



## **Terms and Conditions**

**First steps to a brighter future**



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## Welcome to First Steps Nursery & Pre-School

This file provides information about our nursery and the services we offer.

Our aim at First Steps is to provide the highest quality childcare for children aged 0 – 5 years

### Background Information

Our Nursery opened in March 2004 at Shireland Collegiate Academy as part of a neighbourhood initiative scheme for the local community, since that time we have worked hard to establish a thriving childcare provision by working with Ofsted, Sure Start and Sandwell's Early Years Team. Our Last OFSTED inspection was in 2017 and we were awarded a "Good" with very strong feedback on the day.

We are registered with OFSTED to care for 52 children. The nursery has a separate room for each of the age groups as shown below:

Our 0-2's Room caters for 12 children aged 6 weeks-2 Years Old

Our 2-5s Room caters for 28 children aged 2-5 Years Old

Our Staff ratios are: 0-2's - 1:3

2-5's – 1:4 (2-3's) and 1:8 (3-5's)

The nursery is open from 7.30am to 5.45pm Monday to Friday throughout 51 weeks of the year. It is closed for all National and Public Bank Holidays, for one week over the Christmas period and for 2 Training Days each year.

As the older children are due to leave to go to school each September, most children will be required to move rooms in September, unless there becomes a space at an earlier date. Integration periods will be during the 6 weeks summer holiday and the children will be given induction days in small groups to allow the transition from room to room to be as easy as possible for each child.

We are registered to receive Early Learning for Two's (ELT) funding for 2 year olds who meet the criteria, where they can receive up to 15 hours funding per week. Early Years Funding Entitlement (EYFE) is available for all 3 & 4 year olds from the Local Authority, where children are entitled to 15 hours funding per week, increasing to 30 hours where eligible in regards to the criteria.

If you have any queries or questions, please do not hesitate to contact Nursery Management on 0121 565 8927

Kind Regards,

**Emma Bryant – Nursery Manager**



## **First Steps Nursery Address/ Information**

First Steps Nursery

Shireland Collegiate Academy

Waterloo Road

Smethwick

West Midlands

B66 4ND

0121 565 8927

Manager: Emma Bryant Deputy Manager: Amy Walker

OFSTED registration number: EY280454

## **First Steps Nursery Mission Statement**

Staff at First Steps Nursery aim to provide a safe, secure and stimulating environment for all children to learn and develop. The standard of care will be of the highest quality.

It is our belief that all children deserve our best efforts at all times. We encourage independent learning through free play, planned activities, outings and providing endless opportunities to develop the children's knowledge and understanding.

We continually strive to support children, parents, carers and the wider community to raise their awareness on health and well-being.

### **This will be achieved by:**

- ⇒ Staff providing a welcoming and friendly environment where both children and parents/carers can settle in quickly and feel at ease.
- ⇒ Providing a wide range of activities to develop children's knowledge of cultures and beliefs in relation to British Values.
- ⇒ Having a staff team, who strive to develop their knowledge and practices through training to ensure the well-being of all children
- ⇒ Developing good parent partnerships in order to form a good and reliable network system.

