



Tender Years Day Nursery

NEW PARENTS WELCOME PACK

‘.....Giving your child the best start in life’.



Welcome

This 'Parents Welcome Pack' is provided to help you and your child to settle in at Tender Years Day Nursery (previously Premiere Day Nursery). We understand that this can be a difficult time for parents and we would like to support you as much as possible to make this an enjoyable experience for you and your family. We hope you find this pack beneficial.

Our Aims and Objectives

- To provide a safe, caring, stimulating and happy environment. We nurture each child to flourish in their own individual way and support them to reach their individual potential and recognising that each child has their own unique starting point.
- To promote equality and diversity; our policy opposes any discrimination on the grounds of race, ethnicity, ability, sex or religion.
- To work in partnership with parents and other professional bodies, to ensure a non-discriminatory environment for staff and parents alike and embrace matters arising from race, culture, language and religion and treat all children as individuals.
- To provide opportunities for all children to be active learners and to be stimulated to learn through discovery, enjoyment and contrasting combinations of structured and free play; allowing the child to develop at an appropriate rate comfortable for them.
- To share information and advice with parents, welcoming them into the nursery at any time – whether for formal or informal discussions – confidentiality is respected.
- To provide carefully planned programmes of learning and development to ensure each child can be both confident and enthusiastic maintaining the welfare of the child.
- To plan the child's day with interspersed activities such as creative, physical, imaginative and intellectual play. This is balanced with free play indoors and outdoors where children can choose their own play activity, moving around freely making choices, building and developing their own friendships.
- To offer training for staff as appropriate ensuring their personal/professional development – enabling them to update their skills.



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If you have any other questions that have not been answered in the pack, please do not hesitate to contact us or visit our website: www.tenderyearsdaynursery.co.uk



Section 1

A little about our nursery

Tender Years Day Nursery – Previously named Premiere Day Nursery.

Tender Years Day Nursery has over the last few months undergone a great deal of change. On the 7th November 2016, there was a change in ownership, the new owner Rachel Critchley has worked hard to modernise the nursery to provide the best opportunity for all children to develop.

The nursery was previously named Premiere Day Nursery but this changed in January 2017 to Tender Years Day Nursery.

The refurbishment of the nursery has now created a new Early Years Unit (Sunflower Rooms) located on the first floor for 3 to 4 Year olds, which utilises the four rooms upstairs creating:

- A large play area with a home kitchen, for children to learn about hygiene and recycling.
- There is a Literacy, Numeracy and ICT room
- A comfy reading room.
- A new bathroom for the children which allows us to introducing dental hygiene to ensure children understand the importance of clean teeth.

On the ground floor, we have created:

- A large baby room (Bluebell Room), with access to the large garden
- A large room for our 2 to 3-year olds (Poppy Room) with access to the large garden
- A new bathroom for the children in Poppy room to practice their potty-training skills.
- A new fire escape for children from the Sunflower rooms upstairs.
- A new office has been created downstairs.

Now that the internals of the building have been renovated we are working on the exterior of the building and we have also great plans to create an air-conditioned summer house in the garden.

How our Nursery works

At Tender Years Day Nursery, we aim to provide a home from home environment where children are cared for in a stimulating and loving environment.

The nursery is split into 4 rooms which are separated by age.

Bluebell Room – Our first room and cares for children from 3 months upwards

Poppy Room – Caters for children between the ages of 2 and 3 years

Sunflower Room / EYU – The room where your child will stay until they start school (3 years upwards)



Bluebell Room

In our Bluebell room, the ratio is one member of staff to three babies and staff are qualified to Level 3 in childcare and education with experience with under 2's

In these rooms, we aim to give parents the confidence that their child will maintain their normal routine which should not be interrupted just because they have started nursery. Staff will work closely with parents to ensure their child's routine is maintained including their sleep pattern, eating times, diet, milk type, bottle preparation and weaning food etc.

