

# 177 Leigh Road, Eastleigh, Hampshire, SO50 9DW

# Tel: 02380 394031

# Email: cuddlesandcareeastleigh@gmail.com

# We are a small, family run nursery that provides care for your children from 3 months old until they go to school.

Opening times:

#### Monday-Friday

**Mornings 8.00-1.00**

**Afternoons 1.00-6.00**

**All day 8.00-6.00**

**7:30 starts by prior arrangements.**

**Please note we close for the week between Christmas and New Year.**

##### Director: Jayne Sergeant

Registered Office: 177 Leigh Road, Eastleigh, Hants SO50 9DW.

# STAFF

# Business Manager: Jayne Sergeant

**Day to Day Managers: Amy Hodges and Alex Martin**

**Senior Room Leaders: Sally Barrett and Nicole Attridge**

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Behaviour Management Amy Hodges

# Child Protection Jayne Sergeant & Amy Hodges

Fire Officer Jayne Sergeant

Senco Amy Hodges (lead)

Student Liaison Jayne Sergeant

Health & Safety Officer: Jayne Sergeant

Early Lead Language Practitioners: Amy Hodges & Nicole Attridge

Baby Room Practitioners: Sally Barrett (Room Leader)

Hannah Deakin

Gemma Brown

Preschool Practitioners: Nicole Attridge

Hollie Grant

Poppy McPartland

Nadia Barron

Cook: Roxy Dawkins

We are a small family run business situated in Eastleigh in a converted house. We pride ourselves in offering a home from home environment, which bridges the gap between childminders and the bigger corporate companies. We treat each child as an individual little person and give them the learning environment in which they need to blossom. Many of our staff are also parents themselves, so they know how it feels; picking the right nursery and leaving their everything in the care of others. This is why we make it our mission to ensure each child receives the love and care they deserve whilst in our care.

Our setting aims to

* Offer all our children the opportunity to reach their full potential in a safe, happy and positive environment, with the emphasis at all times on **FUN.**
* Work in partnership with parents to help children to learn and develop.
* Add to the life and well-being of our local community.
* Offer children and their parents a service that promotes equality and values diversity

**Our setting believes that care and education are equally important in the experience that we offer children**.

The routines and activities that make up each day are provided in ways that:

* Help each child to feel that she/he is a valued member of the setting.
* Ensure the safety of each child.
* Help children to gain from the social experience of being part of a group
* Provide children with opportunities to learn and help them to value learning
* Enable each child to choose from or work at a range of activities, and in doing so build up their ability to select and work through a task.
* Help and encourage each child to take part in adult-led, small and large group activities. Introducing them to new experiences and gaining new skills, as well as helping them to learn to work with others.
* Outdoor activities contribute to children’s health, their physical development and their knowledge of the world around them.

**We offer your child: -**

* A curriculum based on the Early Years Foundation Stage as directed by the Qualifications Curriculum Authority and the Department for Education and Skills.
* Individual care and attention made possible by correct ratios.
* Fun and friendship with children and other adults.
* Help to take forward his/her learning and development by being helped to build on what he/she already knows and can do.
* The support of a named key-person.
* Opportunities for you and your family to be involved in your child’s progress.
* A shared Online learning Journal (Tapestry)

Staff

The staff in our group are: **Jayne Sergeant** – Owner & Business Manager (NVQ Level 3 CCLD) **Amy Hodges** – Day to Day Manager (NVQ Level 3 CYPW & 3 Management)

**Alex Martin**- Day to Day Manager (NVQ Level 3 CYPW & 5 Management) **Nicole Attridge** – NVQ Level 3

**Sally Barrett**- NVQ Level 3

**Gemma Brown** – NVQ Level 3

**Hollie Grant**– Working towards Level 3

**Poppy McPartland –** Working towards Level 3

**Hannah Deakin**- Working towards Level 3

**Nadia Barron** – Working towards Level 3

**Training**

All of our staff hold relevant child care qualifications or are working towards a qualification.