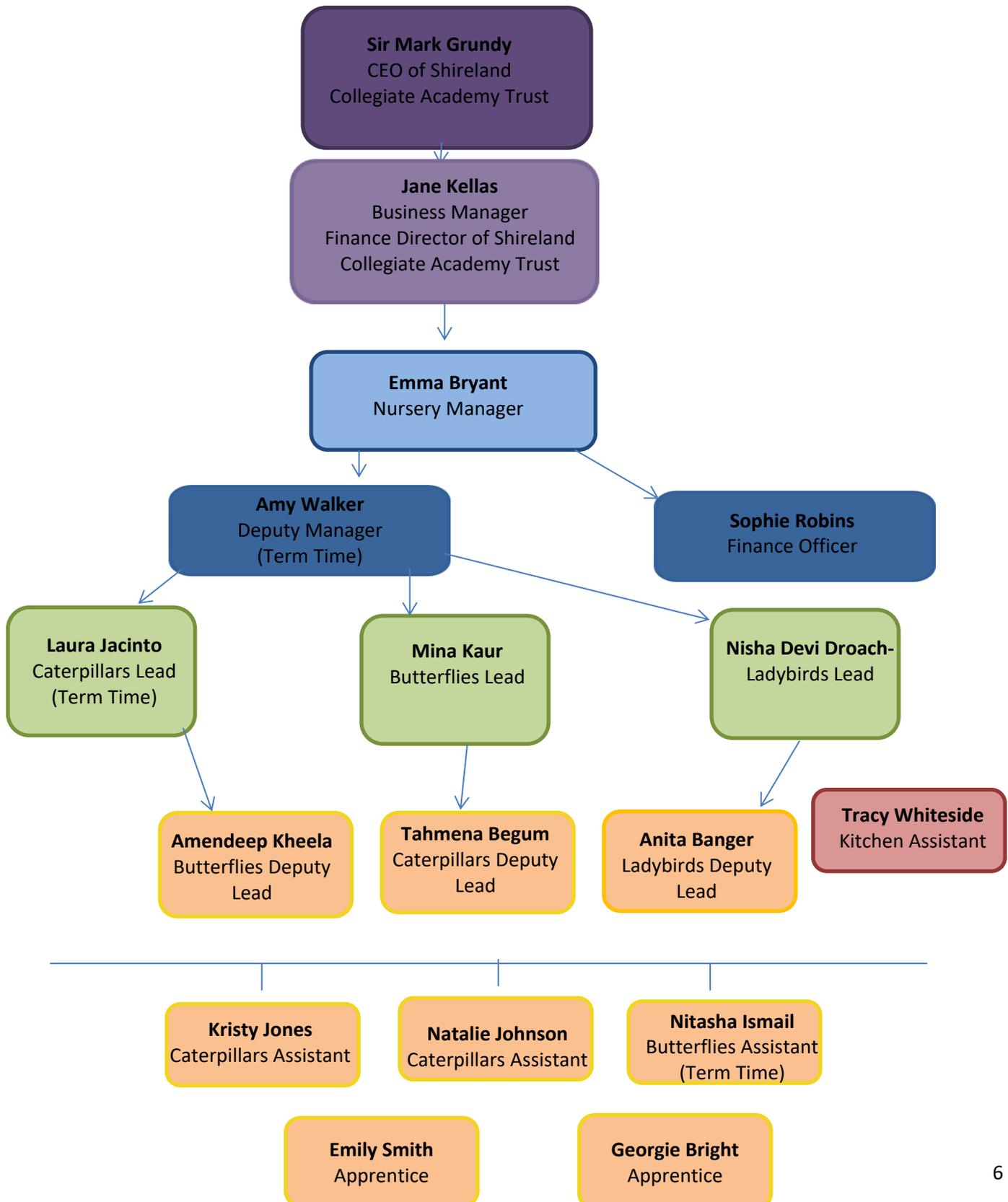
## Working Together in Partnership

We feel that good parent partnerships are vital in order to provide a happy and healthy nursery. We feel all parents have a right in their child's education and we want to work together to form the best possible start for young children.

Our Responsibilities	Your Responsibilities
<ul style="list-style-type: none"> <li>✓ To provide a quality day care provision for the local community</li> <li>✓ To open 51 weeks of the year; Mon – Fri, <b>7.30am to 5.45pm</b></li> <li>✓ To ensure that all legislative and statutory duties are adhered to</li> <li>✓ To ensure that staff child ratios are met at all times</li> <li>✓ To ensure policies and procedures are followed at all times</li> <li>✓ To provide an open door policy for parents/carers to discuss their child's progress, issues and any concerns</li> <li>✓ To ensure that children's individual needs are met on a daily basis</li> <li>✓ To ensure children are treated equally and with respect</li> <li>✓ To ensure that information is passed on correctly to parents/carers</li> <li>✓ To deliver the Early Years Foundation Stage Curriculum during term time</li> <li>✓ To pass on any advice and support to parents/carers</li> <li>✓ To ensure that every child's welfare is our first priority</li> <li>✓ To ensure information on each child is stored correctly in accordance with the current data protection legislation</li> <li>✓ To ensure that all children within our care are safeguarded and to liaise with external agencies where necessary</li> </ul>	<ul style="list-style-type: none"> <li>✓ To sign &amp; return a copy of the Terms and Conditions forms</li> <li>✓ To adhere to the policies and procedures of the nursery</li> <li>✓ To inform the nursery of any changes regarding your child e.g. dietary requirements, emergency contacts</li> <li>✓ To contact the nursery before 10am if your child is absent</li> <li>✓ To contact the nursery before 10am if your child is going to be late but will still need lunch</li> <li>✓ To pick your child up before the end of their session <b>or late charges of £2 per minute will be charged</b> and is to be paid by the end of that week via to ParentPay</li> <li>✓ To inform staff of any changes of who is picking up/ dropping off your child. An individual password will be given to the unknown person and must be given on collection of the child</li> <li>✓ To ensure fees are paid in full monthly, in advance and on time through a Direct Debit and/or Childcare Vouchers</li> <li>✓ To attend Parent's Meetings</li> <li>✓ To support the work of the nursery as required at home</li> <li>✓ To give a minimum of 1 months' notice if you wish to terminate your child's nursery place at First Steps</li> <li>✓ To give 1 months' notice for any permanent changes to your child's days/hours- changes can only begin from the 1<sup>st</sup> of the month.</li> <li>✓ To keep key fobs safe and to pay £5 if a replacement is required</li> <li>✓ To apply/ renew Eligibility Code for 30hours funding where applicable</li> </ul>

## Management Structure at First Steps Nursery

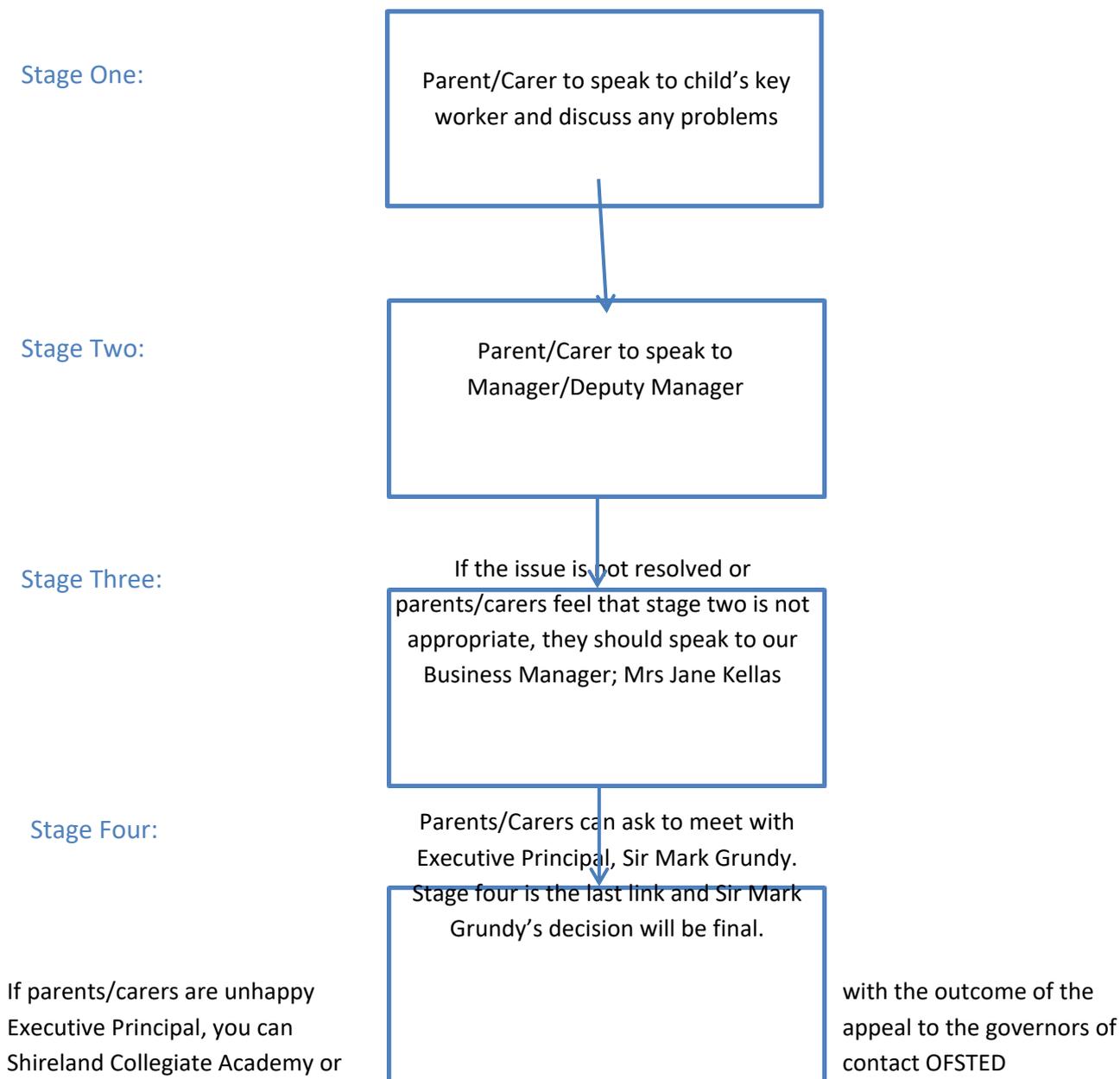
The nursery is an integral part of Shireland Collegiate Academy and works in close collaboration with Shireland Collegiate Academy Trust.