The room is set up in the way to make them feel homely and comforting to your child. The environment and resource provided by staff focus strongly on imaginative, exploratory, investigatory and sensory play experiences, small world and role play areas which are regularly rotated to keep your child stimulated. Other areas provided also help develop areas such as; language and socialisation, through role play, books, music, cosy corners and sleep areas. We are also very fortunate to be able to provide your child with a vast outdoor play area which allows children to explore the outside world. We feel it is important to keep children physically active and being outdoors as much as weather permits.

We have also created sensory and heuristic treasure baskets which contain natural and manufactured resources that support and develop children's investigator and exhortatory skills. During the day staff also interact with children through messy play using malleable materials like jelly/yoghurt/gloop/pasta etc.....the list is endless!

Each child is assigned a key worker who is responsible for your child's basic and emotional needs and is responsible for supporting your child's development with regular observations and assessments. The relationship between the key person, yourself and your child begins when they attend the nursery on a number of visits, this helps with the initial bond with the keyworker and supports your child to settle and feel calm and comfortable whilst in their room.

Once your child has started nursery they are to have their own storage box for their personal belongings such as clothes and creams etc.

Babies will also have their own unique daily diary, so you can see just what your little one has been doing during their day at Tender Years, for example how long they have slept, activities they have taken part in, This will also tell you about feeds/nappies, what foods they have eaten etc.



Poppy

This room cater for children aged between 2 to 3 years

In Poppy, the ratio is one member of staff to four children and staff are qualified to Level 3 in childcare and education with experience with under 3's.

Moving up to Poppy (2 to 3 years) will depend on the child's stage of development rather than their age and, as always, this will be discussed with parents prior to any move.

In Poppy, we encourage children to be more independent whilst continuing to promote the development of each individual child working towards the Early Years Foundation Stage curriculum. Children are encouraged to use "self-registration" where they find their photograph and choose a peg in the morning, this supports self-esteem as all children feel they belong. Children are also encouraged to be more independent by serving themselves at meal times. We support potty training as we have a bathroom attached to the room and work alongside parents when the time is right to start potty training, to ensure your child's individual needs are supported throughout this time.

The room is divided up into different areas covering:

- Mark making
- Creative area
- Construction
- Small World
- Book corner
- Role play
- Messy play

As your child is getting older play activities will start to develop a little more structure but remain flexible to cater for each child's individual needs. We understand the importance of self-selection, so children may choose where they want to play as we provide all areas as continuous provision.

Each child is assigned a keyworker, who has a special responsibility for giving their key child the reassurance to feel safe and cared for and building a relationship with parents. Activities and experiences will be planned around the observations made by your own child's keyworker and some of the activities within this room are adult lead or adult involved and others have no or little adult involvement aimed at developing the confidence and independence of children. The children also enjoy dance, music, stories and singing. The children have daily access outside where they are encouraged to explore and develop physical skills. The area is adapted to suit the needs of individual children and their interests. We have water trays outside, greenhouse, a sand pit, tyres, digging and growing patches, slides and a variety of cars and bikes.



Sunflower Room (EYU)

The next step is the Sunflower Room (EYU - Early Years Unit - 3 years to school age) and providing one member of staff for every eight children. All our staff in here will be qualified to Level 3 or above in Childcare and Education, with one nursery practitioner with qualified teacher status.

The room is set up, as, per the Early Years Foundation Stage curriculum with areas covering:

- Sand and Water,
- Creative area
- Construction and workshop area
- Small World
- Cosy and Reading corner
- Maths and Literacy area,
- Music,
- Malleable area
- Audio area
- Role Play

The children may again choose where they want to play as we still offer continuous provision in here. Some of the activities within this room are adult led or adult involved and others have no or little adult involvement aimed at developing the confidence and independence of children. The children also enjoy dance, music, stories and singing.

Each child is assigned a keyworker and will have their individual needs and interests supported by their keyworker daily. Children are observed at all times, practitioners can identify children's' areas of interests and areas for development and how they can further support this using the Early Years Foundation Stage Curriculum.

