



Welcome to our nurseries

CONTENTS

Welcome	3
Admissions	4
Registration Pack	6
The Nurseries	7
The Staff	9
Settling-in	10
What to Keep at Nursery	11
Play and Learning	12
Babies Time	14
Toddlers Time	15
Pre-school - Preparing for 'Big School'	16
Pre-school - Flexible Free Entitlement	17
Healthy Living	19
Toilet Training	20
Outside	21
Outings	22
Sickness and Holidays	23
Medicines	24
Parents as Partners	25
Security	26
If things go wrong	27
Equality of Opportunities	28
Promoting Positive Behaviour	29
Safeguarding Children	30
Terms and Conditions	31
Notes	32

WELCOME

I am delighted to be able to welcome you and your family to The House that Jack Built (Day Nursery) Limited.

If you are new to us, we hope that this is the start of a long and happy relationship between you, your family and the nursery you have chosen. I hope that the information contained within this welcome pack will assist you in settling in, but rest assured that at all times my senior team are on hand to answer any of your queries.



The House that Jack Built was established by me in 1999. I started the nursery as a parent with a little boy of 9 months, whose name is Jack, hence the name The House that Jack Built. I wanted him to go to a nursery that could offer a loving environment with learning through play, where the staff were kind, enjoyed their work and had fun. Since then the number of nurseries in the group has grown as well as the reputation and now, they not only attract working parents but also those who wish their children to receive early educational experience and social skills in a fun, safe and caring environment. I am now a Mummy to both Jack and India and am supported in delivering high quality childcare by my husband Steve. We have clear ideas about how children should be cared for and we hope that our philosophy is evident. The equipment and resources are sourced from the best manufacturers in Europe and we have established an extensive training programme to support our staff and to allow their talents and skills to be developed.

Our childcare philosophy, the way it is delivered and the aims and expectations we have within our nurseries has been developed by our unique team who are highly qualified childcare practitioners, and - most importantly of all - them as parents. We are very proud of what we are able to achieve within our nurseries and strive to offer the best for children without compromise.

Once again, I welcome you to our group of nurseries and look forward to meeting you shortly.


Margaret Whelan
Founder and Managing Director

ADMISSIONS

The House that Jack Built Day Nurseries provide high quality childcare and education, to families in the surrounding area of Buckinghamshire and neighbouring Counties¹. A range of day care options are available to support children and families in accessing and enjoying the Early Years Foundation Stage (EYFS). The nurseries cater for children from 6 weeks to 5 years, with the majority starting with us from babies.

We strive to provide a homely environment where children feel safe and secure and ensure continuity by offering a minimum of 2 days. Variable session options are available (please speak to your nursery manager for more specific nursery information), all options are offered alongside our commitment to the following. The nature of full day care provides opportunities for children to learn through a carefully planned daily routine which nurtures all aspects of the day to provide meaningful experiences for all. Experienced in offering childcare and education for our youngest and most vulnerable children; our nurseries offer options which support children in not experiencing constant drop-off and collection procedures which may well be unsettling for the majority.

Each nursery operates a waiting list which operates a first- come first- served system. We review and allocate places on a monthly basis and when spaces become available. We request that clients on our waiting list liaise with us regularly to ensure that we maintain information of how long their place may take to become available. As a company we operate an Equality of Opportunity Policy ensuring inclusive practice with regard to admissions.

¹Over the Moon reserves spaces daily for students and staff of Amersham and Wycombe College.

REGISTRATION PACK

Prior to and during the settling in process we will share with you a number of forms and pieces of information. Please find below information on some of those documents;

- **Registration Forms (blue form)**

This was completed upon registering for a place on our waiting list and contained information on your session requirements as well as a password for security purposes.

- **Agreement (red form)**

Again, this was completed upon registering for a place on our waiting list and gave you information on some of our terms and conditions including payment terms and registration fees.

- **Child's Entry Record (yellow form)**

This contains personal information regarding your child; your contact details; contacts for emergency use; consent section – you will be asked to give your consent for instance for photographs and specific medical scenarios; your daily routine with your child and their likes and dislikes.