## First Steps Nursery Communication Process

If parents/carers have any problems or queries, then please feel free to get in touch. We encourage open communication.

The chart below explains our process:



## First Steps Nursery Curriculum Philosophy

At First Steps Nursery we follow these key principles in order to meet the Early Years Foundation Stage Framework. We feel it is important to follow these five outcomes in order for our children to be healthy and have a better start in life.

## **Be Healthy**

We promote a curriculum and environment which fosters a healthy body and mind and develops life skills.

## **Staying Safe**

We provide a happy, safe and secure learning environment in which everyone feels respected and cared for.

## **Enjoying and Achieving**

We aim to inspire learning by providing an exciting and challenging range of learning opportunities where achievement is celebrated and valued.

## **Making a Positive Contribution**

We value the involvement of the whole nursery community and those in the wider locality and we welcome and celebrate our diverse society.

## **Achieving Economic Well-Being**

We equip all children with a high level of confidence and self-esteem so they become adaptable and tolerant, enabling all to contribute positively to our world now and in the future.

## **First Steps Nursery Terms and Conditions**

The First Steps Nursery Terms and Conditions reflect the custom and practice of our day care and are designed to enable us to deliver a quality service and maintain the highest standards of care. We offer both full and part-time sessions.

We require all parents/carers to be aware of, and to abide by the following conditions.

## Privacy Notice

At First Steps Nursery & Pre-school we ensure that all personal information gathered about yourselves and your child will be treated confidentially and stored safely. Information required by us will ensure we are able to offer the highest level of care and support to both yourselves and your child. Information is gathered in relation to the General Data Protection Regulations 2018 and referred to in our Data Protection and Retention Policy.

## Securing a Nursery Place

Once the required days become available to you, Nursery Management will contact you via telephone. You will be required to pay a £25 non-refundable Admin Fee for fee paying places, upon receipt of this fee, nursery registration packs will be issued and parents/carers must return these as soon as possible to ensure the enrolment process can begin. (Cash or cheque can be accepted for the admin fee only- Cheques made payable to: Shireland Collegiate Academy).

Depending on your child's age the following criteria will be followed:

- ✓ Where a child will take a full time place
- ✓ If two part time spaces are required, by separate families that will make a full time place
- ✓ If the days you require are available on our rota

The Room Manager or senior staff member will contact you to arrange an induction for both parents and child/children prior to their start date.

If for any reason all of our sessions are full, the waiting list is available. We try our very best to meet individual requirements.

Early Years Funding Entitlement for 3 & 4 year olds (EYFE) or Early Learning for Two's (ELT) places will be allocated on a first come first served basis, with available times offered. ELT parents/carers will be required to show their letter stating their entitlement or they will be required to complete the online Sandwell Eligibility Check with Nursery Management to confirm they are able to access the funded hours. Nursery will aim to be flexible and will offer 15 or 30 hours where available. Parents must provide all the relevant information to apply for the ELT spaces.

Parents accessing the EYFE must provide relevant information to First Steps Nursery or to Sandwell Early Years to enable the Early Years Team to check eligibility. When authorised, First Steps Nursery Management will arrange sessions and inductions for your child. Parents who wish for their child to attend First Steps Nursery over 51 weeks, whilst receiving the EYFE/ ELT funding can do so, paying for additional hours attended. Parents will be charged on a monthly basis, dependent of the total days within that month. The funding will be reduced from the total monthly fee during Term Time periods. During Half Term periods, the full daily rate will apply.

Parents making a claim for funding hours will be required to provide their full name, address and National Insurance Number. EYFE parents accessing 30 hours will be required to provide the specific code provided by HMRC. Once the code has been issued it will only be valid for 12 weeks. After this time, parents/carers will be required to apply to HMRC again.

## Registration

Prior to your child's place being allocated at First Steps Nursery & Pre-school, the relevant information forms must be completed by parents/carers. The forms are given alongside the T&C's and they must be returned prior to your child's induction.

Parents/carers are required to provide proof of address and the child's Birth Certificate must be seen. This will establish who has parental rights to the child in line with our collection policy and to safeguard the child if circumstances change within the family environment. Where a parent/guardian is named on the child's birth certificate this enables them to collect their child as they choose. If there are changes to family circumstances, nursery can only intervene when a named parent/guardian attempts to collect their child where there is a police injunction denying them access to their child.