The sunflower room enables children to develop further preparing them for their eventual move to primary school. This is a very busy time where children can participate in adult-led activities, along with the child's free choice – and there will be many extra-curricular activities on offer throughout the nursery day. These may include dance, swimming and outings. We also seek out opportunities for "People who help us" to visit Nursery.

Children may "free-flow" in this room and the choice is theirs and daily they will have the opportunity to be outdoors as we feel children have the right to experience and enjoy the essential and special nature of being outdoors. We feel young children thrive and their minds and bodies develop best when they have free access to stimulating outdoor environments. Therefore we will ask you to bring you child's wellies to Nursery!



Outdoor Play Area

We incorporate all areas of indoor provision outdoors so that children can have a safe, exciting, fun and stimulating play always. Children are challenged in our large garden that supports physical, social, communication and language, emotional and creative development and their knowledge and understanding of the world.

Throughout the years there is a:

- Construction area
- Mud garden
- Digging and growing area
- Greenhouse
- Climbing area
- Water and sand play
- Imaginative play
- Home corner





Section 2

Initial Visits

Each child can attend three visits before they start at the nursery, this is usually 3 x 1 hour sessions in the morning or afternoon. This allows you as parents and your child to become familiar with the nursery environment and get to know their keyworker.

Keyworker and their role

Each child is given a key worker when they start at the Nursery. Your child's keyworker is for your child to have a familiar face to see and someone special with them on a day to day basis. They will also be your initial contact within the room and you can share information from home and nursery, allowing your child to have a constant quality of care and update you on their progress and development, they will also be able to talk to you about any concerns you may have.

Assessments

We carry out a baseline assessment when your child first comes to our nursery followed by 3 monthly reviews completed on your child's stage of development in line with the EYFS. We have a parent evening twice yearly to share all this information with parents and carers and your child's development files are available to see. We also use an EY log, which is an online app which will enable parents to see their child's development, pictures, daily activities, messages for your keyworker daily, it is a fantastic way for the nursery to communicate with parents daily.

Policies and Procedures

Within Nursery we have several policies and procedures. We have put together an Operational Plan that is displayed in the hallway and on the website which is made up of all our policies and procedures. If you require any assistance with finding a specific policy, then please ask the Nursery Manager who will be happy to help. We are also introducing a policy of the month which will be displayed on the noticeboard and policies are available in additional languages if required.

Medication and Sickness

If your child was sick or had diarrhoea the day before they were due to attend nursery; unfortunately, he/she cannot come to Nursery for 48 hours following a bout of sickness and/or diarrhoea. We are a small Nursery, so we need to be careful with sickness bugs so that we don't pass them on unnecessarily.

Our Managers, will also use their discretion concerning children attending nursery if they look unwell. We ask you to be prepared to take your child home if they appear unwell.



What if my child has a contagious illness?

We cannot allow children to be in the Nursery if they have chicken pox, measles, German measles, impetigo, scabies, conjunctivitis, influenza etc. Please talk to the Manager or Key Worker if you are not sure about any symptoms or signs of illness.

What if my child needs to be given medicine while at Nursery?

No medication can be given to a child unless you have signed a medication administration form and given written permission to the Nursery. This will detail the child's full name, date, the medicine and dosage to be given, previous dosage and time received and time frame for this to be administered.

(Please note: only medicine prescribed by your doctor will be administered. We will, however, administer Calpol for teething, with your permission). If your child has been prescribed medicine, your child must have had a full 24 hours' dosage before returning to nursery).

What about Asthma "Spacers" or EpiPen's?

We have a long-term medication form that indicates what can be administered and when. To help us with this we would ask that you provide a "spacer" and "preventer" to be kept at nursery.

Are staff First Aid Trained?

All staff have their Paediatric First Aid Qualification

If my child becomes ill whilst at nursery, what will happen?

