



Parent Handbook



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1 WELCOME TO THE GOLDEN STAR DAY NURSERY

On behalf of the Golden Star Day Nursery we would like to welcome you and your child(ren) to the nursery, who we hope will settle happily into the nursery and enjoy their first experience in an educational setting.

This hand book contains information about the nursery and how we work. We believe we have included everything you need to know, but if you have any questions please do not hesitate to speak to a member of the nursery staff.

OUR EYFS GOLDEN RULES

Do be gentle – Do not hurt anybody

Do be kind and helpful – Do not hurt people's feelings

Do work hard – Do not waste your or other people's time

Do look after property – Do not waste or damage things

Do listen to people – Do not interrupt

Do be honest – Do not cover up the truth



2 Mission Statements

Our vision is to provide all children from birth to 5 years a high quality educational, inspiring, caring and secure environment. Our practitioners are committed to developing educational plans for all children focusing on their individual needs and background. Every learning experience with children is valued and vital to ensure they develop globally.

3 Staff

The safety of the children in our care is paramount; therefore we ensure that ALL employees hold an Enhanced DBS Check, a Food Hygiene and First Aid Certificate. The Nursery Manager is Reshma Begum and Director. The Nursery staff work together as a team in order to provide your child(ren) with the very best childcare. To keep continuity for both children and parents we try to keep staff in allotted rooms, however, this may not always be possible due to staff absences and you may find we have to move staff around in order to maintain staff: child ratios. Additional temporary staff will be employed in the event of staff shortages.

4 Equal Opportunities

The Golden Star Day Nursery is committed to provide equal opportunities in a positive manner. We aim to ensure that all staff value and respect different racial origins, religions, cultures and languages of all the children and their families/carers. We value each child as an individual and embrace all cultures without prejudice or stereotyping. Activities and toys reflect this on a daily basis and this is promoted throughout the nursery.

5 Opening Hours

The Nursery is open for 51 weeks a year; 8:00am to 6:30pm, Monday to Friday inclusive for children aged 3 months to 5 years. The nursery is not open on bank or public holidays and 5 working days over the Christmas/New Year Period.

Session Times:

7.30am Early Start Session

(The early start session needs to be booked monthly in advance and will be invoiced at the beginning of the month with the monthly fee invoice. The charge for this facility is £5.00 per session. This additional service is operated subject to demand)

8.00am – 6.30pm Nursery core hours: Morning session: 8.00am – 1.00pm
Afternoon session: 1.30pm – 6.30pm

****Please note: Once sessions are booked, these cannot be swapped for alternatives ****

After School Club and Activities are from 3.30pm to 6.30pm, little Tea is served from 3.30pm to 4.00pm; staff will be supported your child with their homework and other learning activities.

It is imperative that children are collected promptly at the end of each session, this is VERY important as we may otherwise exceed the maximum child numbers permitted by our Ofsted Registration. Parents/carers who know they are going to be late MUST inform the nursery at the earliest opportunity. Parents/carers who are late will receive a late charge of £5.00 every 5 minutes.

Parents and carers should note that the nursery operates a "best practice policy" and therefore children can only be cared for in the nursery setting for a maximum of 10 hours a day.

6 Attendance

The nursery keeps a register of attendance in all rooms; therefore if your child is going to be absent it is extremely important you notify the nursery on the number below as soon as possible. Parents will appreciate that attendance at Nursery is not mandatory. However, routine is very important to small children and it is helpful if planned absences occurring in term time could be discussed in advance with the Nursery teachers.

If your child is absent for two sessions and the nursery has not been notified; your key person will contact you to establish reasons for the absence. In situations where children miss 5 consecutive sessions or consistently do not attend the nursery without any contact or reasonable explanation as to the absence; the Nursery Manager reserves the right to suspend the placement with immediate effect; in this situation you will need to make a new application and any sessions offered will be subject to availability.

