



PARENT INFORMATION PACK

**Evreham Adult Education Centre
Swallow Street
Iver
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www.ivercommunity.org
edited May 17**



Welcome to Iver Community Childcare CIC - Tiny Toes Childcare

Thank you for considering Tiny Toes Childcare to care for and educate your child during their vital pre-school years.

Starting nursery is an exciting and sometimes worrying period for parents and their children. To help you and your child settle in, we have produced this information pack. If for any reason you need help to read this, please speak to a member of staff who will be pleased to help.

In this Parent Information Pack we have tried to answer some frequently asked questions and to describe how the nursery runs and operates. We hope you find it useful.

Copies of our policies and procedures can be obtained from the manager who would be happy to discuss any queries you may have.

Data protection

The information that you provide on any forms, will only be used for essential record keeping in accordance with current legislation and Ofsted guidance and to ensure that we are able to fulfil our statutory duties and meet accepted good practice standards for child care. We will not disclose any information about you or your child to outside organisations or third parties without your written consent, unless the law requires us to do so. We are required by law to pass some of your child's information to the Local Authority (LA) and the Department for Education (DfE). You may ask to see your child's developmental files at any time. A written request is needed if you would like to view a child's personal file.

About us

Tiny Toes Childcare is owned by Iver Community Childcare CIC and is registered with Ofsted.

Our Ofsted registration number is EY452766

You can contact us on the following number at the nursery: 01753 655650

Our email address is admin@ivercommunity.org

Our web site address is: www.ivercommunity.org

Our office number is 01753 654546

Tiny Toes Childcare is part of Iver Community Childcare. We also provide play schemes during the school holidays for primary school aged children.

We are a "community interest" company, which in our case means that we run as a "not for profit" company, keeping costs to parents low and re-investing any profits made back into the company to improve the service.

We are committed to providing high quality, affordable and accessible childcare within our community for children aged six weeks to eleven years in a safe, secure and happy environment.

We have close links with the schools in Iver and Iver Heath, the Children's Centre and others involved in the care, safety, health and well being of children and the support of their families.



At Tiny Toes Childcare we provide day care and sessional care for children aged 6 weeks to 5 year olds from 8.00am until 6:00pm.

Tiny Toes Childcare is a non-smoking environment and we ask parents who do smoke to refrain from doing so anywhere on the premises or grounds.

Admissions

We aim to be accessible to all families from the local community but we may not be able to offer your child the days and hours you require straight away. You may ask to go on our waiting list and you will be offered a place when one becomes available. Places are offered on a first come, first served basis within the correct age group for your child, siblings of children who already use our services are given priority and where reasonable, priority is also given to those with SEN or disabilities.

Fees

Before starting at the nursery you will need to complete some forms including the entry contract and also provide us with relevant information about your child.

The fees are paid monthly in advance, as stated in the entry contract. Our bank account details are:

Sort code: 09-01-51

Account number: 59224187

Please use your child's name as a reference when making an online payment. We also accept cash and cheque payments. Cheques should be made out to **Iver Community Childcare CIC**.

Early Education Funding (EEF) is available for most children aged 3-4 and some children aged 2 and will allow you to access free childcare for up to 15 hours per week for 38 weeks a year. From September 2017 some 3 year olds will also become eligible for a further 15 hours under the 30 hour funding offer from the government for working parents.

We cannot change nursery grant entitlements mid half term and they cannot be claimed retrospectively.

EEF grant is available the term after a child's 3rd birthday, eg if they were 3 in May funding would start in September. EEF will not be available until the following half term if a child changes provider part way through a term (even if they have only done one day at the old provider) if they have applied for EEF funding at the previous setting. Not all 2 year olds can get funding, this is awarded by the Council and the setting can advise you about how to apply. We need to see proof that your application for 2 year old and 30 hour funding is successful before we can apply funding to your invoice.

The 15 hours a week can be shared across 2 providers and there are various restrictions on how this may be claimed. The usual provision will be 5 x 3 hour sessions per week or 3 x 5 hour sessions, please speak to the nursery staff if you have any questions on grant funding for your child/children.