- **Medical Emergency Form (green form)**

Any details of medical conditions, allergies or dietary requirements; emergency medical consent; listing of the Health Protection Agency guidelines on Communicable and Infectious Disease in schools and nurseries.

- **Parent's Partnership**

How we propose we work with you in relation to the policies and procedures.

- **Standing Order Form**

For completion for the second month's fees.

- **Invoice**

For settlement at the second settling in.

The information you provide to us on these forms is extremely valuable and we will ensure that on your first settling in the information is reviewed with you to ensure we are working in partnership together.

THE NURSERIES



The House that Jack Built
Hazlemere
01494 713425

8.00 am to 6.00 pm	full day
7.30 am	early start
6.30 pm	late finish



Over the Moon
Flackwell Heath
01628 532169

8.00 am to 6.00 pm	full day
8.00 am to 1.00 pm	morning
1.00 pm to 6.00 pm	afternoon
7.30 am start	early start



The House that Jack Built
Marlow Bottom
01628 481601

8.00 am to 6.00 pm	full day
8.00 am to 1.00 pm	morning
1.00 pm to 6.00 pm	afternoon
7.30 am start	early start
6.30 pm finish	late finish

Each nursery is registered with Ofsted, Buckinghamshire County Council, Environmental Health and the Fire Service. We are open 51 weeks of the year from Monday - Friday and are closed the days between Christmas, the New Year and also Bank Holidays. The nurseries cater for children from 6 weeks to 8 years.

THE NURSERIES

The House that Jack Built, Hazlemere

The nursery is located at the top of Chestnut Lane in Hazlemere. The Nursery is an 18-place converted bungalow, providing a warm welcoming, homely environment. We have two play areas on site and there is also a park nearby for the children to enjoy outings and walks.

Over the Moon, Flackwell Heath

Located within the grounds of Amersham & Wycombe College at Flackwell Heath, this 28 place Nursery benefits from the rural surroundings including fields and wooded copse areas which are extensive and are set within the safe confines of the college campus. The nursery has full use of this area to enable the children to go on nature trails and explore their surroundings.

The House that Jack Built, Marlow Bottom

The village of Marlow Bottom provides a tranquil setting for our newest nursery which opened in 2008. As a Company we were heavily involved in the design of this nursery and it therefore benefits from our experience in creating a warm welcoming and nurturing atmosphere with low level areas in the kitchen providing opportunities for young cooks and eaves converted to cozy dens for our youngest explorers. The secure outside play areas are extensive and provide lots of wonderful opportunities for exploration. During 2011 a bespoke baby unit was designed and built next door extending the nursery and offering a separate, carefully planned and nurturing environment for the youngest children.

Each of our settings has been carefully equipped providing an exciting, well balanced rich learning environment combined with the valued aspects of home life.

THE TEAM

Each of our nurseries has a friendly and approachable team. All of our staff are trained to our high Company standards which builds upon the ethos of providing excellent childcare.

Our senior management team come together to form a formidable group, combining expertise with a wealth of experience. These include Margaret as Managing Director, our Regional Manager and Human Resource Officer, Maintenance Manager, Finance Director and administration support.

Our senior management team work alongside our experienced managers to lead practice across the Early Years Foundation Stage and act as role models for other practitioners in safeguarding and supporting children's learning and development. All members of staff have either achieved their qualification (Foundation Stage/DCE/NVQ) or are working towards it.

Staff development is important to us as an organisation. We hold regular staff meetings and incorporate training and best practice sessions during these events. On-going training is valuable to all to ensure self-reflection in our day to day practice and personal career development to ensure quality staff are caring for your children. The new extension to our Marlow Bottom nursery incorporates a training centre and conference facilities; this is used to provide bespoke training days for our staff. We have very strong relationships with local training providers and work closely with the trainee to ensure their pathway is supported.

Every nursery operates a key carer system and your child's carer will be on hand to discuss their progress at any time. All members of staff complete our Safer Recruitment Induction Procedure which among many other steps includes completion of a Disclosure and Barring Service enhanced disclosure.

SETTLING IN

We aim at all times to ensure that children feel safe, happy, comfortable and stimulated in our nursery and that is why during this time we work closely with you to meet our aims. We also want to ensure that your questions are answered and that we offer every reassurance so that you feel confident in your child's well-being whilst they are in our care.