We will telephone you (or if we can't reach you) the named emergency contact person to collect your child. We will make sure your child is comfortable until you arrive but please remember they will want you more than anyone else when they are feeling poorly.

Sun Protection

In view of our wonderful British summers... please ensure that you provide a named sun hat for your child that can be kept at Nursery, we provide a high factor sun cream, which will require parents to sign a permission slip for the application of sun cream/block.

If you wish your child to have their own sun cream, it must be clearly labelled with your child's name.



Section 3

Security – How is my child kept safe?

Security of your children when in our care is of the utmost importance to us. As well as maintaining the correct staff/children ratio, there are several other safety features we have in place. All staff are responsible for safeguarding and promoting the welfare of children and have all received training to carry out the role. Staff are also required to alert to, and report, anything they feel constitutes inappropriate behaviour by other members of staff.

- The entrance door to the Nursery will be closed always. Parents/Carers may only gain entrance once the front door bell has been rung and access is made by a member of staff opening the door.
- On arrival at the Nursery we will also ask parents/carers to sign their child or children in on the appropriate register in your child's room together with signing them out at the end of their session.
- We have a "password" system for the collection of children if it is not going to be the usual parent or carer. We would ask that all parents at the time of registering advise us of their password which will be logged on the child's "personal file". (Please note: if your child is to be collected by a person other than the usual parent or carer, we will not allow the child to leave the nursery if the person does not know the "password" and we have not been notified by the parent/carer of any change). If at any stage, you wish to change your password, please speak to the Nursery Manager.
- We will also carry out regular fire drills to ensure that in the event of an emergency the safety of the children is paramount and the children are rehearsed in what action to take. Fire alarms, smoke detectors and emergency lighting are fitted to aid rapid escape.
- Safe and hygienic floorcoverings, which are fully HSE compliant for wet testing and work surfaces are fitted as standard.
- Heating throughout the building is via radiators which are covered to minimise risk of accidents.
- Water in the children's bathrooms throughout are temperature controlled.
- Finger shields are fitted on all doors that may be accessible to children.
- Windows are fitted with locks
- All staff are qualified and have a positive "enhanced" clearance obtained from Criminal Records Bureau prior to commencing work with us.
- All areas throughout the Nursery and surrounding outdoor areas are subjected to rigorous risk assessments.
- Throughout the Nursery, any students on placement will always be at college level or above, are fully supervised, are never left unattended with the children and remain supervised always.



Arrival and Departure

As our car park is at the front of the setting, with a drive in and out system, we request that parents and carers ensure that the system is used correctly and parent coming onto an empty driveway park close to the exit, to ensure more cars can drive on and pick up/drop off without obstructing the road. Please could I also remind you that children need to be fully supervised always when outside the nursery. Please also bear in mind that this is a residential area and courtesy should be given to residents at all times.

Outings

Throughout the day (weather permitting) we may take the children out in small groups to visit the surrounding area or even the shops/post office. This requires permission from the parents/carers, therefore on enrolling your child within the nursery we will ask you to sign a permission slip. We may also take the children on outings during the summer months and these will be detailed to you in advance. Some outings may involve travelling by mini bus which is fitted with booster and seat belts, or if we are in a larger group, we will only use reputable private hire companies and those fitted with seat belts. We will request an additional permission slip for any trips involving travel and we do encourage parents to help.

Daily Menu's

At Tender Years Day Nursery, careful consideration and research has gone into planning our two-week menu. All menus are planned with children's dietary and cultural requirements taken into consideration. The current day's menus are in this welcome pack and displayed in each room and on the website. All menus follow the children's food trust guidelines.

We have a full-time nursery cook in post to prepare our home-cooked, healthy meals and we will only use high quality meats, fish and fresh fruit and vegetables which will be sourced as locally as possible. We do not add salt to any of our cooking, and sugar is kept to a minimum. Breakfast will be served from 8.30 – 9.00 a.m. followed lunch being served around 11.30 a.m. and afternoon tea at around 3.00 p.m.

