



Raising Generations Day Nursery

Parent Information Pack

2a Gosterwood Street
Deptford
London SE8 5NX
Telephone: 020 3674 1334
Email: info@raisinggen.co.uk

Nnọ

E ku abọ

Bemvindo

Bienvenue

Welcome

خوش آمدید

ਜੀ ਆਇਆਂ ਨੂੰ

Willkommen

ようこそ

स्वागतम्

स्वागत

स्वागतम्

Kalώς ήλθατε

Croeso

Witamy

欢迎

Velkommen

خوش آمدید

به خیر باین

Vitame vás

Hoşgeldiniz

مرحباً

Benvenuto

ДОБРО ПОЖАЛОВАТЬ

Ku soo dhawaada

ਜੀ ਆਇਆਂ ਨੂੰ

Welcome

Sannu da zuwa

Contents Page

<i>Welcome Letter.....</i>	<i>Page 4</i>
<i>The Nursery Provision.....</i>	<i>Page 5</i>
<i>The Early Years Foundation Stage.....</i>	<i>Page 8</i>
<i>Our Daily Routine.....</i>	<i>Page 9</i>
<i>Parent Partnership.....</i>	<i>Page 11</i>
<i>Food Policy.....</i>	<i>Page 12</i>
<i>Fees.....</i>	<i>Page 14</i>
<i>Terms & Conditions.....</i>	<i>Page 16</i>

Dear Parent/Carer,



'Welcome to Raising Generations Day Nursery'

We understand that this is one of the most important decisions you will ever make, with quality and excellence at its fore front, we believe that we play a vital role in shaping society from a child's first steps.

We appreciate the amazing opportunity to help shape our future leaders of tomorrow. Every member of our team is passionate about childcare and early years education and understands that your child's future with us is pivotal to a smooth transition into school and their education in the future.

The development of your child during those early years is so important, and we really get that. Every day we explore new ways to expand your child's experience and learning in a fun and stimulating way.

Our nurseries offer a friendly and homely environment, with Fresh and Nutritious snacks made at the setting before and after lunch time. Expert trained staff will care for and nurture your child through their stimulating day with us.

When you leave your child at the RGDN setting you can have complete peace of mind knowing your child is safe with loving and caring staff; that will treat your child as an individual.

Raising Generations Day Nursery is owned by Ann-Marie and Elizabeth Iheanacho - we are a local family and we have local family values at our core. The best way to understand how we work is to come and see for yourself. Spend some time and discover how our staff really do care.

After working with children in the charity sector for many years, we always thought we could also contribute to children's education as we experienced its effect on the lives of young children who did not have the opportunity to receive quality education, so in 2015 we opened Raising Generations Day Nursery.

If you are wanting a home from home environment for your children with warmth, love, highly qualified caring staff and a personal yet professional approach, you've found the right people. We understand that when you leave your child for the day you want complete peace of mind knowing your child is safe with loving and caring staff that will treat your child as an individual.

Our nurseries are registered with the regulatory body Ofsted and have a grading of 'GOOD'. Ofsted scorecards are not the be all and end all a quality nursery, we feel we deliver outstanding care and opportunities every day. As a parent you will know when you have found the right care.

The best way to decide if a nursery is right for your child is to visit, meet the team and see children learning and playing together.

Ann-Marie & Elizabeth Iheanacho

PREMISES

Raising Generations Day Nursery is a purpose-built child and family centre which has been developed to create the best possible environment for careers and children. With its spacious interior building provides a secure safe controlled entry and access system.



OPENING HOURS

The nursery is open
7am-6:30pm for 48
weeks of the year.
(Except bank holidays)

RAISING GENERATIONS DAY NURSERY/ AFTER SCHOOL & HOLIDAY CLUB

The setting has an open-door policy so please feel free to call or get in touch any time should you require any further information. Contact Telephone: 02036741334 Mobile: 07956899229

Our open plan *Little Giants* nursery room has an inviting and friendly atmosphere which is filled with fun and adventure and has access to the main garden. This room caters for 32 children with an adult to child ratio of 1:4 for 2-3 year olds and 1:8 for 3-5 year olds.

