



Dear Parents,



## Welcome to Clever Cloggs Day Nursery

We are very pleased to have your child in Nursery and we hope you and your child will settle quickly and spend a happy and progressive time with us. We look forward to working with you to build upon the work you have already completed with your child at home.

This welcome pack contains all the key information you need to know for your time ahead with us, but please do not hesitate to ask if you have any further questions.

## Aims and objectives

- We aim to create a challenging, stimulating and happy learning environment for all children regardless of their ethnicity, culture or religion, home language, family background, specific requirement, gender or ability.
- When your child starts our Nursery, they are assigned to a member of staff who will become their key person. They work in partnership with you the parent/carer and your child, enabling staff to build up a closer relationship in which to observe and assist in your child's development and active learning.
- Parents are encouraged to discuss their child's progress at any time with their child's Key person or the Nursery manager. We do appreciate that drop off and pick up times are busy so please approach us and make a time that's convenient for you.
- The safety of your child is paramount during their time at our nursery, our premises are risk assessed daily, this procedure is monitored and updated on a continual basis any problems identified will be dealt with promptly. We operate a signing in and out system as well as running self-registration for the children, so at all times we know how many children we have on the premises. Only the parent/carer or pre-notified adults are allowed to collect the child from nursery. Please note that during play children will fall and possibly bump, bruise and graze or cut themselves. We have a trained first aider on the premises at all times.



## Nursery Timings

Children will enter and leave nursery through the main front entrance.

Nursery operating hours are between 07:30am and 6:00pm.

Please do make sure to be on time to collect to ensure a smooth transition and prevent your child becoming anxious.

Available session timings are as follows:

### 3months-2-year-olds:

7.30am-6pm

8am-5pm

9am-6pm

9am-3pm

### 3-4-year-olds:

730am-6pm

### Breakfast and afterschool club

730am-840am

3pm-6pm



## Good Morning

Remember to tell us if your child has had a disturbed night's sleep, any medication, or any other relevant information. It is also a good idea to let us know if they have had breakfast at home.

Please remember to tell us if anyone else is collecting your child along with a description and password.

If you have any other helpful information such as a family birthday card, you would like made or an important event this will be recorded in the diary.

If you are not sure of the carer in your child's room and they have not been introduced please introduce yourself and say hi, we hope this doesn't happen, but sometimes shy or new staff are embarrassed or may not

realise you have not previously been introduced. A photo board is in the hallway /foyer with staff photos on for you. In each room you will also find photos of staff with their key children listed.

Please do not answer your mobile phones if in the nursery rooms, this is working environment for us, and the children do not need to be disturbed by mobile phone calls. Also, for safeguarding reasons you cannot use your mobile phones in the rooms. In some instances, we may ask you to leave your phone in the manager's office. This will be at the managers discretion.

## Security

All external areas of the Nursery and reception area is fitted with 24h CCTV.

The entrance into the Nursery is secure with a video intercom system installed allowing for nursery staff to speak to visitors/parents through the video screen/intercom before allowing access to the nursery. Staff can access the nursery by entering a secure biometric door and code keypad system. Only authorised personnel have their biometrics on the system and have knowledge of this code.

Parents and visitors must ring the doorbell and wait for the door to be opened.

Please stand in front of the camera so members of staff can see clearly and identify who is collecting children before opening the door. Not standing in front of the camera can cause delay in allowing access.

Parents are to be asked to be careful when arriving and departing and are asked not to open the door or allow access for any other parents/visitors.

## Staffing

Central to our Nurseries philosophy is the belief that every child is unique with extraordinary and almost limitless potential to be discovered and nurtured by our staff team of educators. Our aim is to provide a stimulating, multicultural environment for every child to flourish and explore the extents of their capabilities within a safe and secure environment.

### Meet the management team:

Gill Georgiou – Manager

Sarah Royce- Senior Deputy

Steph Bartram - Deputy

We strongly believe that the child's early years are one of the most important events within their lives. This shapes them to be able to be resilient, kind, and caring adults. We also believe that they are sponges for knowledge and we aim to give them the educational tools to thrive when they go to school and beyond.