We encourage all parents to access the childcare element of working tax credits, where this is applicable. Information can be found on the website www.childcarechoices.gov.uk

We accept a variety of childcare vouchers.

Consistent non-payment of fees will result in your child's place being withdrawn.



1 month's notice in writing is required to withdraw a child from the nursery, or to reduce the number of sessions to be attended (unless you are using only funded sessions)

Once a booking has been made you will be required to pay for those hours, even if your child does not attend.

There is a administration charge of £10 payable for any cheque returned to us unpaid. .

All invoices must be settled by the 10th of the month of issue otherwise an administration fee equal to 5% of the invoice value may be charged.

If you have difficulties paying an invoice please contact us to discuss payment options.

Additional costs

There may be additional charges to cover any optional special activities or outings; you will be advised of these before the event.

Extended hours

We aim to be flexible and understand that there may be occasions where it would be helpful for you to extend the hours that your child attends nursery. We will try to cater for this if possible but this may not always be the case, as we cannot exceed our staff to child ratios. There will be an extra charge for any sessions above those agreed in the entry contract and booking form as listed in our current fee information sheet.

Late collection

If you are likely to be late, please call us, so we can reassure your child that you are on the way. A charge will be made for children who are collected late, please see our current fee sheet for details. Persistent lateness in collecting your child may lead to the loss of your child's nursery place.

If you are late and we have not heard from you, we will try to contact you and the people you have elected as your emergency contacts. If a child has still not been collected one hour after the end of the time booked, and we have not been contacted by you, we will contact social services to advise them of the situation. Social services may then opt to take responsibility for your child.

Holidays

It is helpful if you can inform us of any holiday dates or other planned absences from the nursery as soon as possible as this helps us plan staff holidays too. If your child is not attending due to a planned holiday you may be eligible to a reduction in fees over the period- please see our current terms and conditions.

Tiny Toes Childcare is closed on all Bank Holidays, other public holidays and for two weeks over the Christmas break.

Notice of withdrawal

Parents are required to give 1 month's written notice if you wish for your child to leave Tiny Toes Childcare. If you fail to give the required notice you will be charged fees in lieu. (Not applicable if using **only** the 15hrs of EEF funded sessions).



In exceptional circumstances the nursery may have to withdraw its offer of a place for your child. This will not happen without first trying to arrange and discuss an alternative solution with you.

Security

The nursery is situated within the Evreham Adult Education Centre. All areas are secure and it is not possible for anyone to enter the nursery without our permission.

Staff will let you into and out of the nursery. Please **DO NOT** let anybody into the nursery yourself. Please close the door after you. Anyone volunteering or visiting the nursery must sign in.

Children will never be permitted to leave the building unaccompanied.

In the extremely unlikely event of a child going missing from the nursery, the building will be searched and you and the police contacted.

If you see anyone acting suspiciously on or near our premises, please tell a member of staff.

Security procedures for collecting your child

Please tell us who will be bringing and collecting your child. If you have authorised someone else to collect your child, you will be asked to provide a password to help us to identify this person. Under no circumstances will a child be allowed to leave with an adult who is not known to staff. It is better for your child if arrangements for bringing and collecting him/her are made on a regular, rather than an ad hoc basis and you must inform a member of staff if there is any change to this arrangement.

Photographs of your emergency contact and anyone else who will collect your child on a regular basis would be helpful. Children must always be collected by an adult over the age of 16.

Parking

Please be considerate when parking outside the nursery. Please park in the car park outside the sports centre and not in the parking spaces designated for centre staff immediately outside the Adult Education Centre.

Settling your child in the nursery

To help settle your child at the nursery you will be asked to complete an information sheet with a little background information. It is very helpful for us to know if your child has any special words for things, especially words or signs for the toilet! It also helps if we know a little about your child's normal routines, their like's and dislike's. This can be very important if your child's first language is not English or if they have any other communication difficulties.

We would like you to visit a number of times before the big day. These visits will vary in length (usually one hour). On your first visit we would ask that you stay for the entire time, other visits will require you to stay for a short time before leaving your child and then picking them up after a short stay on their own with us. When you return to pick up your child, you should then take them straight home. This will help him / her to realise that you will be coming back to collect them after their stay with us. Please talk to your child, in a positive way, about coming to Tiny Toes Childcare before they start.



