through their employers. Details are available on request.

Nursery Education Grant

- **15 hours**

Bluebirds Day Nursery is registered with our local Council and as such provide government funded places for children who are 2 years old or 3 years and above, which is 15 hours per week during **term time only**.

Please note that:

- The government only funds 38 weeks of the year.
- If your child is doing 15 hours only at our nursery per week, this means that your child will be on holiday from the nursery, when all the state schools are on holiday e.g Easter holiday, all the half-terms breaks and the six weeks summer holiday.
- The entitlement for 15 hours come into effect **the term after** your child's 2nd or 3rd birthday.
Service on **01375 652801**, to check your eligibility.
- The 3 years old, Govt funded entitlement is **not** means-tested and it's applicable to all 3 years old in the UK.
- All the nursery sessions we offer is listed above.

Bluebirds Day Nursery will work with parents to ensure as much flexibility so that it meets the parents' needs wherever possible.

- **30 hours**

Bluebirds also offer 30 hours Govt funded place for **3 years old and above**. To check if you qualified, visit this website: www.childcarechoices.gov.uk. If you are eligible, you will be given a code, which you need at the nursery to register your child, bearing in mind that, this code can only be used a term after your child turns 3 years, regardless of when the code was given.

Please note that:

- For child to qualify, the parents need to be in employment.
- This only applies to 3 years and above
- Parent needs to **re-evaluate their eligibility every term** i.e once every three months through the government website
- This re-evaluation will sometimes generate new code.
- This code is required, so the nursery can confirm your entitlement for the following term.
- All the session we have available for this entitlement is listed above
- The 2 years old, Govt funded entitlement is means-tested. Please call the Thurrock Family Information

Sibling Discount

A 5% sibling discount is applied to the sibling with the lowest fee, however if the child with the lowest fee, is already receiving Govt funding then the 5% discount will not be applicable.

Payments

Fees are required monthly in advance, the due date is the 1st of every month and this will be on the invoice which parents/carers receive each month. The preferred methods of payment are bank transfers or standing order. Please contact the manager if you need further information.

External Agencies

The Nursery works in partnership with external agencies and other childcare providers for the benefit of the child. If a child is attending another Nursery or looked after by a childminder, the Nursery will work in partnership with the other provider to ensure continuity of care and education. We will also liaise with other professionals such as Health Visitors, Speech Therapists etc if and when required.

Transition

When a child leaves Nursery to begin primary school, this transition is carefully managed - children visit their new schools and teachers visit children at Nursery to ensure that the transition is smooth and children continue to enjoy the learning experiences provided for them and continue to progress in all areas of their development.

Healthy Eating

At Bluebirds Day Nursery, children receive breakfast on arrival, followed by a mid-morning fruit snack, a home cooked lunch and dessert which is followed by a healthy afternoon snack (depending on their session at the nursery). Staff use mealtimes as opportunities to discuss healthy eating and plan activities to reinforce this.

All fruits and vegetables are washed prior to preparation to remove traces of pesticides. The correct kitchen chopping boards and knives are used for different food.

The cook holds appropriate certificate along with Food Hygiene and Safety certificate and all staff who prepare food hold a Basic Food Hygiene certificate. The kitchen is inspected on a yearly basis by the local Environmental Health team. The rules of the kitchen are explained to new staff during their induction.

Food is probed with a thermometer to ensure it is cooked before leaving the kitchen. Temperatures are recorded in the Kitchen's Daily Health & Safety Checklist. The cook oversees the monitoring of fridge temperatures throughout the Nursery.

Nuts are not served throughout the Nursery. Children's allergies, food preferences and other dietary requirements are discussed in detail with parents prior to a child starting Nursery and added to the Allergy list which can be found in all rooms, kitchen and manager's office.

Our meal is changed to suit each season on the year to ensure that our children are served with nutritious and varied meal throughout the year. For example, we have both Winter and Summer Menu.

