



1st Friends Day Nursery Limited

Full time day nursery open 51 weeks of the year
for children aged from birth to 5 years old

Open Monday to Friday
Between 7:00am and 7.00pm

Expert childcare by highly qualified / experienced staff
Competitive fees including breakfast/Lunch/Tea
Caring, safe and stimulating environment
Structured pre school curriculum.

Nursery education funding available for
most 3 and 4 year olds and some 2 year olds.

1st Friends Day Nursery
C/O Roko Health Club
Watling Street
Off Will Adams Way
Gillingham
Kent
Tel: 01634 382330

Email: Mary.eleftheriou@yahoo.com

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MISSION STATEMENT

The importance of pre-school years in a child's later development is widely recognised. Children at 1st Friends Day nursery will be encouraged to develop their own personalities and acquire the knowledge and skills which will be of value to them in the next phase of their formal education. It is our objective to help children in our care reach their full mental and physical potential. We aim to do this by: -

- Providing a caring and stimulating environment where children are encouraged to explore, imagine, create and interact with other children and staff.
- Instil social manners and respect for others by facilitating group activity but at the same time encourage children to be independent, polite and co-operative in a multi-cultural atmosphere.
- Recognising that each child is an individual and that they develop at varying speeds.
- Monitor the progress of each child at his or her various development stages and present a periodical report to the parent(s).
- Closely liaise with parents to ensure that the complete welfare of the child is paramount at all times.
- By ensuring that staff are available especially the key worker allocated to the child to discuss any concerns the parent(s) or guardians may have.
- To provide a day book for each child so that daily feedback can be given at the end of each day. (Under 2's only)
- Encouraging parents to be aware of all the policies/procedures in operation on all aspects of our nursery operations, and in particular the complaints procedure to raise any concerns they may have at the earliest opportunity in a timely and established manner.
- Promoting equal opportunities throughout the nursery which would treat all staff, children, parents and all others associated with the nursery equally without regard to their cultural or ethnic origin, race, colour, religion, disability or marital status.
- Providing a safe and secure environment by ensuring that only persons authorised are allowed entry into the nursery premises.
- Providing child size furniture and ensure that appropriate educational resources are available for each age range.
- By providing freshly cooked nutritious meals, taking care of special dietary needs for children to grow and develop in a healthy environment.
- Providing a safe and secure environment with a biometric door entry system that parents are registered on, giving them access when their child is in the nursery.

OPENING HOURS / NURSERY FEES

Our nursery operates throughout the year except for public holidays, Good Friday and between Christmas and New Year. The nursery is open between 7.00am – 7.00pm Monday to Friday. The respective sessions hours are: Full time 7.00am – 7.00pm; funded sessions are 9-12 or 1-4pm.

The nursery is registered by Ofsted to receive Nursery education funding for most three year olds and all four year olds, and some 2 year olds To help budget for nursery fees this grant can be (if required) divided though out the year rather than just term time.

STAFF QUALIFICATIONS / EXPERIENCE / CHILD: - STAFF RATIO

All staff are **NNEB/NVQ Level II/III** equivalent or training towards these qualifications or have extensive childcare experience. Staff will attend courses regularly on various topics such as the early years foundation stage and first aid, food hygiene, child protection etc. so as to extend their knowledge and keep up with the latest development on child care practices. The **Staff: Child ratio** is at least 1 staff member to each 3 children in the baby room, 1 staff to 4 children for 2 year olds and 1 staff to 8 children for 3 and 4 year olds.

BREAKFAST/LUNCH/TEA/SNACKS/MILK DRINKS SPECIAL DIETARY REQUIREMENTS.

Freshly cooked and well balanced meals are provided. Special dietary needs are catered for and a vegetarian alternative is available daily. Our weekly menu which is inspected and passed during the Ofsted inspection is displayed on the notice board. (We have also received the Heart Beat Award for the menu we offer, we also received 5* from environmental health department). If you have any particular dietary requirements, you should discuss this with the nursery manager at the time of enrolment.

Breakfast: - is served between 7.00 and 7.45am (latest)
Snack time: - is at 10.00am children have milk / water /fruit/snacks in their groups.
Hot lunch and dessert: - is served between 12.00pm – 1.00pm
Snack time: - 2.30pm
Tea: - is 4.30 pm.

