

New addition 2021



Welcome Brochure



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SECTION 1: GENERAL INFORMATION

1.1 Our Aims and Objectives

Global Kids Day Care aims to provide high quality childcare and nursery education in a safe, nurturing and stimulating care environment, giving priority to the development, needs and happiness of our children and their families.

The Nursery believes that this quality can be achieved by working together in partnership with parents, carers, Early Years Advisory Teachers and OFSTED. Our childcare and nursery education are firmly based on the following principles:

- Every child is a unique individual
- All children have skills and abilities that need to be brought out and built upon
- The starting point of children's education is what they can do, not what they cannot do
- Children have the right to develop physically, socially, emotionally, morally and intellectually to their full potential
- All children learn through first hand experiences, using their five senses
- Learning is holistic for young children

The Nursery recognises and values the diverse community that it serves and if parents have any queries, comments or suggestions about its operation they are encouraged to inform the Nursery Manager.

Parents are always very welcome to spend time in the Nursery and the Nursery staff will always be happy and willing to discuss a child's progress, development or any concerns a parent may have.

We hope that the time parents and their children spend at Global Kids Day Care will be a happy and positive experience for all.

1.2 Location and Contacts

Aldgate East Nursery

The Nursery is located in Aldgate East, very close walking distance from Aldgate East Tube Station.

The telephone number for Nursery: 02033027800

Email: Aldgateeast@globalkidsdaycare.co.uk

Mile End Nursery

The Nursery is located in Mile End, on the main Burdett Road, across the road from Mile End park and very close to Mile End Underground station.

The telephone number of the Nursery: 0208 980 1706

The Nursery may also be contacted by email: mile-end@globalkidsdaycare.co.uk

Limehouse Nursery

The Nursery is located on Parnham Street within Lascar Wharf Community Centre, at the bottom of Lascar Wharf Building, accessible down a flight of stairs. This is in close proximity to the Canal, Carr Street and Salmon Lane.

The telephone number for the nursery is 020 7001 1210

The Nursery may also be contacted by email: limehouse@globalkidsdaycare.co.uk

1.3 Nursery Management and staff structure

There are members of staff appointed to the Nursery comprising of the Nursery Manager, Deputy Manager and Nursery Practitioners. Our staff are all qualified in Early Years Education and Care or equivalent (or undergoing training in this field). Our staff are always looking to improve their professional development by undertaking further childcare qualifications.

The Nursery is managed on a day-to-day basis by the Nursery Manager in conjunction with the Deputy Manager.

1.4 Opening Hours

The Nursery is open for approximately 50 weeks per year. It is closed two weeks at Christmas (December), plus Bank holidays for Mile End and Limehouse branch and one week at Christmas and Eid days for Aldgate East branch. All 3 branches closes for staff training dates. Daily opening times are from 8.00am to 6.00pm Mondays to Fridays.

Our Limehouse branch will be opening an Early bird and Late bird session which will be from 7.30am to 8am and 6pm to 6.30pm.

1.5 Collection and Non Collection of Children

Parents are asked always to collect their children from the nursery by no later than there designated time.

Please see Nursery Terms and Conditions for further information on late collection fees.

If anyone other than yourself is collecting your child the Nursery Manager or the Deputy Manager must be informed either in the morning or by telephone or Family. This person should be known to the nursery staff and must be named on your child's registration form as a person authorised to collect him or her.

If they are not named on the Registration Form, they must be made aware of the Password you have previously given or a photo of the individual must be sent to the nursery.

We will not allow collection by any other individual outside of the above terms on any occasion.

If your child is not coming to nursery please report via Family reason for no attendance. All buggies are to be left outside the nursery in the space provided and must be folded down.

1.6 Waiting Lists

There is a waiting list for Nursery places. Those wishing to register should obtain a registration form so that their names can be added to the waiting list as soon as possible. Further information is available on request to the Nursery Manager.

SECTION 2: Information for New Parent(s)

Safeguarding Children and Child Protection Policy

Safeguarding is a pro-active measure to ensure that all systems and policies in the establishment minimise the risk of harm to all children and vulnerable adults .

Child Protection is a reactive response to an individual child who may be suffering significant harm. It is an activity taken to protect a child.

