



Information Booklet For Parents



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

MISSION STATEMENT

'Fareacres is a learning community that works together to create a homely environment that is secure, caring and stimulating in which all children can be heard and develop an enquiring mind through play and exploration'

ABOUT US

We are a Nursery that takes pride in providing quality care for children in a happy and homely environment. Our Nursery is open from 7.30 – 7.00pm. Fareacres has been inspected and approved by OFSTED. We are also a member of Pre-School Learning Alliance and Redbridge Early Year Partnership. We aim to provide young children with a planned and structured environment in which they can learn and grow individually and collectively as part of a community. The Nursery is divided into age appropriate sections. Each section strictly adheres to the guidelines outlined by the government in the Early Years Foundation Stage curriculum.

NURSERY STAFF

All staff employed in the setting are qualified to a relevant childcare level 3 or above. If there is an instance where staff are employed whilst holding a current level 2 childcare qualification, they will be contractually required to undertake the level 3. Support is provided during the period of study in terms of resources, knowledge and also time given for periods of college attendance. The setting also has a member of staff qualified as an Early Years Teacher.

All staff and volunteers must keep a professional relationship with parents. Boundaries must not be blurred through friendship networks amongst staff and parents e.g. babysitting, Facebook friends.

SETTLING IN

At Fareacres we aim to enable children to feel secure, confident and happy, in order to make the most of all learning opportunities. We want to ensure families feel welcomed, valued and confident and that links between home and nursery are established and strengthened.

It is of paramount importance to this nursery that all children in the nursery should be treated with great care and consideration. A new child should feel comfortable, cared for and integrated into the life of the nursery as quickly as possible; therefore, we try to settle a child into the nursery over three days if possible. A typical settling period is outlined below, however, every child/family has individual needs and a degree of flexibility is always applied.



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

The three settling in sessions recommended as follows:

1. Home visit by nursery staff for the first session. A small selection of toys, paper, pens, books are taken to share with the child. A photograph book about the nursery is shared with the child; this displays pictures of staff, learning areas and resources. The parents work alongside a member of staff and together discuss as well as completing essential documents. Where possible we try to support children/families that have English as an additional language.

2. Parents/carers are asked to spend time with their child in the nursery for part of the time during the second session. The parents/carers are then encouraged to leave the child for 2 hours, feedback both verbal and visual will be given when collecting their child.

3. Parents/carers leave their child for a longer session including meal times. If a child remains very upset it is the policy of this nursery to call the parent or carer and discuss our concern.

Settling between each room varies on individual children. Generally staff will talk to you about your child starting settling process to the next room. Days will be arranged for your child to spend time in the new room throughout the week. The process generally lasts 1 month before they move into the next room, however if this proves too disruptive for individual children then we will discuss with alternative arrangements for the transition.

YOUR CHILD'S FIRST DAY

On your child's first day at the setting, they will be welcomed by practitioner who attended the home visit. Parents will be asked to provide the setting with a set of spare clothes and parents with very young children will also need to provide nappies, wipes, nappy creams and formula/breast milk.

The nursery provides all refreshments, snacks, breakfast, lunch and afternoon tea. Children will regularly take part in messy activities involving paint, glue, etc, so should not be brought to nursery in their best clothes.

THE KEY PERSON APPROACH

A key person system is where every child that attends the setting is allocated what is termed a 'key person'. The key person is responsible for that child's wellbeing, involvement, learning and development whilst they are at the setting. Each member of staff oversees the whole group, but will pay close attention to their own key group. They will complete the child's records, including their formative and summative assessment, and also plan activities to enhance the child's learning.



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

The key person system is in place to ensure each child develops a secure attachment, and the key people can pay close attention to their children's well-being.

PARTNERSHIP WITH PARENTS

Fareacres recognises the contribution parents can play to us the nursery to provide a happy, caring and learning environment for children. We welcome input from parents at all times and aim to work in partnership with them to provide the best care for their children. We also administer a Nursery/Home agreement to reinforce and strength our partnership. We aim to form a good relationship with parents so that information regarding their children (be it developmental, social or health related etc.) can be exchanged easily and comfortably by nursery staff and parents.