PERSONAL BELONGINGS

The nursery is a busy place. It is advised that children leave their own belongings at home and do not bring them into the nursery. If your child is particularly attached to an item and needs it for comfort, he/she may bring it into the nursery. These items should be marked clearly with their name; the nursery does not accept responsibility for the damage/loss of these items. All outer clothing including coats and cardigans should be labelled with the child's name. A change of clothing should be left at the nursery "just in case"! **PLEASE NOTE THAT WE ARE UNABLE TO ACCEPT CHILDREN WEARING SMART WATCHES OR BRINGING MOBILE PHONES.**

SECURITY AND SAFETY

In order to protect your child throughout the day, the nursery has developed a procedure that prevents unauthorised access to the premises. Please assist staff in this by closing doors behind you and by not opening the door for others. Staff are instructed not to release children to anyone other than those listed on the registration form and whose picture we have on our files. Parents are required to inform staff if anyone else is collecting their child in advance (in writing, if possible) and a password must be issued. **Please note that only those adults over the age of 18 years are able to collect children under the age of 8 years.**

CHILD PROTECTION

We reserve the right to inform any relevant agencies of child protection concerns

EQUALITY STATEMENT

We treat each person as an individual in their own right, without regard to their sex, race, religion, colour, creed, marital status, ethnic or national origin. Should anyone believe that this policy is not being complied with, it would be their duty to bring it to the attention of the Manager. Our obligations under the Disability Discrimination Act 1995 are also reflected in our admissions statement. We will not only fulfil our legal requirements but also recognise the spirit of the act, in our recruitment policy and the accessibility of our services.

BEHAVIOUR POLICY

It is our policy to encourage positive behaviour with emphasis on both self-discipline and consideration for others. The rules of the nursery are concerned with the health and safety, care and respect for other children and staff. If a child is disruptive, behaving in an unacceptable manner, disturbing a group activity, he or she would be withdrawn from their group for a brief period and sat in another area where it would be explained to the child why their behaviour has been unacceptable, acknowledging that the child may be feeling angry, upset and confused and that it is the behaviour that is being rejected not the child. After a short period, the child will be invited back into the group (as long as the child has calmed down and is no danger to themselves or others). The child will be asked to apologise to the other children/staff involved for their behaviour and that would be the end of the matter. The parent(s) would be informed of the incident and then it would be left to the parent(s) to decide whether to discuss it with their child any further.

Children will be encouraged to recognise that all forms of bullying, fighting, hurting and racist comments are not acceptable. We want children to recognise that certain actions are right and others are wrong. **1st Friends Day Nursery does not accept:** children being undermined, teased, threatened or made to feel inferior. There will be no 'naughty chair' or 'withdrawing food' i.e. biscuits, puddings, treat etc. Staff are strongly asked to remember that each child is an individual and assesses his or her limitations when dealing with them. With any ongoing problems such as biting etc. it is our policy to work closely with parents and follow their lead. The child's key worker will always be available to discuss problems which may arise.

MEDICATION/EXCLUSION POLICY

Senior staff will only be allowed to administer medicine prescribed by a medical practitioner. Parents will be obliged to sign a medication form when medicine is brought into the nursery and collected on a daily basis otherwise it will not be given. No medicine is to be left on nursery premises overnight (accept that for Asthma). In some cases a long term medication form will be given to parents to complete.

Should a child become unwell during the day, the parent / guardian will be contacted to be made aware of the situation and may be requested to collect them. It is important that the nursery has at least two other emergency contact numbers other than that of parents / guardians.

The nursery understands the demands of working parents, but the welfare of the children in our care would always take precedence. The parent / guardian would be required to keep the child at home for a period of time depending upon the illness, which could be between 2 to 14 days. This specifically includes monitoring of children for signs/symptoms of communicable diseases such as chicken pox, measles, mumps, rubella, meningitis, hepatitis, conjunctivitis, diarrhoea, vomiting and fevers. In cases of serious accident / illness, the parent or guardian will be contacted immediately along with the medical professional and appropriate action will be taken. If the parent / guardian cannot be contacted or is unable to get to the nursery in time, a senior staff member will assume responsibility and if necessary take the child to hospital along with relevant details. Parents are expected to co-operate with the nursery in its efforts to promote good health and hygiene of all children and staff in the nursery.

NEWSLETTER

A newsletter is published periodically to keep parents up-to-date with Nursery events, projects, etc. Any input from parents / carers is always welcomed. We also have a private Facebook page which you are invited to join. When your child leaves the nursery you will be removed

1st Friends Day Nursery and Crèche

COMPLAINTS PROCEDURE

If parents / guardians have any complaints, they should be first discussed with the senior nursery officer, and if necessary with the manager (Suzanne Pigott) as soon as they occur.

SHOES / SPARE CLOTHES

It is recommended that a spare set of clothes be available for emergencies whenever the child is attending nursery.