We have Designated Safeguarding Officers in the company (Please see Parent Notice Boards for name and contact information for these Officers)

Our nursery provision ensures that:

- The welfare of the child is paramount.
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- The Designated Safeguarding / Child Protection Officer will undergo intense training by Tower Hamlets and will follow all related policies, procedures and legislation.
- All other staff will be trained on the Intermediate Safeguarding Children course on the closest availability.
- All students or volunteers will be trained on their induction on Global Kids Day Care Ltd policy and procedures in relation to Safeguarding.

2.1 Settling In

The transition between home and nursery normally requires a period of adjustment for children and parents. When a parent or parents visit the Nursery before their child takes up a place there, the Nursery staff will suggest ways to settle their child into the Nursery. The process of separation between child and parent during the Nursery day needs to be both structured and flexible, and to take account of the needs of each individual child. To ensure a smooth settling-in period it is expected that on accepting a place parents should arrange to spend time in the nursery with their child prior to their start date, this is also dependant on the child. This settling-in time, helps the child to adjust gradually to the new environment, the nursery staff and other children.

During the child's first few days at the nursery we recommend to parents that they do not leave their child in the nursery for the whole morning or afternoon until the transition from home to nursery has been successfully made.

The manager, key worker and parent/guardian will then do an agreed care plan for the needs and next stages of development. Along with what other agencies they may be involved to help support the child with his/her development.

2.2 A Child's First Day

All parents are asked to provide at least two spare sets of clothes for their child, which can be left in their child's allocated personal bag by their coat peg..

We ask parents to encourage their child to use the potty for those who have not already started, as we will practice using the toilet at nursery too. This is especially important as Schools will not accept children who are still in nappies and is an integral part of a child's development in line with the EYFS.

If a child has a particular blanket, teddy or comforter parents may find it useful to bring this along.

2.3 The grouping of children and key workers

Each child admitted to the nursery is assigned a 'key person'. This member of staff is responsible for informing the parent/s of the child's daily activities, and for completing assessments and observations on the child. The Nursery seeks primarily through the key worker system to promote a relationship of complete trust between child and key worker - and to ensure that the main care tasks for each child are clearly the responsibility of a single, designated member of staff. A further important purpose of the system is to enhance the Nursery's record-keeping on individual children and to allow the sharing of information according to a consistent procedure. This is also a statutory requirement through the Early Years Foundation Stage requirements.

Children attending the Nursery interact to some extent with all members of staff in the area in which they are based. Key worker responsibilities must not impede the child's or parent relationships with other Nursery staff who share responsibility for providing care in the area where the child is based. Indeed, parents are encouraged to communicate with all members of staff - and *vice versa*.

2.4 Our Curriculum and activities we provide

Global Kids Day Care believes that children learn through first-hand experience, using their five senses to develop an understanding of the world. The desire to learn is natural and it is through playing with real objects and materials that they begin to make sense of their world. Children fundamentally learn through play and this is as our basis for all our curriculum plans.

The children's day is carefully structured and planned, but also allows plenty of time for free expression and free play. The atmosphere is relaxed, happy, fun and, very importantly, is free from pressure and stress. We provide a wide range of learning and discovery opportunities to help the children in our care reach their full potential, whatever their age.

We have a designated notice board where parents can view the curriculum plans. The plans include activities to be undertaken in the longer term (i.e. termly) and also weekly and daily planning.

2.4.1 Activities for children are organised within the Early Years Foundation Stage which became statutory in September 2008 and incorporates the underlying principles of Birth to Three Matters Framework. The Early Years Foundation Stage is divided into four themes, which are: A unique child, enabling environments, positive relationships and learning and development. Children are born ready, able and eager to learn. They actively reach out to interact with other people, and in the world around them. Development is not an automatic process, however. It depends on each unique child having opportunities to interact in positive relationships and enabling environments.

2.4.2 The curriculum in this area, which is centred on the seven areas of learning, gives the opportunity for an early introduction to reading, writing and numbers, mathematical concepts, science and technology, story-telling, dance and drama, arts and crafts, music and cookery.

We will follow all the requirements and principles of **The Early Years Foundation Stage**, which forms the initial stages of The National Curriculum. This will have already started and continues from right up to the ages of five years old and continues until the end of the reception year, after the child moves on to primary school. The planned activities provided each day are designed for children's enjoyment and to support their learning in each of the seven areas of The Foundation Stage. These are Personal, Social and Emotional Development, Physical Development, Communication and Language, Literacy, Mathematics, Understanding of the World, and Expressive Arts and Design. Each of the seven areas include a number of Early Learning Goals and Outcomes and we will ensure planned activities to support children's development in each of these areas.

