

# InceyWinceys Day Nursery

Visit our Web:

[www.inceywinceys.co.uk](http://www.inceywinceys.co.uk)

Tel: 020 8518 8001

10-12 Eastwood Close, South  
Woodford, London, E18 1BX



# Welcome Pack

April 2020



Dear Parent/ Carer,

Thank you for considering Incey Winceys to look after your little one. We know what a difficult decision choosing the right childcare is and will do all we can to help answer any questions you may have, should you choose our nursery. We are confident that we can accommodate your child as our nursery is a place where each child is loved, feels settled and secure, and is respected as an individual.

Here at Incey Winceys we actively promote working together with you as parents/ carers of the children within our care. You are the most important people in your child's life and only by working together can we ensure that your little one will flourish, achieve, and develop whilst having lots of fun and adventures during their time with us.

I hope that this welcome pack is useful to you, and should contain everything you need, but please feel free to ask if there are any questions you have that are not covered on your visit and within this pack, as every child is an individual and will have different needs and requirements.

We are looking forward to welcoming you and your child into our setting,

Kind Regards,

*Hannah*

Hannah Ince

Nursery Managing Director

## About Incey Winceys

Incey Winceys opened in October 2009. The business as a nursery has grown steadily since then, thanks to our caring environment and good reputation. As the Managing Director I take pride in being very 'hands on' within the day to day running of the nursery, which gives Incey Winceys a personal and approachable feel. Having started out as a child-minding business in my own home, Incey Winceys has grown into the 74 place day nursery and preschool that is open today. As a parent of three young children myself, I endeavour to bring to Incey Winceys the quality and high standards that I have always expected from other childcare providers. I strongly believe that, as parents, we know what is best for our children and the way my nursery operates has the core of this concept within its culture. We are also conveniently situated very close to South Woodford tube station, local buses and main roads. All of the children have access to our newly redeveloped garden. We also have a roofed, and fully secure buggy park for buggies, scooters and bikes.



**The nursery is open between 7.30am and 6pm Monday to Friday** (we are closed on bank holidays and between Christmas and New Year: dates will be confirmed annually, although we close at 12 noon on the last working day before Christmas and reopen at 7:30am on the first working day in January)

## How We Work, Ethos & the Layout of the Nursery

Here at Incey Winceys we provide a quality and stimulating environment for the children that we care for. Every child is welcomed here and respected as an individual, with activities tailored to meet the different stages of their development. The team of Nursery Staff at Incey Winceys are enthusiastic about what we do and get great enjoyment from seeing the children learning, thriving, and having fun!





We believe strongly that the children that we care for should be inspired and take the lead in their learning, thus encouraging them to be confident, competent and happy. Through a wide range of equipment and resources, we implement the **Early Years Foundation Stage (EYFS)**, which provides a curriculum covering all areas of learning. We can often be found having fun in the park, at the library or simply experiencing 'real life' learning, out and about in our local community.

The nursery building welcome children from birth to three years, and is divided in to two age groups with the babies and toddlers under two upstairs and children over two downstairs. All the children have regular access to our newly redeveloped garden. Within the nursery the layout is designed to maximize the space available for all of the children, with bright, large open plan spaces. We believe that children should have the freedom to explore the exciting toys and activities on offer, enabling them to choose what they want to do.

The preschool welcomes children over three, and the children move in small groups the term or half term after their third birthday. The preschool can be found in a separate premises to the rear of the nursery- Unit 1 Station Estate, Eastwood Close, South Woodford, London, E18 1BY. The preschool shares use of the nursery garden and go on regular trips out and about.

Preschool Open evenings are regularly organised to allow parents to visit and ask questions

## Early Years Funding

Currently the government offer funding for 3- and 4-years olds (and eligible 2-year olds). The funding starts the term after the child turns three years of age (or two if eligible). For more information please feel free to ask. We are registered with our local authority to provide funded places and fees are adapted according to the early years funding criteria. If your child is three years of age and you are not currently receiving your early years entitlement, or if your child is about to turn three then please speak to the nursery manager to ensure that this situation is dealt with.

Parents of eligible 2-year olds must speak to Redbridge and supply us with an accepted eligibility letter to access funding. From September 2017 the Government have extended the funding from 15 to 30 hours per week for eligible families, check online for more info and to apply for your eligibility code at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) .



## **Early Years Foundation Stage (EYFS)**

The 'curriculum' for under 5s is a statutory framework which splits children's development into 7 areas, 3 prime areas and 4 specific areas. The prime areas are- Personal, social and emotional development, communication and language development and physical development. The prime areas are the primary focus of learning and the foundations to build upon using the specific areas to ensure every child has a balanced, varied and interesting individually tailored, play-based learning experience with us. The specific areas are- Mathematics, Literacy, Expressive arts and design and Understanding the World.

It is proven that children under 5 learn best through play and that is very much our ethos. While activities are planned, and adult led initially, much of what the children learn is led by them and their interests.