To start with we offer two short settling in sessions of about 2 to 2.5 hours in length but can build on this in conjunction with you. Settling in sessions are an opportunity for you as a family to spend some time discovering your new nursery and getting to know your child's new friends and carers. During this session staff will go through your registration pack which should be completed prior to your arrival and also introduce you to the staff members that will be working with you and your child. In addition you will also be notified of who your child's key carer will be.

Whilst settling in please bring with you any formula milk that your child may require as well as any comforter that they may have. Please also bring with you changes of clothes as well as nappies so that we can ensure they are comfortable whilst they are with us.

On the second settling in you will be invited to a welcome meeting where we will answer any further questions you may have as well as go through our operations manual covering all aspects of how our nursery works.

In the early stage of you joining the nursery one of our team will meet with you giving everyone an opportunity to reflect on how things are progressing. We are always on hand to offer any guidance we can during this time and will continue to support you with any experience we have gained settling-in children to nursery.

WHAT TO KEEP AT NURSERY

Babies

- Nappies
- Comforter
- Change of clothes - 2 sets
- Protective clothing for Winter and Summer
- Bottles - new
- Appropriate hat for weather

Toddlers and Pre-school

- Nappies - if needed
- Comforter
- 2 x complete change of clothes, plus underwear for toilet training
- Protective clothing Winter and Summer
- A small bag (please note that bags with a string and plastic carrier bags are unsuitable)
- Soft soled shoes and slippers
- Outdoor shoes/wellies
- Appropriate hat for weather

We would advise that your child comes to nursery in clothes that you don't mind getting dirty, sometimes children worry and it prevents them from really getting the most out of an activity. We cannot guarantee glue or paint free clothes and cannot accept liability. The nursery does have an additional supply of clothing which we are more than happy to provide to ensure that your child is comfortable whilst they are with us.

We also ask that all clothes and foot wear are labeled to ensure lost property is returned and that there are no mix ups of same sized shoes.

PLAY AND LEARNING

Our nurseries are committed to providing safe, nurturing, home-from-home environments whereby every child's contribution is encouraged and valued. We believe and recognise that every child is unique and therefore we will provide well planned, stimulating learning and development experiences that start with the child, that are age appropriate and that meet the individual needs of each child in our care.

Each nursery follows the Early Years Foundation Stage using careful planning, together with our policies and procedures which outline important learning experiences through care routines. We endeavour to reflect upon and implement good practices with regard to the 5 Every Child Matters outcomes, the outcomes are universal ambitions for every child and young person set by the government in 2003. Improving outcomes for all children and young people underpins all of the development and work within our nurseries. The 5 outcomes are;

- Be healthy
- Stay Safe
- Enjoy and Achieve
- Make a positive contribution
- Achieve economic well being

We strive to ensure that every child is supported and allowed to fulfil their full potential in an environment in which they feel comfortable and secure. Our nurseries adopt a philosophy that play underpins learning and development and we endeavour to provide well-planned experiences based on children's spontaneous play, both indoors and outdoors. Children's learning is fostered when they are given appropriate responsibility and allowed to make decisions and choices; play supports this together with higher levels of involvement in self chosen activities.