Each area of the Nursery provides a range of carefully selected equipment, which is set out to welcome the children as they arrive and incorporate the seven areas of learning. This time is known as 'free play'. Throughout the day, time is set aside for focused activities, children may at this time split groups or work individually. We aim to provide one-to-one attention to all children throughout their day. When weather permits, the schedule will always include outdoor activities so that the children can run around and play in the fresh air.

Each child's progress is monitored and recorded as they progress through the nursery. This may include examples of their work, photographs, written observations and progress reports. These are available for parents to see and will be given to parents at any opportunity you are also able to take these with you when your child leaves the nursery.

2.5 Our Registration System and records kept

OFSTED regulations require parents to give the following information to the Nursery Manager and Parents/Carers will be asked to fill out a registration form which includes:

- Name, address, date of birth, sex, ethnic origin and religion of the child;
- Dietary requirements
- Name, National Insurance Number, Home address and Place of work, (including respective telephone numbers) of parent(s) or guardian(s) of child;
- Name, address and telephone number of doctor and health visitor of child;
- Immunisation of and infectious diseases suffered by child and other relevant information on child's health; for example; allergies.
- Consent (or otherwise) to prescribed medication being administered to child by Nursery staff, if required;
- Names of persons authorised to collect the child from the Nursery.

These forms will be kept in your child's personal file along with emergency contact details in the nursery office. It is your responsibility to ensure that your child's records are kept as up-to-date as possible(please refer to our GDPR policy in the appendix at the end of this section on Page 10).

2.6. Accidents and Illnesses

While every effort is made to ensure that the Nursery is safe, accidents, of course, occasionally happen. Fortunately these are usually minor bumps and scrapes which can be dealt with by staff. The staff will record these accidents and inform you via Famly.

If your child has suffered a Head Injury, has any marks or bruises or had an accident outside of nursery, please notify a member of staff **at drop off** so we can help to Safeguard your child to the best of our ability

An Accident/Incident form will be filled out on either of the above occasions to ensure good record keeping.

In the case of more serious injury a parent will be contacted immediately. If for any reason we are unable to contact the parent or any of their emergency contacts, the staff may at the discretion of the Nursery Manager or other senior person within the nursery seek medical advice and if necessary treatment at the Accident and Emergency Department of the nearest hospital. If appropriate the Nursery Manager, the Deputy or Senior Nursery Practitioner will ask that a child is taken home following an accident or injury

2.6.1 Illness

Parents are asked not to bring a child who is ill to the Nursery:

- Should a child appear unwell during the course of the day, the parent will be contacted and may be asked to take the child home.
- Spots and rashes must be seen by a doctor to confirm or rule out any infectious diseases.
- Children who contract any infectious diseases must remain home for the minimum period of exclusion from the Nursery. (refer to Policy on Infectious Disease from the Health Protection Agency)

- Please see List of Exclusion periods and notifiable diseases on page 12 -

2.6.2 Medication

Medication can only be administered with written consent of the Parent/Guardian upon completion of a 'Medication Administration form' given to Nursery staff. The nursery will only administer medication that is prescribed by a doctor. The medication should be brought in the original container labelled clearly with the child's name, dosage amount and frequency for staff to store and administer appropriately.

2.7 Meals

The Nursery will offer your child breakfast, and tea during the designated sessions if applicable. Fruit, Milk and Fresh Water will also be offered to your child throughout the day. If your child attends a full day kindly provide him/her with a healthy packed lunch for each day that they attend nursery. **Please ensure that all grapes are cut length ways. No juice, Sweets, Chocolate or Crisps should be given to your child within the nursery.** If you require guidance on a healthy packed lunch, please seek advise from your Childs key person

2.8 Rest Time

The children are provided with rest mats in a quiet area, if they wish to sleep. Please note: We cannot force children to sleep and we will allow your child to continue play if they refuse sleep.

2.9 The use of space

The open plan facility allows for the nursery to be adapted at any time. We aim to make full use of available space and Outdoor area. This will always include a designated messy play area, quiet area, and home corner. We aim to allow children free use of each area at any given time.

2.10 Our partnership with parents

The Nursery welcomes parental involvement and aims to work in partnership with parents in the care and education of the children.

The Nursery Manager shares information with parents via email and through our newsletter on a regular basis; for example, events, holidays etc. You will also receive Daily Feedback Emails from your Child's Key Person (Please ensure we have an update to date email address for all Parents/Carers you wish to receive this and alert the nursery if you are not receiving this at your earliest convenience).