Each child has a 'Next Step' each month which is weaved into the main activities and observations are carried out to gauge the success. Activities are often play based around the child's interests as this is where you are most likely to get their full attention. The Next Step is assessed at the end of the month and a new one set.

Activities are individually adapted and children with additional needs are able to access the resources.

All the information is logged using the "Tapestry" online journal system which can be accessed by parents and family members. Parents also can input any wow moments that happen at home to help build a strong connection between nursery and home. More information can be found at <https://tapestry.info/> . Log in details will be provided once your child starts at nursery.



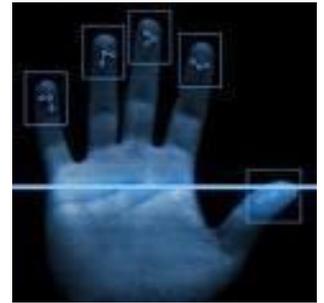
Using the reports and journal information, every child's learning is tracked by the SENCo and any areas of concern are raised with parents.

In the Preschool the learning is still very much play based with an increase in the focussed attention type of games and building independence to eventually prepare for school.

*We work with parents and are always happy to share ideas for things to do at home, just ask!*

## Security

We take security very seriously and have a finger print door entry system, and CCTV on all entry and exit points of the nursery, ensuring that we always know who is in the building at any time. We also have a buzzer on the front door with a camera to allow any visitors to be identified before being allowed access to the building. When your child starts we take two fingerprints from the main carers, which is of course unique to you, which registers on our central system each time you enter or depart from the nursery. We will only allow children to leave with another person if you have previously notified us, and upon checking the password that you have provided. A photograph also helps. If we are ever in any doubt, you will be called to double check that you have authorised your child to be collected by someone else. **Please ensure the front door is properly secure after entering or exiting the building.**



## Safeguarding & Recruitment

Safeguarding children is at the forefront of our practice and we expect that all parents and staff have a commitment to ensuring that children are safe, secure and protected from harm in every area of their wellbeing. We have stringent safeguarding policies and very robust recruitment procedures to ensure that all paid or voluntary staff looking after children are suitable to do so. This includes ensuring that every person has a current enhanced DBS and references have been carried out and decisions have been made on their suitability accordingly. Our lead safeguarding officer is in charge of keeping children safe and is the main point of contact for anyone with concerns.

**Safeguarding is everybody's business. ●**

## Staffing, Key Person & Ratios

We are a team who work closely together and continuously strive to receive ongoing training to further benefit the children within our care. The majority of staff are qualified to either NVQ level 2 or 3 in childcare, and other relevant qualifications of staff include degrees in Early Years or Education Studies or an NNEB. Ongoing training is provided throughout the year.

When your child starts at the nursery, he or she will be assigned a key person: this is a nursery practitioner who will bond with your child and pay particular attention to them. We aim for them to be there for either when you drop off, or when you pick up, and all children also have a secondary key worker, who also knows your child very well and will be able to take care of them. The ratios are as follows:



**Babies under 2:** 1 adult to 3 babies

**2-3 years:** 1 adult to 4 children

**3+ years:** 1 adult to 8 children

Please note these are the minimum ratios, and we strive to always have more staff than we need. We do not use agency staff to ensure consistency of care and use cover staff from other rooms when needed.

You can find our staff board displayed in the entrance hall of the nursery.

On the premises we have:

- **A Lead Safeguarding Officer – Mick Kingswell**

Their role is to ensure all the children are safe and deal with all issues surrounding child abuse, and making necessary calls or referrals to Social Services. There are also deputy safeguarding officers to ensure there is always someone available to speak to in the event of having a concern.

- **A SENCO and deputy SENCO – April Rohen and Ruksar Rahman**

Through daily observations and generally spending time with the children, any developmental concerns the keyworker may have are fed back to the SENCO, who is fully trained and attends regular forums and refresher sessions. Their role is to work alongside the parent/carer to support the child wherever necessary to ensure they fulfil their learning potential, and to identify any areas that may need extra help or attention.

- **A Fire Safety Marshall – Ella Rajan**

Their role requires regularly practicing fire drills, and continually testing the fire alarm system at the nursery.

- **A Behaviour Management Co-Ordinator – Christine Payne**

Their role is to work with the parent/carer to discourage negative behaviour such as biting, fighting or swearing.

- **A Health and Safety Officer – Stiliyana Dedova**

Their role requires regularly risk assessing the building, removing or reporting hazards and maintaining a safe environment.

## Drinks & Meals

We provide three meals a day and healthy snacks in between, which are all planned to make sure that your child gets five portions of fruit and vegetables a day through a healthy, balanced diet. We are also different from all the other nurseries in the area, in that we have a full time chef who not only prepares everything fresh and from scratch, but all of the children have both a cooked lunch and dinner: meaning you can spend more time with them when they get home, as you won't have to worry about cooking! Our onsite chef never adds salt or sugar in her recipes, making them as healthy as can be.