PARENT CONSULTATIONS

Parent Consultations take place 3 times each year, in April, July and December.

Letters/Emails will be sent home to you for each consultation to allow you the opportunity to book an appointment with your child's key person. Practitioners give up their out of hours' time to carry out parent consultation. Please note we may not be in the position to offer any other times if parents do not making arrangements for a meeting during allocated consultation period. In such instant, parents will receive a written report for their child.

THE EARLY YEARS FOUNDATION STAGE (EYFS)

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents.

In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

The EYFS Framework explains how and what your child will be learning to support their healthy development.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through 7 areas of learning and development.

Children should mostly develop the 3 prime areas first. These are:

- Communication and language;
- Physical development; and
- Personal, social and emotional development.



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

These prime areas are those most essential for your child's healthy development and future learning.

As children grow, the prime areas will help them to develop skills in 4 specific areas. These are:

- Literacy;
- Mathematics;
- Understanding the world; and
- Expressive arts and design.

NEXT STEPS

'Next Steps' are development target for a child to aspire towards based on joint understanding of the child's needs as observed by the Keyperson in collaboration with parents/carers. Next steps are sent home, to enable all parents to be informed of their child's development target to help with consistency in learning between nursery and home.

BOOK CLUB/LEARNING SACKS

Book club and Home Learning Sacks are resources that were put together by staff to maximise on a child's potential for learning and developing between the setting and the home environment. The book club/home learning sacks are sent home by key person and can be focused on a child's next step or child's interest. You will have them at home for around 1 week for you to use with your child and provide feedback to staff about how your child enjoyed the story/home learning sack.

A list of all sacks available can be sent to parents so that you can request particular sacks to be sent home. Preparing Home Learning Resources are a time consuming task, we request parents/carers to take care of the resources and return them to the setting for use by other children. Upon return the Learning Resources will be checked by a member of staff, parents/carers will incur a fee for any damage or lost items.

SPECIAL EDUCATIONAL NEEDS AND DISABILITY

We aim to provide all children with a broad and balanced learning environment that is committed to the inclusion of children with Special Needs. Our philosophy is that all children 'with or without Special Needs' should have the opportunity to develop to their full potential alongside other children in an educational environment.

We aim to work within the guidelines for special educational needs set out in the SEND Code of Practice 2014 in so far as they relates to our Local Offer.



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

One member of staff will be nominated as the special educational needs co-ordinator. The setting SENCO will attend available, relevant training for the role and feedback to all members of staff. Fareacres has a named Area SENCO: Hannah Gammons her role will be to contribute to the development, implementation and maintenance for children with SEN ensuring that advice given, and practices undertaken are at all times following policy, best professional practice and statutory requirements. She will also support the lead SENCO officers in both settings.

BEHAVIOUR MANAGEMENT

It is central to the philosophy of the nursery that all staff should be very positive at all times towards the children, parents, colleagues and the nursery. It is our aim to provide consistency of approach across the setting in dealing with issues of behaviour management. Confidentiality must be respected at all times.

We require all staff and students to provide a positive model of behaviour by treating children, parents and one another with care and courtesy. We require all staff and students to use positive strategies for handling any behaviour issue by helping children find solutions in ways that are appropriate for the children's ages and stages of development - for example distraction, praise and reward.

Fareacres follows the statutory guidance set out in the Early Years Foundation Stage.

'Physical intervention should only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children or an adult, to prevent serious damage to property or in what would be regarded as exceptional circumstances. Any occasion where physical intervention is used to manage a child's behaviour should be recorded and parents/carers informed about it on the same day.'

SAFEGUARDING CHILDREN

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this:

- The setting will promote the ethos of: 'Safeguarding is everyone's business'.
- All staff members and students and volunteers should be aware of the possible indications of abuse or neglect and of the procedure for dealing with suspected cases.
- All staff and volunteers must keep a professional relationship with parents. Boundaries must not be blurred through friendship networks amongst staff and parents e.g. babysitting, Facebook friends.



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

- All staff and volunteers are carefully recruited. Prospective employees, whether coming from personal recommendations or externally unknown to the setting, formal interviews will be conducted, with verified references and full up to date DBS check, through the Disclosure and Barring Service.