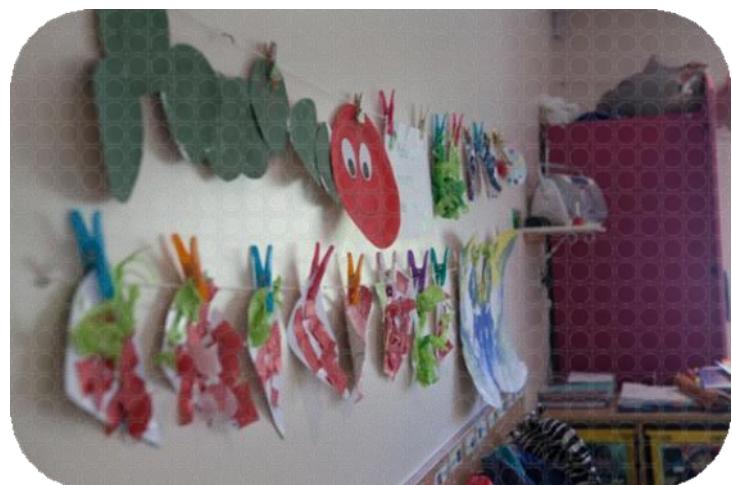
PLAY AND LEARNING

Each child is assigned a key carer who is responsible for working with a small group of children, giving them the reassurance to feel safe and cared for. The key carer will ensure that the individual needs of the children are met and that records of development and progress are completed and shared with parents/carers. In order to plan to meet children's individual needs childcare professionals will carry out observational assessment and plan and provide experiences which are appropriate to each child's stage of development. Care and learning go hand in hand and a carefully planned daily routine provides children with rich learning opportunities.

'....for young children, care and learning happen together and are indistinguishable. Recent research (The Effective Provision of Pre-school education research project) has shown that settings which fully integrate care and education promote better intellectual and social development in children.'

Taken from The Childcare Bill Summary 2005

Our relationships with parents are key, at the nurseries we believe that we enter into an equal partnership in the care and education of their children whilst in our care. The focus is upon shared expertise and knowledge.



BABY TIME

Babies have the opportunity to experience and explore a wide variety of activities which includes various baby toys, water, creative activities such as singing, dancing, collage and painting to stimulate their development. Babies are able to go for leisurely strolls in buggies so that they can enjoy the outside environment as much as possible.

Young babies are cared for in a homely and loving environment. Each baby has his/her own box for spare clothes, nappies and comforters. Each baby will have their own diary, showing day to day progress, nappy chart, sleep chart, bottles/meals and daily activities.

Parents are asked to provide formula milk or breast milk and bottles. Once your baby is ready for weaning the nursery can provide a balanced healthy meal. Cow's milk is included in the nursery fees for those children who are over a year old.

Our babies sleep according to their individual needs and are not governed by the nursery routine. Babies are checked every 10 minutes during their sleep by a member of staff who records the information on the sleep chart. Blankets and sheets are cotton and are specific to your child and are placed in your child's box ready for their next sleep.

Children are placed with their feet to the bottom of the cot and are supported in getting to sleep where necessary. Relaxing music is played and clothing is removed with undergarments left on to aid a restful sleep. Babies who are not mobile are put to sleep on their backs.



TODDLER TIME

Working in large and small groups the children will enjoy a variety of activities and experiences, which helps to stimulate each individual child's development. The children will enjoy books and stories, participating in daily singing and music making. A variety of activities of art and craft, books, imaginary play, outdoor activities, sand and water to name but a few.

At this stage we encourage independence through a planned routine. Each child has their own box to put their belongings in as well as a peg for their outdoor clothes. During meal times independence will be developed and the children will be encouraged to use a fork and spoon. They will also interact with different age groups.

Toddlers have a regular sleep/rest each day, when they are able to rest and sleep on beds. Bed sheets are specific to your child and are placed in their sleep box along with any comforter that they may require. During sleep time, classical music is played, the blinds are closed, and a regular, quiet and relaxing routine is followed.

We work closely with the parents on the amount of sleep/rest each child needs.



PRE-SCHOOL

PREPARING FOR 'BIG SCHOOL'

Whilst in the pre-school room children enjoy carefully planned activities supporting children in developing their confidence and self-esteem.

These activities are more structured, and we encourage the children to become more independent and confident. We provide opportunities for them to explore their environment and make decisions whilst learning through play and developing their own lines of enquiry.

Children learn across all seven areas of the Early Years Foundation Stage learning about the world around them and enjoying celebrating a range of festivals and cultures.

Each child will continue to have their own peg and their own draw, but belongings are now kept in a small bag on their peg. Children are encouraged to use a knife and fork and afterwards either take a quiet rest or a nap for those that require it.

Pre-school is such an exciting time as your child is now preparing for 'big school'. Experienced in this next step, we will work with you during this time to make the transition to school as smooth as possible. During Spring we will invite you to our 'Preparing for School' meeting where we will have lots of information and activity ideas for you and you will also get the opportunity to ask any questions.