If your child has an allergy then please ensure that it is stated in the contract, and please be sure to tell all the staff working with your child, as well as the nursery manager who can inform our chef. We can then make sure that we provide a menu for your child which will cater for their needs appropriately. Vegetarian, vegan and religious dietary requirements are all catered for and are many and varied, so please just let us know what works for you and your child.

If your child has an Epi-Pen for their allergies please let us know, staff are trained as and when necessary on how to administer and a health care plan must be written prior to your child starting.

**\*\* Please note: NUTS are not currently provided due to a number of children who have serious allergic reactions to these foods \*\***

We give the children fresh water and milk to drink throughout the day and ask that juice is not provided unless your child will not drink milk or water. If this is the case it must be provided in a named cup with a spout (no juice in baby bottles please).

For young babies we ask that you provide a box of their regular formula milk and bottles that we can keep at the nursery, or breast milk stored and kept hygienically that we can give according to your babies' routine. It's up to you when your child is weaning: if you would like to provide your own food that is fine, or if you are happy for our nursery chef to cater for your child then please let us know.



*NB: A sample of our most current menu is available upon request*

All staff are food hygiene trained to make sure the food provided is served in the safest way and to ensure the safety of the children is of the utmost importance.

We welcome parental input into our menus and feedback is valued.

We adapt menus throughout the year to reflect celebrations and festivals and once a week each room does 'taste testing' sessions to try new foods.

## **Environment & Hygiene**



As part of our ethos we have a personal commitment to being ECO Friendly. We have employed a specialist firm to dispose of our nappies, which means that they don't go to landfill and helps to save our environment. The nappies are disposed of hygienically and are incinerated and recycled: generally turned into road tarmac! We welcome children in re-usable nappies and will always accommodate your child's individual hygiene requirements.

We strive to teach the children at the nursery from an early age the importance of taking care of their world and the children tend the nursery herb garden and plants. The herbs are harvested and used in the cooking.

We have hand sanitisers in various locations in the nursery to help keep hands clean and germ free and have a strict 'no shoes' rule in our baby rooms to prevent unwanted germs spreading to the children. We ask all parents, staff and visitors to respect this no shoe rule so remember to wear matching socks!

All babies and older children have individual sheets and blankets which are washed on a weekly basis, or more often if required. Individual flannels are used and washed daily at each mealtime to clean faces and hands, and from a very early age children are encouraged to learn how to wash their hands, thus encouraging a strong awareness of personal hygiene.

## **Medication Policies & Procedures**

Just to put your mind at rest all staff (as of September 2018) are fully qualified in Paediatric First Aid.... so, you can rest assured that we will know what to do in the event of an emergency or accident.



We will administer medication as outlined below, but only if your child is well enough to be at nursery and is not contagious.

Incey Winceys Day Nursery reserves the right to refuse entry to any child who is deemed "ill". Unfortunately, due to ratios, if your child is off sick from nursery we are unable to offer an alternative day instead.

Medication may only be administered with written consent by you as the parent or carer and may only be administered by senior staff within the nursery. Senior staff are classified as Manager, Deputy Manager, Room Leader or Deputy Room Leader. Strict procedures are in place to ensure the safety and wellbeing of all children. Two members of staff must be present to give medicine to a child. For ongoing medication such as asthma pumps or emergency medication such as Epi pens that are required on a 'need to use' basis, you will be asked to complete a separate consent form or ongoing medication form.

Medication must be prescribed by a GP with the child's name clearly printed on the bottle by an authorised prescriber (GP) and must be a valid and recent prescription, the required dosage must also be stated on the prescription label. Exceptions to this rule include 'over the counter' medicines such as Calpol, teething gel or powders and nappy creams. We will not administer medicines such as 'Medised' even if prescribed, unless there is a necessary medical requirement for this medication. Wherever necessary training will be given if specialist administration of medication is required: you as a parent will be expected to have an input in this, to organise the correct professionals to carry out the training.

All medication will be stored appropriately, in a locked cupboard or refrigerator and out of the reach of children.

If your child has been prescribed a course of antibiotics we are happy to administer these, providing they have had them before and have had no adverse reaction. If your child has not had antibiotics before, you will be required to keep them at home for 48 hours.

You will be required to sign a form every time any medication is required or administered. If you have given your child any kind of medication in the twelve hours prior to attending nursery a form will need to be completed and signed to ensure that all staff dealing with your child are aware of it and will be able to monitor the child appropriately.

In the event of a child becoming unwell rapidly, we will take the necessary steps to prevent an emergency arising. This may mean that we need emergency

consent to give Calpol to reduce a very high temperature. When you register with the nursery you will be asked to sign a consent form allowing us to administer Calpol if a child's temperature has reached 39 degrees Celsius or more, to help bring it down. In such situations we will always try to contact you and a form will still need to be signed.

## **Sickness and Contagious Illness Policy**

It is part of our commitment as childcare practitioners to ensure the well-being and health of all the children within our care. It is therefore important to have a policy for sickness and contagious illness, and it is also crucial that this policy is strictly adhered to, as not only may the health of your child be affected, but also that of others. Please keep this policy for your future reference, and please make sure that you read and are familiar with the details of the policy.