#### The Role of Parents

We recognise parents as the first and most important educators of their young children. Our nursery sees parents as partners in helping each child to learn and develop.

Parents are welcome:

* To work in the group with the children (subject to DBS check)
* To assist with fundraising
* To attend training courses, workshops and conferences organised by the EECU. (Early Education & Childcare Unit)

Research shows that children learn better when their parents are involved.

#### Key-person Groups

Our key-person system gives each member of staff particular responsibility for a group of children. Every child has one special adult to relate to which can make settling into the group much easier. In addition the key-person is in a position to tailor the group’s activities to the unique needs of each individual child. The key-person maintains links with the child’s home setting and working with parents through shared communications to ensure that all children are supported in reaching their full potential.

**Early Years Education Grant**

Children are eligible for up to 30 hours per week funding subject to eligibility. This funding becomes available the term after your child’s 3rd birthday. (i.e.: If your child’s 3rd birthday is 26th September they will be eligible from 1st January the following year).

If a child attends more than one pre-school or nursery then the grants can be divided accordingly. If a child attends more than 15 hours between two settings then additional fees will be charged in accordance with our terms and conditions.

Where funding is not received or applicable then fees will apply.

**Two Year Old Funding**

Some children at 2 years old are entitled to 15 hours funding from the term after their 2nd birthday, In order to be eligible for 2 year funding families must meet the criteria listed below.

**What are the eligibility criteria for families?**

Children **must** meet either criterion A, B or C to be eligible for funding. **Criterion A – Economic: Children whose parents/carers are in receipt of one or more of the following benefits:**

* [Income Support](http://www.direct.gov.uk/en/MoneyTaxAndBenefits/BenefitsTaxCreditsAndOtherSupport/On_a_low_income/DG_10018708)
* Income based [Job Seekers Allowance](http://www.direct.gov.uk/prod_consum_dg/groups/dg_digitalassets/@dg/@en/documents/digitalasset/dg_200090.html)
* Income-related [Employment and Support Allowance](https://www.gov.uk/employment-support-allowance/overview)
* Support under Part 6 (VI) of the [Immigration and Asylum Act 1999](http://www.legislation.gov.uk/ukpga/1999/33/part/VI)
* The guaranteed element of State [Pension Credit](http://www.direct.gov.uk/en/Pensionsandretirementplanning/PensionCredit/DG_10018692)
* [Child Tax Credit](https://www.gov.uk/child-tax-credit) and have an annual gross household income of no more than £16,190 as assessed by Her Majesty's Revenue and Customs
* [Working Tax Credit](http://www.gov.uk/working-tax-credit) and have an annual household gross income of no more than £16,190, as assessed by Her Majesty's Revenue and Customs
* Working Tax Credit 4 week run on (the payment you get when you stop qualifying for Working Tax Credit)
* **Criterion B – Children looked after by the Local Authority:**
* Child in Care
* Child Leaving Care in Special Guardianship, adoption or child arrangements order (previously residence order)
* N.B. Details of a Social Worker able to verify the above information is required.
* **Criterion C – Child with Special Educational Needs and/or Disability as defined by:**
* Children in receipt of [Disability Living Allowance](https://www.gov.uk/disability-living-allowance-children) (DLA)
* Child with a [Statement of Special Educational Needs](https://www.gov.uk/children-with-special-educational-needs) (SEN)
* Child with an [Education, Health and Care Plan](http://www.hants.gov.uk/sen-home/ehc-assessment.htm) (EHC Plan

**30 hours funding:**

#### 30 hours subsidised childcare available.

#### Fees

#### As of 1st January 2019 fees:

0-3 years £52.00 per full day and £32.00 per ½ day

3-5 years £50.00 per full day and £30.00 per ½ day

Extra hours booked are charged at £6.00 per hour.

Early starts will be charged at £6.00 per occasion.