Our open plan room allows for children to thrive, gain independence and interact with children older and younger than themselves, encouraging the development of personal, social and emotional skills. Younger children don't just learn from practitioners, but older children alike, they are also given time in smaller groups to do age appropriate activities with practitioners.

Staff encourage independence and confidence so that the children have the skills and assurance to take with them to school. The children are encouraged to sit at group activities, story time and partake in basic self-registration. We follow a routine which is set to allow each child to choose their own activities and develop at their own speed, we recognise that these children learn in different ways and provide a wide selection of activities.

There are toilets located off the main room, enabling children to take themselves off but have staff close by to support with accidents and general care. The classroom has access to the garden area, allowing children easy access to outdoor play.

- We provide a role play area that changes on a regular basis to encourage the children to play and act as various characters and in various situations.
- In our Maths area we have a variety of tools and apparatus that will lead to learning and discussion. These include tape measures, shapes, counting blocks, calculators, ruler plus many more.
- We have range of Creative equipment, sand, water, arts and crafts and messy play which all children are free to access throughout the day.
- We have a Computer in the room, so the children can have planned time to develop their IT skills using a range of software and programmes specifically

catering to their abilities. We also provide programmable toys for the children to play with and experiment with during their day.

- We have a designated Mark making area where the children can put meanings to marks through drawing, writing their name or letters. This table incorporates the use of stencils, pens, pencils and a variety of other mark making tools. They have access to this table throughout the whole day encouraging them to develop their own abilities at their own pace. Mark making is also carried out in other areas around the room including the sand tray and role play areas.
- Construction area. All children have easy access to the toys on offer. They can build, balance, design and create mini masterpieces. These activities support their gross and fine motor skills, incorporate mathematics and speech and language to aid in all round development.
- We have a cosy area for the children to relax, take time out, socialise with their friends or read a book. There is a sofa, cushions and beanbags. At rest times we provide mattresses for the children that still require a sleep so that they are able to rest in comfort.
- Children are able to access the garden and ensure it's at least once in the morning and afternoon. We provide a range of equipment from climbing frames to scooters, bikes, role play and messy play area for the children to enjoy.

What we provide:

- Snacks- Morning & Afternoon
- Bedding
- Aprons for craft activities
- Water and Milk throughout the day
- Toiletries

What we need you to provide:

- Nappies & wipes
- Multiple change of clothes- for different weathers incl. underwear
- Lunch (if hot provided in a hot flask)



The EYFS in our Setting

The Early years foundation stage (EYFS) is a framework that we follow to support your child between birth and the age 5. We ensure that we keep your child safe and promote their welfare. We use the 7 areas of development in our planning and ensure we are meeting the children's needs so that they can play and learn happily in ways which will help them develop skills and knowledge across the Prime and Specific areas of learning in the EYFS. However, at the fore front of all our planning are your child's interests.



Two year old Progress Check

During the age of 2 your child will have a progress check which is a requirement of the Early Years Foundation Stage (EYFS) 2012. Every child we look after must have one during their time at nursery. Your child's key worker will be completing the check and will complete this when they best know your child.

Our daily Routines

Our daily routines are flexible, and the children are offered valuable learning opportunities through these. Whether your child is doing morning/afternoon or both sessions they will explore the following:



Arrival separate from parent/carer and hanging up coats:

This will encourage children to develop independence, build confidence, develop self-esteem, develop control and coordination and having a reassuring relationship with a Key Person.

Child Initiated Play: Children will show willingness to tackle problems and enjoy self-chosen challenges through play. They will take initiatives and manage developmentally appropriate tasks.

Activity Time: These are activities planned by key workers based around areas of interests of the children to encourage development in specific areas. Children will use a range of materials, resources, people, objects and ideas that are accessible for them. They will develop skills in Prime and Specific Areas of Learning and Development and explore new experiences and ideas.



Circle Time, Self & Group Registration: This helps children develop Communication and Language as well as their Personal Social and Emotional Development. It gives them opportunities to show increasing confidence in conversation that interests them and listening to others in the group. Children will be encouraged to recognise their own name or photo, show a range of feelings, talk about the environment, and their own observations as well as aspects of their home life.