7 HEALTH

If your child is unwell, please telephone the nursery number. Children should only be at nursery if they are well enough to participate in all usual activities including sport and outside breaks in the playground. In general, they should not be in school if they are on medication and medicines should not be brought into school. We do advise parents to keep children at home until they are fully recovered to ensure minimum infection and avoid continued poor health. If your child becomes unwell during a session and needs to return home we will make every endeavour to get in contact with parents.

8 Arrivals and Departures

Parents must ensure a staff member is aware you have arrived. Ofsted require the nursery to record all children's arrivals and departures for safety regulations. When collecting your child their departure time must also be recorded. If an unknown person is collecting your child, you must ensure the nursery and person collecting are aware of the agreed password, even if they have been nominated to collect on your child's entry forms. For security purposes it is essential that you do not give your fobs to relatives / friends collecting children on your behalf. Before your child joins the nursery you must provide parents and acres photo which will be displayed in the reception.

9 Settling in

We at the Golden Star Day Nursery understand how difficult and emotional it can be when leaving your child for the first time; especially if it is their first time in a childcare setting. This is why we offer you three settling in sessions free of charge for you and your child to become familiar with the setting and their key person.

During these sessions you will be required to provide the nursery with detailed information about your child in accordance with the new framework and complete all about me and settling in questionnaire with your child's key person. This is vital for our staff, as it will give them an insight to your child's development and interests which will help us to provide your child with a programme that meets their individual needs. All of the above will aid your child settling in and make the whole process a much happier one.

Extra items

If your child requires nappies we ask for these to be provided. If your child has formula milk, we ask that you bring this in also. Please measure out the powder and provide empty sterilised bottles. The staff team will fill the bottles with the required amount of boiled water and will add the powder; the feed will then be left to cool to the desired temperature.

10 Parental Responsibilities and Participation

Parents have full responsibility of their children before and after they are signed in/out on the Nursery register and must ensure they are appropriately supervised at all times. In order for the nursery to run smoothly, parents should deliver and collect their children promptly when each session starts and ends. Parents must inform staff if their child has any form of allergy or is on any medication.

We like to encourage parents to participate in nursery life by continuing their child's nursery learning at home i.e. songs, nursery activities. We believe communication with Parents/carers is paramount and encourage parents to share information and take part in events and activities within the Nursery. We do encourage parents to visit the nursery; sharing with our children their cultural or professional experiences. The nursery also facilitates an active parent committee; all parents are welcome at these meetings.

We also provide regular stay and play sessions parents are encouraged to book a session with their child's key person and join in activities to be able to learn more about their child's development this takes part every week.

We also do monthly Parent Coffee morning, which enables you to learn about what improvement we are making, ideas from you what we can implement and how we embed curriculum in our regular activities.

We also have regular parental homework and involve in sessions that takes place, children are given fun activities to do with their parents at home, we encourage parents must involve and support their child's learning and development at home environment as well.

OTHER WAYS WE INVOLVE PARENTS AT THE NURSERY

- Access to your child's Learning Journey
- Seminars about how you can help your child with their learning and development
- Welcome seminars for new parents
- Child information forms prior to entry
- Views, comments and suggestions forms
- Parent questionnaires
- Parent/teacher Coffee Mornings/evenings
- School events, e.g. Literacy week, parents come into read with the children
- Certificates of achievement
- Open days and outings
- Newsletters
- Topic days such as International day
- Charity fund raising events
- Stay and Play
- Informal visits prior to registration
- Parents report evening
- Assemblies and end of term plays/concerts

11 Visitors

All visitors the nursery must report to the nursery Office. A staff member will ask the visitor/s to sign the visitor's book (stating whom they are visiting, time, date and car registration) and will then proceed to hand them a visitor's badge.

Visitors are then escorted or collected by the person they are visiting. At the end of the visit, all visitors must sign out and hand their badge back to the receptionist. This includes external support teachers such as Speech and Language and Occupational Therapists. Visitors to the school must never be left unaccompanied in the school building.