When using Early Years Funding to supplement your child’s session’s at Nursery our full-inclusive service can be purchased for £1.50 per hour.

Fees will be payable monthly in advance (special arrangements considered) We expect parents to pay for all sessions and meals booked even when their child is absent due to illness or holiday this also applies to early years funded children. Absence must be notified within 1 hour of normal arrival time where possible. Charges will be made for bank holidays and late collections. All placements will be subject to a 1 month notice period which may be served or payment in lieu. Places may be booked in advance on payment of a £100.00 deposit that is non-refundable if the place is not taken. Places may be booked in advance on payment of an agreed fee.

**Our Fully Inclusive Service**

Here at Cuddles and Care Day Nursery we offer a fully inclusive service for the children that attend, this includes: nappies, creams and wipes, sun-cream and sun hats, spare clothes for emergencies all food and drink; including breakfast, snack, lunch, afternoon milk and tea (session dependant), nursery outings such as; Partyman, on public transport and to the local parks. Special events: parties, themed celebrations, themed art and craft activities, access to on-line learning journals.

#### Children's Development and Learning - The Early Years Foundation Stage

The Early Years Foundation Stage (EYFS) brings together: *Curriculum Guidance for the Foundation Stage* (2000), the *Birth to Three Matters* (2002) framework and the *National Standards for Under 8s Day care and Childminding* (2003), building a coherent and flexible approach to care and learning.

###### The Early Years Foundation Stage sets the standards for learning, development and care for children from birth to five. Children start to learn about the world around them from the moment they are born. The care and education offered by our setting helps children to continue to do this by providing all of the children with interesting activities that are appropriate for their stage of development. Although divided into seven areas, it is important to remember that for a child everything links and nothing is compartmentalised.

The principles of the **EYFS** are based around four Themes:

**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/or a key person.

**Enabling Environments**

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

**Learning and 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.

**Areas of Learning and Development**

###### These seven areas of learning and development support the setting in observing, planning and assessing activities, as well as children and their individual development needs. Although divided into seven areas, it is important to remember that for a child everything links and nothing is compartmentalised.

These areas of learning are now defined as follows:

Prime areas begin to develop quickly in response to relationships and experiences, and run through the support and learning in all other areas. The prime areas continue to be fundamental thought-out the EYFS.

**Prime areas:**

* Personal, social and emotional development
* Communication and language
* Physical development

The specific areas include essential skills and knowledge. These are the prime areas and provide important contexts of learning.

**Specific areas:**

* Literacy
* Mathematics
* Understanding the world
* Expressive arts and designs

# Policies

Our policy statements are available to read on request and core sets are available for parents to read during their child’s first sessions. All our policies are designed to offer the best possible experience for the children and families in our group. Our policies are reviewed on a regular basis and comments and suggestions from parents are always welcome. A full list of our policies is at the back of this document. Here is a brief outline of each one: -

#### Accident Policy & Procedure

#### At all times our employees will cooperate fully in implementing health and safety initiatives. They will do everything possible to make sure injuries do not occur to themselves or the children. However in the event of an accident we follow strict accident procedures and record each event on an accident form that will be shown to the parent/carer at the end of the session to be signed. A full copy of our Accident Policy and Procedure is available on request in the Office.

**Admissions**

It is our intention to make our nursery genuinely accessible to children and families from all sections of the local community.

In order to accomplish this:-

* We arrange our waiting list using the following criteria:

Date of Birth order

* We usually admit children during the half term of their third birthday and endeavour to offer a minimum of 2 sessions.

Administration of Medicines & Inhalers

# Only prescribed medication may be administered. It must be in-date and prescribed for the current condition.

* Children taking prescribed medication must be well enough to attend the setting.
* Parents give prior written permission for the administration of medication.
* Long Term Care plans are completed

# Behaviour Management

# Cuddles and Care believes that children flourish best when their personal, social and emotional needs are met in a safe and happy environment where everyone knows what is expected of them and where there are appropriate expectations for their behaviour.