## Induction Process

We know how important it is for the children to settle in and feel at ease at First Steps, so we provide two free inductions for your child. On the first visit we encourage parents/carers to come into the nursery with your child and meet the staff and your child's Key Person. During this visit parents can inform the Key Person about their child's routine and pass on relevant information to the staff.

On the second visit, parents/carers are encouraged to leave their child with us for a small period of time (up to 4 hours) in order for them to get to know the staff and meet their new friends.

If parents request further inductions, these will be subject to availability and charged at an hourly rate.

## Opening Hours

The nursery opens Monday to Friday from **7.30am to 5.45pm**. The nursery will be closed on all Annual Bank Holidays and for one week during the Christmas Period. Parents/Carers will not be charged for closure over the Christmas Period.

There are 2 Staff Training Days throughout the year. These days will ensure that the whole staff team are trained in relevant areas of Early Years and will make sure that we can maintain a high quality setting with highly trained staff members to help us continue to improve. We will be closed for the following days in the coming year (2018/2019): **Thursday 6<sup>th</sup> September '18 and Friday 5<sup>th</sup> April '19**. These days will be charged as normal.

## Early Drop off/ Late Collection

Parents are not to bring their child to nursery before their allocated time. No child/ren to be left before 7.30am when the nursery opens. Funded children must not be left by parents prior to their specific session starting, due to staff to child ratios.

Please note: there must be at least 2 staff members, with at least one being Nursery Practitioner Level 3 or above, on site before you can leave your child at 7.30am. Failing this, parents/carers must wait at nursery until both staff have arrived.

In circumstances of late collection, the nursery should be notified as early as possible. The nursery retains the right to charge a **£2.00** per minute penalty for late collection. This will be added to ParentPay and must be paid by the end of the week that the lateness has occurred. If there is re-occurring lateness, nursery management have the right to terminate your child's place.

The fees for late collection also apply to funded sessions. Therefore, if you do not pay any fees and your child only attends for the funded sessions and you are late to collect your child, you will be expected to pay the late fees yourself.

## Security

Under no circumstances will a child be allowed to leave nursery with anyone unknown to the nursery staff unless the parent has previously arranged this. If a parent has made alternative arrangements by telephone, the nursery will require the name, description and telephone number of the chosen guardian, together with a personal password which will be given to nursery in advance.

**Staff will not allow children to be collected by any person under the age of 18 years old.**

Each child will be allocated two fobs when they start at nursery. Due to our safeguarding policy, we have to allow parents named on the child's Birth Certificate access or to give permission for others to collect their child. If due to unforeseen circumstances and family situations change, you must inform staff so that the correct procedures can be followed.

All parents/ carers are required to sign their child in & out using the inVentry system, located in the nursery entrance. This will be used as a register in case of emergency. All staff & visitors are required to sign in the same way, with visitors being issued with identity stickers that must be worn at all times.

Parents/carers are asked not to allow access via external gates or nursery entrances to anyone unknown to them. If a person asks to be allowed entry, you should ask them politely to wait while you seek advice from a member of nursery staff. This will ensure the site is secure at all times and nursery and/or Shireland staff are aware of who is on site at any time.

## Access to the Building

If parents/carers forget their fob, there is an intercom system at each gate so that staff can let you through. Nursery staff or Collegiate Academy Trust staff will ask you for your name in order for you to gain entrance. Parents/carers key fobs will not allow entry to the Academy Trust, Collegiate Academy or Nursery Buildings. The fobs you are issued with will remain the property of The Collegiate Academy Trust.

We ask that these fobs are kept safe and you must inform staff straight away if any fobs are lost or misplaced so that it can be de-activated. A replacement fob can be ordered at a £5 charge. The fob will only be replaced once the money has been received. If parent/carer fobs are continuously being lost, Shireland Collegiate Academy staff reserve the right to reject further cards being given.

## Non-Term Time

During school holiday periods there is no formal planning/ curriculum followed for this time. All the activities planned will continue to suit the needs of the children and promote learning and independence.

We offer limited nursery places on a term-time only basis. This is a limited service and must be done so in accordance to adhering to staff: child ratios. Full day care and funded sessions are available and are offered on a first come first served basis.

Children who only attend for the funded hours will not attend nursery during school holiday periods.

## Personal Property and Belongings

We cannot be held responsible for any loss or damage to children's property. Every reasonable effort will be made by our nursery staff to ensure that children's belongings are not lost or damaged. Where a child has a comforter, they are welcome to bring this in with them for when it is needed. i.e. settling in or sleep times, when it is not needed it will be placed in the child's drawer or bag. We ask that children's own toys are not brought into nursery, due to the risk of loss or damage. If toys are brought into nursery, this will be at the responsibility of parents/carers and they must be small enough to fit into your child's drawer or bag.

Children learn and develop through a "hands on" approach. We encourage creative play e.g. painting, gluing, clay modelling, sand, water and messy play throughout our day. To encourage choice and independence, staff will offer the children the option to wear a protective apron, however, they will not be made to wear one if they do not wish to. Practical "inexpensive" clothing is strongly recommended for children attending the nursery due to the experiences on offer. It is the responsibility of the parents/carers to name and clearly label all items of clothing. Parents/carers are to provide additional, inexpensive clothing to enable staff to change your child into clean clothes throughout the day as required. Children's clothing will be changed as required throughout the day, with any dirty clothing being placed in their personal bags in the bag area.

We also request that you do not send your child to nursery wearing small hair clips or jewellery that is attractive to others and could be easily handled, broken or swallowed by a young child. If this happens, parents/carers will be asked to remove any items before coming into the nursery. Earrings can be worn but they must be **stud earrings** or must be removed by the parent/carer before leaving.