It is important to your child that you appear positive and happy about leaving them with us. If you are anxious your child will pick up on this and feel anxious too. Occasionally a child may be upset when being left. Generally it is much better for you and your child if you hand him / her over to a member of staff, remember to say goodbye and then go. Prolonging it may only make things harder for you both. Please be assured that the majority of children settle very quickly once their parent has left. If this is not the case with your child, we will of course contact you. You are welcome to telephone at any time to ask how your child has settled. With your co-operation we hope to make this settling-in time run as smoothly as possible, most children settle quickly after which your child will stay for the sessions as agreed in the Entry Contract.

Our staff are both experienced and trained, enabling them to help settle your child within the nursery as quickly and happily as possible.

Each child is assigned a named key worker and this enables them to have the security of a special person within the setting, when they need them.

Where children are using their 15 hours of funded nursery care we are allowed to offer up to three weeks of settling in sessions before it is expected that the child will be attending the full numbers of hours claimed each week. Usually children of this age only require one or two settling in visits.

What should your child wear and what will he/she need to bring with them.

Whatever your child wears please ensure it is comfortable to play in, is easy for your child to manage when using the toilet, ideally with an elasticated waist band, suitable for the current weather conditions, and easy for you to wash as nursery can be tough on clothes. **All clothes should be clearly labelled.**

If you are providing your child with a packed lunch please use cool bags and cooler blocks and ensure the lunch box is clearly labelled. All children also need a labelled drinks bottle for water.

In hot weather we ask that your child bring a sun hat, and in wet or cold weather a suitable coat and shoes/wellingtons so that they can play outside. Wellington boots can be left in the setting. Please also provide nappies, wipes (if needed) and a complete change of clothing, (several if your child is potty training).

In the summer we may also ask you to provide sun screen or give permission for us to apply our own sunscreen before your child plays outside along with a sun hat clearly labelled.

We provide art aprons, the paint we use is washable and we have been advised that paint splashed clothing is best washed as follows:

“Use non-biological powder or liquid and luke-warm water, otherwise the stain will become permanent. Soak if necessary. Do not apply heat (e.g. tumble dry) until the stain has gone.”

Unfortunately paint may still cause staining.

We ask parents to remove all items of jewellery from their child before bringing them to nursery; this is so that we can ensure the safety of your child and others.



Although every effort is made to ensure that items of clothing are not lost or damaged, Tiny Toes Childcare cannot accept any responsibility for replacement of such items.

Because of the serious allergic reactions some children have to nuts, Iver Community Childcare CIC operates a “no nuts or sesame” policy Staff have been asked to check all lunch boxes for “unsafe” items which will be removed before the lunch boxes are given to the children. For the same reason we ask you not to use nut oil on your child’s hair or skin.

Please make sure all bags are clearly labelled.

In short, please make sure child brings with them nappies, wipes, a change of clothes (or several if potty training), water bottle, lunch (if staying for lunch), sun hat and sun cream (in the summer), coat and wellingtons (when required), and a comforter if needed (dummy, blanket or soft toy).

Formula Milk

Please ensure that you supply bottles and milk for your child if they require it while at nursery, clearly labelled with your child’s name. Powdered milk will be made up according to manufacturer’s guidelines. We cannot make up milk at different strengths or add baby rice to bottles unless you have a letter from a health care professional recommending this.

Home / setting liaison

Tiny Toes Childcare aims to ensure that parents receive regular feedback on their child’s progress and experiences while they are with us. We offer verbal feedback to parents on a daily basis and arrange formal Parents’ Meetings during the year. You are welcome to see your child’s records at any time. We also produce a Newsletter designed to keep you informed of developments within the setting.

We believe that the home-setting link should be a two way dialogue and we encourage parents to feedback to us about their child’s experiences at home. If there is anything that you feel staff should know about your child on any particular day, please tell us. Staff will record important messages to ensure that this information is available to all staff members. Each child also has their own drawer. Please check it regularly to collect their finished art work to take home.