We aim to teach children to behave in socially acceptable ways and to understand the needs and rights of others. The principles guiding management of behaviour exist within our setting to provide a situation where children can develop self-discipline and self-esteem whilst also supporting their personal, social and emotional development. **Amy Hodges** is responsible for ensuring our behaviour management policy is up to date and adhered to.

# Child Protection

# Child Protection is provided by the Area Safeguarding Children Board, which supplies support for families whose children are in need of safeguarding to promote their welfare and upbringing. Our setting will work with children, parents, professionals and the community to ensure the safety of children and to give them the very best start in life. Our staff members are aware of the possible indications of abuse or neglect and of the procedure for dealing with suspected cases. Our designated member of staff who co-ordinates child protection issues is Jayne Sergeant or Amy Hodges.

# Complaints Procedure

# Our Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. The complaint policy and procedure is available for parents to read. Any concerns are logged and responded to in accordance with our policy.

Parents may approach Ofsted (Office for Standards in Education) directly at any stage of the complaints procedure. Written complaints can be sent to:

**Ofsted – National Business Unit,**

**The Royal Exchange Buildings,**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Ofsted Helpline: 0300 123 1231 Our Ofsted Ref: EY320160**

**e-mail: enquiries@ofsted.gov.uk**

# Confidentiality

# It is our intention to respect the privacy of children and their parents and carers, whilst ensuring that they access high quality early years care and education in our setting.

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

Parents will have ready access to the files and records of their own children but will not have access to information about any other child.

Staff will not discuss individual children other than for purposes of curriculum planning and group management. Information given by parents/carers to preschool staff will not be passed on to other adults without their prior permission.

**By entering the Nursery you are automatically agreeing to adhere to our confidentiality policy.**

**Equality and diversity**

Our setting is committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all children and families. We make inclusion a thread that runs through all of the activities of the setting. We do not discriminate against a child or their family, or prevent entry to our setting on the basis of colour, ethnicity, religion or social background. We do not discriminate against a child with a disability or refuse a child entry to our setting because of any disability.

#### Equipment and Resources

#### We believe that high quality early years care and education are promoted by providing children with safe, clean, attractive, developmentally appropriate resources, toys and equipment. We aim to provide children with resources and equipment that help to consolidate and extend their knowledge, skills, interests and aptitudes.

#### Health and Hygiene Policy

#### Our Nursery promotes a healthy lifestyle and a high standard of hygiene in its day-to-day work with children and adults.

**Illness**

* Parents are asked to keep their children at home if they have any infection, and to inform the Nursery as to the nature of the infection so that the setting can alert other parents and make careful observations of any child who seems unwell.

Parents are asked not to bring children into Nursery who has been vomiting or had diarrhoea until at least **48 hrs** has elapsed since the last attack.

Food

* All meals and snacks provided are of nutritional value and we cater for all children’s dietary requirements.
* All meals are prepared and cooked freshly onsite but our in house chef.
* We operate a strictly no nut policy in our setting and will work with families whose children have other allergies.

Outdoor Play

* Children will have the opportunity to play in the fresh air every day, in all weathers.

**Health and Safety**

This setting believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers. We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

The member of staff responsible for Health & Safety is **Jayne Sergeant.** She has undertaken health and safety training and regularly updates her knowledge and understanding.

**Insurance**

We have public liability insurance and employers’ liability insurance. The Certificate for public liability insurance is displayed in the hallway.

**Staffing & employment**

We ensure all staff employed have been checked for criminal records by an enhanced disclosure from the Disclosure and Baring System. These are updated annually. For 3-4 year olds we have one member of staff to eight children. For children under the age of 2 we operate one member of staff to three children, for children aged two to three we operate one member of staff to four children.

**Health and Safety at Work**

The Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1992 provide a legal framework to ensure that all employees, customers and visitors can expect a healthy and safe environment. The Act places a considerable burden both on employees and employers to ensure a healthy environment at all times.