Information relating to the Curriculum and Nursery activities is displayed on the parent's notice board.

We have many events and activities that involve parents/ carers please see parent's noticeboard.

There is also availability for each parent to lead a stay and play session each Friday. Please speak to your child's Key Person if you would like to participate in this.

2.11 Fund-raising

We will hold fund-raising events throughout the year, including sponsored events, charity events and raffles. We ask for your help and support on these occasions and welcome any new ideas and suggestions.

SECTION 2 Appendix 1: GDPR Policy

In order for us to provide the childcare service for you, it is imperative that you consent to us holding information about :

- Your child and yourselves,
- The information held on the initial visit pack
- The 2 years funding (EL2 form)
- Nursery Education Grant Funding,
- Registration form,
- Parenta system.
- All information that is required by Ofsted and local authority and the Health and development team.
- Your data will need to be shared with the local authority in order for your child to be able to obtain a government funded place and may also need to be shared with the Special Education department.
- We may share your data with local schools as part of your child's transition and the National Health Service to support your child's development.

By law we still need to obtain and retain the following information :

- Full name of child and date of birth
- Child's health
- Parental responsibility
- Address
- Emergency contact details
- Names & contact details of any outside agency(s) that are involved with your child(ren)
- GP and dentist contact details
- Children developmental outcomes & checks
- Safeguarding concerns
- Accidents & Incident reports
- Child protection
- Reports from : Child protection meetings, Educational psychologists, previous settings.
- Information held on the child registration form.

(Please note the the list above is not exhaustive and may include things that have not been listed)

(c) That you are happy for us to send daily feedback and photos regarding your child through Parenta.

(d) The third parties we use are Parenta, Ofsted, Local authority, Accounts department.

This information will be retained by the nursery for six years and Child Protection records for twenty four years.

(e) We have CCTV cameras situated in strategic points around the nursery that record all movements during any given 24 hour period (with the exception of the toilet areas) and it's main purpose is to ensure the safety of all.

It is also installed for the prevention and detection of crime and it can also be used for staff training purposes.

The recordings will re-record itself after a period time.

At times the images obtained have been used by law enforcement agencies in order to assist a criminal enquiry.

(f) At times we may retain copies of the following for evidential purposes such as:

- Parent evening booking forms
- Photographic evidence of the various events/celebrations held throughout the year(s)
- Parent questionnaires/feedback
- Trips/ visits
- Nursery advertisement (this will be discussed on a individual basis should the need arise prior to happening)

By accepting a place within the nursery, we assume you are happy to comply with all of the above. Please list and inform the Nursery Manager of any point(s) that you are not happy with so that it can be noted and the importance of item or alternative options can be discussed with you.

SECTION 2 Appendix 2: Exclusion periods and notifiable diseases

1. Coughs, Colds and Sore Throats

For mild symptoms children can continue to attend nursery. However, if the child has a raised temperature, continued cough or if they are unable to eat they should not be brought to nursery. If a child has shown mild symptoms and has for instance been given 'Calpol' and now appears to be well, we can accept the child, but will advise the parent that if there is any deterioration we will contact them and ask them to collect the child.

2. Sickness and Diarrhoea

In the case of diarrhoea, a child may return to the nursery 48 hours after the first normal stool. In the case of vomiting a child may return to the nursery when he/she is eating normally and 48 hours after the last episode of vomiting.

3. Conjunctivitis

Return to the nursery is allowed when the appropriate medication has been administered.

4. Raised Temperature

A child with a raised temperature should be kept away from the nursery until normal temperature has resumed.

5. Skin Rashes

Any child with a skin rash should not attend the nursery until diagnosis and treatment has been obtained from your doctor.

6. Chicken-pox

A child with chicken-pox should not attend the nursery until all the spots have dried up and most of the scabs have dropped off. This could be seven days or more depending on the severity of the rash.

7. Measles

Absence from the nursery should be at least four days from the onset of the rash.

8. German measles

Absence from the nursery should be at least four days from the onset of the rash.

9. Diphtheria

A child with diphtheria should be absent until cleared by a doctor. Contacts should also be cleared by a doctor.

10. Dysentery

A child with dysentery should be absent until cleared by a doctor. Contacts should also be cleared by a doctor.

11. Food Poisoning

A child with food poisoning should be absent until well and cleared by a doctor.