JOINT PARENTAL RESPONSIBILITY

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow: Parents who are married have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services. To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

ACCIDENTS AND INCIDENTS

As children develop physically, particularly in the early stages of walking, accidents can occasionally happen. In this event, all of staff are trained in first aid. If your child has an accident at the nursery, you will be informed upon collection and asked to sign an accident form. In the event of a bump to the head, you will be informed immediately by telephone. Your child will be monitored and, in most cases, will be able to continue with their day as normal. Should your child have an accident that requires further medical support, you will be contacted immediately and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.

CHILD BECOMING ILL

If a child becomes unwell whilst at nursery parents will be called immediately to inform them of the illness as a courtesy; staff will explain to the parent that if their child continues to become unwell or there is no improvement then they will be contacted again to collect their child.

If staff cannot contact either parent, we will then contact the named emergency contacts for the individual child.

If a child is running a temperature whilst at nursery staff will inform The Manager/Deputy Manager and will take it 3 times at 10 minute intervals.

MEDICINES

Medication can be administered if it has been prescribed by a doctor. A form is signed by the parent/carer giving the staff permission to administer the medication to a child on the day. Medicines must be in the original container as dispensed by the pharmacy. This must also include the prescriber's instructions for administration. Medication administered to children under 16 must not have any aspirin content, unless prescribed by the GP



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

As a nursery we will not administer the medication if a child does not have symptoms that require the medication on the day.

For those children who have a medical condition which requires long term medication, prior parental permission will be recorded on a long term medicine form along with instructions for when it should be administered. Parents will be asked to sign this form on collection of their child as and when the medication is administered. The details of the child's medical condition will be detailed on a care plan. These medications may be kept on site for as long as they are required and must be replaced by the parent when they expire.

In the case of medication being needed the child's parent/guardian will be informed by telephone that their child is unwell and is going to be given to required dosage.

NUTRITION

A good balanced diet of freshly prepared food is provided for the children through the day. Breakfast consists of a variety of cereals, a two-course hot lunch followed by afternoon tea of sandwiches, cakes and fresh fruit. Parents are requested to highlight any special dietary needs and any allergies your child may have. We do not serve any food with traces of nuts.

During admission of the child parents will be asked to inform the setting of any allergy and will be asked to provide the letter from the doctors.

The weekly menu is on display on the parent's notice board in every room and in the nursery main entrance. As part of good practice, we encourage children to eat all their meal; we will not force children to eat. Our ethos is that given the right encouragement all children will begin to eat as they see their peers, we need to foster positive attitude towards food.

CLOTHING

Fareacres asks parents to please ensure children are dressed appropriately for all the seasons. Please ensure children are also wearing comfortable closed shoes in the nursery. Furthermore, please label all spare clothing of your child as unmarked clothing items can go astray.

Parents are asked to provide adequate amount of spare clothes that are left at nursery for each child should they need to be changed. We ask that parent's ensure enough spare clothes are at nursery and that full sets are provided not just trousers or tops. Staff will remind you when you need to bring in more spare clothes if your child is running low.

The nursery does have a small amount of spare clothes we can provide if necessary, however parents are reminded to bring them back washed to ensure nursery stock does not run low.



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

NURSERY EVENTS

The nursery will run fundraising events at various times throughout the year. Parents are informed via nursery newsletters and emails/SMS messaging.

Every summer the nursery will host Nursery Fun Day/Graduation for all parents and children to celebrate our school leavers 'graduating' from nursery. And every Christmas the nursery hosts Christmas Party on the last day of the year to bring all families together before the nursery closes for the festive period.

FEES

All nursery fee is paid in advance by the 1st working day of each month. There is a late fee charge applied if the nursery fee is not paid in time. Please refer to the fee statement for further information. The nursery fee can be paid by cash/cheque or Standing Order. Fee can also be paid through Employment vouchers; please speak to the nursery manager to make arrangements for setting up employment vouchers. The nursery has a no refund policy for any overpayment of fee which is not as a result of the setting error. When your child leaves the setting please ensure that all nursery fee has been settled and all future standing orders and or employment vouchers have also been cancelled.