**Emergency Closure of the Nursery**

In the event of the nursery needing to be closed we have procedures in place. We will post any closure on the Hampshire county council website and on our Facebook page. Whilst the children are cared for by the rest of the staff the Manager or Deputy would endeavour to phone all parents or emergency contacts to inform them of the closure and request that their children are collected.

**Parental Involvement**

We believe that children benefit from early year’s education and care. It is paramount that parents and settings work together in partnership. Our aim is to support parents as they are their children’s first and most important educators. We do this by involving them in their children’s education and in the full life of the setting. We also aim to support parents with their own continuing education and personal development. We inform all parents on a regular basis about their children’s progress and work hard to ensure good relationships are formed with parents so that information regarding their child is shared.

#### Photography

#### When a child is accepted for the nursery the parents are required to complete a Parent/Nursery Agreement upon starting. This contract asks parents to agree to the child being photographed on occasions by a practitioner or individual that has been validated by the pre-school. Photographs will be uploaded to Tapestry, and if permission is given they may be uploaded onto our Facebook page.

Every parent has the right to refuse this request, in which case the child must not be photographed by any member of staff, parent or by any outsider without a signed agreement.

# Record Keeping

In accordance with the National Standards for Day Care we hold information about children and staff and are registered under the Data Protection Act 1998.

We observe children in the pre-school setting to monitor their progress and to cater for their individual needs. Parents will only be able to access their own child’s records and not those of any other children.

We will keep all records and information held in a locked cupboard and will respect confidentiality as set out in our Confidentiality Policy.

**Selecting Equipment and Toys**

The toys and equipment in the nursery provide opportunities for children to develop new skills and concepts through play and exploration.

#### Settling-in

#### We want children to feel safe, stimulated and happy in the setting. We also want parents to have confidence in both their children's well-being and their role as active partners with the setting. We aim to make the setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of the children and their families. We encourage parents to stay for the first session if required, gradually taking time away from their child as and when the child is settled.

**Special Educational Needs/Disability**

At our nursery we believe that all children are entitled to the same rights, opportunities and experiences and therefore welcome all children. We aim to provide an environment in which all children are supported to reach their full potential. We work in partnership with parents and other agencies in meeting individual children’s needs. We have a designated member of staff **Amy Hodges** who oversees any children with Special educational needs. The setting has an area Inclusion Co-ordinator, Inco (previously known as Special Needs Coordinator) and give her name to parents as a contact if they have any particular concerns.

#### Staffing and Employment

#### We provide a staffing ratio in line with the requirements of the National Standards for day Care to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. All our staff are appropriately qualified and we carry out checks for criminal and other records through the Disclosure and Baring System in accordance with statutory requirements.

#### Late & Non-collection of Children

#### In the event of non-collection the setting puts into practice agreed procedures. All reasonable attempts will be made to contact the parents or nominated carers. If no one collects the child after one hour we will ensure the procedures for uncollected children are followed and contact our local Children’s Services Department.

Parents who are persistently late in collecting their children at the end of each session will be charged additional fees accordingly.

#### Toilet Policy

We will support and encourage the children’s independence when going to the toilet and teach the children to wash and dry their hands afterwards. We ask parents/carers to supply a daily change bag with spare clothing for children who are not fully toilet/potty trained.

#### Student and Work Experience Placement

#### This setting recognises that qualifications and training make an important contribution to the quality of the care and education provided by early year’s settings. As part of our commitment to quality we offer placements to students undertaking early year’s qualifications and training.

**Mobile Phone Policy**

Please refrain from using your mobile phone on nursery premises. It is an offence to use any camera phone to take photos on the premise and we will immediately report any instances to the relevant authority.

**No Smoking Policy**

We operate a No Smoking Policy in the setting or on its grounds.

**CUDDLES AND CARE**

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Registered Office: Cuddles and Care Day Nursery, 177 Leigh Road, SO50 9DW.