12. Infective Jaundice

Absence from the nursery should be seven days from the onset of jaundice.

13. Meningitis

Absence from the nursery should be until clinical recovery and bacteriological examination is clear.

14. Mumps

Absence from the nursery should be until all swelling has disappeared completely.

15. Whooping Cough

Absence from the nursery should be until clinical recovery is judged by a doctor.

16. Hand, Foot and Mouth Disease

Absence should be until the rash has cleared.

16. Headlice

Return to the nursery is allowed when the appropriate treatment has been administered.

List of notifiable diseases below:

Acute encephalitis	Acute infectious hepatitis
Acute meningitis	Acute poliomyelitis
Anthrax	Botulism
Brucellosis	Cholera
Diphtheria	Enteric fever (typhoid or paratyphoid fever)
Food poisoning	Haemolytic uraemic syndrome (HUS)
Infectious bloody diarrhoea	Invasive group A streptococcal disease
Legionnaires' disease	Leprosy
Malaria	Measles
Meningococcal septicaemia	Mumps
Plague	Rabies
Rubella	Severe Acute Respiratory Syndrome (SARS)
Scarlet fever	Smallpox
Tetanus	Tuberculosis
Typhus	Viral haemorrhagic fever (VHF)
Whooping cough	Yellow fever

SECTION 3: TERMS AND CONDITIONS FOR USE OF THE DAY NURSERY

The following should be read carefully.

3.1 Use of the Day Nursery - Agreement to accept place

There is a waiting list for Nursery places in the Nursery. Priority is given to full-time bookings and Parents with another child who also attends the setting. Parents are required to complete an enrolment form with their details and details about their child. Once a child has been allocated a place on an agreed basis, parents must sign the registration form contract binding them to these arrangements. The allocation of a place will normally continue through the vacation on the same basis as during term-time.

On being offered and accepting a Nursery place, a parent is required to pay a deposit equivalent to one months fees to the Nursery within seven working days of the date of the letter offering the place. Failure to pay the deposit will result in the offer of a place being withdrawn. The **deposit will not be refunded** if the parent subsequently does not take up the place offered. The deposit will be returned on child's fee account only when your child leaves the nursery after giving the required notice period.

If, having taken up the place, the parent seeks to withdraw the child from the Nursery, he/she will be required to give **FOUR WEEKS written notice** of withdrawal to the Nursery Managers and will be required to continue to pay fees in full to the Day Nursery for the duration of this time.

3.2 Fees

As a virtually self-financing operation, the Nursery depends on fee income for paying Nursery staff salaries and meeting other running costs.

All fees are payable in advance

There is a late payment charge of £25.00 per week until all arrears have been paid.

If, for any reason (including illness or holiday), a child is not brought to the Nursery when he/she should be present according to the terms of the signed contract, parents are required to pay the normal fee for days on which the child is absent.

Fee levels are normally adjusted annually and the Day Nursery reserves the right to amend Nursery fee levels whenever it deems this necessary. Depending upon circumstances, the Nursery Managers has discretionary authority to vary the above obligations.

3.5 Notice of absence

If a child is not brought to the Nursery on any day when he/she should be present according to the terms of the signed contract, the parent(s) must inform the Nursery Manager of the reason for absence and the expected date of return by 9.30am.

3.5 Termination of child's registration

Parents will be required to give **FOUR WEEKS written** notice of withdrawal from the Nursery and to continue to pay full Nursery fees throughout that period of notice or until the place has been filled and full fees are recouped

The Nursery Manager may, for any cause and at any time, cancel a child's registration upon giving four weeks' notice to the parents.

3.7 Complaints Procedure

Anyone who wishes to make a complaint about his/her experience at the Nursery is required to try first to resolve the matter informally, in consultation with the Managers.

Key contacts:

Global kids day care Managers:

Aldgate East Branch:

02033027800

aldgateeast@globalkidsdaycare.co.uk

Mile End branch:

0208 980 1706

078 5296 3929

mile-end@globalkidsdaycare.co.uk

Limehouse Branch:

0207 001 1210

07903 256 029

limehouse@globalkidsdaycare.co.uk

Managing director:

nicole@globalkidsdaycare.co.uk Nicole (Mile End, Limehouse and Aldgate East Branch)

aldgateeast@globalkidsdaycare.co.uk Samina and Imrana

OFSTED

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

I have read and understood the information provided.

Date:

Signed:

Print Name:

Relationship

ORIGINAL