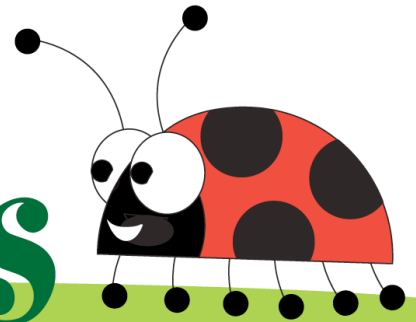


Ladybirds

& Babybirds



nursery



information for parents



Directors and Principals

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We believe that at Ladybirds Nursery your child can:

Seek help

Laugh and be happy

Express their feelings

Take care of themselves

Follow their dreams

Do things for themselves

Protect their mind and body

Receive and give affection

Be proud of their work.

(1989 United Nations Convention on the Rights of the Child)

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Ladybirds Nursery

Ladybirds Nursery is situated in the tranquil surroundings of Highfield Park on the south east side of St. Albans. The nursery is registered for 61 children. We are open 8am to 6pm year round. The pre-school for children aged 2 and a half to 5 operates termly with a holiday club offering care across the school holidays. Our attractive building provides a light, airy and spacious environment. There is ample car parking available. We are the directors and full-time teachers and have a wealth of knowledge and experience gained from teaching in a variety of state primary schools.

Babybirds

In November 2003 Ladybirds opened the Babybirds section which provides a homely, caring and stimulating environment for babies aged 3 months to approximately 2 and a half years. Our nursery manager has an extensive knowledge of this age group. We have space for nine babies aged from 3 months (Doves) and twelve toddlers (Starlings) at any one time.

Whilst at Babybirds your child has access to:

- A high standard of personal care
- A firm basis for future learning
- A happy, secure and stimulating environment
- Fun and interactive activities to spark curiosity and promote an eagerness to learn
- Support and encouragement through each stage of their development
- Social interaction with their peers as well as their key worker and other members of staff.

These elements of Babybirds will inspire your child to '**spread their wings and fly**'. We understand that each child is unique and will follow their own developmental pattern. Our aim is to create an environment where each child's individual needs will be met within individual and group activities and through their daily routine. Our happy, caring atmosphere within Ladybirds Nursery ensures that we too cherish these vitally important early years. We will work with you to lay the foundations from which your child develops. If you would like to arrange a visit please contact us to meet the staff and see the children at play.

Key Worker

Each child has a designated key worker. This is a member of staff who is of prime importance to your child, acting as a link between home and nursery. They will address any queries or concerns that you may have. At Nursery your key worker is the person with whom your child will develop the closest relationship. They are in charge of overseeing your child's care as well as their emotional and physical well being. Our routine allows your child plenty of one-to-one contact with their key worker. During this time your child's needs and capabilities will be observed and this information will highlight how the key worker will support, encourage and challenge them in the future.

We are firm advocates of working in partnership with parents to ensure consistency between your child's care at home and at nursery. Your child's key worker will be available to talk to you on a daily basis about all aspects of your child's care and development such as milk feeds, weaning and sleep patterns.

Recording and Reporting

You will receive information about your child's day at nursery in the form of a daily chart. This records their play, meals and/or milk feeds, sleep time, nappy changes and any other important information. This is also supported by verbal feedback from your key worker and other members of staff.

In addition to this your key worker will compile a Babybirds achievement folder which chronicles your child's development whilst at nursery as well as artwork and photos of your child taking part in nursery life. You are welcome to view and contribute to your child's folder at anytime and you will have the opportunity to discuss the contents with your key worker in detail during Parent's Consultation Evenings.

Staff at Ladybirds Nursery have high expectations of all children in their care. Activities are differentiated to meet the needs of individual children including those with special educational needs. We praise every stage of your child's efforts when carrying out activities. We use a variety of ways to display and value your child's work e.g. murals, photographs, individually labelled work mounted on the wall and models displayed on tabletops.

Babybirds Daily Routine

Below is an example of a typical day at Babybirds although this may vary slightly between the Doves and the Starlings.