To help families some companies have a childcare voucher scheme set up in which your employer can provide you with childcare vouchers which can be used towards the cost of qualifying childcare. The amount you can receive in childcare vouchers without having to pay tax or NICs will depend on when you joined your employer's scheme and on the level of pay you receive from your employer. If you require further information check the website: www.hmrc.gov.uk

As part of Working Tax Credit you may qualify for extra help towards the costs of certain types of childcare.

You are eligible for help with childcare costs if:

- you are a lone parent working 16 hours or more; or
- a couple who are both working 16 hours or more; or
- a couple where one partner is working 16 hours or more and the other partner is incapacitated or in hospital or in prison.

You can claim help with up to 70% of your childcare costs through tax credits, up to a maximum of £175 per week for one child and £300 per week for two or more children in childcare. Please enter the full amount you pay for childcare and let us work out the help you could receive. If you require further information check the website:

<https://www.gov.uk/help-with-childcare-costs/approved-childcare>



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

FREE EARLY EDUCATION

All children are entitled to up to 15 hours of free early education per week during term time from the beginning of the term after their third birthday until they either go into a reception class or reach compulsory school age (the term following their fifth birthday).

The free early education place provides for up to 15 hours per week of free early education during term time, which is usually 38 weeks. As a private day care provider Fareacres are open for 51 weeks of the year, we offer the free hours on a 'stretched' basis over the year.

NOTICE PERIOD

When parents decide that they would like to withdraw their child the setting requires one full calendar months' notice. Calendar month notice of departure constitutes from the beginning to the last day of a calendar month. Full month's fee is liable even if the child leaves any time before the end of a calendar month.

COLLECTION/LATE OF CHILDREN

A child will only be allowed out the setting into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must name the individual on your nursery admission form and email photographs of them. A password may also be required to be set up between parents/setting and the person collecting the child.

If an unauthorised person comes to collect your child, we will contact you via telephone call. If we have any doubts, then your child will not be allowed to leave the setting.

We have a fine of £10 for late collection of children between 7pm-7.15pm for full time children and similarly for first 15 minutes after the end of finished time for sessional children. Further £10 will be applied for every 15 minutes thereafter.

SUGGESTIONS

Fareacres welcomes any suggestions from parents, carers, children and staff. In the porch area suggestion forms can be found or some parents might find it easier to email suggestions. At Fareacres we value all feedback received by all.

EMAIL

Email address below for Fahmida Shah (Managing Director), Hannah Gammons (Manager Gants Hill) and Louise Daniels (Manager South Woodford). Contact Fahmida Shah for any queries regarding fees and fee payments only. Contact Hannah Gammons or Louise Daniels for anything else relating to your child or the nursery including pictures and at home sheets. If Hannah or Louise is on annual leave don't hesitate to contact Fahmida.

Fahmida Shah: fareacres@hotmail.com



Gants Hill
681 Cranbrook Road,
Gants Hill, Ilford,
Essex IG2 6SY
Tel: 02085507847

South Woodford
1 Chelmsford Road,
South Woodford,
E18 2PW
Tel: 02085053248

Hannah Gammons: fareacresgh@outlook.com

Louise Daniels: fareacressw@btconnect.com

COMPLAINTS/COMPLIMENTS

If any parent/carer feels either they or their child are not being treated with respect, unjustly treated, being discriminated against or that a situation is not being handled correctly by a member of staff or management, they have the right to air their grievance. All parents/carers can approach their child's key worker or any member of staff to express their concerns. Staff members should respond immediately of the complaint. If staff members fail to respond, parents/carers have the right to take the matter to management.

Parents can approach the management, together with all relevant information of the incident i.e. dates and times of the concern, when staff members were informed etc. The Manager must respond promptly. Parents/carers can ask to see the proprietor either by appointment or via the telephone during the day. Parents/carers can be invited by management to discuss their concerns in person to assure that all grievances will be taken seriously.

If the nursery staff or management fails to resolve the grievance or complaint then the parents/carers can approach Ofsted.

Ofsted tel: 0300 123 1231

Address:

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD