



## Outstanding in all areas - Ofsted Inspection February 2016

160-162 Swinton Park Road,  
Salford  
M6 7PA.

Telephone **0161 745 9303**.  
Mob **07407151503**

[info@claremontnursery.co.uk](mailto:info@claremontnursery.co.uk)

[www.claremontnursery.com](http://www.claremontnursery.com)

**PARENT/CARER PACK.**

### **TERMS AND CONDITIONS.**

Acceptance of a place in Claremont Neighbourhood Nursery is dependent on your acceptance of our terms and conditions. Please read carefully before signing. If there is anything you do not understand please do not hesitate to ask a senior member of staff.

### **ETHOS OF THE NURSERY.**

The setting's Ethos states "Every Child Matters". This is achieved through the strong relationships that the nursery builds with parents/carers and other professionals. These relationships ensure that the support children receive is personalised to meet their individual needs and interests. Claremont Neighbourhood Nursery believes that communication for ALL children has a high priority and staff have received training to support them. They are encouraged to model appropriate language at ALL times. Training has also been delivered to all our staff in respect of the importance of the outdoor environment. We therefore believe that children should have continuous access to the outdoor environment regardless of the weather.

## **ABOUT US.**

We are registered to provide a service to parents of children between the ages of 0 and five years. The service will be of the highest quality, taking into account the wishes of parents and the needs of the local communities. There will be full consultation with parents concerning the delivery of the service and its development.

The aim of the service is to provide a safe, secure, warm, stimulating environment for the children in our care and a place of welcome and involvement for parents. The nursery is a place where parents feel happy to leave their children, knowing that they are being truly cared for by a team of professionals, dedicated to the provision of child care of the highest standard.

Our staff have been appointed for their different qualities, which along with the design and facilities within the nursery create a happy, secure and loving environment. We know that all children have individual needs. We are also aware that parents also have individual needs, which is why we encourage you to meet us and ask us as many questions as you feel necessary.

We provide employment opportunities for both qualified and experienced nursery personnel. We also provide opportunities for apprentices, students on placement and volunteers from various sectors of the local community.

Full qualifications recognised will be those of the Diploma in Nursery Nursing, B.Tech Nursery Nursing and NVQ Level III in Early Years Care and Education. Nursery assistants may be employed who have relevant skills, experience and have undertaken other relevant training.

Feedback from our parent/carers is highly valued and acted upon as appropriate. Our contact details are below please feel free to contact us at any time:

Telephone: **0161 745 9303**

Mob/Text: **07407151503**

Via email: [info@claremontnursery.co.uk](mailto:info@claremontnursery.co.uk)

## **OPENING TIMES.**

**Monday to Friday 7.15a.m. – 6.00p.m.** For 51 weeks of the year. Full fees are payable for these 51 weeks. We will be closed the week between Christmas Day and New Years Day inclusive. This week 52 is free of charge.

### **Session times-**

**Full time** -7.15a.m. - 6.00p.m. Inclusive of breakfast, lunch, snack and afternoon tea.

**Morning session** - 7.15a.m. - 12.30p.m. Inclusive of breakfast and lunch

**Afternoon session** - 1.00p.m. - 6.00p.m. Inclusive of snack and afternoon tea.

We have access to all other Children's Centres in Salford and the surrounding areas. If you require any information about these centres please ask a member of our team.

## **NUTRITION**

We endeavour to provide a balanced and nutritious diet for the children in our care. We offer dishes which incorporate one or more of the main sources of protein: meat (or meat substitute), poultry, fish, cheese, eggs and milk and at least three of the daily portions of fruit/vegetables.

Our menus include traditional British favourites such as sausage and mash as well as more cosmopolitan meals such as curries and pasta dishes. We incorporate into our menus a variety of colours, flavours (no added salt) and textures and avoid those ingredients which, historically, are not enjoyed by many children and which result in waste (notoriously vegetables such as sprouts).

Staff encourage children to look on meal times at nursery as enjoyable occasions, and will be encouraged to try all foods.

Children are never required to eat something they have tried but insist they do not like/want.

We value suggestions and ideas from parents/carers regarding our menu.

**PLEASE SEE STAFF TO VIEW OUR FOUR WEEKLY ROTATING MENUS'.**

## **FEES.**

Payments will be collected via Direct Debit method on the 1<sup>st</sup> of each month in **ADVANCE**. Please ensure you complete the Direct Debit mandate. If this is liable to cause any undue difficulties please speak to Jo-Ann or Shell and we will endeavour to meet your preferred payment requirements. This could be standing order, cheque or cash. Please see schedule for further details. Fees will be reviewed on an annual basis. Full fees are payable for 51 weeks of the year. Week 52 is free.

**We reserve the right to exclude children from the nursery if fees remain outstanding beyond 14 days of due date.**

## **REGISTRATION FEE/DEPOSIT.**

A **non-refundable** registration fee of **£20.00** will be applied at time of confirmation of place. This will be approximately three months prior to the agreed start date to cover administration costs.

A deposit equal to one week's fees is also payable on confirmation of place. This will be held and used towards final payment of fees when your child leaves Nursery.

## **ADMISSIONS.**

Full and part-time places are available; however, we implement a minimum of 3 sessions to ensure continuity of care. As we are a Neighbourhood Nursery, families that live in the local community are also given priority. We do recommend you take advantage of our complimentary 'settling in' and 'stay and play' sessions for you and your child prior to the agreed start date. This enables you to meet the staff and other children, enabling a stress free entry into nursery life. It will also give you and the key member of staff responsible for your child time to discuss special requirements.

A 'settling in' timetable will be arranged with yourselves on your first visit, covering all aspects of the day.

## **HOLIDAYS.**

A place is reserved for your child throughout the year and we consequently need to staff appropriately. Unfortunately this means that we cannot offer any reductions for Bank Holidays, personal holidays or when your child does not attend nursery, (this includes sickness, appointments etc). We will endeavour to swap your child's sessions if feasible on that particular week but we cannot guarantee this.

## **SECURITY.**

We use a bio-metric entry system which identifies each authorised person via fingerprint recognition.

**PLEASE DO NOT HOLD THE DOOR OPEN FOR ANY OTHER PERSON ENTERING.**

The nursery and grounds are locked at all times and strangers are denied access. If you have arranged for someone other than yourself to collect your child you must inform us in advance. If a person we do not know is to collect your child we will ask for a password that has been agreed between yourself and the person collecting your child. Under no circumstances will we allow a child to leave the premises with someone who is unknown to us. If we have not been informed of prior arrangements we will contact you to clarify the situation. **All new parents/carers will be asked to register their finger print.**

## **SUPPLIES**

You will need to provide a drawstring pump bag, not a back pack. It must contain-

- \* A complete change of clothes, including an outdoor coat.
- \* Hat, scarf, gloves and wellingtons, Autumn/Winter (to be left at nursery).
- \* Sun hat and sun cream, Spring/Summer (to be left at nursery).

Nursery will provide sun cream if you prefer for a small contribution towards the cost.

- \* Nappies, wipes and any creams required i.e. Sudocrem/Diprobase.
- \* A labelled comforter- i.e. Blanket, dummy, soft toy if required.

We advise against sending children to nursery in 'best clothes' as our daily routines include lots of messy activities, indoors and out.

We request that you do not send your child in with toys, (unless it is their treat for getting to the top of their ladder). Children can become very possessive over their favourite toys etc, and may not always wish to share. This can cause upset for them and others. Jewellery or any valuable items must not be brought into nursery.

Cake is acceptable for a special occasion i.e. birthday and this will be used as part of the meal either at lunch or tea. We request that sweets/chocolate is not brought in for the children on special occasions as we aim to promote a healthy eating policy throughout nursery. Please label all belongings.

**Nursery does not accept liability for personal belongings brought onto the premises.**

## **POLICIES AND PROCEDURES.**

It is essential that we have in place many policies and procedures to maintain ongoing development and security of your child, as well as to satisfy legal requirements.

We are required to provide written policies on the following and should you wish to see them or any of our other policies and procedures please inform the nursery manager or senior member of staff. Policies are reviewed on an annual basis or when legislation or Ofsted requirements change.

### **SICKNESS, MEDICATION, ACCIDENTS AND INCIDENTS.**

It is not always necessary to keep a child away from nursery with minor ailments such as a cough, cold etc. However, if after due consideration we feel a child is not able to cope with the nursery day then we will contact you requesting he/she is collected.

In cases of infectious illness such as Chicken Pox we are bound by the exclusion periods as recommended by the community paediatrician.

We will ask you to exclude your child in cases of diarrhoea and/or vomiting. Your child must be **symptom free** for **48 hours** before returning to nursery

You **must** inform nursery by 10a.m. if your child will not be attending due to illness.

We accept that your child may be well enough to attend whilst on medication and we have in place strict guidelines on administering **all** medication and you will be required to sign the appropriate **'Medication Form'**, when dropping off and collecting your child. We are able to administer a non prescribed paracetamol/ibuprofen product when provided by you, after first contacting you and it is at your request.

Occasionally children will have falls and bumps during the nursery day. These will be recorded on an **'Accident Form'** for you to read and sign. **'Incident Forms'** are also used for accidents which occur at home and/or for incidents i.e. biting/unacceptable behaviour which occur in all nurseries

At least 50% of our staff has a recognised First Aid Qualification and we have emergency procedures in place for more serious accidents/illness. A member of staff may seek, if necessary emergency medical advice and/or treatment, with your consent. If a member of staff takes your child to hospital they will use a fully insured car.



## **SAFEGUARDING**

Claremont Neighbourhood Nursery will work with children, parents and the community to ensure the rights and safety of the children and to give them the very best start in life. Our Safeguarding policy is based on EYFS key themes and commitments alongside the welfare requirements. Our Safeguarding Team are: 1<sup>st</sup> contact- **Jo-Ann W** Nursery Manager, if not available 2<sup>nd</sup> contact **Michelle K** Deputy Manager or 3<sup>rd</sup> contact **Doreen B** Senior Team Leader.

We are obliged to report to Social Services any incident where we consider a child may have been abused or neglected. In some instances this may be done without informing the parent/carer. There are record keeping systems in place that meet the legal requirements; means of storing and sharing that information take place within the framework of The Data Protection Act 1998 and the Human Rights Act 1999. Should there be an allegation against a member of staff the number to contact the Local Authority Designated Officer (LADO) is **0161 603 4500** Roisin Rafferty/Patsy Malloy or out of hours The Duty and Assessment Team between **4.30pm-8.30am** on **0161 794 8888**.

If you have a concern regarding a Child/Family contact the Duty and Assessment Team (DAT) on **0161 603 4500**. The phones will be answered by The Bridge, or email [worriedaboutachild@salford.gov.uk](mailto:worriedaboutachild@salford.gov.uk)

## **BEHAVIOUR MANAGEMENT.**

Whilst no form of physical punishment is acceptable to us we do believe in appropriate correction of behaviour via positive example, praise and encouragement. We do believe in the promotion of affection, kindness and respect. It is the aim of the nursery to raise the self esteem of all children by building their confidence and encouraging them to respect everyone's beliefs, cultures and values. Routines, guidelines and boundaries are set so that children are given a clear message about the difference between acceptable and unacceptable behaviour. Our 2+ children have reward ladders as a means of praise and encouragement for positive behaviour. Our children under 2 or those who are not yet at the stage of development to understand the ladder system are usually given stickers or whatever tool is appropriate for their individual needs. Through observation, assessment and planning we ensure children's individual needs are met and they are more likely to be stimulated, interested and to remain on task. Our Behaviour Management Co-ordinator is **Jo-Ann W**.

## **SPECIAL EDUCATIONAL NEEDS.**

Claremont Neighbourhood Nursery will provide an environment in which **ALL** children, families and staff are supported to access the building and services and to reach their own personal potential. It is the aim of the nursery to develop a culture of inclusion and diversity in which **ALL** individuals can participate fully in the life of the nursery. We will make any reasonable adjustment to ensure that the environment is as accessible as possible.

We have 2 Special Educational Needs (SEN) co-ordinators who are **Michelle K and Doreen B** who work alongside the other staff to support the children and families. Our nursery has an ECAT (Every Child A Talker) Champion **Jo-Ann W** Nursery Manager and 2 ELKLAN practitioners (room leaders). who are our in setting Speech and Language trained practitioners **Tracy W Level 3, Lindsay M Level 3.**

We will endeavour to recognise and support children with S.E.N. or any other impairment. Any concerns about a child's progress and development will be shared with you at the earliest opportunity. Outside agencies will not be contacted without first receiving your written consent.

## **EQUAL OPPORTUNITIES.**

Claremont Neighbourhood Nursery is committed to providing a service, which is an anti-oppressive and non-discriminatory environment which combats race, differently able and gender stereotypes and in doing so aims to promote equality of access and opportunity for all children and their families and all those who are employed by, work voluntarily for, or liaise with Claremont.

Claremont Neighbourhood Nursery firmly believes that no individual should be excluded from the nursery activities on the grounds of age, gender, class, status, means, colour, ethnic origin, culture, religion, sexuality, disability or belief.

## **PARENTAL INVOLVEMENT.**

Because we recognise that the successful care of children is achieved in close co-operation with all those in close contact with the child, we will actively work hard to promote a harmonious relationship with parents/carers. Through discussion at the beginning and end of the day, key person/parent slips, newsletters and parents evenings.



