



# Information Booklet

This is your child's first step into the world of formal education, a step taken during their most receptive years. At Little Hands, we appreciate that your child's nursery school day experiences will provide the basis for starting school. It is essential that these are happy times for your child so that confidence, independence and social skills can develop properly.

Little Hands Nursery Schools offer activities that are fun, giving opportunity for success, developing confidence, independence and acquiring new skills in preparation for full time education.

This booklet will give you the basic information to prepare both you and your child for starting at Little Hands. If you agree to abide by the terms and policies set out in it please confirm this by signing, dating and returning your admission form.



## **Preparing to start at Little Hands**

A child's first day at nursery can seem a little daunting for both child and parents, especially if the child has never been left before. With this in mind, Little Hands staff will work closely with you to decide the best format for your child's first days at nursery school. We believe that each child is an individual and that consequently every child will have a different requirement on their first day. We also believe that you know your child best, and although we offer help and guidance, we take your lead as to how quickly you would like to leave your child.

### **Completing the admission form**

Please complete the admission form and return it to nursery, this will give nursery all the official information we need to care for your child. We will use the contact details whenever we need to contact you so please ensure they are kept up to date.

When you sign this form, you agree to abide by the nursery policies. Short summaries of the policies are given in this booklet and the full parent's policy document will be emailed to you.

### **All about me form**

Please complete the all about me form and return in to nursery. This will give staff lots of important information about your child which will help them settle at Little Hands.

### **Pre-admission visits**

We advise that you make at least one pre-admission visit to the nursery with your child, close to their starting date. There is no charge for the pre-admission visits if they are booked in the half term before your child starts but you will be required to stay at nursery with your child. This enables your child to familiarise themselves with the nursery school whilst they have the security of having you close by.

During these visits the session leader will introduce you to your child's keyworker and discuss the options for your child's first day, planning the best way to introduce your child into Little Hands.



You can make as many pre-admission visits as you and your child need until you feel ready to leave your child with us for their first session.

### **First sessions**

By the time you arrive for your first session you will have planned how you are going to leave your child and who with. If it is the first time you have left your child at a setting you may feel a little nervous, but you can ring as often as you feel necessary during the first sessions and we can update you on how your child is settling.

Once you have said goodbye it is best to leave and not linger at the door where your child may see you but be assured that throughout the session your child will have the full support of their keyworker, on a one to one basis if necessary.

Should your child not settle we will contact you to give you the opportunity to collect early and plan for the next session. When you collect your child their keyworker or the session leader will be on hand to discuss your child's session with you.

### **Difficult starts**

We have a number of tried and tested practices for children who find settling more difficult and the staff, who have had many years' experience settling children, will advise you if necessary. Some children settle easily at first and then become unsettled weeks or even months later. If this happens, we simply begin the settling procedure over again until they are happy once more. Understanding, working together and kindness are the key to helping a child feel confident enough to stay at nursery without their parents and we work closely with you to achieve this. Please read our Settling New Children policy for more information.

## **Organising and Planning**

Our aim is to provide a happy, safe, caring and stimulating environment which promotes the all-round development of the individual child, whatever their capabilities. We achieve this by employing a high staff to child ratio allowing us to give more attention to all our children.

Little Hands is organised using the Early Years Foundation Stage (EYFS) which has two main sections; the welfare requirements and the education requirements.

The EYFS ensures we are operating a flexible, safe nursery which best promotes a child centred approach to learning. To translate the EYFS stage into our day to day running, we use policies to guide or practice. Short summaries of our main policies are included in this booklet.



To plan and deliver the children's education we use the seven areas of learning taken from the EYFS which are designed to further all areas of a child's development. Our nursery curriculum is based on 'Learning in the Moment' which follows a child led approach where the practitioners use teachable moments and opportunities to support and extend the children's learning and development. Detailed information regarding the curriculum and copies of the EYFS are available from Little Hands.

We keep you informed of nursery activities with half termly newsletters and using parent's information boards. These detail the nursery themes/topics, term dates, special activities etc.

General nursery and EYFS information are displayed on the parents' information board. General information, including meetings or lectures, which may be useful to parents, is displayed in the waiting area with information for registering queries, complaints or suggestions.

### **Paying the nursery fees**

Full price fees are invoiced for each half term and holiday club period.

The fees are payable in full in advance with the last date for payment being the Friday before each payment period.

Payments can be made in instalments as long as the balance is paid by the last Friday before the payment period.

Fees can be paid using vouchers, tax credits or tax-free childcare but must be paid in full by the last Friday before the payment period. Please note that childcare vouchers can take up to 5 working days after being issued to reach the nursery bank.

### **Informing you about your child's progress**

Your child's progress is shared with you in a number of ways.

As Little Hands has a high staff to child ratio you will always have the opportunity to discuss your child at the beginning and end of sessions, or by telephone if preferred. Also, appointments can be made for you to see a member of staff without your child present at a mutually convenient time.