During your child’s settling in process you will be asked about your child’s sleep and dietary requirements as well as details of any health issues or allergies. It is important that this information is freely shared between the nursery staff and home on an on-going basis as these requirements change as your child grows.

Parent participation

Whatever you feel you could help us with (whether assisting with an activity, supporting events or translating information for parents whose first language is not English) and for however small amount of time you feel you could spare, please let us know and we will welcome you with open arms! We are always grateful for your involvement and support. In order to safeguard the welfare of all the children in our care, parents who wish to volunteer their services within the setting will be required to complete a short application form and undergo suitability checks.



Toilets

There are separate toilets for staff and children. If you need to use the toilets while on our premises please ask and use the ones set aside for staff.

Outings

On occasion, your child may take a short trip out of the setting, to the post office, to the local shop or park. Permission for these local trips is included in the registration forms.

Occasionally a longer outing for the children will be arranged, a separate consent form will be issued for these trips.

All outings are carefully planned and risk assessed and are staffed with your child's usual carers and additional help from parents or visiting students. The adult / child ratio depends on the ages of the children and the nature of the outing.

Mealtimes

Please ask to see a copy of our current snack and meal menu. Please ask for advice about what to put in a healthy packed lunch for a toddler. Please don't send in salty and sugary snacks, fizzy drinks and chocolate bars.

Breakfast

Between 8:00am and 8:30am. (Cereal (E.g. Weetabix, Cheerios, Rice Crispies) or toast, milk or water)

Lunch

If your child is staying for lunch you will need to provide a packed lunch. We are unable to heat up packed lunch items when your child leaves the Baby Room.

Tea

If your child is staying till 6pm and will not have time for tea at home before falling asleep please speak to a member of staff so we can make sure that your child has the opportunity to eat tea at nursery.

Snack times

The children are sat down and offered snacks, for example toast, crackers or fruit and drink of milk or water three times during the day and the children have access to drinking water at all times.

Food is never used as a reward or withheld as a form of punishment. No child is ever fed against their will. We will always aim to offer an alternative for a child and will advise parents if their child has not eaten well at any time.

Your child's day

When your child enters the nursery they will be welcomed by a member of staff and their coats and bags will be hung on the pegs provided. This is your chance to tell staff anything they may need to know about your child that day. Their name will be registered on the attendance sheet, along with the time of arrival. They will then go off to start their day at nursery.



The children will have access to a range of age suitable toys and equipment in the classrooms. We also have access to the outside play area.

Play is children's work, it is the way that children learn skills, express their creativity, develop self-discipline, confidence, social skills and independence. We emphasise the role of play in motivating children to discover, learn and make sense of their world through direct experience and each day children will be able to experience some of the following:

Painting	Printing	Music
Finger painting	Bubble painting	Water
Junk modelling	Sticking	Sand
Collage work	Imaginative play	Clay
Movement	Cooking	Dough
Outdoor play with bikes, balls and hoops	Construction toys	Cutting
Songs, rhymes and music	Role play	Puzzles

Staff support children in their play to providing a scaffold for developing language, communication, creativity, self-esteem and physical and emotional skills. Activities are designed to be challenging and exciting and encourage spontaneous play which can be extended by staff interaction.

Children are given the opportunity to play alone, as well as in small and large groups. They are allowed to take risks and make mistakes in a safe and caring environment, where their achievements are celebrated. Inevitable frustrations and fears are addressed by staff, who understand, the essential role these experiences play in the development of a healthy, well-balanced child.

The activities prepared by the staff reflect the diverse needs of the children in their care. They offer opportunities to build on each individual child's strengths and weaknesses taking into account any special needs they may have. All achievements are valued and celebrated to help enhance a child's self-esteem.

Although many children appear to have boundless energy, it is important for their development that they are given opportunities for quiet time, rest and relaxation. Fresh air and adequate food and drink are also vital parts of their day.

Each day is planned but are flexibility enough so that children can finish activities and take advantage of unexpected events like snow!

Children who are with us for a full day will have access to a safe area to sleep in should they need it.

Each child's progress in different areas is recorded and reviewed on a regular basis by the staff and discussed at parent meetings. However, if you are worried about any area of your child's development, we would ask you to approach us to arrange a meeting to discuss your concerns. You may see your child's developmental record at any time.