## **COLLECTION AT THE END OF SESSION.**

Sessions end at 12.30 and/or 6.00p.m. Anyone collecting a child after this time will be charged an extra **£10.00** for every 15 minutes late or part thereof.

Any child not collected on time will remain in nursery with a minimum of 2 members of staff until collected.

If we have been unable to make contact with any of the relevant emergency contacts or we have not heard from you by 6.30pm we would then be obliged to contact social services.

Under no circumstances will the child be allowed to leave the premises with a person who is unknown to us, or if we have not been informed and alternative arrangements and password agreed.

**PLEASE ENSURE THAT CONTACT DETAILS ARE CURRENT AND KEPT UP TO DATE** (This includes e-mails and phone numbers).  
**IT IS YOUR RESPONSIBILITY TO MAKE SURE WE CAN CONTACT YOU IN CASE OF ILLNESS, INJURY, AND ENQUIRY OR IN THE UNLIKELY EVENT AN EMERGENCY.**

## **COMPLAINTS PROCEDURE.**

Parents are assured of our commitment to working in partnership in the care of your child. We will do all we can to meet the individual needs of the children and any expressed wishes or preferences on your part.

Should you ever have a cause for concern of any kind, you are asked to raise the matter sooner rather than later with a member of staff dealing with your child on a daily basis. There is always a senior member of staff on the premises if you would prefer to take the matter directly to them. Hopefully a full and satisfactory resolution to the concern will be found.

If, between us, you feel that the matter has not been resolved, you can raise your concern/complaint with our regulating body, Ofsted.

Our registration number is **EY254163**

Ofsted Regional Offices,  
Piccadilly Gate  
Store Street  
Manchester.  
M1 2WD  
Telephone **0300 123 1231**

## **NURSERY FEES 21<sup>st</sup> MARCH 2016 - 19<sup>th</sup> MARCH 2017**

Full-time £185.00, per week. (7.15 am to 6.00 pm)  
Includes breakfast, lunch, afternoon snack and light tea.  
51 weeks per year. Week 52 is free.

Daily £40.00, per day. (7.15 am to 6.00 pm).  
Includes breakfast, lunch, afternoon snack and light tea.  
51 weeks per year. Week 52 is free.

Morning £23.00, per session. (7.15 am to 12.30 pm).  
Includes breakfast, and lunch.  
51 weeks per year. Week 52 is free.

Afternoon £23.00, per session. (1.00 pm to 6.00pm).  
Includes afternoon snack and light tea.  
51 weeks per year. Week 52 is free.

### **NURSERY EDUCATION GRANT FUNDING FOR 3/4-YEAR OLDS.**

Nursery will apply for DFES education Grant Funding (GF) for every child who turns three years old whilst on our register. GF is payable at the start of the term following the child's third birthday for a maximum of 3 terms up to 38 weeks in total. It is payable for both full and part-timers.

Full time contracts are available for our 3 and 4-year-old children, who attend Nursery on a full time basis. The contracts are for 12 months from September to August only. The special contract is at a heavily reduced rate of £140.00 and any GF received will be retained by the nursery throughout the Nursery year (51 weeks).

**PLEASE SEE MANAGEMENT IF YOU REQUIRE FURTHER  
DETAILS ON ANY OF THE ABOVE.**

### **LATE CHARGE.**

**Anyone collecting their child after 12.30pm (am's only) or 6.00pm (pm's or full day) will be charged an extra £10.00 for every 15 minutes late, or part thereof.**

Please note that fees are payable in **ADVANCE** monthly, by direct debit on 1<sup>st</sup> of month. Cash, cheque or standing order is also acceptable if the direct debit option does not suit your circumstances. This means that fees should be paid on the first session that your child attends. E.G if your child attends three days per week on a Tuesday, Wednesday and Thursday then fees must be paid on Tuesday. We also accept various vouchers. Please ask management for further information.

**Fees are reviewed annually.**

Please ensure that when you pay by standing order or voucher that you include the name of your child in the details that we receive as a reference. Thank you. **We reserve the right to exclude children from the nursery if fees remain outstanding beyond 14 days of due date.**

**WE ARE ALWAYS STRIVING TO IMPROVE OURSELVES AND OUR SERVICE AND RELY ON FEEDBACK FROM OUR PARENTS/CARERS TO ENABLE US TO MEET YOUR NEEDS EFFECTIVELY.**

**COMMENTS, IDEAS AND SUGGESTIONS ARE ALWAYS LISTENED TO AND WELCOMED.**