If a child is deemed sick within our care, we will contact the parent or carer immediately and inform them of the nature of the illness, actions taken and recommendations.

### **PLEASE KEEP YOUR CHILD AT HOME IF YOU SUSPECT THAT THEY MIGHT BE ILL.**

If your child is suffering from any of the following illnesses, please follow the exclusion periods as set out below:

**Vomiting/ Diarrhoea:** should remain at home for 48 hours after the last bout of vomiting or diarrhoea.

**Conjunctivitis:** your child should be treated as soon as the infection becomes apparent and the treatment (ointment, drops or cream) should be applied at least once at home. The child can return as long as they are well and the medication is signed in if required.

**Chickenpox:** your child should be kept at home for 7 days from the appearance of the rash and until the spots are dry.

**Gastro-enteritis or food poisoning:** Should not return for at least 48 hours and by the advice of a doctor.

**Measles:** Should not return until 7 days after the appearance of the rash

**Head Lice:** Until treatment has been given

**Mumps:** Until the swelling has subsided and 7 days from onset, please also get medical advice to see if it is safe to return

**German measles (Rubella):** Should not return before 7 days from the onset of the rash and should only return if a doctor has confirmed good health.

Child's Name \_\_\_\_\_

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The following are infectious illnesses and you should seek medical advice before your child returns:

Streptococcal Infection

Hepatitis A and B

Scabies

Scarlet Fever

Impetigo

Hand, foot and mouth

Whooping Cough

Glandular Fever

TB

As a nursery some of our children's mums are or may be pregnant so we ask that any infectious illnesses are reported, so necessary steps can be taken to best protect everyone from harm.

Within our policies we also have a list of diseases that must be reported to the department of health and Ofsted, which you are welcome to view should the need arise.

## **Starting Day and Settling In: What to Bring, What to Expect**

So finally, the big day is here! You have made your decision and you are happy to start settling your little one into the fun and exciting days that they will spend at nursery.... What happens now?

### **Settling in....**

A convenient time will be arranged 2 weeks before starting to begin gradual sessions that will enable your child to bond with their key worker and explore this new environment. The first session will involve you staying and answering questions about your child's individual needs, likes, dislikes and routine. This is an important opportunity for both you and your child to get to know the staff and the way the nursery works. From there settling sessions will be arranged to ensure that we have covered each aspect of your child's routine, until eventually the first full day has arrived!



We increase the time spent with us by around an hour a day, but as with everything we are flexible and can adapt the schedule to meet the child's needs. Some little ones cry when they are left and others are happy to come straight in and start playing: it all depends on their personality! It can be hard to leave your child if they are crying but you are more than welcome to phone as many times as you like, to find out how they are – contact details can be found within this pack or on our website [www.inceywinceys.co.uk](http://www.inceywinceys.co.uk) If we have reason to think they are unwell or very upset we will call you.

On your child's first day you will more than likely be dropping them off at the peak time of the day, so please be prepared for a bustling and busy environment

Child's Name \_\_\_\_\_

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within the breakfast rooms! Before the first full day you will need to have provided:

- \* A packet of nappies (if used) or enough washable nappy pants
  - \* A couple of packets of baby wipes, or cotton wool
  - \* Nappy or barrier cream if you would like us to use it
  - \* Sun cream, **high factor** (minimum 25 spf, but we recommend 50 + spf)
  - \* Suitable outdoor clothing eg. Sun hat or coat, hat, scarf & gloves
  - \* If possible a pair of wellies, a rain mac and an umbrella where appropriate
  - \* A couple of changes of clothes
  - \* Lots of spare pants, trousers and socks (and washable shoes! eg crocs) for those who are toilet training
  - \* A box of formula milk or expressed breast milk if required
  - \* 2-3 bottles if required
  - \* A sleeping bag/ gro-bag or a favourite toy or comforter such as a teddy or  
\*dummy (if used)
- \*Please note that we as a nursery support the use of dummies during the settling period and sleep times. However due to the impact dummies can have on a child's speech we discourage dummies during play.



## Settling between rooms

The same process is used when the child moves to a new room. We offer two weeks settling, with the child will first meet their key person and spend an hour or so in the new environment, gradually building to a full day. This is arranged between the old and new key person in agreement with the parent to ensure everyone is happy with the move. During the move to preschool (which is done the term after turning 3) we offer a week of settling which the children do as a group. Termly Parent Open Evenings are scheduled to allow parents and children to visit the Preschool which is located in Unit 1 Station Estate, Eastwood Close (to the rear of the nursery).

To ensure a smooth transition should your child's key person leave, we have a secondary key person who knows your child very well who can take over.

To support our little ones during the move to preschool at the age of 3 we hold termly Open Evenings. The Pre-schoolers move over in small groups every half term or term following their 3<sup>rd</sup> birthday and settling is planned over a one week period. As with everything the moving date is flexible and can be arranged with your child's key person if you feel they would need more than a week.

## Fees and Payments



We do not charge for the first working weeks of settling, two weeks fees become payable as per your contracted days and hours.