Everything that we do throughout the day and our policies and procedures reflect the Statutory Framework for the Early Years Foundation Stage which came into effect in September 2008 and was updated in 2012. If you would like to know more please go to <http://www.foundationyears.org.uk>



During their time at Tiny Toes Childcare the children establish relationships with other children and with adults, initiate ideas and solve simple problems and express their feelings such as wonder, joy or sorrow in response to their experiences of the world.

As the children progress, they are encouraged to develop responsibility for their belongings and to keep them together.

Within Tiny Toes Childcare we use flexible themes and topics that will relate to children's present and ever-growing experiences as a springboard to learning. Through activities and discussion they will develop language skills and be introduced to mathematical and scientific concepts.

We have our own touch screen computer. It is our aim that children will become familiar with the basic skills needed to use the computer to access the learning programmes available.

Children are given regular opportunities to listen and respond to stories, songs, nursery rhymes and poems, recognise their own name and some familiar words, recognise letters of the alphabet by shape and sound and learn to write their names with appropriate use of upper and lower case letters.

The children will use mathematical language to describe shape, position, size and quantity, use number rhymes, songs, stories, counting games and activities, recognise and use numbers 1 to 10 and become familiar with larger numbers. They will use a variety of toys, games and other practical activities as part of their mathematical experiences.

They will use a range of small and large equipment to increase their level of co-ordination and an awareness of space and others.

They will begin to understand about their environment, where they live, their families, and past and present events in their own lives.

Through art, music, dance, stories and imaginative play, they show an increasing ability to use their imagination, to listen and to observe.

We will strive to enrich your child's experiences while at nursery, with a range of specialised workshops and activities.

Behaviour management

Our staff are trained to accommodate and cope with the behaviour of most children. We believe that children are not "naughty", but understand that their behaviour can at times be unacceptable. Staff will deal firmly with situations as they arise, by distracting the child, talking things through with them and explaining why their behaviour is unacceptable. Occasionally children will bite or scratch, these types of incidents are generally the result of a child simply not having the skills to express themselves and staff work to ensure that these are dealt with sensitively but firmly. Apart from minor incidents, we will advise parents of any situations that have arisen during the session and the action taken by the staff. It is not intended to result in further disciplining of the child but rather so that we can work together to ensure that patterns of unacceptable behaviour are identified and remedied.

We will always inform parents if your child has been involved in a biting incident.



Staff will not smack or otherwise physically punish your child or threaten to do so and we ask that parents also follow this rule when on Tiny Toes Childcare premises.

We believe that children respond to positive reinforcement of their behaviour and offer this in a variety of ways such as giving praise, stickers etc.

Parents may find that their child's behaviour at home is challenging and we encourage you to discuss any concerns with your child's key carer and the staff member designated to support behaviour management so that a joint framework for a consistent behaviour management strategy can be developed.

If staff believe they are unable to cope with exceptionally disruptive behaviour and after additional professional support has been sought, the setting reserves the right to withdraw the place in the interests of the other children.

The designated person for Behaviour Management at Tiny Toes Childcare is shown on our current staffing list and is displayed on the parent notice board.

Please do not smoke or use offensive language while on our premises or while waiting outside.

Staffing

Here at Tiny Toes Childcare we have staff with a variety of childcare qualifications, who are committed to nurturing and developing your child. There is a programme of on-going development for all staff.

At times of holiday and sickness we re-allocate staff for coverage to the best advantage. We sometimes have to use supply staff. We aim to use staff that are known to us and are familiar with our systems and practices. A notice will be put on the parent notice board telling you of any changes. Every effort will be made to keep changes to a minimum. New staff undergo comprehensive induction program which ensures that they understand our policies and procedures to ensure staff changes are a positive experience for all concerned.

In very exceptional circumstances, if we cannot meet the minimum required staff to child ratios, we may have to contact you to advise you of changes we need to make to the care we can offer your child. This may mean collecting your child early. This should only be necessary in very extreme circumstances.

Senior staff supervise less experienced staff, volunteers and childcare students and support them to increase their skills and knowledge. All staff have an annual appraisal and additional performance reviews throughout the year to identify achievements and training needs.