## Outdoor Play

At First Steps Nursery & Pre-school, we actively encourage the children to explore the outdoors in all weather. They will be able to experience the world around them in all its form and take part in activities that are engaging and fun. Children gain a variety of new skills while being outdoors, ranging from learning to climb or ride a trike as well as explore for mini beasts and begin to take an interest in the world and nature. Parents/carers are expected to provide a range of clothing to ensure that their child can experience the outdoors at anytime. Every child should have: wellies, raincoat (preferably a waterproof all-in-one), winter hat, scarf and gloves, as well as a sun hat and high factor sun cream (30 or above). It is the responsibility of parents/carers to ensure that all items are clearly labelled and freely available at all times. These items can be stored in the child's bag.

**During the summer months, parents/carers must ensure their child arrives at nursery with sun cream already applied, if this is not done, the parent/carer should do so before leaving.** Applying sun cream for up to 28 children is very time consuming and hinders the time the children get to enjoy the outdoors. Sun cream will be re-applied after lunch so the children are safely protect during the afternoon.

Mud kitchens are a good opportunity to explore, giving children a sensory experience and the chance to play outdoors with natural resources. The kitchen corner is usually a popular part of an indoor setting but outdoors and with the addition of mud, it takes on a whole new dimension. Children are able to explore the role play area in a new way while learning about mathematical language as well as to improve communication and social skills. We ask that children do not wear smart or expensive clothing to nursery as they will not be made to wear aprons where they do not want. Aprons will be available for the children but they will be able to freely explore as they play and aprons may hinder their natural flow of play if they have to stop to change and then continue. Please ensure plenty of spare clothes are provided to enable staff to change your child into clean clothes throughout the day.

## Visits Out Of Nursery

Parents/carers are requested to complete a consent form before children can be considered to take part in visits off-site. Staff will provide the correct information about any visits and make sure all necessary action is put in place. Advance notice will be given to parents. Risk assessments will be carried out prior to each visit, both in traditional nursery risk assessment form and on the Evolve software in accordance to SCA Trip procedure.

**Please note that fees are still payable in full if parents/carers choose not to send their child/ children on nursery trips. All staff will be required to attend the trips, therefore we cannot offer normal services on these days. Where car/ booster seats are required, parents/ carers are required to provide suitable seats for the sole use of their child. Parents/carers, must safely fit their child's car/booster seat into the minibus when arriving at nursery. Nursery management will check all car/ booster seats before departure but cannot take responsibility for fitting car seats as they all vary greatly. Nursery has limited spare car seats that can be used for children who require them, however, they must be suitable for the age, weight & size of the child.**

## Observations

When your child begins their time at First Steps, parents/carers will be asked for relevant information to be stored onto Tapestry. Tapestry is an electronic learning journal software, which enables staff to track each child's learning and development. Information is confidential with only staff members and parents being permitted to view this information. Only Nursery Management are permitted to change personal information and give access to children's individual accounts to approved parents/carers. First Steps Nursery understand the importance of observing children to gain a better understanding of their developing needs and interests. Observations inform planning for individual next steps which enable every child within the setting to work towards achieving goals within their learning. Each child has their own secure page set up for parents/carers to access as they wish. Parents/carers will be required to provide an email address in order to access their child's account. Parents/carers are encouraged to upload observations/ photographs from home to demonstrate joint learning environments. Key workers & parents/carers will work closely together to ensure that the children are given ample opportunity to develop individual skills and to be given the support they require both in nursery

and at home. Parents/carers are the child's main educator and so key workers work with them when planning for the future needs of the child. Staff will use their own knowledge and experiences within early years to ensure that the Next Steps are age & stage appropriate.

Tapestry is used as a formal tracking tool, which is collated and evaluated to track individual and specific groups of children as required. Nursery Management and Key Workers will use this information to identify areas of strength or where a child requires additional support and appropriate measures can be put into place.

## Parent's Events

First Steps feels a good parent partnership is vital. We encourage parent feedback at all times. We hold two feedback events throughout the year, where parents/carers can meet with their child's key worker and discuss how their child is getting on at nursery. Due to parents having access to their child's online learning journey, we feel that the need to formally discuss their development at specific times of the year has changed and key workers will discuss concerns as necessary as they occur. Therefore, we hold Parent's Week in October/ November, this is intended to be an event where parents/carers can come and join their child during their nursery day, take part in activities and chat to key workers about their child's development. Parents Evening will be held in June and will be a formal discussion where key workers can discuss next steps for their child and transitions into school/ next room or group.

The information from each child's Progress Report is printed on a termly basis and stored in a learning journey document called "A Child's Story". The information is kept confidential within the nursery and is shared on a need to know basis. When your child leaves to go to school their Learning Journey, either paper copy or the Tapestry version, via secure password protected format, is sent to their new school for their new teacher. This will allow the teacher to have a better understanding of the stage of development for your child.

Other Parent/Carer events take place throughout the year to celebrate a variety of events such as Mother's/ Father's days and Religious festivals, where family members are invited to join us at a variety of times, which we aim to suit all parents where possible.

## Social Media/ Website

As part of our parent partnerships, we have a First Steps Nursery Closed Group on Facebook. The purpose of 'First Steps Shireland' will be for information sharing, newsletters and to share events that have taken place that we feel parents will be interested in. The group is for current parents/carers only and controlled by the Nursery Management Team with support the E-Tech Team at Shireland Collegiate Academy. Photographs uploaded will be used where parents have given prior permission and only used for the private group. Parents/carers are not to use social media as a way of communication with nursery staff and staff will not be permitted to respond to any friend requests or questions via social media.

First Steps Nursery website is used as a marketing tool to gain public interest to ensure we can keep our occupancy levels high. Photos of the children will be used on the site, however, only children whose parents/carers have given prior consent will be used in photographs for publication purposes.

As part of the on-going research into relevant information to share with parents, Emma and Amy will be happy to listen to your requests and discuss what you feel will benefit yourself as well as other parents/carers.

## Toileting/ Nappy Changing

Parents/carers are required to provide nappies/ pull-ups for their child, which must be replaced as soon as possible when a staff member informs they are running low. Nursery do not keep spare nappies/ pull-ups. Where nappy cream is required, parents must provide this for their child, which will be clearly labelled and stored in the child's nappy tray.