12 Communications with Parents

The dedicated Nursery section of the website is the main means of communication with parents with all the information you should need. Fixtures are uploaded onto the online Nursery calendar. The calendar will also have the letter and number for the forthcoming week. For more detailed information such as the Nursery timetable and our recommended book list, please see the Class Information page. A Monthly Newsletter will be sent updating you with new events, changes taking place and other nursery information. Please see the website for all our school Policies.

13 Meals

The nursery provides breakfast, hot lunches, tea and snacks throughout the day for all children. All meals are cooked fresh on site by our chef and consist of three varied nutritionally balanced meals a day. Menus change seasonally but if a parent is not happy with a particular meal or they have any suggestions we are happy to remove them or give them a try. We provide a healthy meal reflecting to all cultural food around us, children will be encouraged to try all meal provided. There will be no alternatives offered at meal times, apart from for children with special dietary requirements due to religion or allergies. For further information a Toddler factsheet on eating is available on the Nursery website. Menu is available on request.

Breakfast is available from 8 – 8.45am each morning; due to the daily routine it will be unavailable after this time. Every child has access to fruit and water as required in each room.

Children are not allowed to bring sweets or other confectionery with them into the nursery. Good oral hygiene practice s encouraged and our children are taught to clean their teeth after every meal and to wash their hands before and after meals.

If your child requires nappies we ask for these to be provided. If your child has formula milk, we ask that you bring this in also. Please measure out the powder and provide empty sterilised bottles. The staff team will fill the bottles with the required amount of boiled water and will add the powder; the feed will then be left to cool to the desired temperature. Bottles should be clearly labelled with your child's name.

Birthdays

Birthday cakes or small cupcakes for the class are welcome if they are nut-free. Please no sweets! We are happy to give out party invitations.

14 Nursery Trips

All Children participates in a Nursery trip to support their curriculum, we visit places like library, park, discovery center etc. every week. Parents are invited to join the teachers and children to ensure our ratios are met. Please inform your child's key person at the beginning of the nursery if you would like to help on one of the trips. We do a big trip once a year where we organise to visit theme parks, beaches, we encourage all children and parent to attend with as the nursery will be closed for the day, you will not be refunded fees for the day.

If you do help with a school trip you are required to follow the following procedures to ensure the children remain safe at all times:

1. Arrive promptly for the start of the trip and read the risk assessment which will be provided by the class teacher
2. Supervise your assigned group of children at all times
3. Do not take children to the toilets without a member of staff present
4. Engage with the children throughout the duration of the school visit
5. Remain with their group of children until they return to the classroom

15 Dress - Suitable clothing

Children have the best fun when they are doing messy work. We will always try to make sure they wear aprons but accidents happen so please dress your child in suitable clothes. We have Nursery T-shirt top to buy from the office which cost 6.00 only for Pre-school children who we believe only ask to get them ready for reception.

We also require Pre-school children to bring PE kit, once a week children will participate in physical fun activities to support their physical development and health, we will do these session for 30 minutes which is led by an adult. Children should bring in to wear white top and black bottom and suitable shoes to participate. These seek to develop a lifelong passion for physical activity and sport, increase confidence and prepare children for participation in school and the broader community.

Children

- must bring in a cagoule (rain jacket) and Wellies to keep in school at all times
- must wear trainers
- must not have watches, necklaces, bracelets or earrings
- must not have key rings, fobs etc. on book bags
- must bring in a cap in the summer term to keep in school

Please send your child into Nursery with a number of spare sets of clothes; the Nursery has limited spare clothes available due to storage limitations. If your child is toilet training you made need more. Clothes must be clearly labelled with your child's name.

If your child is sent home in Nursery spares, it would be appreciated if they are returned. At nursery it is VERY LIKELY your child will get messy and therefore appropriate clothing must be worn.

15 Early Years Foundation Stage (EYFS)

The first five years of your child's life are very important and encompass a complex period of growth and development. At Golden Star we are very aware of this and operate in such a way that maximises your child's potential.

All children within the nursery are educated using the EYFS framework, which is how the Government and early years professionals describe the time in your child's life between birth and age 5.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years' experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs. In 2014, 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.