8.00 a.m.	Arrive at nursery from now Free play
8.30 a.m.	Breakfast
9.00 a.m.	Planned activities e.g. painting, sand, water etc.
9.45 a.m.	Music time / story time
10.00 a.m.	Nappy changing (or sooner if necessary) Snack time – fruit, bread sticks etc.
10.20 a.m.	Garden play / exploring the park
11.00 a.m.	Planned activities
11.30 a.m.	Lunch time
12.00 p.m.	Nappy changing (or sooner if necessary) 12.30 p.m. Nap time
1.15 p.m.	Planned activities begin
2.00 p.m.	Drinks Nappy changing (or sooner if necessary)
2.45 p.m.	Singing/storytime
3.00 p.m.	Garden play / exploring the park
3.30 p.m.	Planned activities eg painting, sand, water etc
4.30 p.m.	Tea time
5.00 p.m.	Nappy changing (or sooner if necessary) Free play / story time / singing.
6.00 p.m.	Session finishes.

*The Doves will keep to their own individual sleep routines.

The Importance of Play

We aim to make your child's stay at Babybirds as enjoyable as possible. We plan a range of stimulating activities that are age appropriate. These are firmly rooted in play, which is a vital medium to help children make sense of the world around them. See the examples below:

1. Discovery Play

Helps children find out about objects, their size, shape, texture, colour, sound, smell and function.

2. Creative Play

Enables children to make something original and explore materials such as paint, glue, play dough etc.

3. Physical Play

Encourages children in their gross motor development e.g. rolling over, crawling, balancing, climbing, walking.

4. Imaginative Play

Develops children's imaginary skills through role play which mirrors the world around them and teaches them how to behave in social situations.

5. Manipulative Play

Encourages fine motor skills such as grasping, shaking, turning as well as hand-eye co-ordination.

6. Social Play

Teaches children how to respect one another and build healthy friendships through parallel play, co-operation and sharing.

All our planning is underpinned by the 'Early Years Foundations Stage, a framework for learning that sets the standards for learning, development and care for children from birth to five. It has four main principles:

- **A Unique Child**

Every child is a competent learner from birth who can be resilient, capable, confident and self-assured.

- **Positive Relationships**

Children learn to be strong and independent from a base of loving and secure relationships with parents and/pr a key person

- **Enabling Environments**

The environment plays a key role in supporting and extending children's development and learning

- **Learning & Development**

Children develop and learn in different ways and at different rates and all areas of Learning and Development are equally important and inter-connected

Nursery Environment

Our building is divided into two sections by a large reception area. To the left of the entrance, in the old wing, is the kitchen, staff toilets and staff room. Children will only have access here when accompanied by an adult e.g. for a cooking activity. The reception contains an area to leave folded buggies and provides a place for parents to chat. To the right of the reception, in the modern wing, is where the children are based. The Babybird wing consists of three rooms separated from the pre-school by a low gate. Ofsted prescribe the minimum amount of space necessary per child; we are fortunate to have a great deal more than this.

Doves

The Doves room is designed to facilitate group activities, quiet play and rest. Most of the activities are carried out on activity mats which are dotted around the carpeted area. Bouncer chairs, baby gyms and floor cushions also provide stimulation for the younger children along with rattles, soft toys and 'feely' books. Staff sit comfortably on a sofa when feeding the babies to ensure that optimum position and posture is maintained. A quarter of the floor is covered with vinyl to facilitate art activities, messy play and meal times. A sealed off milk kitchen is situated in a corner of the room for the storage of feeds. We have a 'no shoe' policy in the Doves room with shoe covers available for parents to wear when they enter.

Starlings

The Starlings room is slightly larger than the Doves with about one third vinyl flooring to facilitate their messy activities. Many of their activities are carried out on tables and soft play equipment is often situated on the carpeted section. Double doors link the Starlings room to the Kingfishers room (older 2 year olds) that will be shared both by the Babybirds and the older children. When it is nap time the children sleep on mats in their room which are darkened with aid of window blinds. In the Starlings room we move towards planned sleep times which help the children to further consolidate their nursery routine.