We also require a change of shoes (not worn to school) such as slippers or plimsolls to help protect the equipment and floors.

Please ensure these are labelled with the child's name.

The Early Years Foundation Stage.

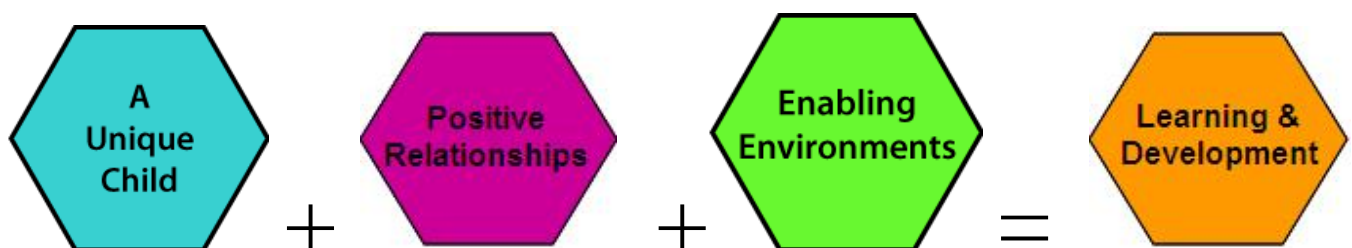
Children will be offered a wide range of activities which include arts and crafts, painting, water and sand play, story time, music and movement, indoor and outdoor games and many other pastimes suitable for their age group. Pre-school activities include colouring, pencil control, number and letter recognition, puzzles, threading, keyboard skills etc. All activities are carried out to encourage all round development using a holistic approach and are geared to **make learning fun.**

The activities for the older children are more structured and more time is spent on preparing them for formal schooling, usually based around a theme or project, although the topics are based on the interests of the children. Children learn to write their name and recognise letters and embark on elementary maths by recognising numbers and their values. The Revised Early Years Foundation Stage (2012) is geared to meet the following six areas of learning and development as identified by Department for education and skills. The Early Years Foundation Stage begins when children commence nursery from any age and continues until they leave to join their respective school reception class. As early year's practitioners, a broad curriculum is offered to ensure that children have the opportunity to extend their existing skills, develop confidence and learn with enjoyment and challenge.

Children have a natural curiosity and thirst to make sense of the world around them and their place in it. With children of this age the whole world is exciting. Within our curriculum we at 1st Friends aim to plan for children to have many first hand experiences that encourage exploration, experimentation, observation, problem solving, negotiation, predication, decision making, thinking and discussion. We ensure that at our nursery the children have a wide range of activities and resources indoors and outdoors to stimulate children's' natural interest and curiosity. We recognise children are individuals and learn in many different ways. Our role is to plan purposeful activities that provide opportunities for learning in all areas. We believe it is important for all staff to observe and respond to children, backed by a sound knowledge of how children develop and learn. By the end of the early years foundation stage, most children will be on the way to preparing for school and key stage 1. We will have laid a firm 'foundation' for children to build on through the areas of learning and development.

The prime areas of learning are communication and language, physical development, personal, social and emotional development. The specific areas of learning are literacy, writing, mathematics, understanding the world, expressive arts and design.

'The above may seem a lot for your little one to cope with, but each child will learn and develop at their own pace and through games and group activities will have fun while learning'.



Baby Area:

The baby area caters for children from birth to 2 years. The babies have a large selection of toys and participate in play, cuddles, stories and singing to help develop social skills and their all round development.

Our routine is very flexible and parents are asked to bring their own daily routine in from home when starting nursery to make the transition from home to nursery as smooth as possible.

Our nursery fees **do not include** the supply of nappies, wipes, creams or formula milk. We ask that parents / carers provide us with the formula milk and bottles and we will make them for you. We provide all the food from weaning up to solid food. The key worker for your child would be more than happy to discuss with you their dietary needs.

A daily report, inc. feed & nappy changes will be completed every day, and your key worker will give you feed back when you come to collect your baby on his or her progress during the day.

We ask that parents provide indoor and outdoor shoes for their child and also wellington boots and a waterproof coat for rainy days.

We do not offer afternoon only sessions for babies.

Fee schedule

FEE SCHEDULES

Fees are payable by the calendar month in advance. Full fees are payable throughout the period the child is registered, including when the child is unable to attend due to sickness/holidays and when the nursery is closed for Good Friday, public holidays. A non-refundable registration fee of **£50.00** is payable when commencing nursery.