These prime areas are the 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.

These 7 areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is a little bit like a curriculum in primary and secondary schools, but it's suitable for very young children, and it is designed to be really flexible so that staff can follow your child's unique needs and interests.

Children in the EYFS learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside. Outdoor play is an integral part of a child's play and learning and therefore we provide children with the opportunity to experience the outside as and when they choose (free flow). Therefore children are able to go outside in all weathers provided they are appropriately dressed. Parents must provide adequate clothing i.e. wellies, hats, gloves, coats in winter and sun cream and sun hats in the summer.

For further information on the Early Years Foundation Stage Framework visit:
www.foundationyears.org.uk.

16 How well is My Child Doing?

Each child's progress and development is recorded in a variety of ways, through samples of completed activities, photographs and observations made by staff. This provides a wide overview of your child's developing skills and activities;

All of this information will be collated to form a profile of your child which will be shared with you at various times throughout the year. You are also encouraged to request to see your child's profile regularly. We aim to encourage parents to contribute to their child's profile.

If your child does something at home that you have never seen them do before, please do write this down and share it with your child's key worker. We will put this into your child's profile and it will help inform further activities and learning that we plan for your child.

At your child's first settling-in visit you will be asked to complete an "All About Me" sheet. Please complete this and return it to your child's key worker, again this will give us lots of valuable information about your child and will help to inform the planning and next steps for your child.

When your child reaches pre-school age, they will move into our pre-school where the learning becomes very structured to ensure that your child is developing to their full potential. At the end of their time in pre-school you will also receive an End of Year Report.

This information will be shared with your child's Primary School as this will facilitate a smoother transition for your child. Any parent who is concerned about their child's progress should request a meeting with the child's key worker and the nursery manager.

We also provide learning French language by a member of staff who able to speak in French, this will take place every Wednesday for 30 minutes.

Pre-School Children will be set with reading log and choice of their book to take home to read with you and you must log the detail of the reading session, we will check the reading log every day to check it has been read.

2 years Progress Checks

The Early Years Foundation Stage (EYFS) requires that parents and carers must be supplied with a short written summary of their child's development in the three prime learning and development areas of the EYFS: Personal, Social and Emotional Development; Physical Development; and Communication and Language; when the child is aged between 24-36 months.

When your child is aged between 24 and 36 months the class teacher (key person) will review their progress in the three prime areas of learning. They will observe and record a baseline assessment upon entry into the Nursery and again at the end of each term until they make the transition into pre-school. At the end of the Summer terms parents will be provided with a written summary of their child's development and attainment. In addition the teacher (key person) will report on their characteristics of learning whilst in the setting and their next steps. Parental contributions are also included in the key persons' progress check.

When your child is 5

At the end of the EYFS – in the summer term of the reception year in Nursery – teachers complete an assessment which is known as the EYFS Profile. This assessment is carried out by the reception teacher and is based on what they, and other staff caring for your child, have observed over a period of time.

The teacher will report on 'how your child learns' using observations from three characteristics of learning.

1. Playing and Exploring - engagement

Finding out and exploring

Playing with what they know

Being willing to 'have a go'

2. Active Learning - motivation

Being involved and concentrating

Keeping on trying

Enjoying achieving what they set out to do

3. Creating and thinking critically – thinking

Having their own ideas

Making links

Choosing ways to do things

17 Nursery Garden

The Nursery Garden has been developed as part of the school's Eco Green Flag. We have worked extensively in partnership with others. We have also worked with the local community, including nearby link nursery and primary schools. We have lots of different areas such as a digging area, reading area, construction area, planting, play zone, bird tables, tyres, transient art and a whole lot more. The children will be encouraged to spend time outside every day as part of the curriculum-learning outside.

18 Photographs

Golden Star Day Nursery will take photographs of which parents/carers should be aware; this will consist of group photographs of all children during activities for the EYFS profiles and special occasions.

Nonetheless, we would like to remind parents that if they take photographs which include a child /children other than their own, that these should not be uploaded/circulated on social media.