The social aspect of mealtimes will be emphasized with children following hygiene guidelines before they eat, our staff sit at the tables with the children to encourage social interaction, conversation and good manners. Before your child starts with us, we will discuss their individual dietary needs, including allergies.

We also have regard for the dietary needs of religious groups and will provide for vegans and vegetarians appropriate ways. All meals are included in the cost of fees.





Section 4

Clothing

What should my child wear to Nursery? Not best clothes please! The children do lots of painting and messy activities that will get them wet and, hopefully, very messy!! The children do wear aprons, however, sometimes paint can get onto clothes. We do use water based washable paints, however, these aren't always easy to remove from clothing.

As the children get older we want them to be able to be independent in the bathroom. Unfortunately, this sometimes means wet clothes, so please bear with them and us!

Do I need to bring anything to the nursery?

Please could we ask you to provide spare clothing and a drinking cup for your child and make sure each item of clothing is **clearly labelled with your child's name**.

When your child is due to start with us his/her keyworkers may also ask you to bring certain extra items that may be needed in the room they are in.

Parental Involvement

At Tender Years Day Nursery we value parents as partners, we have two parents evenings throughout the year, a monthly newsletter, stay and play sessions, where we invite parents/carers/grandparents into the setting to see what your child does whilst at nursery and see how beneficial nursery is. We hold summer parties for parents and invite parent to view the Sunflower Christmas Performance. We do a questionnaire each parents evening to share views on the setting and we have a parents suggestion box in the entrance that is accessible at all times, should parents wish to share suggestions or good practice.



The Curriculum for Early Years Foundation Stage Children

We strongly believe that every child matters and we ensure that your child is provided with a safe environment where children can learn and form a positive relationship. We value that every child is unique and this is ascertained by observations that are carried out, children's individual needs and interests are met to support and encourage learning and are recorded on the EY log

The Early Years Foundation Stage (EYFS) starts at birth and continues until the end of the Reception year – from birth to five.

In the revised EYFS there are seven areas of learning and development that are used to shape our educational programme. All areas of learning and development are important and inter-connected. Three areas (known as prime areas) are particularly crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn to form relationships and thrive.

The *prime* areas, are:-

**Communication and Language
Physical Development and
Personal, Social and Emotional Development**

We must also support children in four *specific* areas, through which the three prime areas are strengthened and applied. The specific areas are:-

**Literacy
Mathematics
Understanding the World and
Expressive Arts and Design**

We will also provide activities and experiences as follows:

- Communication and language development involves giving children opportunities to experience a rich language environment, to develop their confidence and skills in expressing themselves and to speak and listen in a range of situations.
- Physical development involves providing opportunities for young children to be active and interactive and to develop their co-ordination, control and movement. Children must also be helped to understand the importance of physical activity and to make healthy choices in relation to food.
- Personal, social and emotional development involves helping children to develop a positive sense of themselves and others to form positive relationships and develop respect for others, to develop social skills and learn how to manage their feelings, to understand appropriate behaviour in groups and to have confidence in their own abilities.



- Literacy development involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems and other written materials) to ignite their interest.
- Mathematics involves providing children with opportunities to develop and improve their skills in counting, understand and using numbers, calculating simple addition and subtraction problems and to describe shapes, spaces and measures.
- Understanding the world involved guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.
- Expressive arts and design involved enabling children to explore and play with a wide range of media and materials as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play and design and technology.

What can I expect my child to be doing at Nursery?

The following are examples of things you can expect to see during the course of a normal nursery day.

- Playing and having fun!
- Making friends and learning how to play together
- Making choices and decisions
- Learning to be independent
- Talking about all the things they do or think
- Choosing their own activities
- Learning both indoors and outdoors
- Sometimes working with an adult
- Making a mess and helping to tidy up



What happens now...

Once we have agreed a start date we will ask you to contact us a couple of weeks before this to arrange some visits. These are for approx. 1 hour and we usually suggest arranging three sessions but this is flexible.