Group Story/Song Time: Children will develop confidence, establish relationships with other children and adults, listen attentively and respond to stories and songs. This will also help children to use their imagination to make up stories, use props and explore sounds of words as well as become familiar with number songs.

Free Flow Play: Children will gain independence and control over their learning and interests both in adult led and child-initiated play. Children will use a range of materials, resources, people, objects and ideas that are accessible for them. They will develop skills in

Prime and Specific Areas of Learning and Development and explore new experiences and ideas.

Outdoor Play: Children will be given the opportunity to play in the natural environment which they will have the freedom to explore, use their senses, learn and be physically active. Being outdoors has a positive impact on children's sense of well-being and helps all aspects of children's development. The children go out to play every day and staff make sure that the children are appropriately dressed so they can enjoy themselves whatever the weather. Outdoor play is seen as an integral part of the early years provision. We aim for both indoor and outdoor play to provide a stimulating environment for children's learning in all areas of the Early Years Foundation Stage (EYFS).

Lunch Time 12.00pm

Children will learn awareness of their own needs regarding eating and hygiene, they will learn social skills by enjoying being with and talking to other children and their key person. Children will also learn to be independent by washing their hands before and after and self-serving their own dinner in Toddler and Pre-School Rooms. This will support them to learn problem solving skills.



Rest/Quite Time: This will help the children to understand their own needs with regards to resting and sleeping.

2:30pm Tea Time: Children will learn about their health and bodily awareness with regards to eating and hygiene. They will develop a range of healthy practices by learning about healthy foods and drinks.

Tidy up Time: This will help children have an awareness of boundaries and expectations that are set together and how they will contribute to a safe indoor and outdoor environment. Children will develop listening and negotiating skills.

Home time: Hello to parents and carers and bye to key persons. NO PHONE POLICY. Please ensure you are not on the phone when you pick up your child, so that firstly your child is able to receive a warm hello and communicate about their day and to allow key workers to communicate with you any key information or wow moments of your child's day.

By having parents as our partners, we will be developing a positive relationship by reflecting on your child's learning/development and daily experience. Throughout the day we will also encourage the children to become independent with their toilet routines, having drinks and snacks. This will develop skills in the Prime Areas of learning as they will

manage their own personal hygiene, learn about healthy practices and eating needs as well as interact socially with others.

Parent Partnership

Parent partnership is at the heart of our nursery, we value all our parents and carers, and understand that you give us the best insight of the whole picture of your child. We value our parents to get involved in our setting as much as possible and welcome suggestions and ideas that we can implement to improve our setting.



We invite you to come in on cultural and traditional days that you celebrate, on trips and celebrations and special events we hold. We have an open-door policy so pop in anytime if there are any issues you may need to discuss.

We provide your child a reading bag for the price of £10, inside they will have a book to take home every week and a me book with notes from their key worker on their week with us. Also, there will be space for you to respond with notes on your child's reading time with you, etc what they said, noticed, pointed out and remembered from the story time.

We will also include WOW cards in their reading bag, this is for you to record just that WOW moments. Anything your child does, says, experiences that is a wow, a first, a growth moment please record it on the wow cards, so we can get a wholistic picture of your child's development.

Once again, we have an open-door policy and the welfare of our parents/carers are also important to us, please don't hesitate to contact us or speak to a member of staff if you have any issues or concerns.

Food Policy

The Nursery provides morning and afternoon snacks for all children.

Parents are required to provide lunch. If the food is hot it but provided in a hot food flask and must already be warmed hot before putting it in the flask to maintain heat.

We have a healthy eating policy and strongly request that fizzy drinks, chocolate bars, chocolate yoghurts, sweets and crisps etc. are not included in packed lunch. Suggested alternatives would be salad sticks (cucumber, carrot, pepper etc), sandwiches with a protein filling (tuna, ham, cheese) a piece of fruit, a yoghurt, a snack bar.

Each parent/carer is required as part of the admissions policy to inform the nursery of any dietary requirements or allergies their child may have. We Endeavour to cater for all special dietary requirements. These must be discussed with the manager/key person. Occasionally we will require parents to provide specialist ingredients. All dietary needs and preferences are displayed in the class rooms, staff room/ office and kitchen.