During the day your child's key person will make sure that all the children in their group are stimulated and have plenty of opportunity to try activities new and old. Information will be passed to you at the end of each session to let you know what they have been doing via our online learning journal. Please feel free to speak to your child's Key person or the nursery Manager at any time regarding anything at all - if it is important to you, it is important to us!

## How you can support us

Healthy children are generally happy children, so we ask you to ensure that your child comes to nursery, well rested and nourished, so that your child can cope with the varied programme we offer to Nursery children.

At home, please start the habit of reading and listening to stories with your child. Encourage learning by giving praise when it is deserved and maintaining a positive attitude to your child's progress. Please be aware of what is going on at nursery throughout the academic year and remember that the teachers are happy to discuss your child's progress.



## Outdoor Learning

We are very lucky to have such amazing outdoor spaces. As we access our outdoor provision in all weather conditions, please ensure that you bring a named pair of wellies and splash suit / waterproofs to Nursery as soon as possible. In the colder months, please feel free to bring additional warm clothing for your child e.g., an extra fleece layer or warm winter socks. These will stay in nursery for your child to use each day.

## Accidents and Incidents

Unfortunately, accidents do sometimes happen at nursery even though we try to prevent them. All accidents are recorded on an accident form, which tells you what has happened, where it had happened and how the child was. You will be asked to sign this form when you collect your child as well as the person who dealt with the accident and the nursery manager in charge that day. In the event of a serious accident taking place, we will contact you immediately to advise you of the event and what action has been taken. As per our policy and procedure, all head accidents no matter how small will be followed up with a phone call to the registered parent to notify you.

### What you need to provide for your child - 3 months - 2 years

You will need to bring in enough nappies and wipes for your child each day and any nappy creams your child may have. Please ensure all of this is clearly named.

Formula or breast milk which will be stored in a separate milk kitchen/fridge.

Two spare sets of clothes in a named bag please

Beakers and bottles

Any comforter your baby may have during the day for example a dummy, special teddy bears etc

Your baby will be allocated a cot/sleep mat each day.

### Suitable clothing - 2-4 years

As we like to spend as much time outside as possible, even during the colder months, please ensure your child has suitable clothing for example hats, gloves, suitable shoes etc. We also ask that you supply slippers for inside the nursery.

During the summer months you will need to supply a sunhat which gives protection of the face and neck and a named bottle of sun - cream which can be applied during the day, please refer to our sun protection policy.

Please remember that children enjoy having fun and getting messy, and although we do encourage them to wear any apron during all messy activities, we do advise that you do not send your child to nursery in "best clothes."



## Nursery/Parents Potty Training

When you feel your child is ready to potty train, we would like to work alongside you to ensure the process is as painless as possible!

The potty-training process is a natural progression in your child's development. Don't think you are doing anything wrong or that you are not a good parent if your child has an accident, accidents will happen!

We suggest you bring in lots of changes of clothes, but remember every child is different some may train up in a couple of weeks, others may take two or three months.

1. Please let us know what you are doing regarding potty training?

2. Would you like to bring your own potty to nursery? Or would you like to use special toilet seat inserts, or straight to onto the toilet?

3. Will your child be in pull ups or pants?



## Snack

Each day a snack is available for the children. Choice of fruit will be available each day. If you know your child will only eat a certain fruit, please feel free to pack them a snack they will enjoy.

Please ensure your child also has a named water bottle.



## Child Illness Policy

In order to maintain a healthy environment, children should be kept at home if unwell. Minor coughs and colds will not exclude attendance at nursery, as long as the child is well enough to cope with the nursery day.

Nursery will administer **prescribed medicines only**. The appropriate forms must be completed and signed by the parent/carer and the medicine **MUST** have the child name on the bottle, dosage stated, prescription attached and be provided within its original packaging/container.

As per our policy and procedure your child must have completed one round/dose of prescribed medicine at home with no effects first before bringing to nursery. We will continue to follow prescribed dosage after you have confirmed your child has received their first round/dose and showed no negative effects.

The nursery has an exclusion period which must be adhered to strictly. Please refer to our Sickness and Illness Policy and its Appendices for a complete list of Illnesses and their exclusion period. If your child is ill and cannot attend Nursery you will still be **charged full fees**.