19 Nursery Closure for Staff Training

In order for the staff to keep up to date with policies, procedures and new practices, the staff will be taking relevant training throughout the year. However we are required by the Government to close 5 days in the year for staff training, you will be notified 1 month before of the closure of the nursery, therefore parent will not get refund back for the day of closure for childcare or will not be able use the sessions for another day.

20 Behaviour

We operate a very positive and consistent approach to the management of children's behaviour. We have a GOOD choice and a BAD choice system that we run throughout the nursery. This enables the children to learn that it is the choice that they have made that is GOOD/BAD and not themselves. This enables the children to have clear boundaries according to the child's age and stage of development. We work in conjunction with parents and children to ensure that our behaviour policy is promoted

at all times. We have a clear code of behaviour which is consistently applied by staff and understood by children.

We have a calm area with calm kit to be able to support a child who is displaying unacceptable behaviour children will explore the calm kit and learn about themselves with a member of staff, we **DO NOT** give children punishment and will support them through diversion and play.

21 Bullying

Bullying behaviour will not be tolerated within our Nursery. All children at Golden Star educational establishments have an entitlement "to work (and play) in a learning environment in which they feel valued, respected and safe and are free from all forms of abuse, bullying or discrimination".

Parents and carers have a significant role to play in helping to address this problem. For this reason any anti-bullying strategy must stress the importance of partnership with the parents and carers of their children. Establishments may wish to add reference to relevant legislation as detailed on Page 2 of the authority's Anti-bullying Policy.

22 Special Educational Needs and Disability (SEND)

We are aware that children develop at different rates and will achieve learning outcomes at different times. However, we believe it is important to monitor all children's development, the Nursery therefore has a SENCO, who will work in conjunction with the key person and identify areas your child may need more support or specialist input.

Any such suggestion would be discussed with the parents and information for the appropriate professionals offered. Our Staff will be very sensitive and supportive to both the child's and parent's needs.

23 Nursery Transitions

When your child reaches the age to move to the next room; a month before they will have settling in sessions alongside their current key person, this helps your child to adjust to the change, but still have the reassurance of their present key person. Gradually we increase the length of the visits until they are ready for the move permanently. A transition form is completed by the child's key person and this is given to their new key person, which gives them vital information about your child that will help with their settling in process and their individual learning needs. You will be given a booklet giving you information on the transition and details of the new room.

24 Triple P

At Golden Star we pride ourselves on supporting our parents in the best way we can, that is why amongst other things we offer the Triple P program. Triple P is a program set up to enhance the knowledge, skills, and confidence of parents and provide them with new skills to manage a range of behaviours. The Triple P co-ordinator will work in partnership with individual parents to support and guide them helping them develop an understanding of some of the behaviours they may be experiencing with their child. Parents will be guided and supported step by step through the program.

25 Nursery Registrations and Inspection

We are registered under Ofsted and a copy of our registration document is displayed on the notice board in the reception.

We are inspected regularly by Ofsted and a copy of our last inspection is available in the nursery foyer, on the nursery website, or you can go on to the Ofsted website: www.ofsted.gov.uk. We were last inspected in February 2014 when we received a 'GOOD' grading for our quality of care and education.

26 Accidents, Illness and Medicine

All staff holds a recognised paediatric first aid certificate; which is renewed every three years. This ensures your children are kept safe and secure at all times, however accidents can and do happen. If your child is involved in an accident immediate first aid treatment will be given, an assessment of the child's condition will be made and a written account of how the accident occurred and treatment given will be recorded in an accident book. On arrival to the nursery you will be informed of the accident (unless contacted by phone earlier) and staff will ask you to read and sign the accident form.

If a child is in an accident that requires hospital treatment you will be informed immediately and, if necessary, arrangements to meet you at the hospital will be made. If it is felt necessary to take your child to hospital, an ambulance will be called.

If your child has an accident at home you must inform the nursery staff upon arrival to the nursery and you will be asked to complete an entry form noting details of the accident. This will be kept in your child's personal file.