You will be invited to a review meeting with a senior staff member, approximately one month after your child starts nursery. The staff member will offer further information regarding nursery policies and procedures and the EYFS.

Little Hands uses an online system called Tapestry to monitor your child's progress and record observations. These could be written observations, photographs and videos.

The staff will conduct frequent observations on your child to monitor achievements and plan next steps so that we can meet your child's individual needs. All observations and assessments are uploaded to your child's Tapestry Profile. You will be invited to start your own account so that you can view your child's profile at any time. You can also share photographs, videos and information about any special events in your child's life via Tapestry. We ask that you share the assessments with any other settings and carers you may use for your child and we hope they will similarly share their knowledge about your child with us; we can all work together.

Parents evenings or consultation days are held twice a year to give you the opportunity to view the nursery and talk to the staff without your child present.

If your child is under the age of three years, a progress check will be taken from their Tapestry Profile and shared with you between their second and third birthday. With your consent we will also share this progress record with your child's health visitor.

When your child leaves Little Hands we send a summary of their Tapestry Profile to their new setting or school and then create a PDF document for you to download and keep.

## **Useful Information**

### **Toileting and spare clothes**

The children are supervised when going to the toilet, but their independence is developed by encouraging them to do as much for themselves as they can. Please have a named change of clothes in a bag on your child's peg in case of accidents during toileting, or during outdoor, water or craft play. The nursery does have spare clothes available, but the children often prefer their own clothes should they need to be changed. It is also advisable to dress the children in clothes that they can manage easily themselves e.g. pull on trousers and Velcro shoes.



If your child wears nappies, please leave spare nappies in a named bag on your child's peg and restock the bag when necessary. When you decide to toilet train your child, please inform a staff member and we can continue at nursery to prevent your toilet training being disrupted.

### **Snacks**

The nursery provides varied healthy snacks which are served for extended periods during the session, including diluted fresh juice and a variety of fresh or dried fruit, vegetables, breads and crackers. All the children have the same food and drink, except for any child with any specific feeding or allergy problems so please keep the staff informed if your child has any problems regarding food allergies. Water is available to drink at all times.

### **Activities**

During the sessions your child will often have participated in craft activities. This could be anything from painting, modelling, cooking or mark making, but the children are always very proud of what they have done so value is placed upon their efforts. Their craft activity will be laid out on a table at going home time, ready for you to admire and collect. Please try not to forget it, however insignificant it may seem, as your child will have worked hard to create it. Not all activities involve an end product, so please do not be disappointed if your child does not have an item to take home.

### **Illness**

Please do not send your child to nursery if they are suffering from an infectious illness such as chicken pox, diarrhoea, sickness, conjunctivitis; or if they have had a temperature, head lice or thread worm. It would not be fair to either your child or those of others. Children should remain at home for 24 hours after the symptoms have subsided, and 48 hours in the case of vomiting and / or diarrhoea.

It is helpful to the nursery staff if you can contact us should your child be unable to attend on any particular day. If your child becomes ill during a session the staff will give appropriate first aid or care while the parents or carers are contacted. It is, therefore, very important that the contact numbers on the admission form are kept up to date.

In the unlikely event of a more serious accident, the staff, who are first aid trained, will take all reasonable steps to care for your child; ultimately arranging for them to be taken to hospital. Your written consent for the staff to deal with accidents is sought on the admission form.

Should your child require any long-term medication then it may be possible for this to be administered at nursery. Please discuss this with the nursery manager.



Medicines to relieve pain or reduce temperature will not be given at nursery except under exceptional circumstances and we advise that any child who requires such medication at home is not well enough to attend nursery.

### **Nursery School Clothing**

At Little Hands all children have freedom of choice during free play and this includes messy play both inside and out. Every effort will be made by staff to protect children's clothing, for example by encouraging them to wear an apron during painting, but staff will not exclude a child from any activity solely to protect clothing. So please send your child to nursery in clothes that you do not mind them getting messy during play.

Please ensure that your child attends nursery with adequate clothing for outdoor play, including wellington boots, and make sure that all footwear and clothing is named. Some children who attend nursery are too young to recognise their own clothes when they are similar to other children's. Your child will have a named coat peg and personal items such as a change of clothes etc. can be left at nursery in a bag hung from the peg. In hot sunny weather it is advisable to leave a sun hat and apply sun blocking cream for outdoor play. All the paint and glue etc. used at Little Hands are claimed by the manufacturers to be washable. However, we have not always found this to be the case and strongly recommend that your child attends nursery in older clothes which you do not mind getting a little messy.

Little Hands accepts no responsibility for clothing and footwear damaged during normal nursery activities.

### **Bringing toys and comforters to nursery**

Some children need a little bit of home at nursery to help them feel secure and this can help them settle. If your child needs a comfort blanket, soft toy or special beaker we encourage that it is kept in a bag on their peg and just brought out when needed.