Meal times

Breakfast:	8.00am - 8.30am
Mid-morning snack:	10.00-10.30am
Lunch:	11.15 -12.00pm
Afternoon Snack:	2.00-2.30pm
Tea:	4.00-4.30pm

Physical Activity

Bluebirds Day Nursery strongly believes that children should be exposed to good habits from their earliest days. This is shown in the following ways:

All children play outside during the day. In wet and cold weather, children are clothed appropriately and on sunny days, hats and sunscreen are worn. In severe weather, the planning will be altered to provide further physical indoor activities in addition to those which are already on offer.

Staff plan to exercise both large and small group muscles regularly. Staff lead by example and join children in their play - showing how exercise is enjoyable. Staff talk to children and help them to recognise the benefits/effects of exercise.

Indoor physical activity is promoted through yoga, dancing, action songs, soft play equipment, including the parachute and skittles.

Confidentiality

Bluebirds Day Nursery is committed to working in partnership with parents to facilitate the best outcomes for children. All staff are willing to listen to concerns or give advice at any time. Any information divulged by parents regarding their child will be kept strictly confidential and only shared on a 'need to know' basis to secure the best outcome for that child.

However, if staff have concerns relating to safeguarding, this will override the need for confidentiality as the child's safety and well-being is our priority (see Safeguarding policy).

General Data Protection Regulation (GDPR)

The GDPR came into effect on the 25th of May 2018. Please ensure that you have read and sign your copy of parent declaration sent to you by Bluebirds with your settle-in email.

Security Policy

Bluebirds Day Nursery wants to ensure the safety of all children in its care. To ensure that this happens the following points are brought to everyone's attention.

- ✚ Doors will only be opened to individuals known to the nursery. If an unknown person comes to the nursery door, a senior member of staff will attend to them in order to check their identity and the reason for their visit.
- ✚ Everyone must arrive and leave through the front door only. Please do not use the garden gates or other emergency doors to let yourself out of the building, Please ask a member of staff to open the door.
- ✚ It is the responsibility of the parent to ensure the Nursery knows who is collecting their child. No child will be allowed to leave the Nursery with anyone other than the parent/carer /or a regular individual who normally pick up the child.
- ✚ If someone else is collection your child, you will need to inform the nursery by sending a text to 07572638488 and 07581788814 telling us that you have given permission to another person to collect your child on that day only. The text must include the person's name and mobile number. They must have the password that you've given us at the nursery. Please remind them to come to nursery with their mobile phone for verification purposes.
- ✚ On occasions of personal problems unless a court order is in place we are not ultimately able to refuse either parent access to their child. It is imperative that both parents understand this and that the Nursery is updated on personal circumstances. Any child custody order or other court order affecting your child must be made clear in writing to the Nursery Manager. Parents are asked to avoid embarrassment to their child and staff.
- ✚ No strangers will be allowed into the Nursery without the Manager first checking the nature of their business. All visitors to the Nursery will be asked to sign the visitors book and are never left unsupervised.
- ✚ Staff will be vigilant at all times, but especially when out in the garden areas and report any situation, which they feel unhappy about immediately to the Manager.
- ✚ Regular headcounts will be carried out when children go to the garden and when they return.
- ✚ All outings outside of the Nursery premises have to be recorded in the outings book and permission will be sought from parent well in advance. All necessary risk assessment will be carried out prior to the outing. Please note that parents may be invited to join in during outings.
- ✚ On leaving the Nursery building, children become the responsibility of their parent/carer who are reminded to watch them carefully and reinforce road safety.
- ✚ We are unable to release any child in our care to any parent/carer who is under the influence of alcohol and any other intoxicant.

Health and Illness

Bluebirds Day Nursery reserves the right to deny a child from attending the nursery if we feel he/she is not well enough to take part in the nursery's activity.

If your child becomes unwell whilst at nursery you will be contacted. Until you arrive to collect your child, we will ensure your child is cared for appropriately. It is our policy to inform parents of any minor illnesses with regard to their child during the day, so that they can arrange a doctor's appointment and early pick up.

MEDICATION - will be given to those children who need it to treat a non going medical condition for example asthma inhaler or short term condition as prescribed by the dentist, pharmacist or nurse. These medicines will be stored in a suitable container in the manager's office or inside the fridge in the kitchen.