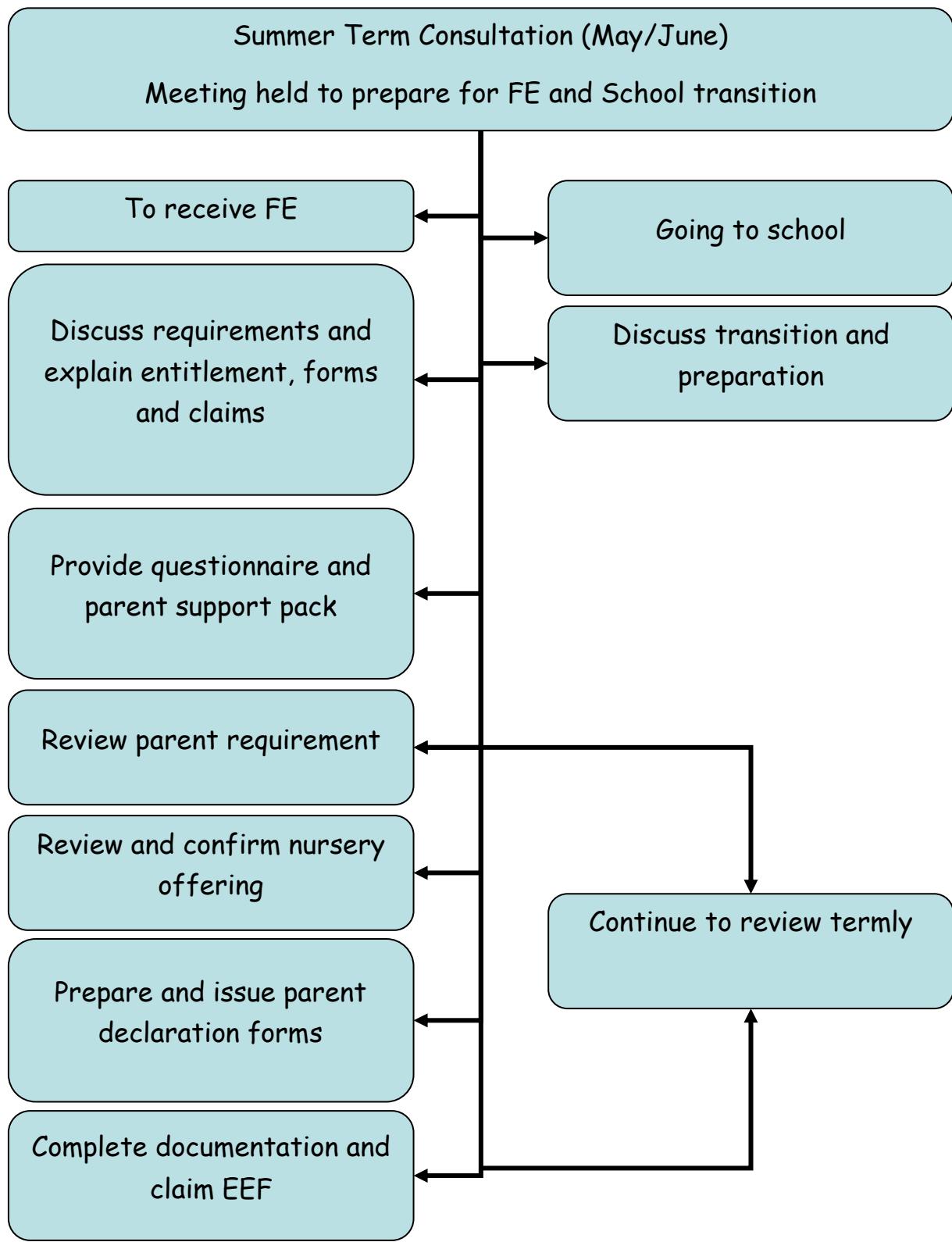
A Code of Practice for Local Authorities on Delivery of Free Early Years Provision for 3 & 4 year olds was published in April 2010 for implementation by September 2010. This Code defines a child's entitlement to 570 hours free provision per year within their chosen setting and across the range of settings available. Early Education Funding (EEF) is offered to 3 and 4 year olds the term after their third birthday and this Policy is provided to support parents in understanding the options available and the reasoning's behind our offers. The House that Jack Built Day Nurseries provide a range of day care options to support families and especially children in accessing and enjoying the Early Years Foundation Stage (EYFS). EEF is offered in line with the settings Admissions Policy (please refer to Admissions Policy) and offers priority to the current customer base.