Equal opportunities

It is our policy to recognise and acknowledge that each and every child is an individual and that all diversities of personalities, abilities, culture and character will be respected and nurtured without racial, gender or other forms of stereo-typing. Positive attitudes to differences of race, culture, language or gender are encouraged. All are welcome within the nursery.

We respect the families of our children and encourage parents to assist us in developing an understanding of any additional needs of their child. We do not make judgments about the family backgrounds and lifestyles of the children in our care and if discrimination does occur, it will be challenged.



Every employee will seek to meet the needs of each child as an individual, encouraging them to actively participate in activities, even if this means adapting the activities to meet those particular needs. A wide range of activities will be offered with resources reflecting the diverse backgrounds, language and physical abilities of the children in our care.

The designated person for Equal Opportunities at Tiny Toes Childcare is shown on our current staffing list and is displayed on the parent notice board.

Children and parents who have English as an additional language or other communication needs

Tiny Toes Childcare will recognise a child's first language and will discuss with parents the key words which will enable staff to communicate with them and their child during the early days within our setting.

Tiny Toes Childcare encourage parents to be accompanied by a translator for parents meetings should this be necessary.

Special needs

It is the responsibility of Tiny Toes Childcare to ensure that all children including those with special educational needs and/or disabilities are able to fully participate in all activities. Where necessary, positive steps will be taken to encourage the participation of all children, in all activities.

Detailed records are kept of each child. In cases where children look to be falling behind their peers, staff will discuss their concerns with you and will take steps to address any specific areas of developmental concern. For example planning activities based on the child's interests or providing small group intervention. If appropriate we may suggest that the child is referred to a relevant specialist for a more detailed assessment. All information will be confidential and will not be shared with anyone without the parent's express consent.

Our SENCO (Special Educational Needs Co-ordinator) works within the setting to identify children who need a little extra support and to make sure all children can grow and learn within the nursery setting. Staff refer to the Special Educational Needs Code of Practice and use this to guide, inform and improve the inclusion of children with special needs.

The SENCO for Tiny Toes Childcare is shown on our current staffing list and is displayed on the parent notice board.

Staff and child safeguarding

Iver Community Childcare CIC is committed to safeguarding the children in our care and has a policy which is in line with Government guidelines including those from the Buckinghamshire Safeguarding Children's Board. All staff have been vetted before being appointed and no adult (staff, volunteer or childcare student) is ever left alone with children unless a satisfactory enhanced DBS disclosure has been received.

Written records are kept on all the children within the nursery and Tiny Toes Childcare staff have a statutory right to observe children as part of the developmental record process and these observations may also be used as evidence in child protection cases.

Staff follow appropriate food hygiene procedures and carry out risk assessments to ensure your child's safety.



Two staff will remain with any children who are collected late.

Childcare students who work or visit the nursery as part of their training frequently need to observe children and make written records as part of their course work, however children's names are never used and student's work is checked before being submitted to ensure that nothing confidential is disclosed. Photographs in which a child can be identified may only be included in coursework if the parent has given their permission for them to be taken and used by the student.

It is considered good practice for staff to record any injuries / marks observed on a child when they are brought into the setting and seek an explanation from the parent, this record will be kept in a confidential file. This should not be seen as an accusation of any sort, but these records may be taken into consideration if a concern about the welfare of the child subsequently arises. It is the policy of Iver Community Childcare CIC to discuss any concerns relating to the welfare of the child with the parent, unless it is believed that to do so would put the child at risk of further harm. Iver Community Childcare CIC has a statutory responsibility to refer any child protection concerns to Social Care and inform the Local Area Designated Officer.

Iver Community Childcare CIC is also committed to safeguarding staff and has policies relating to professional conduct and protection from false allegations, as well as procedures for dealing with allegations against staff.

The designated person for Safeguarding at Tiny Toes Childcare is shown on our current staffing list and is displayed on the parent notice board. They have attended child protection training courses.