- **Conjunctivitis**

Children who are sent home from nursery suffering from conjunctivitis must not return to nursery for at least 24 HOURS after they have received the first part of their medication. If their eyes remain sticky after the 24 HOUR period, (green/yellow discharge) they will not be accepted in to nursery as they will still be infectious.

- **Sickness & Diarrhoea**

If your child has three loose nappies or has sickness/diarrhoea while attending nursery you will be contacted and asked to collect your child immediately. Your child will need to remain at home for 48 HOURS after their last loose nappy or sickness/diarrhoea as stipulated by Environmental Health; another stipulation is that the nursery disposes of any badly soiled clothing.

- **Nurofen / Calpol**

If your child is unwell and needs to be given Nurofen / Calpol, DO NOT bring them in to nursery for 24 hours or until your child is well enough to return. If your child's need to administer Nurofen / Calpol here, we will call you first. YOUR CHILD IS AT RISK, IF PERMISSION TO ADMINISTER NUROFEN / CALPOL IS DECLINED, IF THE NURSERY IS UNABLE TO REDUCE YOUR CHILD'S TEMPERATURE.

Please note: you will need to collect your child within TWO HOURS unless you are advised otherwise by your child's key worker or Room Leader. If your child has been administered Nurofen / Calpol at home before nursery they will NOT be accepted in to nursery. All parents must sign a Nurofen / Calpol permission form.

In the event that your child's temperature reaches 39 degrees or above, the nursery will administer only prescribed medicine immediately. Every effort will be made to contact you in this instance as your child must be collected immediately.

- **Piriton**

In the event of your child displaying symptoms of an allergic re-action, prescribed medicine will be given by a qualified member of staff; we will call you first Depending on the severity of the re-action.

Please note: you will need to collect your child within TWO HOURS unless you are advised otherwise by your child's key worker or Room Leader. If your child has been administered Piriton at home, dependent on the severity of the re-action, you need discuss with the room leader whether they can attend Nursery.

· **Non Prescription / Drugs Medicine**

It is our policy not to administer any medication that is not prescribed by your doctor.

· **Prescribed Medication**

If your child is receiving long term or a course of medication they can attend nursery as long as one or more of the following applies:

- Your child has a long term medical condition and requires on going treatment.
- Your child has been ill and you have adhered to the above polices, but they still require a course of treatment and they are no longer infectious.

Our policy is that we will administer any prescribed medication to your child under your direct authority. A medical consent form will need to be completed on the day/s the medication is required, these will be given to you by your child's carers. However, your child will need to remain at home for at least 24 hours after they have received the first course of medication.

27 Head lice

Head lice are small insects – about the size of a sesame seed when fully grown – that live in the hair and scalp of humans. They feed on blood from the scalp. Head lice are passed from one person to another through close head to head contact.

It is not usually possible for head lice to live away from the head so therefore cannot be passed by brushes, hats, combs or bedding. They also do not live on pets.

Infection is common among children, since lice are passed through head to head contact, which occurs regularly at that age. Please inform nursery staff if you suspect your child has head lice.

28 Safeguarding Children / Child Protection

The Golden Star Day Nursery has a duty of care to ensure the safety and welfare of all the children in its care. As childcare professionals we abide by the Newham Safeguard Children Board and EYFS statutory requirements. We will protect all children from harm and any concerns regarding their safety will be appropriately investigated by the Nursery nominated DSL.

At all times discussion surrounding the issue would be kept in confidence between the member of staff, and the Child Protection Officer.

There is also a whistle blowing policy in operation to support and encourage staff members if they have concerns about a member of staff within the setting.

29 Policies

Policies are available on the Nursery website:

30 Changes of Circumstances

It is highly important that we keep records of your child up to date. Please inform a member of staff or the Nursery Manager at the earliest time possible so your child's records can be amended / kept up to date.