Children attending day care usually start from babies and naturally progress on to the FE entitlement and therefore attendance does not usually change. Our partnership with parents is imperative and on approach to eligibility parents will be consulted with and asked to sign a declaration form for the term ahead.

Each nursery will offer support and advice during this time. Please see our flowchart of consultation.

EEF is offered free at the point of delivery therefore your invoice will clearly reflect this.

Flow Chart of Consultation



HEALTHY LIVING

The sharing of refreshments plays an important part in the social development of children, as well as re-enforcing understanding of the importance of healthy eating. At each setting we encourage all children to eat together, as this helps to develop social skills, simple table manners, good eating habits and independence. Members of staff enjoy lunch with the children encouraging good table manners and good eating habits, by being a good role model. Children are also encouraged to be self- sufficient where possible and we provide appropriate sized cutlery and crockery to help them in this.

- The meals we provide are freshly prepared on the premises by dedicated chefs who plan a seasonal menu over 4 weeks.
- We aim to provide a varied diet, giving the children opportunities' to try a wide variety of different foods including home grown, organic and multi-cultural produce.
- All menus are carefully thought out and we avoid large quantities of fat, sugar, salt, additives, preservatives and colourings.
- Full fat cow's milk is provided at snack time and drinking water is always available.
- Snacks are healthy and include one carbohydrate and two fruit and/or vegetables such as carrot, celery, apple, orange, grapes, tomatoes, bread sticks and rice cakes.
- Dietary requirements will be discussed with you at settling-in in line with our Allergy Requirement Policy.
- We will sometimes substitute a menu choice due to quality of produce and to support such changes we publish the daily menu in reception.



TOILET TRAINING

We want to work with you to establish a common routine during this time. Starting the process of toilet training is a big milestone in any child's life and to support and nurture them it is important that we keep the lines of communication open to ensure a relaxed and consistent approach so please do book a meeting with nursery to find our more information.

Among the things we need to consider is whether your child is interested in starting and whether they have developed the appropriate muscle control. All children are different in their approach to toilet training and we need to ensure that successes are praised and accidents are quickly and sympathetically dealt with. We would suggest that during this time we have plenty of changes of clothes as well as underwear so that children are able to continue to wear their own clothes should an accident occur.

We have found that loose clothes are the best option during this time - and plenty of them!.

Children are encouraged to use the special low-level toilets we have at nursery and potties are available should your child prefer to use it.

During this process our aim is to build on your child's independence enabling them to manage this milestone themselves.

OUTSIDE

The outdoors is as much a part of a child's learning environment as the indoor environment. Each of our nurseries are fortunate to benefit from extensive play areas enabling children to learn about nature and investigate the great outdoors.

Resources range from large decked areas, woodland glades, summer houses, as well as enclosed grass areas and allotments. All areas outside are used for free play in all weathers, with sun sails providing protection in the hot weather and wellingtons and macs in the wet. This allows the children to enjoy the many ride on vehicles, push along toys and ball games etc.

The children spend as much time as possible outside as we understand the need for outside play to encourage the children's physical development and social skills.

We have developed areas for growing our own produce which all the children take part in growing, tending, reaping the rewards and then enjoying the eating. Our allotment areas range in size but provide us with plenty of opportunities to see nature at it's best.

The outdoors is used throughout the day with free flow in and out during all activities.



OUTINGS

Outings are short walks in the locality of your nursery and form an important part of our daily routine. For our youngest children a recreation of a homely experience where in the comfort of a buggy they can enjoy plenty of fresh air and begin to learn about the world around them. As children progress through the nursery outings become explorations, treasure hunts, learning journey's, shopping trips and experiences which are planned to support children in learning about road safety, the local area, wildlife and so on through real life experiences.

Every outing is assessed in advance with careful consideration given to maintaining safety, whilst offering the children the maximum benefits from the opportunities available outdoors.

Staffing ratios whilst on an outing exceed those laid down by Ofsted and we ensure that there are always qualified and paediatric trained first aiders in attendance.