Health and safety

Great care is taken to ensure that all equipment and materials used conform to accepted safety standards. We also have our own detailed health and safety policies which cover all aspects of our setting. In addition, staff are aware of the capabilities of individual children and will not allow them to be put at risk. However, it is inevitable that young children at play will suffer the odd bump or bruise. Medical attention will always be sought for anything more than a minor injury. If your child is hurt in an incident involving another child, staff will deal firmly and fairly with the other child concerned.

We will telephone you immediately to advise you of any serious accident involving your child. All accidents are recorded on an Accident / Incident Report which you will be asked to sign when you collect your child (whether this is immediately or at the normal collection time). A brief written summary of the accident and treatment given will also be sent home with your child.

In order to protect children who have an allergy to nuts, we ask parents not to bring in any items containing nuts or nut products.

Emergency evacuation routes are displayed beside each door and all exits are clearly marked. We hold an emergency evacuation drill at least every three months.

At least one member of staff present on the premises at any one time will hold a current paediatric first aid certificate and one member of staff present during any outing.

Medical alerts



Tiny Toes Childcare takes seriously its responsibility to look after your child. To enable us to do this successfully it is important that we work together in partnership with parents.

When you sign your child in to our setting you will be asked to complete a medical form. This must be returned before a child starts with us. If you have indicated that they have any serious allergies that require them to avoid foods or circumstances that would make the allergy worse, or they have an ongoing illness that may require treatment while at the setting we will ask you to meet with us and complete a Medical Care Plan. Only when this is done, may your child start at the setting.

We would ask you to communicate in writing any changes in your child's development or physical needs that may become apparent as they grow up.

Medicines

As far as possible we ask that medicines are given to children by their parents at home. Only prescribed medicines which require administering at a specific time of the day or in response to a specific event, such as Epi Pens, Ventolin inhalers, need be brought to Tiny Toes Childcare. Parents are required to complete a medication form giving details of the medicine and how it should be given which should be given to a supervising member of staff. We also ask parents to advise us if their child has been given any medication before being brought into the setting. No medication will be given to a child without their parents' consent. All medication brought to the setting must remain in their original packaging.

For certain medications it may be necessary for staff to receive extra training before we could undertake to administer this at the setting.

Sickness

Children who are unwell should not attend a childcare setting and are better cared for in a quiet one-to-one situation such as at home with a parent.

If your child is ill and not coming to nursery, could you please ring to let us know.

In the event of a pandemic we will follow government advice and guidelines for the childcare industry.

If a child has certain symptoms or illnesses we may ask that your child not attend nursery for a short time.

We reserve the right to exclude a child:-

- ❖ when the child has an eye or ear discharge (we must presume this is infectious, as they quite often are). However if your GP informs you that the discharge is not infectious your child may attend, so long as they are otherwise well and not suffering any obvious pain or distress or requiring any additional care.
- ❖ in the first 24 hours after your child has started taking a course of antibiotics. This is in case your child suffers a reaction to the treatment.
- ❖ if they have a fever over 102°F or 39°C
- ❖ If your child has been diagnosed with an illness for which we have been issued guidance on exclusion periods (to help prevent the spread of infection). The poster "Guidance on Infection Control in Schools



and Other Childcare Settings” is displayed on our premises. Commonly this includes illness’s such as chicken pox or mumps.

- ❖ For 48 hours after any episode of vomiting or diarrhoea.
- ❖ When a child has a condition such as Hand, Foot and Mouth where the child has weeping blisters or sores, that cannot be covered, including those in the mouth.

If a child has head lice it needs to be treated before attending their nursery session.

If your child becomes unwell while at Tiny Toes Childcare

If your child develops a high temperature will we do everything we can to first reduce the child’s temperature, eg by removing layers of clothing and offering cool drinks. If this is not working

- ❖ we will telephone you to request permission to give Calpol (or a similar medication). We will ask if you would like to sign a consent form to allow us to administer Calpol or similar before your child starts at the setting.
- ❖ we will monitor your child’s condition and call you to collect your child if necessary. If your child’s temperature reaches 102°F or 39°C we will call and ask you to collect your child immediately.

You will also be asked to collect your child if they vomit or have diarrhoea which we feel is related to an infectious illness.