Sleep Room

Our sleep room is specially designed to ensure that the small babies can rest in a calm environment. Each child will have their own designated cot. In the Doves room we will try and adhere to the sleep routine that you and your baby have developed at home. When a child is sleeping staff are vigilant at checking them every five minutes and recording this on a tick sheet. A sleep monitor is also connected to the Dove room. To maintain consistency between home and nursery we ask that you bring in sheets and/or blankets with your child's name on. You can also bring a special cuddly toy.

Nappy Changing Room

Our nappy changing room is equipped with two changing mats, a sink and plenty of storage space. We would ask you to provide nappies, wipes and cream with your child's name clearly written on them. These will then be stored away and an immediate supply will be kept in a basket with your child's name on for easy access. When you feel that your child is ready to start potty training please discuss this with your key worker. This ensures that we are all consistent in our approach, which in turn assists your child with this important stage in their development.

Garden and Parkland

We have access to the outside garden from the main teaching room in the pre-school. The outside environment is divided into a patio area for wheeled toys with a wooden playhouse and a grassy section. A dedicated baby garden is being developed.

An extension of our outdoor area is the beautiful parkland that surrounds Ladybirds Nursery. We endeavour to explore the park frequently in small groups so the children benefit from investigating their environment at 'first hand'. This includes visiting the duck pond (which is closed off by a gate), the maze, orchard, rose garden and two sets of swings and slides.

Milk feeds and Meals

Feeds will be made up in the kitchen first thing every morning and then stored in the milk kitchen fridge until needed. We will provide all bottles, beakers and formula. During your child's settling in session your key worker will record the type and amount of formula or breast milk that your child drinks. As far as possible we try to adhere to your child's feeding routine. We provide powdered formula milk up until the age of one when ordinary cow's milk is given. If for any reason there are changes to your child's feeds please notify your key worker or the staff in the room.

We also provide cereals and toast for breakfast as well as snacks (rice cakes, bread sticks, fruit etc.) We ask that you bring your child's lunch and/or tea to nursery clearly labelled with their name and the date. We will then store it appropriately, warm it as necessary and serve it whilst strictly adhering to Health and Safety guidelines.

Settling In

Enrolling at Ladybirds Nursery is an important milestone for your family and to aid the transition between home and Nursery we invite you to join us for a free 'settling in' session prior to starting. During this time you will meet your key worker and discuss your child's requirements on entry. These procedures aim to help parents and children feel at home in our friendly nursery. We want to ensure that children benefit from what we have to offer and feel confident that their carer will return at the end of each session. Once your child begins you are welcome to phone the nursery during the day to receive an update on your child. Please leave a message if the phone is unattended and we will call you back.

Transition between Rooms

We organise settling in sessions when children change rooms as we recognise that familiarity with their environment and those around them is of paramount importance. Generally children will transfer from Doves to Starlings when their key worker is sure that your child is confident enough to move into a room with other mobile children. Your key worker will discuss this with you and will then introduce you to your child's key worker in the next room.

Transition to Kingfisher/Fun focus sessions

Around the age of two and a half your child can attend the afternoon fun focused sessions in the pre-school. Further information is available in the pre-school brochure. They can also spend time visiting the 'Kingfisher' room in the morning.

What I Need to Bring

Please ensure that all of your child's belongings are **clearly labelled** and placed in a named drawstring bag.

- A seasonally appropriate change of clothes.
- On colder days: hat, coat, scarf and mittens.
- On warmer days: sun hat and sun block.
- On wet days: rain coat and wellies
- Sheets, blankets and a cuddly toy (on the first day of your child's week).
- Nappies, wipes, creams etc.
- Your child's meals clearly labelled (Jars, ice cubes or frozen meals)
- Pacifier (if required).

Ladybirds Nursery does not allow certain items to be brought in from home e.g. jewellery, toys or sweets. Carrier bags can be dangerous and as such are not to be left at nursery.

Safety/Security

As part of our Ofsted registration the Fire Officer inspects the building and fire drills are carried out on a regular basis. A CCTV system has been installed, incorporating 24 hour recording, to allow staff to monitor all visitors to the Nursery. In addition, a further camera is positioned to give a clear view of the playground. A separate video door entry system ensures that only authorised people are granted access into the building.