Outings are one of the authorisations that are requested from you when completing your yellow child's entry records.

SICKNESS AND HOLIDAYS

We want to support you in caring for your child however there are times when children are inevitably poorly. The nursery abides by the guidance from the Health Protection Agency specifically 'Guidance on Infection Control in Schools and Other Childcare Settings'. As part of your registration pack the 'Medical Emergency Form' contains a page for you to keep on illness that may or may not affect your child's attendance at nursery. We suggest that should you have a query regarding your child's well-being that you call the nursery before setting out from home. We will then be able to discuss with you the best way forward.

We want to ensure that we support all the children and adults in nursery by minimizing the spread of any illness and that is why we are stringent in our guidelines and processes.

To ensure that we plan appropriately we also ask that any holidays or non- attendance at nursery is notified to us with as much notice as is possible.

MEDICINES

Within the nursery we will only administer medicines prescribed by the child's G.P. If your child becomes ill whilst with us we will contact you and ask for you to arrange for them to be collected and taken home. Please understand that we will only do this if your child is too ill to remain in nursery and ask that you make every effort to arrive at the nursery as quickly as possible. The only exception we are allowed to make to this is that, with your permission we can administer Calpol if we consider it necessary to prevent a child becoming too distressed before they can be collected. If you wish us to do this, please ensure that you have signed our medication form.

If your child receives a prescription for a medicine that they have not taken before please keep them at home for the first 24 hours to ensure that they show no signs of allergy.

If your child is admitted to Hospital we ask that your child stays at home for 48 hours following their admission to ensure they are settled and have got over their experience and are ready for a day at nursery.

Prescribed medicines may be administered during the day in accordance with the directions provided with the medicine. Nursery will administer the minimum number of doses necessary for instance if the medicine requires 3 doses per day and your child is in nursery all day, nursery will give 1 dose. Medicines and instructions must be handed to the staff who will arrange for their safe storage. Whenever a medicine is given to a child, the details are checked by two members of staff and all actions recorded in the medicine form. Parents will be required to sign the medicine form on a daily basis for as long as the medicine is necessary.

PARENTS AS PARTNERS

We believe that parents enter into an equal partnership in the care and education of their child whilst in our care. Working together in an equal partnership can help your child to feel happy, safe and secure within their environment. We are here to support you as much as we are caring for your child and welcome all contributions and ideas from parents.

At pick up and drop off time you will receive information regarding your child's day at nursery. This is however a busy time for all so the information is concise and is backed up with a daily diary sheet. For more in-depth information appointments can be made at anytime during the year to discuss your child's progress and development and we want you as parents to feel comfortable about talking to your child's key worker.

Parent's evenings are held at regular intervals throughout the year enabling the parents to meet the staff informally and look at all aspects of the nursery. At this time questionnaires are given out to aid us in providing the best possible care and also to aid us in reflecting on our practice. The managers however adopt an 'open door' policy giving all parents access to express any idea, give feedback or raise a concern.

We aim to plan the best possible activities and experiences for each child. To aid this we positively encourage parents to complete parent observation forms and provide evidence by bringing in any photos of activities and places you have enjoyed. The observations and evidence can be posted in the confidential posting box in reception where they will be added to your child's developmental profile. We also provide a monthly newsletter giving lots of information as well as activity ideas that can be done at home.

Our relationships with parents are key, at the nurseries we believe that we enter into an equal partnership in the care and education of their children whilst in our care. The focus is upon shared expertise and knowledge and you will also receive monthly newsletters and invitations to our regular parent events.

SECURITY

Security is paramount. For the safety of your child and all children in the nursery we ask that you ensure that all doors are safely shut.

Please also ensure that you do not let in anyone to the nursery without the prior knowledge of the Nursery Manager or the Senior in attendance on the door. Visitors to the nursery are by prior appointment and all visitors sign in at reception.

When you registered with the nursery you will have provided a password. This password is kept confidentially and is for use when someone other than yourself is picking up your child. Please ensure that you have notified the nursery before the event so that the visitor can be welcomed and helped within the nursery. Visitors that are not named 3rd contacts must also be advised in writing.