On your first day, please bring along any outstanding documentation we may have asked you to bring, along with any requests from staff in your child's room such as family photos, comforters, outdoor clothing, spare clothing etc.

Finally, some testimonials from our last Parental Questionnaire

Staff do an amazing job, I have never worried about leaving my children at nursery. I know the staff will always love and care for them.

All the staff are caring, approachable, polite and professional, they have all played a vital role in my child's development. I would highly recommend this nursery to friends in the future.

I feel that nursery provides my child with a nurturing and happy environment which enables my child to learn to his full potential.

Staff are welcoming and approachable and very supportive with any concerns.

The outdoor is amazing and is used whatever the weather.

All the staff are brilliant, they build special relationships with all the children and this makes us feel like one big happy family. My children are so happy here I never have to worry about them.

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email: hello@tenderyearsdaynursery.co.uk

Nursery Proprietor: Rachel Critchley

Manager: Rebecca Speakman

Deputy Manager: Lynsey Sim



Tender Years Day Nursery

Fee Structure (from September 2017)

Full Day Session (8.00am-6.00pm)	Fees	Fees Per month (averaged over the year)
1 Day	£43.70	£189.36
2 Days	£87.40	£378.73
3 Days	£131.10	£568.10
4 Days	£174.80	£757.46
5 Days	£218.50	£946.83

Half Day Sessions (8.00am-1.00pm) or (1.00pm – 6.00pm)	Fees	Fees Per month (averaged over the year)
1 x ½ Day	£28.00	£121.33
2 x ½ Day	£56.00	£242.66
3 x ½ Day	£84.00	£364.00
4 x ½ Day	£112.00	£485.33
5 x ½ Day	£140.00	£606.66

Additional Fees	
Additional Hourly Rate	£4.98
Late Pick Up Fee	£5.00 every 15 minutes
Consumables (Only applicable to a child in receipt of 30 hrs Government grant only)	£5 per day

Discounts	
Sibling Discount	10%
2 Year Educational Funding - 11 hrs per week	52 weeks of the year
3 & 4 Year Educational Funding - 22 hrs per week	52 weeks of the year



NB:

The nursery is in receipt of the Government's Education provider's grant for two, three and four-year olds and can offer 15 or 30 hours. The government only subsidises the child's education for 38 weeks of the year, this equates to 570 hours per year for 15hrs and 1140 for the 30hrs.

Therefore, all payments are spread over 52 weeks of the year which equates to:

- 15hrs per week spread over 52 weeks equates to 11hrs per week
- 30hrs per week spread over 52 weeks equates to 22hrs per week

Funding is for the high quality, flexible early education and childcare places as per the government guidelines (November 2016). The government funding does not take into account the cost occurred by the nursery for consumables such as food, drinks, resources etc, therefore there will be an additional cost of £5 per day for these consumables which your child will benefit from throughout their day at nursery.

We also offer an additional service i.e. Swimming lessons, PE lessons which if you wish your 2-Year-old child and upwards to take advantage of this, there will be an additional fee for transport and tuition.

Fees will be reduced monthly once the child becomes eligible for the 3 & 4-year grant.

About the fees

- Fees will be payable by standing order
- Fees are payable on the first day of each month. If your child's fees go into arrears by one month, your place in Nursery will not be guaranteed.
- Full fees are payable during holiday's/bank holidays/sickness periods
- Nursery opens 51 weeks of the years, (you will be charged 52weeks) closing one week over the Christmas period and we are also closed all bank holiday's which are payable.
- Written notice of 4 weeks is required to vacate a place.
- Children must be collected on time at the end of the session. Late collections will occur a £5.00 charge for every 15mins late. This is because we must keep two members of staff on-site to remain with your child.
- We also accept childcare vouchers from your employer as part of your 'salary Sacrifice' Scheme
- A deposit is two weeks' nursery fee's, which can be used to pay your final two weeks' fees or fully returned when your child leaves nursery.