Written consent must be given by parents for the nursery to administer this medication and without this consent, the medication will not be administered.

As part of our registration procedure, parents are asked to consent to our right to take any child who needs urgent medical attention to hospital whilst at the nursery. Parents will be notified of any situation with regards to their child as soon as possible.

Minor accidents will be recorded on the Parent App and this will be given to parent to sign at the nursery at pick up time.

Medication Procedure

When medication is to be administered at the Nursery the following procedure must be adhered to:

- Parents to complete their own child's medication form (not to be completed by staff), to ensure that details are correct and signed by parents to give permission for administration.
- Staff to ensure that the medication is prescribed by a doctor, dentist, pharmacist or nurse for the intended child, the date and meets the requirements stated in our exclusion procedure (48hrs exclusion from when a child is prescribed antibiotics).
- Short term medication form to be taken to child's room and the medication stored appropriately.
- Only the senior person in the room can administer medication and the Manager/Deputy Manager or any other nursery nurse will witness and sign short term medication form.
- All medicines administered will be entered in the Short-Term Medication Form and parents will be asked to sign every entry.
- Parents to sign short term medication form on arrival to Nursery to pick their child and medication to be collected from the Nursery.

In addition to the above, the parents of children who may require occasional emergency medication such as epi pens, for treatment of severe allergic reactions, or calpol (or similar) for the treatment of high temperatures in the case of children with a history of febrile convulsions, must provide nursery with the appropriate medication, and a letter from the child's GP or consultant stating:

- "" Whether the child is fit enough to attend Nursery
- "" What condition the drug or medicine is for with its name
- "" How and when the drug or medicine is to be given
- "" What training of personnel is required, if any
- "" Any other relevant information

Exclusion Procedure for illness/Communicable diseases.

Parents are asked to co-operate in full with the illness exclusion schedule which forms part of our Sickness policy document.

Minimum periods of exclusion from Nursery	DISEASE/ILLNESS
Antibiotics prescribed	First 48 hours at home
Temperature	If sent home ill, child must be off for 24 hrs. If accompanied by cough, they stay away for 48 hours.
Sickness & diarrhoea	Child must be clear of symptoms for 48 hrs
Conjunctivitis	Child must be kept at home until appropriate treatment has been prescribed by the GP.
Chickenpox/mumps, (Measles/rubella)	Seven days from onset of rash (spots crusted over with chickenpox)
Impetigo	Until the skin has healed
Hand, foot and mouth	Three days from onset of blisters
Head lice	Until appropriate treatment has been given

However, this is not an exhaustive list and, in the event, that a child may suffer from something different to that mentioned above, the parent must contact the Manager to seek advice on the exclusion period.

Pet on the premises

Bluebirds Day Nursery recognises that dogs are an important part of life for some of our families and, as such, are often included in day-to-day activities such as walking children to and from nursery. In our teaching we promote

the relationship between people and their pets and accept and encourage the idea of pets as 'family member'.

The value of pet 'therapy' is widely accepted as a powerful aid to stimulation and communication. Studies have shown that the presence of companion animals can improve the well-being of children and lower the rate of anxiety, simply by making the environment happier, more enjoyable and less forbidding.

The Nursery also acknowledges the views of families who have chosen not to have dogs or other pets. They also recognize that bringing dogs onto the premises might pose a health and safety risk to our children and others on site and could be unsettling for many as they arrive and leave nursery. There are added risks of dogs fouling, dogs biting or showing aggressive unpredictable behaviour.

The Nursery recognizes that even well-behaved dogs can behave unpredictably when placed in an unfamiliar, busy, noisy and crowded environment especially during drop-off or pickup time and that this can lead to unexpected behaviour in even the best- behaved pet. Children can also behave unpredictably when in the presence of dogs especially where they are not used to being with them.

It is in considering this context that this Policy and Code of Conduct has been drafted.