IF THINGS GO WRONG

Despite our best endeavours, we realise that there may be occasions when the nursery for whatever reason - fails to live up to expectations. Good communication can often prevent many problems getting too big and becoming issues. We hope that we will develop an open and honest dialogue between your family and the nursery, that will allow you to air your concerns and have them adequately explained or addressed as soon as possible.

All complaints should be made to the nursery manager or deputy in the first instance. Should you wish to take the matter further please do not hesitate to contact Margaret Whelan. If you feel your complaint has not been dealt with satisfactorily you may contact Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD. Telephone number 0300 123 1231.

EQUALITY OF OPPORTUNITY

We are committed to providing a fully inclusive environment. We celebrate culture and difference through;

- Encouraging positive role models, displayed through toys, imaginary play and other resources that promote non – stereotyped images. Books will also be selected to promote such images of men and women, boys and girls and cultural diversity.
- Encouraging children to join in all activities, i.e. dressing up, home corner, dolls, climbing frames, bikes etc. Children will be encouraged to celebrate diversity and difference and learn about a broad range of festivals and cultures.
- Regularly reviewing child care practice to remove practices which discriminate unfairly on the grounds of gender.

PROMOTING POSITIVE BEHAVIOUR

It is our aim to encourage development of a sense of right and wrong from the earliest age and to achieve this we adopt a number of strategies.

When children are young they are learning about themselves and their environment. It is important at this stage to encourage a positive self-image and to praise and encourage positive behavior, after all much of what society sees as desirable politeness, honesty, consideration etc., needs to be learned.

Unwanted behaviour often occurs when the fundamental needs of the children are frustrated. It is important, therefore, that children are provided with a loving caring and stimulating environment in order to meet these needs.

In the nursery we seek to be positive by setting clear boundaries and praising good behaviour.

Our relationships with parents are key and we will work in partnership with you to ensure consistency. Should you have any queries or would like information on any aspect of behavior please do not hesitate to ask.

SAFEGUARDING

As a nursery and in accordance with the Children's Act, we have a responsibility and a duty of care to notify appropriate agencies if we are concerned about the well-being of a child in our nursery. Our aim is to promote and safeguard all of the children in our nursery and to respond positively where abuse occurs in partnership with the parents/carers, staff and other professional bodies. The nursery will endeavour to work in line with the Common Assessment Framework which aims to identify, at the earliest opportunity, a child's or young person's additional needs and provide timely and co-ordinated support to meet those needs.

As part of your registration pack you will be asked for permission to take photographs of the children enjoying activities which we like to share with all the parents via noticeboards, displays and birthday cards.

We would like to request that mobile phones are not used within the nursery to ensure that we safeguard at all times.

During special occasions, such as the Christmas Plays, we will ask for written authorisation from every parent for cameras and videos to be allowed. We would ask that everyone is vigilant with regard to confidentiality and the impact with regard to social networking sites.

TERMS AND CONDITIONS

Before signing your Registration Form, we ask all our parents to be aware of and abide by the following conditions:

1. To register your child with The House that Jack Built Day Nursery or Over The Moon Day Nursery there will be a fee of £130 of which £30 is non-refundable and £100 is refunded when your child leaves the Nursery, with one month's notice. If the place is cancelled within one month of the start date or if a place has been confirmed in writing or without written notice, we will retain the whole amount. (Deposit not applicable for Early Education Funding)
2. Fees are payable in advance on or around the 25th of the month by standing order any occasional extra sessions are paid on invoice and must be paid within 5 days. Fees are payable for 51 weeks of the year irrespective of absences or public and bank holidays.
3. One month's notice in writing is required with regard to any change to your child's sessions at the Nursery.
4. If your child becomes ill the Nursery will contact the person shown on the registration form. It is therefore your responsibility to inform us of any changes in contact details. Any child suffering from a communicable illness must not be brought to the Nursery.
5. The recruitment of existing staff or staff that have been employed by the company in the last 6 months will incur a finder's fee of 15% of the gross salary associated with the new position.
6. This agreement forms part of the terms and conditions as does the admissions policy (copy given in registration pack), policies and procedures (published on notice boards and on-line) and parent's partnership (provided in starter pack) of which I agree to abide.