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### Nursery Bank Details:

Incey Winceys Childcare Limited (Barclays Bank)

Account number – 73838064

Sort code – 205706

*Please include your child's name as payment reference on all bank transfers.*

Although we are willing to accept children for one day per week we have experience that it doesn't work for everyone and we would like to be clear that if your children is unsettled or unhappy attending only one day per week we will arrange to meet with you and discuss increasing the days. Every child is different but usually two days per week as a minimum provides a more stable bond between child and key person.

### The following fees apply from 1<sup>st</sup> April 2020:

Age	From April 2020
Under 2 years	£64 per day
2-5 years	£62 per day

### Baby Room Monthly Fees

2 days per week	3 days per week	4 days per week	5 days per week
£554.67	£832.00	£1,109.33	£1,386.67

### Ants Room / Pre-School Monthly Fees

(charged from the month after a child turns two years of age.)

2 days per week	3 days per week	4 days per week	5 days per week
£537.33	£806.00	£1,074.67	£1,343.33

### Pre-School Monthly Fees having Deducted 15 hours of Early Years Funding

(commencing the **term after** your child turns 3 years of age or 2 years for 2 year funding)

The funding must be spread across a minimum of two days. Term dates begin in January, April and September.

2 days per week	3 days per week	4 days per week	5 days per week
£261.29	£529.95	£798.62	£1,067.29

**Pre-School Monthly Fees having Deducted 30 hours of Early Years Funding**

Available from September 2017 (commencing the **term after** your child turns 3 years of age)  
 The funding must be spread across a minimum of three days. Term dates begin in January, April and September. Please apply online at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) and provide the office with your eligibility code the term before the funding commences.

3 days per week	4 days per week	5 days per week
£253.90	£522.57	£791.24

**As a full time setting that opens 51 weeks of the year we spread the funding over the full year, so currently the funding is equivalent to 11 hours a week (rather than a school nursery doing 15 hours per week over 38 weeks of the year and not operating in school holidays). Therefore, the extended hours would be spread over the full year and be equivalent to 22 hours per week. The funded hours are deducted from the monthly balance.**

Fees are payable one month in advance, to be cleared funds by the 1st of the month. Fees can be paid by standing order and childcare vouchers. Please note, we do not have a card machine. We are registered with the majority of childcare voucher companies, and if we are not registered with your provider we will gladly register with them at your earliest convenience. The nursery bank details are on page 25 of this Welcome Pack if you require them. Fees are calculated evenly over the year and weekly fees are multiplied by 52 (weeks) and divided by 12 (months). Incey Winceys is open all year round with the exception of bank holidays and the days between Christmas and New Year. Fees are payable for these days and have been calculated accordingly on a pro-rata basis. Fees are payable even if your child does not attend. Monthly invoices are sent via email so it is important to provide the best email contact for you, and to update us if this changes as necessary.

**Deposits**

We take a half month fee to guarantee your child a place at the nursery. This is refundable when your child leaves providing there are no fee arrears and the required amount of notice has been given. The deposit is to retain your child's place and is only refundable after your child has taken the place. Unfortunately,

it is not refundable if your plans change and you no longer require the place. The notice period to end your contract is four weeks and must be in writing.

We appreciate most families cannot wait for a place, so we do not operate a waiting list. We will only take deposits for places we can guarantee and can only advise if a place comes up earlier.

### Deposits for under 2 years:

2 days per week	3 days per week	4 days per week	5 days per week
£277.34	£416.00	£554.67	£693.34

### Deposits for over 2 years:

2 days per week	3 days per week	4 days per week	5 days per week
£268.67	£403.00	£537.34	£671.67

**Non-Payment or Late Payment of fees:** Incey Winceys reserves the right to exclude any child whose fees are not paid. If fees are not paid, we will make arrangements to reclaim any outstanding fees and costs that have been incurred through non-payment. Late payment of fees will result in a penalty of £9.60 per day for every day that the fees remain unpaid.

### Fee Increases

Fees are subject to reasonable increases, normally once per year, and usually in April. You will be given at least one month's written notice of any fee increase. This is in line with rising costs and inflation.

### Late Collection

In the unfortunate instance that a situation arises which causes a late pick up of your child, please inform us as soon as possible so that we can ensure that we have sufficient staff in place to look after your little one. Preferably your emergency contact will be available to collect your child, however please keep us informed as our uncollected child policy states that we must have contact with a parent within 10 mins of closing time. If we have not heard from the parents after 30 minutes, Social Services will be contacted. We charge £9.60 per 15 minutes after 6pm for late collection.



### OFSTED

Our OFSTED Reports can be found on the OFSTED website [www.ofsted.gov.uk](http://www.ofsted.gov.uk) using our registration number **EY394970** for the main nursery and **EY432979** for the Preschool.

## Keep In Touch

Please visit our web : [www.inceywinceys.co.uk](http://www.inceywinceys.co.uk)

We have an app for updates and reminders which is free to download from the Apple app store or the Google Play store. Search "ourschoolsapp" and download the app, then search for us using our postcode – E18 1BX. Allow notifications and never worry about missing a message or event again!