Code of Conduct

The Nursery requires all staff, parents and any visitors intending to bring their dogs to Nursery must adhere to this Code of Conduct which states:

- All visiting dogs must be on a lead that keeps the dog reasonably close to the adult who is in control of them.
- No dogs accompanying children to and from nursery are allowed inside the nursery buildings except for Guide dogs.
- Visiting dogs must not be left unsupervised on the nursery premises and must not be left in the sole care of anyone under the age of 18.
- No dog can be tied up and left unattended to on or near the nursery site at any time
- Dogs should be kept away from entrance gate or the front door so that children and parents have a choice whether they want to come in direct contact with them.
- If any parent or children object to the animal's presence, then arrangements must be made to ensure that this animal is kept away from them. If necessary, the animal may need exclusion from specific areas.
- The adult bringing the dog on site is responsible for cleaning up and removing from site any fouling by their dog on the nursery grounds and failure to do so will mean the dog will no longer be allowed on the nursery grounds (N.B. dog waste must be put into the nursery bins).
- All dogs coming onto nursery grounds must be properly vaccinated and treated for fleas and other parasites, regularly groomed, and checked for signs of infection or other illness.
- Claws should be kept trimmed to reduce the risk of scratches.
- Pets that are ill should be diagnosed and treated by a vet and should not be allowed in the nursery premises until their health is restored.
- All pets should have their coats cleaned regularly.

When bringing dogs on to the site, dog owners do so with an absolute understanding that their dog has no issues around children, has never displayed any aggression towards children or others and that the owner believes the dog is fully trustworthy in a nursery environment.

It is understood that bringing dogs to nursery is a privilege not a right and is done at the absolute discretion of the nursery management.

Early Years Foundation Stage (EYFS)

We follow the Early Years Foundation stage (EYFS) at Bluebirds which underpins our policies and ethos of our nursery. Further information regarding the EYFS for all early years settings is set out below.

The Early Years Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and age 5.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents.

It sets out:

- The legal welfare requirements that everyone registered to look after children must follow to keep your child safe and promote their welfare
- The 7 areas of learning and development which guide professionals' engagement with your child's play and activities as they learn new skills and knowledge
- Assessments that will tell you about your child's progress through the EYFS
- Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the "Early Learning Goals (ELGs)"

There is also guidance for the professionals supporting your child on planning the learning activities, and observing and assessing what and how your child is learning and developing.

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

You can find out about the quality of your child's nursery and other early years providers in relation to the EYFS Framework by checking what the Government's official inspection body for early years, Ofsted, has to say about it. You can find this information at www.ofsted.gov.uk/inspection-reports/find-inspection-report.

The EYFS Framework explains how and what children 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 children'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.

At Bluebirds, the 7 areas are used to plan children's learning and activities. Our staff will support children and make sure that the activities are suited to your child's unique needs and stage. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it's 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.

It is important that parents and the professionals caring for children work together. You need to feel comfortable about exchanging information and discussing things that will benefit your child. These conversations will either need to be with your child's "key person". This is the person who:

- Is your main point of contact within the nursery?
- Helps your child to become settled, happy and safe.

- Is responsible for your child's care, development and learning.
- Takes a careful note of your child's progress, sharing this with you and giving your ideas as to how to help your child at home.

You should be able to get information about your child's development at any time. However, you will be invited for parent evening meeting every 6-8 weeks for children under 2 and every 10-12 weeks for children 2 years and over.

At some point after your child turns 2, staff working with your child will invite to a meeting to give you a written summary of how your child is progressing against the 3 prime areas of learning:

- communication and language;
- physical development; and
- personal, social and emotional development.

This is called the progress check at age 2. This is a legal requirement and parents/carers need to attend this important meeting. This check will highlight areas where your child is progressing well and anywhere they might need some extra help or support - and how mums and dads and other family members or carers can work with the key person to help. You might find it useful to share the information from the check with other professionals such as health visitors (who can use it as part of the health and development review).

Our Nursery Session

Full Day session	8.00am - 6.00pm Monday to Friday	
Half-day session (AM/PM)	8.00am - 1.00pm/ 1pm - 6.00pm	
Government Funded session only		
2 YEARS OLD 15 HOURS GOVT FUNDED (Term times only (38weeks in the year- please ask for more details)	8.00am - 11. 00am	(5 days)
	11.30am - 2.30pm	(5 days)
	3.00pm - 6.00pm	(5 days)
	8.00am - 1.00pm	(3 days - Nursery meal fee applicable)
	1.00pm - 6.00pm	(3 days - Nursery meal fee applicable)
3 -5 YEARS OLD 15 HOURS GOVT FUNDED (Term times only (38weeks in the year- please ask for more details)	8.00am - 11.00am	(5 days)
	11.30am - 2.30pm	(5 days)
	3.00pm - 6.00pm	(5 days)
	8.00am - 1.00pm	(3 days - Nursery meal fee applicable)
	1.00pm - 6.00pm	(3 days - Nursery meal fee applicable)
3-5 YEARS OLD 30 HOURS GOVT FUNDED Term times only -38weeks in the year (Meal fees applicable - please ask for more details)	8.00am - 2.00pm	(5 days - Nursery meal fee applicable)
	12.00pm - 6.00pm	(5 days - Nursery meal fee applicable)
	8.00am - 6.00pm	(3 days - Nursery meal fee applicable)

Summary of Our Behaviour management policy

How we promote Positive and Respectful Relationships between Staff, Children and their Parents

At Bluebirds Day Nursery, we recognize that positive behaviour is built primarily on good relationships and communication. With this in mind, all staff:

- Provide a positive role model for the children with regard to friendliness, care, understanding and courtesy in the way they respond to the children, each other and parents.
- Build mutually respectful relationships with parents, ensuring we talk to parents about their child and keep them informed of significant event.








- Demonstrate and model positive behaviour especially when playing alongside children.
- Take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour.
- Avoid shouting or raising their voices in a threatening way.
- Are confident to pre-empt problems that may arise and take steps to de-escalate possible conflicts to limit their occurrence.
- Help children to understand the effects of their behaviour on others by praising good behaviour, such as consideration for another person, taking turns, sharing, and helping others.
- Shadow a child or spend quality time playing and building a positive relationship with a child who has been displaying unwanted behaviour.
- Make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.
- Will ensure all individuals feel respected and included, regardless of gender, race, religion, ethnicity, background, family or social circumstances.
- Ensure children are free from judgements, whether based on previous behaviour or the behaviour of other family members.
- Never humiliate, label, make fun of, or talk negatively about children under any circumstance.
- Respect that children will make mistakes and ensure that children learn from them.
- Are willing to listen to children sensitively.
- Ensure adequate supervision and interaction with children at all times to limit stressful situations.
- Are aware that some kinds of behaviour may arise from a child's special needs and be sensitive towards this.
- To maintain a positive learning environment, we believe that children's emotional needs must be met and supported. We make the most of any opportunity to talk about feelings with children. This is achieved through both indirect and discreet teaching.

Procedures for Dealing with Inappropriate or Challenging Behaviour

All staff have been trained to be able to understand and deal with inappropriate and unacceptable behaviour. Help is always available from a senior staff if a staff finds this challenging.

Our Golden Rules

Our nursery's golden rule as drawn up by our children.

-  We are kind and gentle
-  We listen to each other
-  We share and take turns
-  We help each other
-  We remember our manners
-  We look after our toys and books
-  We tell the truth

Our Baby-Sitting Policy

The nursery does not provide a babysitting service outside of our operational hours.

However, we understand that parents may sometimes ask nursery staff to babysit for their children. This policy has been implemented to clarify some points regarding private arrangements between staff and parents. Please also refer to our Safeguarding Children policy.

Bluebirds is not responsible for any private arrangements or agreements that are made. This is because, we have a rigorous recruitment procedure to ensure that we employ competent and professional members of staff and uphold our duty to safeguard children whilst on our premises and in the care of our staff. This procedure includes interviews and vetting such as DBS checks and checks on references and qualifications. Whilst in our employment, all staff are subject to ongoing supervision, observation and assessment to ensure that standards of work and behaviour are maintained in accordance with our policies. We have no such control over the conduct of staff outside of the nursery and our duty to safeguard children as above, therefore doesn't extend to private arrangements.

Due to the above reasons, any baby-sitting arrangement is solely between the member of staff and parent. Bluebirds Childcare will not take any responsibility for its outcome.

Sample of our Daily Routine

Here below is an example of our daily routine. This routine is purely for guidance only and it changes daily depending on the needs of the children that attend the nursery

Sample Preschool Routine

8.00 am – 9.00 am	Breakfast and Free Play			
9.00 am – 9.05 am	Welcome Song			
9.05 am – 9.10 am	AM Self Registration			
9.10 am - 9.15 am	Keyperson Circle Time			
9.15 am – 10.30 am	Free- play	Adult led activity	Intervention Group Work	10.00 am – 10.20 am – Rolling Snack and Nappies
10.30 am – 11.15 am	Garden Time (weather permitting)		Physical indoor activity	11.00 am – Children Home
11.15 am – 11. 45 am	Lunch Time			11.45 am – Sleepers Go Up
11.30 am –12.00 pm	Garden Time (weather permitting)		Physical indoor activity	
12.00 pm – 1.00 pm	Free- play	Adult led activity	Intervention group work	
1.00 pm – 1.15 pm	Keyworker Circle SeTime		If - Registration	
1.15 pm – 1.20 pm	Welcome Song			
1.20 pm – 2.30 pm	Free- play	Adult led activity	Phonics	
				2pm – Rolling Snack and Nappies 2.30 pm – Children Home
2.30 pm – 3.00 pm	Free- play		Intervention group work	2.30 pm – Sleepers down and Nappies
3.00 pm – 3.05 pm	Welcome Song			
3.05 pm – 3.10 pm	PM Self Registration			
3.10 pm – 3.15 pm	Keyperson Circle Time			
3.15 pm – 4.00 pm	Adult led activity		Phonics	
4.00 pm – 4.45 pm	Tea - Time			4.00 pm – Snack for 3-6 session
4.45 pm – 5.45 pm	Garden Time (weather permitting)		Physical indoor activity	
5.45 pm – 6.00 pm	Evening Story and Tidy			

Location of Nursery Policy & Procedure Folder

Please note that our comprehensive nursery policy and procedure folder is located at the foyer on the small table, underneath the Notice Board, at the entrance of the nursery.

Parking at the nursery

All parents and visitors are asked to park thoughtfully. The car park at the Nursery is for everyone's use and is used at your own risk. Please be aware of children at all times - both your own and other people's. The car park is **SOLELY** for drop offs and pickups.

We would like to advise our parents/carers not to reverse out of the nursery car park in order to avoid accident on the side road with other cars.

Managing Pandemic

Bluebirds introduced some measures to manage COVID-19 during the pandemic which included keeping the children, the staff, the nursery resources and the general nursery environment safe from contamination. We aim to carry on with this as good practice.

How to raise concern

We hope that you are happy with our service. In case you have any concern, please speak to your child's key person first. If the issue is not resolved, please speak to the managers.

Alternatively, you can email us your concern and we will respond to you ASAP.

Email: info@bluebirdschildcare.co.uk

Full details of our complaint policy can be found in our Policy folder at the foyer near the entrance door.

Contact

	www.bluebirdschildcare.co.uk		01375 768252
	admin@bluebirdschildcare.c.uk		07969 750941
	Managers		0758 1788814/0758 2638488

Finally:

For this document to be effective everyone concerned **must** take ownership and assume responsibility of it. To ensure that this happens:

The Management will endeavour to:

- Abide by the standards of conduct as set out in this Welcome Pack.
- Provide all parent/carers with a copy of the Welcome Pack making them aware of its importance and the implications of not abiding by it.
- Review this document at least once a year or as of when required with the involvement and inclusion of management, staff, and considering the needs of our children and their parent/carers.

The staff will endeavor to:

- Abide by the standards of conduct as set out in this Welcome Pack.
- Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.
- Work with colleagues, management and parent/carers to provide an environment that encourages positive communication and feedback.
- Act as positive role models at all times.

Parent/Carers will endeavour to

- Abide by the standards of conduct as set out in this document
- Complete any questionnaires sent to them as this will enable us to evaluate our practice - your views and opinions are valuable to us.