Staff will be made aware of any allergies etc and will ensure that the food and drink offered to the child takes this information in to account.

Food should be stored in a cool bag with the required cool blocks or stored in the fridge. Staff should be informed on arrival of where it needs to be stored.

Snack and meal times are considered a 'social time' for staff and children to sit and talk together. Bridge farm encourages good eating habits and promotes the use of good manners.

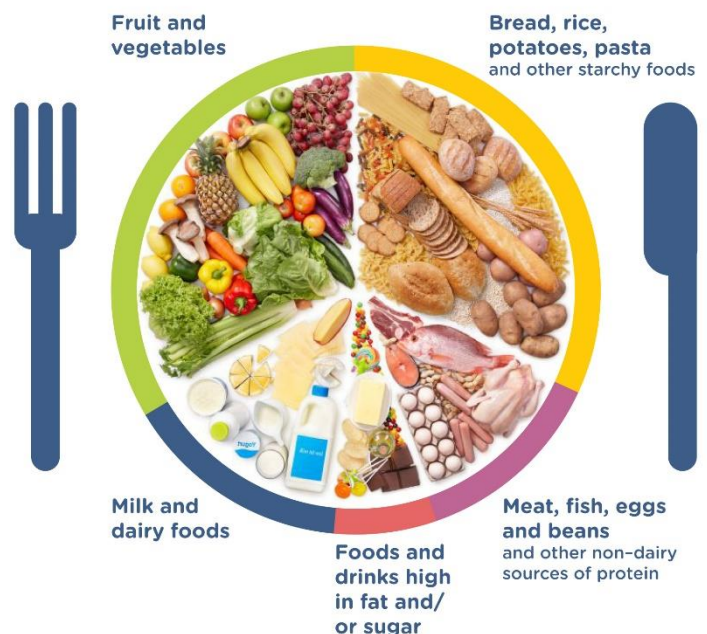
Drink

We provide milk and water for all the children throughout the session.

Parents/carers can provide their children with water or juice in a named and labelled water bottle should they prefer. As per government guidelines children 2 and over will be offered semi skimmed milk.

The Eatwell Plate

Use the Eatwell Plate to help you get the balance right. It shows how much of what you eat should come from each food group.



Sample Menu



Snack Menu

<u>Wk1 Day</u>	<u>Morning</u>	<u>Afternoon</u>
Mon	Mixed fruits	Organic Yogurt & Dried fruit
Tues	Organic yogurt & raisins	Mixed Fruits
Wed	Crackers & Cheese	Mixed Fruits
Thurs	Mixed Fruits	Bread Sticks
Fri	Bread Sticks	Organic yogurt & raisins

<u>Wk2 Day</u>	<u>Morning</u>	<u>Afternoon</u>
Mon	Organic yogurt & raisins	Bread Sticks
Tues	Bread Sticks	Mixed Fruits
Wed	Mixed Fruits	Crackers & Veg sticks
Thurs	Crackers & Veg sticks	Mixed Fruits
Fri	Mixed Fruits	Organic yogurt & raisins

*All Snacks are served with Water and Milk Option

Fees

- **There will be a charge of £10.00 per 15 minutes for the late collection of children.**
- Any returned or dishonoured cheques will be subject to an additional fee of £20.00 to cover bank charges.
- Fee payments are to be paid no later than the first Monday each month. If the fees are not paid on time the nursery reserves the right to refuse entry of your child until payment is made.
- All payments are to be made in advance. 10% discount will be applied if more than one sibling is enrolled. The discount will be off the second child's fees.
- Fees are not refundable due to sickness or holidays.
- The nursery is closed for Christmas, and Bank Holidays. Please note that in keeping with other nurseries we have adopted a common policy that there shall be no fee reduction for bank holidays. However, days when the nursery chooses to close no charge will be applied. Furthermore, days and sessions which fall within periods of closure are not transferable.
- 4 weeks written notice must be given when withdrawing your child from RGD Nursery or fees will be charged in lieu of notice.
- If changes are needed to the sessions your child attends, then four weeks' notice will be required if you reduce your sessions.
- Once your child starts at the setting we will charge you for the sessions that you have requested. This means even if your child does not attend the session a payment will still be requested.