Where a parent/carer feels that their child is able to communicate the need to use the toilet (whether verbally or through signing such as pointing or tapping) they should speak to their child's key worker to discuss implementing a toileting plan into their child's daily routine. Toilet Training is primarily the parent/carers responsibility and the process should begin at home. **At least two weeks prior to the training beginning at nursery, parents/carers should initiate toilet training at home to enable the child to become familiar and comfortable with the process.** If Parents/carers feel that their child is ready to continue, they should inform their child's key worker who will be happy to continue the process at nursery. Where toilet training is proving difficult or distressing for the child, it may be worth delaying the process until they show signs of readiness at a later stage. Where a child is approaching school age, their key worker will work with parents/carers to ensure a routine can be established and the child is able to become independent at using the toilet to enable the transition into school to be as smooth as possible

It is the responsibility of parents/carers to provide adequate amounts of spare clothing, including shoes, to take into account accidents that may happen throughout the day. Where a child has no spare clothes, they will be put into a nappy or pull up and parents informed when they collect their child. Nursery does have a spare clothes box as a last resort but it is not guaranteed that appropriate sized clothing will always be available for each child.

## Catering Arrangements

At Shireland Collegiate Academy, the onsite chef prepares all the meals daily for all nursery children. All meals are prepared using fresh ingredients and our menus are rotated on a four week basis taking into consideration a summer/winter menu. Fresh bread, fruit and milk are delivered throughout the week.

The nursery operates a Healthy Menu Planning approach that conforms to the Health Education recommendations for Healthy Eating, additional salt and sugar is excluded in all cooking. All our foods are freshly cooked in order to meet our children's dietary requirements. We encourage children to drink water and milk instead of flavoured drinks. Fresh water is accessible for children throughout the day. We do ask parents/carers to not bring in any other form of drink for their child. Due to serious food allergies, we ask that no or products containing nuts is brought into nursery at any time. This includes cereal, snack bars, chocolate etc.

Our Nursery is based around Equal Opportunities and all cultural beliefs are taken into consideration. An alternative is always provided if your child is a vegetarian or is allergic to a type of food. Where a child requires hard to source food, parents/carers may be asked to provide this from home.

All staff at First Steps hold their Food and Hygiene certificate.

Parents/carers must adhere to the food safety/ food allergies policy within the setting. Parents/carers must speak to staff members prior to bringing in food from home to ensure that food on the premises will not affect people with allergies. In the case of children bringing in their own snacks/packed lunch, these should be brought in a clean container clearly labelled with child's name. Food should be healthy, not contain nuts and should not require heating up. Children can bring in a water bottle to use throughout the day. Squash, fizzy pop, and milkshakes should not be brought in.

Those paying for additional snacks and meals should ensure payments are paid at the beginning of each week.

**The nursery can take no responsibility for any allergies not stated on the allergy form.**

**Where a child will arrive later than expected, Parents/carers must inform the Nursery by 10am if their child requires a dinner for that day.**

## Insurance

First Steps Nursery has an extensive Insurance cover, a copy of which is on display in the nursery entrance – full details can be requested from the Nursery Manager. First Steps Nursery & Pre-school **are not insured** to have children on the premises after 5.45pm.

## Safeguarding

Staff at First Steps Nursery & Pre-school will ensure that every child in their care is safe from harm and risk. All staff will have annual Safeguarding training to ensure they are up to date of procedures. Senior Nursery Staff are qualified to a higher level of Safeguarding Training to ensure that reporting processes can be followed at all times. First Steps Nursery staff must adhere to Shireland Collegiate Academy safeguarding policy at all times. A copy of which, is in the nursery policy folder. Staff will ensure that they monitor and record information that they feel relevant to issues that may arise. Shireland Collegiate Academy has an on-site Safeguarding Team to advise as necessary. Nursery staff reserve the right to make referrals to appropriate outside agencies where appropriate.

## Accidents

First Steps Nursery reserves the right to administer basic First Aid Treatment when necessary. We aim to ensure that all our staff hold a First Aid Certificate, including Nursery Apprentices. Parents/carers will be informed of all accidents and will be required to sign their child's accident form. Where a child suffers a head injury or serious accident, parents/carers will be contacted by telephone immediately and, where necessary, asked to collect their child to take them for a GP or hospital check-up. A copy of the accident form will be sent home with the parents/carers.

Accidents that occur at home must also be recorded on the "Accident at Home" form. Parents/carers to give as much information as possible and staff informed on a need to know basis, with a staff member & member of management signing the form.

For accidents of a more serious nature, involving hospital treatment, all attempts will be made to contact parents/carers. Failing this, the nursery will take appropriate action to enable the child has access to immediate treatment by a suitably qualified medical practitioner. These actions may include transporting your child to the

hospital in a suitable way. **A senior member of nursery staff will accompany the child and if necessary sign for Emergency Medical Treatment to be administered, as instructed on the child's registration form. Religious beliefs will be taken into account at this point.** A senior member of staff will then remain with the child until the designated emergency contact person is available.

All accident reports will be stored in the child's individual file and where there are reasons for concern, the relevant services will be sought for further advice.

## Child Health Records

If a child has on-going medical needs, we ask all parents/carers to complete a Child Health record. The nursery will require emergency contact names, medical information regarding allergies and dietary or special requirements. This form ensures that prior permission is given so that, should your child require prescribed medicine, staff are able to do so promptly. A medicine form is filled in as normal and a parent signature will be required when the child is collected.

## Medicine

Parents/carers have the prime responsibility for their own child's health and should provide the nursery with information about their child's medical condition.