31 Withdrawing your child from the Nursery / Changing your child's sessions

One month's written notice from 1st of each calendar month is required of your intention to withdraw your child or change their sessions. This should be sent/e-mailed to the Nursery Manager:

32 Monthly Fees

Fees are charged monthly and must be paid no later than the 1st of each month by internet banking or standing order or cash, we do not accept cheques. Fees are calculated on the basis of the weekly charge, multiplied by 51 and divided by 12 (months), therefore fees are the same each month. Early starts cost £5.00 per session and need to be booked in monthly in advance; this will be added to your monthly fee invoice. The early start session is operated subject to demand. Fees are reviewed in January of each year; if there is a fee increase emails will be sent at the end of February/beginning of March with the appropriate increase taking place in April.

It is extremely time consuming and disruptive for the Nursery to be engaged in pursuing late fees, this will, therefore, result in an automatic charge of £50.00. At the end of the month a polite warning letter will be issued that the nursery placement will be suspended if fees are not paid immediately. If no payment is received the nursery place will be suspended with immediate effect and will not be reinstated until the arrears are paid in full; places will be subject to availability. Further action will be taken to recover any outstanding fees.

Extra sessions are available; children must be booked in advance and the additional cost will be added to the monthly fee invoice.

Fees are payable during periods of absence from the nursery, including sickness, holidays and public and bank holidays. In the event of Nursery closure due to unforeseen circumstances, fees will NOT be refunded to your account.

There is a registration charge for all children including NEG children attending Golden Star Nursery. NEG children will be charged for lunch snacks all prices to be requested from the manager.

33 Childcare Vouchers

Many companies now offer 'employer supported childcare' in the form of childcare vouchers. We accept childcare vouchers as a method of payment towards nursery fees, these must however be allocated to your account within the payment terms of the 1st of each month to avoid late payment charges.

There are a growing number of specialised companies employers may use in their work setting; we accept childcare vouchers from most organisations, if we do not have an account with the childcare voucher company your employer uses; we will set up an account with them.

34 Free Early Education

In England, all 2, 3 and 4 year olds are entitled to claim free early education; 15 hours per week. This is to give children the opportunity to take part in planned learning activities, and help prepare them for school through the early learning goals set out in the Early Years Foundation Stage. Children can get free early education from the term after their third birthday. If you are currently claiming FEE with another nursery this is not automatically transferred, so full fees will be applicable until the start of the new term. **Please note that funding does not cover half term or school holidays.**

35 Nursery Website

Further information can be obtained from the Nursery website: A copy of the latest Ofsted report, parent committee meeting minutes and upcoming diary dates are to name but a few useful sources of information available here.

36 Update Form

It is an Ofsted requirement that the information that we hold on file is current and up to date, especially mobile/telephone numbers and addresses. A Personal Information Update Form is available on the Nursery website: or alternatively please ask your Room Leader for a copy. This can be handed in to the Finance Office.

37 Mobile Phones

You are not permitted to use your mobile phones on the Nursery grounds.

38 Confidentiality

Children and parents should feel able to raise with the school concerns about safety and welfare in the knowledge that these will be dealt with sensitively. Because of this sensitivity, the school will operate on the presumption that anything imparted in confidence will be treated in confidence.

This is subject to three qualifications:

Anything imparted "in confidence" to one staff or person approached as an associate of the school will be treated with respect. Confidential information will be recorded and reported to any relevant agencies in all matters to do with child protection or life and death situations.

39 Smoking

You are not permitted to smoke anywhere on the Nursery site including the car park.

40 Dogs

Dogs are not permitted anywhere on the Golden Star Day Nursery site including the car park.

41 Complaints

At the Golden Star Day Nursery our commitment to the care of your children is paramount. It is important to us that we maintain and improve our high standards of Care and Education. However, we do acknowledge that parents may occasionally have concerns or issues.

If you feel that you need to bring these to our attention, please do not hesitate to discuss them with the Nursery Manager or put them in writing or e-mail: If you are in anyway dissatisfied with the feedback you receive you can take the matter further by informing the Directors of the Nursery or Ofsted using the contact addresses below.