To ensure that your child is always collected by an 'authorised' person please complete the registration form fully. It is imperative that you notify us immediately if any changes occur or an 'authorised' person is deleted or added. On the rare occasion that you require another adult to collect your child we will expect them to produce a password that you have given us and the person collecting.

Nursery Policies

All our policy documents are available in the reception area.

Staff training and development

A high adult to child ratio is essential in providing a good quality pre-school provision. The qualifications and experience of our dedicated staff are extended through regular in-service training. All of our staff are checked and cleared by the 'Criminal Records Bureau'.

Attendance

If your child is unable to attend Nursery for any reason please ring the office as soon as possible. Ladybirds Nursery regrets that refunds cannot be given for any absences. At the end of your child's session it is vital they are collected on time as this may result in an excess ratio of children to staff or staff remaining after nursery hours. A 'late' charge, currently £10 per part half-hour, may be imposed.

We would also appreciate it if you could inform us of your child's holiday dates in advance. The nursery will be closed over all bank holidays and will close at lunchtime on Christmas Eve or the closest working day to it if it falls on a weekend.

Sick children

We appreciate that it is difficult for working parents to arrange childcare at times of illness. However, we believe that it is in the best interests of your child and the other children at Ladybirds Nursery if sick children are not sent in. If your child becomes ill during a session, the first contact person listed on your registration form will be telephoned. In most cases we will ask that your child is collected from Nursery immediately. Please keep your child at home until they are fully recovered i.e. for 24 hours after the last bout of sickness/diarrhoea. We can provide information for parents of infection periods and exclusion times for most common illnesses. In the case of an emergency we will contact you immediately to inform you that your child is being taken to hospital.

Admission policy

When space is available any child of the appropriate age will be admitted to the Nursery after their registration form has been completed and their fee paid. Once the Nursery is full, a waiting list will be open. Parents will be informed in writing if a place can be offered approximately twelve weeks prior to the appropriate starting date. If applying for an immediate place parents will be contacted as soon as possible after receiving the registration form. Once your child is two and a half and in the Ladybirds section they will be required to attend a minimum of three 'educational' sessions per week in addition to any wrap-around care required.

Equal opportunities

We will treat every child equally irrespective of gender, ethnic origin, culture or religion. All children and adults will be treated with equal concern and anti-discriminatory practices are followed.

Special needs

We will be pro-active in ensuring that appropriate action can be taken when a child is identified as having special needs. Children with special educational needs are supported by our INCO (Inclusion Co-ordinator) who will liaise with you and outside agencies if appropriate, to plan and implement an Individual Educational Plan.

Safeguarding children

The protection of the child is the Directors' first priority. We have an environment in which children are safe from abuse and any suspicion of abuse is promptly and appropriately responded to. We comply with the procedures approved by the Hertfordshire Safeguarding Children Board (HSCB).

Parental Involvement

Parents are the first educators of their young children. You are always welcome in the Nursery especially at the start of each session to settle your child. We ensure that you are fully informed of your child's progress and any other aspects of the Nursery. We welcome the contributions of parents, whatever form they take. If you wish to share a special skill e.g. music, cooking or art we would be delighted.

Behaviour policy

We believe that children and adults flourish best in an organised environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear or being hurt or hindered by anyone else. We aim to have a Nursery in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement. In extreme cases the Nursery reserves the right to suspend a place if a child's behaviour is detrimental to the safety, learning and behaviour of themselves or others.

Complaints

In the first instance all complaints should be addressed to the Key worker who will attempt to rectify the issue. Parents can then contact the Directors and arrange a meeting if still dissatisfied. If parents are still concerned they may contact the compliance team at OFSTED (the regulatory body)

on: 0845 640 4040 or write to them at:

Royal Exchange Building
St Anne's Square
Manchester
M2 7LA

Fee Structure for Babybirds

A non-refundable registration fee of £35 is payable to be placed on our waiting list. Once we have offered you a place and you have accepted we require a deposit to guarantee the place. The deposit for children who will attend nursery full time is £300.00 and part time is £200.00.