FEES INCLUDE: -

BREAKFAST/LUNCH/TEA/DRINKS/SNACKS/SPECIAL ACTIVITIES

BABIES FROM BIRTH TO 3 YEARS – FULL DAY SESSION: 7.00AM – 7.00PM

FULL TIME: (Monday – Friday): **£215.00**

2 days per week (7.00am – 6.00pm) **£86.00 per week**

3 days per week (7.00am – 6.00pm) **£129.00 per week**

4 days per week (7.00am – 6.00pm) **£172.00 per week**

Hourly Rate £5.00 per hour

CHILDREN 3-5 YEAR – FULL DAY SESSION: 7.00AM – 7.00PM

FULL TIME (Monday – Friday): **£205.00 per week**

2 days per week (7.00am – 6.00pm) £82.00 per Week

3 days per week (7.00am – 6.00pm) £123.00 per week

4 days per week (7.00am – 6.00pm) £164.00 per week

Hourly rate £5.00

MINIMUM 2 SESSIONS PER WEEK (advisable)

Registration Forms Birth certificate number.....Please bring original into setting. Seen by..... Date.....

Child's surname _____ Child's first name _____

Date of Birth _____ Ethnic Origin _____

Religion _____ Language spoken at home _____

Child's full address _____

_____ Post code _____

1st parent surname _____ 1st Parent first name _____

Work phone No. _____ Home phone No. _____

1st parent mobile _____ 2nd parent mobile _____

2nd parent surname _____ 2nd parent first name _____

Work phone No. _____ Home phone No. _____

Which adult does the child permanently live with _____

Who has parental responsibility? _____

Emergency contact no.

1 Name _____ Phone number _____

Relationship to child _____

2 Name _____ Phone number _____

Relationship to child _____

Authorised to collect other than parent (please include photos)

1 Name _____ Phone number _____

Relationship to child _____

2 Name _____ Phone number _____

Relationship to child _____

Doctor

Doctor Name and address _____

_____ Phone number _____

Health visitor's name _____ Phone number _____

Special Dietary Requirements

My child _____ has / has not got any special dietary requirements.

They are: _____

Calpol

From time to time children get high temperatures. If you would like a qualified senior member of staff to administer Calpol please sign the permission slip below.

(Delete as appropriate)

My child is/is not allergic to Calpol.

I would/would not like 1st Friends Day Nursery staff to administer Calpol if my child has a high temperature_____ (Parent/Guardian.)

_____(Please print name.)

Immunisations

My child is up to date with immunisations.

_____(Parent/Guardian.)

_____(Please print name.)

Privacy notice - Do you give us permission to process your child' and your data? This can only be given by the person with full parental responsibility I have read and understood the privacy notice on page 13 of the Yes / NO Date _____

Signed _____ name _____

Medical conditions/illnesses.

Please state below any Medical conditions your child has and any illnesses suffered.

Allergies

Please state below any allergies your child has

Regular medication.

Pleas list any regular medication your child requires.

Do you have a social worker allocated to your child or anyone in your family? If so please give their name and contact details.

Does your child attend another setting? If so please give name and contact address.

Sessions required: (tick in space provided)

Session / day	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					
All day					

Start Date: _____

Weekly Fee £ _____

Term time?

All year ?

I/we have read and understood the Terms of Enrolment (a copy of which I/we have retained) and agree to be bound by these terms. I/we understand and agree that fees are payable a calendar month in advance (last Friday of every month) and if fees are in arrears, my child will not be accepted into the nursery. I/we acknowledge that I/we will be personally responsible for the payments of fees and treat this form as a legally binding document. Please find attached my cheque for £50.00 in respect of the non-refundable registration fee*. I/we accept that if my child does not start on the date stated above, this fee will be forfeited and the place will be allocated to another child.

SIGNATURE OF PARENT _____ **DATE** _____

NAME (PLEASE PRINT) _____

1st parent date of birth _____

SIGNATURE OF PARENT _____ **DATE** _____

NAME (PLEASE PRINT) _____

2nd parent date of birth _____

National Insurance Number. 1st parent _____

National Insurance Number 2nd parent _____

Registration fee

- A non refundable registration fee of £50.00 is payable to the nursery on submission of the completed registration form. If the child does not start on the stated date on the registration form and no contact has been made, this registration fee is then forfeited. If the place is to be held for more than 3 months than a £100 deposit is required.