We update parents on events via our Facebook page too so please add 'Incey Winceys Day Nursery' as a friend.



The following email addresses can be used to reach members of Management:

Hannah (Managing Director and Finance Officer)– [inceywinceys@live.com](mailto:inceywinceys@live.com)

April (Manager and SENCo)- [inceywinceys@rocketmail.com](mailto:inceywinceys@rocketmail.com)

Safeguarding email contact [inceywinceys.safeguarding@outlook.com](mailto:inceywinceys.safeguarding@outlook.com)

Mick Kingswell (Deputy Manager) – [inceywinceys@outlook.com](mailto:inceywinceys@outlook.com)

The main nursery contact number is **0208 518 8001**

*Then press 1 for the Office, 2 for Baby room, 3 for Ants room, 4 for Preschool*

The preschool phone is an IP phone which relies on the internet so if the phone is not working the preschool can be reached on a secondary line – **0208 530 5858**

## Complaints and Compliments

We welcome feedback from parents at every opportunity.

Most concerns can be dealt with verbally between staff and we strive to address issues quickly and efficiently. If issues are serious please put them in writing to be formally addressed.

If you feel that your complaint is serious enough to be directed to OFSTED then they can be contacted on **0300 123 1231**, or via the website:

[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents) We hope that this situation never arises, and that you will always feel that your children are receiving an excellent quality experience within our setting.

## What to do next?



Now you've read through the to book a place, you need to 27 and return to Incey Winceys After this, we will confirm the

ask you to make a BACS payment of the deposit amount to secure the place, just remember to put your child's name as a reference. We will confirm receipt and secure the place, ready for the settling period. A member of the team will be in touch to arrange the 2-week settling period nearer the start time, and in the meantime if you have any queries just give us a call or drop us an email.

paperwork and decided complete the pages 19- for countersigning. place is available and

For working together, if your child is coming from another nursery please share any developmental records you may have that will help us plan and meet their needs.

And remember, download our app to keep in touch and enable alerts to never forget an event again!

## Contractual Terms

### **Incey Winceys Day Nursery agrees to:**

- Care for the child during the contracted hours
- Comply with all requirements of registration as laid down by the regulatory body (Ofsted) and the care standards act part 10A.
- Comply with all requirements laid down by his/her insurance company
- Provide suitable developmental experiences appropriate to the age and stage of the development of the child named.
- Give at least four weeks' written notice of annual holiday and as much notice of other leave as possible.
- Notify the parent/guardian of any accident or injury occurring whilst the child is in the care of the nursery.
- Be available to discuss with the parent/guardian the care and development of the child, to be arranged if either the parent/guardian or nursery requests it, at a mutually convenient time if so required by them.
- To provide the child with meals, and such meals will be nutritionally balanced and prepared with due regard to the dietary, cultural and social requirements of the child.
- Ensure that the child has the opportunity to take part in activities in and around their local community.
- Maintain appropriate insurance cover, including public liability, content and motor insurance
- If a child acts in a way that puts any other child or adult at serious risk of harm, we may terminate the contract with immediate effect, and without notice

### **The Parent (s)/ Carer (s) agree to:**

- Arrive and collect the child on time
- Adhere to the policies and procedures of the nursery
- Be available to discuss with the nursery the care and development of the child if so requested by the nursery at a mutually convenient time.
- Inform the nursery of any medicine prescribed by the child's doctor and give written permission for a senior member of the nursery team to administer the medicine if such administration is required. Written permission will be required each time medicine is administered.
- Notify the nursery at the beginning of each contracted period of any accident or injury the child may have suffered since last in the care of the nursery, as the nursery is required to record details of injuries to the child.
- Period of notice to end the contract:: **FOUR WEEKS** (notice of termination of the contract must be given in writing)

Signed parent/carers \_\_\_\_\_ Date \_\_\_\_\_

Manager Sign \_\_\_\_\_ Date \_\_\_\_\_

Child's Name \_\_\_\_\_  
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## Child Contract and Registration Form

### Personal Details

Child's Full Name: \_\_\_\_\_

Date of birth: \_\_\_\_\_ Place of birth: \_\_\_\_\_

The child is Male (please tick)

The child is Female (please tick)

Religion \_\_\_\_\_

Language(s) Spoken \_\_\_\_\_

Who has parental responsibility of the child? \_\_\_\_\_

Who will normally bring and collect your child? \_\_\_\_\_

Home address of child \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Home Tel No \_\_\_\_\_

Who does the child live with? \_\_\_\_\_

Are there any residence or contact/ legal arrangements including any restraining orders in place that affect your child? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are there or have there ever been involvement with Social Services, or any Child Protection Orders?