Once a place at the nursery is confirmed, seven weeks written notice is required if you wish to withdraw your child from nursery or reduce the sessions attended.

We will endeavour to do our best to extend sessions whenever possible.

FULL TIME WEEKLY (Monday – Friday 8am-6pm)	£247.95 (includes a 10% reduction for full time attendance)
DAILY (8am-6pm)	£55.10

There is a 10% reduction for full-time attendance.

All fees must be paid a month in advance by standing order. Fees are calculated on the basis of the weekly charge for the sessions attended, multiplied by 52 (weeks) and then divided by 12 (months) to create a fixed monthly charge.

Ladybirds Nursery accepts childcare vouchers preferably paid electronically with your child's name as reference. They must reach us by the 1st of the month. Currently the maximum a parent may claim is £243.00 per month. If your child's fees are greater than this then the standing order is calculated on the difference.

Terms and Conditions

1. **Obligations of Ladybirds Nursery Ltd**
Ladybirds shall:
 - 1.1 Make available suitable premises and staff
 - 1.2 Ensure that such premises comply with all relevant legal requirements
 - 1.3 Devise and implement an 'educational' programme
 - 1.4 Ensure that the Nursery shall be open between 8.00am and 6:00 pm Monday to Friday, except on public and bank holidays. The nursery will open for a morning session on Christmas Eve or the working day closest to Christmas eve if it falls at a weekend
 - 1.5 Inform Children, School and Families if any member of Ladybirds personnel suspects a child in their care may have been abused or neglected
 - 1.6 Operate an equal opportunities admissions policy

2. **Obligations of the parents/partners**
 - 2.1 Complete fully all questions set out in Ladybirds registration documents (except those which are optional)
 - 2.2 Pay the registration fee, deposit and monthly fees promptly as set out on paragraph 4
 - 2.3 Update Ladybirds Nursery in writing of any ongoing illness, any change in family contact details and any food, medicine or material to which the child is allergic
 - 2.4 Complete a medicine consent form if you require our staff to administer any medicines to your child
 - 2.5 Ensure that a responsible adult will collect the child and vacate the nursery promptly at the end of the session and vacate the nursery by 6pm daily
 - 2.6 Permit and hereby authorise Ladybirds personnel to arrange for the child to receive medical treatment in an emergency
 - 2.7 Inform the nursery by telephone if your child is absent
 - 2.8 Inform us as far in advance as possible of any dates on which your child will not be attending the nursery
 - 2.9 Keep their children at home for 24 hours after the last bout of vomiting and/or diarrhoea
 - 2.10 Keep their children at home until common illnesses are no longer infectious eg chicken pox, conjunctivitis
 - 2.11 Shall not employ or otherwise engage the services of any member of our staff who has had contact with your child within the last six months; otherwise you shall pay Ladybirds Nursery 20% of the relevant member of staff's gross annual salary at the time they left Ladybirds Nursery

3. **Children:**
 Ladybirds Nursery may require the parent(s) to remove the child from the nursery if:
 - 3.1.1 The child requires special care or medical attention which is not available or which is refused by the parents
 - 3.1.2 It has good reason to believe that the child is, or maybe suffering, or has suffered from any contagious disease and there remains a risk to other children
 - 3.1.3 In extreme circumstances, and as a last resort, the Principal(s) consider a child to be consistently aggressive, disruptive and a danger to themselves or to others
 - 3.2 The parents shall not be entitled to any refund when a child is absent for any of the reasons stated in paragraph 3.1.1-3.1.3 unless the child is permanently excluded
 - 3.3 The child is not permitted to bring money, jewellery or other valuables with them
 - 3.4 The child must attend nursery with suitable clothing for the weather. Spare clothing should also be provided. All items should be clearly labelled and placed in a drawstring bag (not rucksack). The Nursery cannot take responsibility for any items left or lost
 - 3.5 In the morning pre-school it is compulsory for the child to wear the yellow uniform
 - 3.6 It is understood that Ladybirds Nursery will, on request, try to provide a place for the sibling of the child referred to below but it is under no obligation to do so
 - 3.7 It is understood that Ladybirds Nursery will give priority to those children on the waiting list requiring a full-time place then 4 days then 3 days per week and so forth but it is under no obligation to do so