TERMS AND CONDITIONS:

- All Invoice payments are required to be made monthly in advance.
- All fees are due on the first working Monday of each month (where a bank holiday falls then the fees will be due the first Tuesday of the month) and no later than the first Friday of each month.

- Any outstanding invoices still outstanding by the 2nd Monday of each month will result in the placement being suspended and the recovery process initiated. Whilst place is suspended parents are still required to pay for their children's place.

OUR PLEDGE:

- RGD Nursery will commit to ensuring all invoices are issued no later than the 25th of the preceding month.

- All RGD Nursery invoices will have payment terms listed at the foot to the following effect: "All Invoice payments need to be made monthly in advance. All fees are due on the first working Monday of each month (where a bank holiday falls then the fees will be due the first Tuesday of the month) and no later than the first Friday of each month."

We accept payment in the following ways:

Cash- To be given to the Nursery Manager or Deputy who will write you a receipt.

BACS – RAISING GENERATIONS DAY Ltd: Account Number is: 80149462 and Sort Code is: 20-49-81.

If paying through BACS we would request that you put your child's name as the reference so that we know who the fee is for.

2 Year old Funding and 3&4 Year Old Funding Free Early Years Entitlement (EEE)

If your child is aged two they may be eligible for 15 hours free childcare a week for the school term after their second birthday. If your child is 3 they may be eligible for 30 hours free childcare a week. **You must meet the eligibility criteria.**

All children aged three and four years old are entitled to 15 hours of free nursery education funding per week term time only. Your child may access a free place from the school term after their third birthday until they start in Reception class.

All children will be able to attend 15 hours a week over three days a week. This means you can have access to three morning or afternoon sessions per week, term time only.

If you wish to send your child for additional hours or during School holidays, then the daily fees are applicable. The setting must do a head count termly for the children that receive the free Early Years Entitlement so if starting RGD Nursery half way through a term the funding may be unavailable until the next term.

TERMS AND CONDITIONS:

Policies and Procedures

Please make yourselves aware of all our policies and procedures, these are displayed in the welcome area by the office or can be made available on request.

Severe Weather

We will always endeavour for RGD Nursery to open, however, in the event of snow, fire and unforeseen circumstances beyond our control, we feel that the safety of the children and staff must come first and therefore, we reserve the right to close the nursery. The setting has a policy and procedure in place to ensure that we still operate, possibly with limited staffing and for only part of the day, during extreme weather conditions. Therefore, NO refunds are given for children who are unable to attend due to weather such as a heavy snow fall.

Safeguarding

“Raising Generations Day Nursery is a Safeguarding Setting”

We believe the welfare of all children is paramount. We aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced. We will create an environment that is safe and secure for all children and follow the correct procedure that will ensure that any issues that may arise are dealt with quickly and effectively. Please read the full policy which makes you aware of RGD Nursery roles and responsibilities as well as your role in safeguarding children.

Data Protection

We will comply with data protection law. This says that the personal information we hold about You must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to You and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told You about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told You about.
6. Kept securely.

Please read carefully our GDPR Privacy Notice for all information on how we use your Data.

Security

Under no circumstances will the child be allowed to leave Nursery with anyone unknown to Nursery staff unless you have previously arranged this. If you have made alternative arrangements by telephone, the Nursery will require the name, address and telephone number of the person permitted to collect the child and proof of identity will be required upon arrival at Nursery. The nursery manager will also request the password stated on the child's data form. A list of responsible adults who are authorised to collect the child should be provided on the child's data form at the time of induction.

Behaviour

We aim to support children in understanding what is acceptable and what is not acceptable. By dealing with children in a positive way, being consistent and offering reasons why their actions are unacceptable. At all times it is our intention to work in partnership with parents and discuss matters fully, agreeing on strategies that are compatible with nursery and home. Physical punishment of any kind is not acceptable neither will your child be made to feel humiliated or frightened.

We positively promote mutual regard and respect for others. Our ultimate aim is being able to work with parents to lay foundations for their children's learning, care and development. We will not tolerate nursery staff being spoken to in an abusive or threatening manner by parents, carers or children. Such behaviour may result in the termination of a nursery place.