The most important consideration for us is whether your child is well enough to cope with being at the setting. We do our best to care for children who are a little “under the weather” but believe that children who are unable to join in with normal activities or who are distressed are better off at home. We must also take into consideration the impact on the staff and other children at the setting of having on the premises a child who is clearly unwell.

It is essential for us to have the most up-to-date phone numbers for you and any emergency contacts and that we are advised immediately if any of these details change. If a child is ill and needs to be taken home, we will always attempt to contact the parents first. However if this is not possible we will ask your designated emergency contact to collect your child on your behalf.

Please be assured we will not ask you (or your emergency contact) to collect your child from Tiny Toes Childcare or request that they do not attend, unless we have a genuine concern for your child’s welfare. We understand that work commitments can make keeping your child at home difficult and will do all we can to minimise this disruption.

We will also ask you to sign on the booking form to confirm that we can seek medical attention for your child if they become seriously ill or have an accident where medical treatment needs to be given without delay, for example if we need to call an ambulance to attend to the child. We will always call to inform you if an emergency situation arises.

Concerns

At Tiny Toes Childcare we like to feel that we are approachable and sympathetic to parents’ needs and concerns. If you have any questions or comments regarding the setting or staff, please feel free to speak to the Manager. We welcome your feedback and look forward to hearing your comments.



If you have a concern about the setting or the staff we have a formal concerns procedure as outlined below.

Within Tiny Toes Childcare we have a Concerns Procedure which allows us to monitor parental concerns, what actions were taken and, perhaps more importantly, what lessons can be learned for the future.

If the concern relates to another child, the parents of the child who has been the cause of concern will be informed. However in circumstances of child protection or malicious accusation we may decide this is not appropriate.

If you have a concern that is connected with your child:

- ❖ Firstly, approach your key child's Key Person or Room / Leader.
- ❖ Or, contact the Manager at Tiny Toes Childcare

Please try to let us know, briefly, what your concern is.

If you have a concern with an administrative matter or a staff member

- ❖ Contact the Manager at Tiny Toes Childcare who may advise you to contact the accounts or other staff at our office.

When a concern is expressed, either personally, by telephone, e-mail or letter a record will be kept. These are filed and regularly reviewed by senior members of staff.

The concern will be investigated and we will try to redress the problem straight away, but if this is not possible, we aim to get back to you within 24 hours, even if it is only to give you an update.

We may need to meet with you to gather more information and discuss the issues raised. We aim to complete the investigation within 20 days. If, after this your concern has still not been resolved you can ask for the company director to be involved, please email admin@ivercommunity.org

We guarantee to keep your concern confidential.

Finally, if your concern is still not resolved, you can contact Ofsted using the details below

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Website: www.ofsted.gov.uk/parents
Telephone No. 0300 123 4666
Email: enquiries@ofsted.gov.uk

Useful information about making a complaint is provided by Ofsted, either by accessing their website or requesting a copy of their leaflet by phone.



Parents may request to see our record of complaints made to us and any made to Ofsted about us, together with the outcomes.

We hope that you will also feedback positive views and suggestions when appropriate.

Withdrawal of place

Regrettably there may be occasions when it becomes necessary for Tiny Toes Childcare to request that a child be withdrawn from the setting. This sanction will only be considered if after discussions with the parents, a satisfactory alternative solution cannot be achieved.

Withdrawal of the place might be for one of the following reasons;

- ❖ Non-payment of fees.
- ❖ Repeated non-attendance of the child without satisfactory reason.
- ❖ Exceptionally disruptive behaviour of the child where additional professional support has not been accepted.
- ❖ Persistent lateness in collecting a child.

Please speak to the manager of Tiny Toes, in confidence, if you do experience any problems or contact our accounts department in the office on 01753 654546 email admin@ivercommunity.org.

Other information

[Buckinghamshire Family Information Service](#) for information on children's services and activities for all children aged 0-19
www.bucksfamilyinfo.org

The Iver Children's Centre (for children aged 0-5)
Grange Way, Iver, Bucks, SL0 9NT
Telephone 01753 650 252
www.bucksfamilyinfo.org

Slough Family Information Services Directory
<http://servicesguide.slough.gov.uk/kb5/slough/services/family.page>

Hillingdon Family Information Service
www.hillingdon.gov.uk/fis