\_\_\_\_\_

\_\_\_\_\_

Has the child got a Common Assessment Framework in place (CAF)? Y / N

We are now required to confirm the identity of all children. **Please provide one of the following documents** (please note this may be photocopied and kept on their file)

Passport  Birth Certificate  Child Benefit Form  **(If ticked, please provide!)**

I confirm the personal details above to be correct. I understand I must inform the nursery of any changes. Sign \_\_\_\_\_

Child's Name \_\_\_\_\_  
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**Mother/ Carer 1 Details**

Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Occupation \_\_\_\_\_

Work Tel \_\_\_\_\_

Mobile \_\_\_\_\_

Email Address \_\_\_\_\_

Preferred Contact Number \_\_\_\_\_

**Father/ Carer 2 Details**

Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Occupation \_\_\_\_\_

Work Tel \_\_\_\_\_

Mobile \_\_\_\_\_

Email Address \_\_\_\_\_

Preferred Contact Number \_\_\_\_\_

**Emergency Contact Details**

*Please nominate below 1 or 2 people who in the event we cannot get hold of you has your express permission to make decisions on your behalf and to collect your child if necessary.*

1. Name \_\_\_\_\_

Work/Home Tel \_\_\_\_\_

Mobile \_\_\_\_\_

2. Name \_\_\_\_\_

Work/Home Tel \_\_\_\_\_

Mobile \_\_\_\_\_

Please provide a memorable password for other's to collect your child.

\_\_\_\_\_

I confirm the contact details above are correct. I understand I must inform the nursery of any changes. Sign \_\_\_\_\_

Child's Name \_\_\_\_\_  
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## Emergency Permission

I/We \_\_\_\_\_ (parent/carer), in the event of an emergency, give permission for staff at Incey Winceys Day Nursery to authorise admittance to hospital of my child, authorise emergency treatment and to travel in an ambulance with them if necessary. In such circumstances the parent/carer will be contacted after an ambulance has been called.

Parent/Carer sign \_\_\_\_\_

I/We \_\_\_\_\_ (parent/carer) when I/we cannot be contacted, give consent for staff at Incey Winceys Day Nursery to administer an emergency dose of Calpol appropriate to their age to my child should their temperature reach or exceed 39°C.

I will inform the nursery if my child has been given Calpol within 4 hours prior to attending nursery to avoid overdosing.

Parent/Carer Sign \_\_\_\_\_

## Medical Information

Doctors Name \_\_\_\_\_

Surgery \_\_\_\_\_

Telephone number \_\_\_\_\_

Health Visitor \_\_\_\_\_ Tel \_\_\_\_\_

Are your child's immunisations up to date? Y / N \_\_\_\_\_

Has your child had chickenpox? Y / N \_\_\_\_\_

Does your child suffer from any ongoing medical condition or are they allergic to:-

Asthma	Y / N	Eczema	Y / N
Diabetes	Y / N	Hayfever	Y / N
Nut Allergy	Y / N	Bee/wasp sting	Y / N

Other \_\_\_\_\_

Please advise treatment for any of the above (a medication consent form must be completed)

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Please describe any **medical** needs and give details of the child's symptoms. It is considered medical if a doctor has diagnosed the problem. Please provide a doctor's note for any allergies. If it is an intolerance or personal preference please fill in the details below and indicate it as such.

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Child's Name \_\_\_\_\_  
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Please note, except in the case of Calpol or Nurofen, the nursery will only administer medicine providing it has been prescribed by a doctor, is in its original container and has the name, dosage and frequency of administration clearly visible. A medicine consent form must be completed by the parent/carer as appropriate. Calpol and/or Nurofen must be provided by parent/carer and labelled with the child's name.

Please keep your child at home if you suspect that they might be ill. **Do not bring your child to the nursery if they have had sickness or diarrhoea in the last 48 hours.** The nursery reserves the right to refuse entry to any child who is deemed "ill".

Please refer to the welcome pack for further details on when you need to keep your child at home and exclusion periods. The nursery will endeavour to keep parents/carers aware of any communicable diseases via the notice boards.

Does your child have any dietary requirements? Y / N

If yes, please indicate \_\_\_\_\_  
\_\_\_\_\_

I confirm the medical information above to be correct. I understand I must inform the nursery of any changes. Sign \_\_\_\_\_

## Child's History

To help us with monitoring your child's development and planning for their next steps please give a brief history of their time before they started Incey Winceys: -

Were they born at full term? \_\_\_\_\_

Do they have any visual or hearing impairments? \_\_\_\_\_

Do they have any mobility restrictions? \_\_\_\_\_

Are there any outside agencies involved in assisting in your child's development? Eg Physiotherapists or speech and language therapists' \_\_\_\_\_  
\_\_\_\_\_

Has the child ever been to another nursery? Y / N

If yes, please give details \_\_\_\_\_  
\_\_\_\_\_

Please bring in any Learning Journals, EYFS progress trackers or Early Years information from the previous nursery to ensure we get a clear understanding of the child's development to date.