## Non-attendance and closures

Clever Cloggs is closed for all English bank holidays and one week between Christmas and New Year. All bank holidays and Christmas closures are billable days and are factored into your annual rate.

A list of bank holidays can be found at <https://www.gov.uk/bank-holidays>.

We also close at 3pm on Christmas Eve or if Christmas Eve falls at the weekend, the nursery will close at 3pm on the last working day before Christmas. You will be billed your usual rate for this day and is factored into your annual rate.

## £ Non-payment of fees and Notice Period

As stated in the terms and conditions that are signed by each parent/carer on our registration forms, fees are payable in advance by the 1st day of each calendar month either by transfer or standing order. We do not accept cash or cheque payments. If you do not pay your fees on time and have not spoken to the Manager, we will charge a late fee payment fee of £5.00 per calendar day and failure to pay fees by 12th of the month (and without speaking to the Manager) may result in suspension or termination of space.

All changes of hours or sessions must be made in writing to the Manager. If you wish to withdraw your child from Nursery, we require one month written notice. If you fail to give the required notice, we will write to request one-month fees in lieu of notice. If then we do not receive these fees, we will take court action.

## Late Collection of Children

If you arrive late to collect your child after their session has ended, you will be asked to pay a late fee of £20.00 for the first 10 minutes and £10.00 for every 5 minutes thereafter you are late. This will cover additional costs to the staff members who have had to stay late to cover ratios. If you have not collected your child by 7:00pm, Social Services will be called to collect your child.

We do understand that occasionally there are circumstances beyond your control that will prevent you from picking up your child on time, however we would ask that should this occur please telephone the nursery to let us know what is happening. It can be very distressing for some children if their parents/carers are late.

## Funded Early Education Entitlement for Two-, Three- and Four-Year-Olds

What is the Funded Early Education Entitlement (FEEE)?

It is funding provided by the UK Government for all eligible children because they want children to have a good nursery education so that they have the best start in life.

Some two-year-olds can get funded hours if their parents are on certain benefits. These children will get up to 570 funded entitlement hours over the year, they usually have 15 hours per week for 38 weeks. The 38 weeks are divided into three terms which are the same as the school terms.

All three- and four-year-olds can get funded entitlement hours from the school term after they turn three up until they go to school, this is called the universal funded entitlement. Children will get up to 570 funded entitlement hours over the year, they will usually have 15 hours per week for 38 weeks. The 38 weeks are divided into three terms which are the same as the school terms.

Lots of working parents can get the extended funded entitlement (EFE), which is another 15 hours, this is often called the “30-hour offer”. This is because children can have up to 30 hours a week for 38 weeks which is a total of 1140 hours of funded entitlement a year.

The 38 weeks (or 570 hours) start at the beginning of April and finish at the end of March in the next year. The terms start in April with Summer, then September for Autumn and finish at the end of the Spring term (January to March).

For more information on this please see go to <https://ecp.essex.gov.uk/funding/early-years-pupil-premium/>

## Upcoming changes to childcare support

Starting from April 2024, existing childcare support will be expanded in phases. By September 2025, most working families with children under the age of 5 will be entitled to 30 hours of childcare support.

The changes are being introduced gradually to make sure that providers can meet the needs of more families. This means that:

From April 2024, eligible working parents of 2-year-olds will be able to access 15 hours childcare support.

From September 2024, 15 hours childcare support will be extended to eligible working parents of children from the age of 9 months to 3-year-olds.

From September 2025, eligible working parents of children under the age of 5 will be entitled to 30 hours of childcare a week.



## A little about our main policies and procedures

### Behaviour management policy

We believe in promoting positive behaviour at Clever Cloggs we encourage this through using golden rules, special helpers and praise. We ensure our staff role models to the children and value each child as an individual.

### Medication policy

We make sure all medicines are kept in a locked cabinet in the office should we have them at Nursery, we only give children PRESCRIBED medicines and parents need to sign a permission slip to allow us to give it to your child. Every dosage is accounted for, dated and signed with a witness on your child's medicine sheet.