Bringing other toys to nursery can be difficult as they can get mixed up with nursery equipment so, if your child wishes to bring a toy or book to nursery to show at circle time or which relates to our topic, we would also place this on a special shelf until it is needed.

### **Visiting Nursery**

We welcome visits from parents, family and other carers associated with your child. You may wish to visit for a special day or to see what exciting things your child is doing. Just let the nursery manager know that you would like to come and spend a session at nursery.

### **Collecting Your Child**

Please ensure that you collect your child promptly. Although staff members remain after each session children can become quite distressed if they think they are being left.



If a child is repeatedly collected late, a late collection fee will be charged.

Please also ensure that you have all your child's belongings; hats, coats and scarves etc. with you when you leave. Little Hands will only hand your child over to adults known to the nursery and have a policy to support this.

In emergencies we will release your child to a different adult if we are advised by phone or letter beforehand when a password system will be used, it is also useful if a photograph can be provided.

## **Little Hands Policies**

Below is a summary of some of our policies. The full policy document which ensures the quality of Little Hands service is available on our website [www.littlehands.co.uk](http://www.littlehands.co.uk) and will also be emailed to you during the booking and settling in process. Please take time to read these as you are agreeing to abide by these policies when you sign your child's admission form which creates our parent / nursery contract. If you have any questions, please discuss them with the nursery manager or deputy. Copies of the nursery policies are also available from the nursery manager if needed.

### **Child Protection**

All staff are checked to ensure their suitability to work with young children including a Disclosures and Barring Service check. They are trained to be alert for signs of abuse and guidelines are followed should it be suspected. Staff would act on serious suspicions without consultation with the child's carer should this be judged to be in the best interests of the child.

### **Equal Opportunities**

As we live in a multi-racial, multi-cultural society, no child will be discriminated against because of their race, colour, gender or ability. Children with special needs are welcomed. We are committed to providing equal opportunities and working in partnership with parents to monitor all children carefully and to ensure additional needs are catered for and identified early.

### **Suitable Staff**

Our staff have, or are working towards, relevant childcare qualifications and many already have extensive experience with children in early years or primary school settings. In addition, all staff update their knowledge by attending regular training sessions. There are opportunities for students and adults with special needs to gain work experience with us. Little Hands strictly practices a variety of staff supervision methods.



### **Health and Safety**

We aim to provide and maintain a healthy, safe environment for both the staff and the children in their care. We aim for all staff to be paediatric first aid trained.

### **Behaviour Management**

The ethos of the nursery is to create a caring environment where good behaviour and consideration for others is actively encouraged. If a child displays behaviour inappropriate for their stage of development, they are encouraged to consider the effects of their actions on others and gently redirected to another activity. We make it clear that the behaviour and not the child is disapproved of.

### **Allergies**

Current lists of all children's allergies and dietary needs are kept in key places throughout the nursery. Staff refer to the lists when planning any activity. It is therefore the parent's responsibility that staff are fully informed of each child's allergy and dietary needs and that this is updated when necessary.

### **Photos and Videos**

The nursery regularly takes photos and videos of the children at play, these are shared onto children's Tapestry Profiles; they may also be used to support the curriculum for example as part of displays within the nursery. Photographs are also used, with the parent's knowledge and consent, on our website. The nursery also occasionally videos the group to show at parents' evenings. Parents may opt out of images of their child being used in any way at any time.

### **Complaints**

Any complaints or concerns should be raised with the nursery manager or the Business Manager who will deal with the issue and discuss the outcome with you within 20 days. Little Hands Nursery Schools are registered to practice with Ofsted Early Years who can be contacted at the address below should you wish to discuss any complaint or concern further.

Ofsted  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester M1 2WD  
Helpline 0300 123 1231

Website [www.ofsted.gov.uk](http://www.ofsted.gov.uk)



### Little Hands Nursery School – Bourn

The Village Hall  
Short Street  
Bourn  
Cambridgeshire  
CB23 2SG

Tel : 01954 710656 email : [lh.bourn@gmail.com](mailto:lh.bourn@gmail.com)

### Little Hands Nursery School – Linton & Bartlow

Unit 5  
Three Hills Farm  
Bartlow  
Cambridgeshire  
CB21 4EN

Tel : 01223 897945 email : [lh-bartlow@btconnect.com](mailto:lh-bartlow@btconnect.com)

### Little Hands Nursery School – Melbourn

The Moor  
Melbourn  
Nr Royston  
Hertfordshire  
SG8 6ED

Tel : 01763 260964 email : [lh-melbourn@btconnect.com](mailto:lh-melbourn@btconnect.com)

### Little Hands Nursery School – Newton

Newton Hall  
Town Street  
Newton  
Cambridgeshire  
CB22 7ZE

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