Payment of nursery fees

- A payment of nursery fees shall be made by the parent / guardian, a calendar month in advance (last Friday of the month). When a child starts mid-month, fees for that part of the month is payable by cash, credit / debit card at least 5 working days prior to commencement date, with fees for the following month payable on the last Friday of that month. Full fee is payable throughout the period the child is registered, including when a child is unable to attend owing to illness or holiday or when the nursery is closed for Good Friday, public holiday.
- If nursery fees remain outstanding for more than 5 working days after the due date, the nursery will not admit the child and the contract would be terminated without notice. Upon which a demand for outstanding nursery fees will be made and a £10.00 per week charge added until the account is brought up to date.
- Nursery fees will be reviewed annually on 1st April. Parents will be notified 6 weeks prior to new fees becoming effective.
- The nursery will charge interest to any late fees that it is forced to collect by its debt recovery agent Daniels Silverman

Cheques

- Cheques are no longer accepted by this nursery. Although payment can be made by online banking or direct debit, cash, credit / debit card.

Collection of children

- To ensure the safety of your child only those listed on the registration form and who we have pictures of will be allowed to collect your child from nursery. If this has to be changed then notice in writing should be given where possible or a password issued.

Privacy information

- We collect data on your child and process it in the following way, to use for reasons of tracking the child for EYFS reasons, to enable us to check that they are reaching their milestones, we will hold the data for the length of time the child is in the setting until they go to school or move to another setting, we also hold information on your child if they have an accident at nursery, incident records, medication records and safeguarding records, we will share this information with Ofsted, LA for headcount reasons, HMRC, LSCB and other practitioners with a professional interest in the child.

Extra Sessions

- Subject to availability, parents could request and be offered extra sessions over and above the registered sessions on an ad hoc basis. Any extra hours/sessions taken must be paid for in advance if possible or when dropping off the child that day.

Change in Sessions / contract

- If a change to the original contract is required than 4 weeks notice must be given in writing.

Late Collection

- If a child is collected after the time their session has ended, **a late fine of £1.00 per minute** will be charged. **This must be paid** before the child can re-attend nursery. Parents persistently late will be asked to withdraw their child from the nursery.

Cancellation / termination

- After acceptance of the offer by the parent / guardian, either party may terminate this agreement by the service of one calendar months' notice in writing. During that one month period, the nursery undertakes to continue to admit the child and the parent / guardian undertakes to pay all fees on the due date. In the event of the parent /guardian failing to pay the month's fee within 5 working days after the due date the child's place shall be immediately withdrawn and the nursery shall be entitled to serve a formal demand for payments of such fees outstanding.
- The parent / guardian, if they so wish could withdraw the child without notice, provided one month's fees in lieu of notice is paid. Notice of withdrawal / request for change in sessions must be in writing addressed to the nursery manager.
- If in the reasonable opinion of the nursery manager it is considered that the continued presence of the child referred to herein is detrimental to the health, safety or well being of the child or other children or nursery staff, then the nursery may serve notice to the parent / guardians or a request for the child to be immediately removed from the nursery. The provision of one month's notice as referred to above shall not apply.

Variation

- There shall be no variation of this agreement unless it is in writing between the parent / guardian and the proprietor.
- Employees of the nursery are not authorised to change any of the terms of this agreement.

Acceptance of above terms and conditions by parent / guardian

I/we have read and understood the above terms and conditions and consider them to be fair and reasonable and I acknowledge the same as a legally binding document and undertake to abide to them. I/we accept that if fees are in arrears at any time during my child is registered with the nursery my child will not be accepted into the nursery.

30 Hours

I am aware that if I am claiming 30 hours free childcare that I am liable to pay fees should I not bring my child for any reason.

SIGNATURE OF PARENT / GUARDIAN _____ **DATE** _____

NAME (PLEASE PRINT) _____

SIGNATURE OF PARENT / GUARDIAN _____ **DATE** _____

NAME (PLEASE PRINT) _____

During your child's time at nursery we will require permission for several different things, so we ask for you to either agree or disagree here. Delete as appropriate.

- I give my permission for nursery staff to take photographs of my son / daughter, whilst my child is at nursery.

- I give my permission for any assessment records kept at the nursery on my child, to be passed on to the school when they are due to start.

- I **agree / disagree** for my Child to be photographed while at nursery for display on your website.

- I give permission for 1st friend's day nursery staff to seek emergency medical advice or treatment and to be taken to the nearest hospital casualty department accompanied by a trained member of staff. Please note this point cannot be disagreed with.

- I give / do not give permission for 1st friends day nursery staff to take my child out on day to day trips, this includes short walks to the park, shops, library, leisure centre etc. Where vehicles are being used adequate insurance of vehicle and driver, and sufficient child restraints for every child will be arranged.

- I give my permission for 1st friends day nursery staff to apply sun cream/nappy creams/teething powders / piriton to my child that I will supply.

Name _____

Signed: _____

Childs name: _____

Relationship to child _____

Date: _____