Clothing

Simple studs are allowed but for safety reasons, no other forms of jewellery can be worn, and staff will remove it if it is worn. Inexpensive clothing is recommended, with a change of clothes, and appropriate dressing for the weather. The nursery is not liable for any loss.

Accidents/incidents/ Allergies/Medications

You must inform the Nursery in writing of any health, medical conditions or disability that your child has including any infection or infectious diseases.

We may require you to withdraw or remove your child from Nursery if it is found that the information provided regarding your child's medical condition is untrue or vital information has been withheld.

We reserve the right to contact you if your child becomes ill during Nursery hours.

We reserve the right to administer basic first aid and treatment when necessary. You will be informed of all accidents and will be required to sign an Accident Form. For accidents of a more serious nature i.e. involving hospital treatment, all attempts will be made by Nursery to contact you but failing this, we reserve the right to act on your behalf and authorise necessary treatment.

We will administer prescribed medicines if you complete a Medicine Consent Form. It is essential however; the first dose of medicine is administered at home and the child must have been taking the medication at least 24 hours prior to being at nursery. All medication must be sent home at the end of each session.

We may require you to withdraw your child from Nursery, in the event that they require special medical care or attention, which is not available or refused by parents or it is considered that the child is not well enough to attend Nursery.

We may also ask you to withdraw your child from Nursery if we have reasonable cause to believe that they are or maybe suffering from or has suffered from any contagious disease/infection and there remains a risk that other children or staff at the Nursery may contract such a disease/infection.

We accept no responsibility for children contracting contagious diseases/infections. Please refer to our Communicable Disease Policy. You are requested to inform Nursery if your child is suffering from any illness, sickness or allergies before attending Nursery. A list of exclusion periods can be found on:

http://www.publichealth.hscni.net/sites/default/files/Guidance_on_infection_control_in%20schools_poster.pdf

You are requested to inform Nursery of any food, medicine, activity or any other circumstances that may cause the child to have an allergic reaction/allergy. You must provide details, in writing, of the severity of the reaction/allergy and must continue to inform Nursery of any changes/progress to the condition, in writing, when they become aware. You are requested to inform Nursery of any changes to all information retained on file in Nursery.

As the number of children with nut allergies is increasing in the UK, with the support of parents we aim to keep the nursery environment nut free. You are requested not to send food or empty food packaging into the nursery. You are also requested not to use creams, sun creams, oils, etc. on their child that may contain nut oil e.g. arachis as this may cause a severe reaction in another child or a member of staff

Please inform nursery staff, of accidents or incidents that have occurred at home so that the relevant form can be completed. Where minor accidents or incidents occur at nursery, staff will fill out an accident form which will be shared with parents when they come to

collect their child. If a major accident or incident were to occur at nursery, parents will be contacted without delay in line with nursery policy.

Complaints

RGD Nursery believes that children and parents and carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach, if we do not achieve the desired result, we have a set of procedures for dealing with complaints and concerns.

In the event that you have a complaint or concern at RGD Nursery, please contact the Ann-Marie or Elizabeth.

You can contact them in person, in writing, email or telephone.

The nursery does hold a complaints record. The record does not name individuals and confidentiality is maintained at all times. This record will be shared with OFSTED at every routine inspection and also to any parents/carers who wish to see it.

Liability

Nothing in these conditions shall exclude or limit liability for death or personal injury caused by negligence of the Nursery, employees or agents.

We accept no responsibility for any loss suffered by you arising directly or indirectly, as a result of the Nursery being temporarily closed or the non-admittance of your child to the Nursery for any reason (this includes absence due to sickness, family holidays, inset training days and bank holidays).

We accept no responsibility for children whilst in their parents care on Nursery premises, i.e. prior to the arrival or after pick up.

We will not be liable to parents and / or children for any economic loss of any kind, for damage to the child's or parent's property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

We will make reasonable endeavours to keep parent's and/ or children's property in good order. Liability for damage of such property is excluded except where caused by our negligence.

You can see all the nursery's policies and procedures upon request.

Thanks for your cooperation.

***Ann-Marie & Elizabeth
XXX***