At First Steps Nursery we will only administer medication that has recently been prescribed by a doctor/ healthcare professional or dentist, with the child's full name printed on the label. This medication will only be given if a parent/carer has completed and signed a request form. The dosage to be administered will be that stated on the prescription label. It is important to note that if a child has been prescribed medication for an illness on a short term basis, they should be kept away from nursery for the exact time stated on the Exclusion Policy (illness). In regards to the prescribed antibiotics, **if it is the first time your child has had a particular antibiotic, it is highly recommended that children remain at home for the first 24 hours after the first dose is given**, this is to ensure that if your child has any adverse reactions, you are able to get medical attention as soon as possible. We must also take into account the illness that the child has due to some exclusion periods being longer than others. **Nursery retains the right to send a child home where we feel they are too unwell to remain at nursery or where the illness they have is highly contagious and there is a risk of spreading of infection.**

Please note that paracetamol products will not be administered to children for coughs/ colds. Paracetamol based products are for pain relief and to reduce fever, therefore if your child shows symptoms of these, staff will administer prescribed paracetamol, with prior permission.

If your child becomes ill, nursery staff will only administer medication that has been prescribed by a doctor for that illness and not previous medication for a different illness. All dates are checked on medicine bottles before staff agree to administer. Paracetamol based medication will be administered where staff feel the child is suffering from pain or a notable fever, the paracetamol medication will be administered where a parent has completed the relevant long term Health Care Plan and written consent given. Staff will complete the medication forms in the normal manner with parent/carer written permission gained upon collection of the child.



Medications will only be administered by a Qualified First Aider and witnessed by a Qualified First aider.

Medication will be stored in the nursery in a lockable cupboard or if required in the fridge on a designated shelf.

Please speak to a member of staff if you require a copy of the Medication Policy.

## Illness

Parents are requested not to send their child/children to nursery if they are suffering from any infections, disease or they are feeling unwell. The management at First Steps have a realistic attitude to working parents, but reserve the right to contact parents/carers if their child becomes ill during nursery hours.

It is our policy when a child is sent home unwell with a cold that the child **must not return for a minimum of 24 hours**. If a child has sickness and diarrhoea then they cannot return to nursery until **48hours after** the last bout of diarrhoea/sickness.

Parents/carers are requested to inform the nursery if their child contracts any infectious disease or infection. We need to be informed by all parents of any illness which may prove dangerous to other children. **In the event of illness, full fees must be paid in order to retain the place at nursery.**

Parents/carers are asked to inform nursery before 10am if their child is going to be absent from nursery for any reason so that we can ensure the correct amount of children are catered for.

## Unforeseen Circumstances

First Steps Nursery and Shireland Collegiate Academy work closely together to make decisions regarding the site and due to unforeseen circumstances, may have to close the school and nursery early in the morning or during the day.

If this decision is made all parents/carers will receive a text message from the academy via ParentPay and a notification via the First Steps Shireland Facebook group, informing them of arrangements. These messages will inform parents/carers that the nursery is closed and when it will re-open or it may ask parents/carers to collect their child/ children earlier so that the site can close.

Please be aware of the importance of this service and it is your responsibility to ensure you inform staff if your mobile number changes, so that you can be kept updated.

## Payment of Fees Agreement

Payment of fees are from September to August in any one year. Our term dates are as follows:

**Autumn** - 1<sup>st</sup> September to 31<sup>st</sup> December, **Spring** – 1<sup>st</sup> January to 31<sup>st</sup> March and **Summer** – 1<sup>st</sup> April to 31<sup>st</sup> August

Fees are required monthly, via Direct Debit, in advance. Prior to your child starting nursery, we require one months' total fee in advance, to cover their first month i.e. if your child is starting with us on 1<sup>st</sup> September, we will require the September fees by 27<sup>th</sup> August. The payment is required by your child's 1<sup>st</sup> induction at the



latest. If this fee is not received, your child's place may be terminated. Monthly payments should be paid by the 27<sup>th</sup> of each month thereafter. Fees may be paid by any of the following methods and this will be agreed when the place is offered.

- ✓ Direct Debit
- ✓ Childcare Vouchers- received by the 27<sup>th</sup> of each month, in advance  
(Cash & cheque are only available for payments of extra days/sessions on top of regular monthly hours)

Please note, fees are payable during periods of absence from the nursery, such as sickness, holidays and during all public and bank holidays. If the nursery is closed due to unforeseen circumstances, such as adverse weather conditions, or where the Executive Principal of Shireland Collegiate Academy (SCA) makes a decision to close the nursery for health and safety reasons, fees must still be payable in full.

Fees will increase on an annual basis with revised fees payable from the 1<sup>st</sup> September each year.

Parents/ carers will be informed of the daily rate prior to their child starting nursery. Parents must complete the Direct Debit form and return to allow payments to be made monthly. Please note invoices will be produced on a monthly basis and emailed to the main contact for each child. However, if there is an agreed change to the annual payment plan, we will confirm this in writing with an agreed change of date. Children are entitled to 1 week of free childcare (Last week in December)- this is accounted for in the monthly fee.

For new parents/carers, you must complete and return the Direct Debit mandate form. This form must be completed and returned at least 4 weeks prior to your child's start date, due to the Direct Debit taking up to 4 weeks to be finalised through the bank. You will be informed of the monthly fees to be taken via direct debit, including any reduced payments for the first month that may be less due to varying start dates.

**If you are still unsure of your monthly payments please contact Sophie Robins on 0121 558 8086 or email [sophie.robins@collegiateacademy.org.uk](mailto:sophie.robins@collegiateacademy.org.uk)**

If a child attends nursery for extra days other than their existing days, parents/carers must pay in cash or cheque or via ParentPay **in advance**, as one off payments. These days will appear on your monthly invoice but will not affect your Direct Debit.

Days are not permitted for swapping due to closures for Public/ Bank holidays or unforeseen closures.

Where a child attends nursery for the funded hours only and parents/carers request additional hours, in cases of emergency, the hourly rate will apply and this must be made in advance via ParentPay or in cash. Additional hours are dependant of availability and are not guaranteed.

### **Early Years Free Entitlement Funding (EYFE) for 3 & 4 year olds, including 30 hours**

The term after your child turns 3, they will be entitled to receive 15 hours (Universal) funding per week. If parents/carers meet the criteria, their child will be entitled to receive 30 hours funding. To claim the Additional 15 hours, parents/carers must apply for an Eligibility Code via HMRC, online or telephone. This must be done

prior to the start of the term the funding begins. The correct forms must be completed and returned to Nursery Management in order for your claim (15 or 30hours) to be made via Sandwell Early Years Portal. Without this information, you will not be able to access the funding.