## Health and Safety policy

Our nursery cooks have a food hygiene certificate and are fully trained in food handling and health and safety. We ensure all rooms are cleaned throughout the day and at the end of the nursery day and children's toys are cleaned daily, staff wear gloves and aprons to change nappies, we encourage children to wash their hands before eating or being outside. Children with a contagious illness must not return to Nursery any less than 24 hours, please see our main policy.

The Nursery has a secure door entry system in place with the use of biometric system and keypad system that only members of staff have access codes to, we have a fire safety procedure all fire equipment is checked and replaced regularly.

All external areas of the Nursery and reception area are fitted with 24h CCTV.

## Safeguarding & Child Protection policy

We take safeguarding extremely seriously here at our Nursery and have designated officers who are fully trained in this area.

We comply with the local child Safeguarding procedures, and it is our duty to record and report to children services any concerns regarding the possible abuse of children in our care (emotional, physical, sexual or neglect). If an allegation is made against a member of staff in the nursery, the correct procedure is followed.

Our prime responsibility is the welfare and well-being of children in our care. As such it is our duty to the children, parents/carers, and staff to act quickly and responsibly in any instance that may come to our attention. All staff will work as part of a multi-agency team where needed in the best interest of the child.

## Whistleblowing policy

We are committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, we encourage employees and others with serious concerns about any aspect of the settings, operations to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis. This policy document makes it clear that employees can do something without fear of reprisals. It is intended that this policy will encourage and enable employees to raise serious concerns within the setting rather than overlooking a problem or having it playing on their mind.

Our full list of policies is available on our website.

## Additional Information

Our online learning journal Tapestry allows you to see photos and videos of your child throughout the day. We update care diaries and learning observations to keep you up to date with your child progress and next steps.

If you have not yet registered, please do so as soon as possible.

Clever Cloggs have a Facebook, Twitter and Instagram page. Please feel free to follow us for further updates and communication!

Facebook & Instagram:

Twitter:

## Summary

- Whilst we have a settling in procedure, we understand that every child is different and therefore we have no set criteria on how to settle individual children; we feel it is important for you to decide how long you wish to stay with your child to settle them in before they are taken into their respective room by their keyperson. Please feel free to allow your child to bring with them comforters if you feel this will help them to settle in. Please refer to our Settling in Policy for more details.
- As you enter the Nursery you will see a notice board in the foyer, please check this board for parent information or anything we deem important for you to be aware of or consider. We also give out lots of information using the tapestry app, so please engage with this to find out what is happening at Clever Cloggs.
- Please pay your bill by the 1<sup>st</sup> of each calendar month. Late payments will incur a £5.00 per calendar day charge. Pay your fees promptly, not allowing arrears to accumulate.
- Please do not bring your child to nursery if they are unwell. Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours.  
We exclude all children on antibiotics for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and the child is not unwell) This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics  
We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable.  
Please refer to the Sickness and Illness Policy and Medication Policy more details.
- Please check your child for head lice regularly and treat if necessary. Your child must not come to nursery with head lice unless they have been treated. Please inform staff if you find head lice in your child's hair.
- Please make sure your child has warm clothes and a coat on colder days for outside.
- Make sure all your child's clothing and belongings are clearly named.

- Please do not overload your child's peg and do not bring plastic carrier bags into nursery.
- If your child wears nappies please remember to supply them together with wet wipes and any creams, and remember to replenish them if staff inform you, they are running out.
- Ensure that your child arrives and is collected on time.
- Where possible let us know if your child cannot attend nursery.
- Inform us of any illness, injury or injections your child may have had.
- Tell us if you have any worries or concerns.
- Let us know if you are unable to attend any nursery appointments.
- Do not send your child in with sweets unless they are for a special occasion to share with the other children.
- Notify us immediately of any changes in home life circumstances, addresses or telephone.

We view the Early Years Foundation Stage as the most important phase of a child's education, for a love of learning in the first tender years, paves the way for all future success.

Please do not hesitate to contact us: [info@clevercloggsdaynursery.co.uk](mailto:info@clevercloggsdaynursery.co.uk)

Yours Sincerely,

Clever Cloggs Management Team