4. Fees

- 4.1 A non returnable registration fee of £35 is payable to be placed on our waiting list
- 4.2 To confirm a place a deposit will be taken. This will be returned when all fees have been paid up to date & the requisite 7 weeks written notice has been given
The deposit for children who attend full time is £300.00 and for those who will attend part time it is £200.00. Any children under the age of two and a half must attend 'year round.'
- 4.3 Fees are charged monthly in advance and must be paid by standing order/childcare vouchers on the first day of the month to which they relate. Prior to starting the first months fees must be paid at the 'settle' before the child begins nursery
- 4.4 Fees are payable during periods of absence from the nursery, including sickness, holidays and during public and bank holidays
- 4.5 Fees for children are calculated on the basis of the weekly charge for the sessions attended, multiplied by 38 weeks (term time only) or 52 weeks (year round) and then divided by 12 (months) to create a fixed monthly charge
- 4.6 A 10% discount applies to children who attend full-time (8am-5/6pm)
- 4.7 A surcharge of 10% is levied for payment more than 14 days late
- 4.8 The parent(s) shall not be entitled to any refund or release from liability for payment of fees by virtue of non-attendance of a child for any reason
- 4.9 An administration fee of £7 will be charged for any cheques/standing order returned by the bank
- 4.10 Where parents/carers are repeatedly late following a session resulting in either an excess ratio of children to staff or staff remaining after nursery hours a 'late' charge will be imposed, currently £10 per part half-hour
- 4.11 The fees may increase on September 1st each year giving at least one month's notice
- 4.12 Childcare vouchers may be accepted. They must reach our account between the 1st and the 7th of the month for which the fees are due. The nursery charges an annual administrative fee of £20 to administer any childcare voucher schemes
- 4.13 Ladybirds Nursery reserves the right to alter its terms and conditions

5. Liability

- 5.1 Ladybirds Nursery accepts no liability for any financial or other loss suffered by the parent(s)
- 5.2 If Ladybirds Nursery has to close due to events or circumstances which are outside its control it shall be under no obligation to provide alternative childcare facilities. If the closure exceeds 3 days in duration (excluding any days when the nursery would otherwise be closed), it will credit you with an amount that represents the number of days that the nursery is closed in excess of 3 days
- 5.3 Ladybirds Nursery does not accept responsibility for accidental injury or loss of property. Ladybirds maintains those insurances required by law. Details of these are available from the directors.
- 5.4 Any people using the car park do so entirely at their own risk. The nursery cannot accept responsibility for injury, damage or loss to visitors, vehicles or property

6. Cancellation/Termination/Change

- 6.1 If the parent(s) cancel the start date within four weeks of the agreed start date Ladybirds Nursery will keep the deposit
- 6.2 Parent(s) may withdraw a child from the nursery or change any session (subject to availability) giving seven weeks notice or the Nursery keeps the deposit
- 6.3 Ladybirds Nursery shall have the right to terminate or change this Agreement with immediate effect if such parent fails to pay fees within 14 days of the due date
- 6.4 Ladybirds Nursery shall give the parent seven weeks notice if the Child is requested to change sessions/days
- 6.5 Any child over 2 and a half years attends a minimum of 3 fun focus sessions per week in term-time. It is strongly recommended that children rise to 5 morning educational sessions in their pre-school year (providing Ladybirds Nursery has such availability)
- 6.6 Whilst in Babybirds parents will receive a form on which to indicate the sessions they require once their child is over 2 and a half years of age. Ladybirds Nursery will agree to reserve these sessions (subject to availability) providing the form is returned within 7 weeks

7. Definitions

- 7.1 In this document the term 'parent' refers also to 'legal guardian'
- 7.2 In this document the term 'Babybirds' refers to the unit in Ladybirds Nursery for children under two and a half
- 7.3 In this document the term 'year round' refers to children who attend across 52 weeks