Parents/carers who are entitled to claim 30 hours government funding for their children can do so. This must be discussed in advance with the nursery manager and/or Sophie Robins who will be able to allocate additional hours as required, where availability will allow us to do so. Where there is limited availability, parents/carers can split the 30 hours over 2 settings, therefore attending both settings for 15 hours per week. It is the responsibility of the parent/carer to ensure they apply for their 30 hour code in time.

Where a child attends for the funded **15 hours or 30 hours only**, this is a Term Time only space, 38 weeks and term dates will be shared with parents/carers in advance throughout the year. Where parents/carers wish to attend for additional hours in case of emergency, you will be charged the nursery hourly rate.

Where children attend nursery for additional hours on top of their funding hours, the funding will be reduced from your monthly fee and parents/carers will be charged the hourly rate for further hours. The funding will be applied to your child's monthly bill for term times only. Where there are periods of holiday i.e. half terms, the full daily rate will apply. This will be calculated and an invoice produced at the end of each month informing you of the following month's fees.

As stated in the DfE Early years entitlements: operational guidance, the government funding 'is not intended to cover the cost of meals, other consumables, additional hours or activities'. Therefore, additional fees will be charged for consumables and optional extras during their time at nursery. Optional extras include meals, breakfast, morning/ afternoon snacks and lunch including pudding, workshops such as music time/ ballet and trips off site. Meals are optional and parents can provide their child with **healthy packed lunch/ snacks** if they do not wish for them to have nursery meals. Workshops can only be attended by those who pay in advance. The cost of workshops vary, dependant on delivery cost.

All parents/carers who's child accesses funded hours will be charged for consumables at £2 per day. Meal charges will vary dependant on the sessions that your child attends. Charges will be confirmed prior to your child start dates. All meal charges are to be paid for on a weekly basis and you must inform your child's key worker if they will be bringing in their own healthy packed lunch/snacks- staff will offer advice on what food you are able to bring in, taking into consideration our healthy eating practices, dietary requirements and any allergies.

## **Early Learning for 2 year olds (ELT)**

As part of the scheme for free nursery care we also offer places for 2 years olds entitled to 15 hours per week government funded. This is term time only, 38 weeks per year. If entitled to this funding, parents/carers will either receive a confirmation letter from the local authority, which you must bring with you to confirm or you can complete the relevant form within nursery and Nursery Management are able to check via the EY Portal for Sandwell Early Years, whether you are eligible. If your child attends nursery already with a paying place, you will then be expected to fund the additional weeks. Although we aim to meet your needs regarding the allocation of sessions and time slots we cannot guarantee we will achieve this as these depend on vacancies arising. The payment method and additional charges will be applied as stated in the above section.

## Changes & Terminations

First Steps Nursery requires **appropriate notice** before any permanent changes. Any changes to your child's nursery sessions are only allowed on a monthly basis from the 1<sup>st</sup> of each month. Therefore, changes will not be made until the following month. A '**Change**' form, available from Nursery management, needs to be completed and returned at least 1 calendar month before the alterations are purposed to start. The changes will apply after receiving this form along with a letter confirming the exact changes in writing. If insufficient notice is given, full charges for cancelled sessions will be made.

If you need to increase your child's sessions or change the days on which your child attends, these can only be arranged when a vacancy on those days arise. Again this will be on a monthly basis and also applies to funded hours. Where possible we will ensure your child receives the number of funded hours they are entitled to, however, this will only be possible if the vacancies are available. For example, if your child does 10 hours per week and is later entitled to 15 hours funded, we will only be able to accommodate your child for the extra 5 hours once a vacancy arises.

If for any reason you wish to terminate your child's place at First Steps Nursery, we require a '**Termination Form**' & notice period of 1 Calendar month from when we receive this form along with a letter to confirm the changes in writing.

***Thank you for taking the time to read through our Terms and Conditions. We hope you and your child have a positive learning experience at First Steps Nursery and Pre-School.***

(Please return the signed copy to nursery management by hand or by post)

**These Terms and Conditions represent the agreement and understanding between the Parents/Carers and the Nursery. If these Terms and Conditions are not adhered to then this may result in the child losing their place.**

**We reserve the right to update/amend these Terms and Conditions at anytime**

**Updated September 2018**

**Please complete the following forms and return to:**

First Steps Nursery & Pre-school



Shireland Collegiate Academy

Waterloo Road

Smethwick

West Midlands

B66 4ND



## Appointment Form

Childs Name \_\_\_\_\_ Date \_\_\_\_\_

Please sign and return this form prior to your child starting nursery. This can be by post or in person during your child's first induction.

I ..... (name) will work together with First Steps Nursery and Pre-School to follow these terms and conditions..

I have completed and enclosed the following documents:

- |                      |                           |
|----------------------|---------------------------|
| Appointment Form     | Child Information Sheet   |
| Attendance Form      | Payment Method Form       |
| Permissions Form     | Direct Debit Mandate Form |
| 'What I Can Do' Form | Door Access Card Form     |

I/we have enclosed the deposit required of £25.

I/we have read and understood the Payment and Fees Agreement.

I/we agree to make monthly payments adhering to the Payment Method Form I have completed and signed.

I understand that if I/we do not make payments in accordance with the Payment terms and conditions my child could be excluded form First Steps Nursery.

Parent/Carer Signature no.1 ..... Date: .....

Parent/Carer Signature no.2 ..... Date: .....

Manager Signature ..... Date: .....

**If the above is not completed in full and accompanied by the relevant documents this application may be rejected.**

Start Date \_\_\_\_\_

Monthly Fees \_\_\_\_\_

Attendance			
Monday	AM	PM	FULL Day
Tuesday	AM	PM	FULL Day
Wednesday	AM	PM	FULL Day
Thursday	AM	PM	FULL Day
Friday	AM	PM	FULL Day