Does your child attend any other sessions e.g. Tumble Tots, music class? Y / N

If yes, please give details \_\_\_\_\_  
\_\_\_\_\_

Are you registered with your local children's centre? Y / N

I confirm the history details above to be correct. I understand I must inform the nursery of any changes. Sign \_\_\_\_\_

Child's Name \_\_\_\_\_  
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**Permissions**

**Photographs**

We regularly take photographs and video recordings of the children to record events, activities and the children's progress. These are used on the Tapestry learning journals and for display purposes. We also sometimes invite local press to the nursery if we are holding a special event or activity. During events attended by parents, some parents may take photographs of the activities of all of the children involved.

**I agree that any photographs I take or are shared with me, that have children other than my own in, are for personal viewing only and will not be shared on any social networking sites or online at all.**

Parent/Carer Sign \_\_\_\_\_

**Outings**

We regularly take the children out and about in the South Woodford area, including trips to the shops, library, playgroups and parks. We adhere to all safety requirements during these outings and notice is not always given as often they can be spontaneous.

Any trips further afield will require additional consent; letters will be given out in advance to notify you of these as required and appropriate risk assessments carried out.

I agree to my child leaving the nursery with staff at Incey Winceys Day Nursery.

Parent/Carer Sign \_\_\_\_\_

**First Aid**

There are always several qualified first aiders at the nursery at any one time. Accident forms and health/illness forms are completed by a member of staff as necessary and must be counter signed by a parent/carer.

I agree to notify the nursery at the beginning of each day of any accident or injury that the child may have suffered since last in the care of the nursery.

I agree to qualified staff administering first aid assistance as and when necessary. Y / N

I agree to qualified staff removing a splinter if possible. Y / N

I agree to qualified staff applying a plaster to my child if necessary. Y / N

I agree to qualified staff checking my child's hair for head lice if necessary. Y / N

Parent/Carer Sign \_\_\_\_\_

**Creams**

I agree that I will provide and give consent for the nursery staff to apply sun cream and or nappy/barrier creams to my child as and when necessary.

Parent/Carer Sign \_\_\_\_\_

Child's Name \_\_\_\_\_  
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**Attending the Nursery**

What is the date of your child's first full day at the nursery? \_\_\_\_\_

What days will your child be attending? *Please tick as appropriate*

Monday	Tuesday	Wednesday	Thursday	Friday

**The Nursery is open from 7:30am-6:00pm Monday to Friday.**

We are closed on bank holidays and between Christmas and New Year (dates will be confirmed annually).

If you require any extra days, please check with the office for availability.

The nursery offers a settling period, usually two weeks, for your child to gradually build up the hours they attend until they are comfortable attending for a full day. This begins with an initial parent and child visit of about an hour, where you will meet your child's key person and fill in the settling paperwork. Your child will then attend by themselves for approximately an hour the following day and building up to a full day throughout the two weeks.

The welcome pack provides details of what your child will require during their time at the nursery such as nappies etc.

**We require four weeks' notice to be given in writing to terminate the contract. This also applies for a change in the days of attendance.**

**Payment**

**Deposit**

The nursery requires a deposit to secure your child's place of half a month's fee. It is returned in full upon your child's final invoice as long as all contractual obligations are met and 4 weeks' notice is given. If your child does not attend or you decide to give up your child's place during the first 2 weeks this deposit will be kept by the nursery in lieu of notice.

**Fees**

Fees are payable in advance and cleared payment must be received by the first of every month to avoid late payment charges. Fees are calculated on a pro-rata basis and monthly invoices are issued. Fees are payable even if the child does not attend e.g. due to illness or holidays etc.

We accept most childcare vouchers. Please ask in the office for further details.

Cash and cheques are no longer accepted as payment of funds.

**Additional Charges**

Any extra days will be charged at the daily rate in arrears and added to your monthly invoice.

Child's Name \_\_\_\_\_

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Late payment charges are £15.00 per day, payable for each day after the 1<sup>st</sup> that cleared funds are not received. These charges will be added to your monthly invoice.

Late collection charges are £15.00 per 15 minutes after 6pm. These charges will be added to your monthly invoice.

In the event of an emergency please telephone as soon as possible to ensure suitable arrangements can be made. If possible, please arrange for someone to collect your child. The nursery understands that on certain occasions late collection is unavoidable and charges can be waived.

### **Uncollected Children**

Our uncollected child policy states we must have contact from a parent/carer within 10 minutes of closing time. If no contact has been made after 30 minutes we have a legal obligation to report the incident to the police if the child remains uncollected. The child would then be collected by the police.

### **Data Protection**

All personal details are filed and kept securely at the nursery. We comply with the General Data Protection Regulations and if you wish to access your child's files please request this in writing. We also adhere to child protection legislation which supersedes GDPR, data will be shared when necessary to keep a child safe.

In providing your email and contact details you are agreeing to being contacted by Incey Winceys. Incey Winceys will contact you in moderation with reminders, newsletters and general information as deemed necessary.

In providing 1 or 2 emergency contact details you are agreeing that you have their express consent to do so, nursery has consent to contact them and they have your consent to collect the child if necessary.

Every term as part of our agreement with the local authority, we provide a children's progress tracker to Redbridge, for monitoring purposes. I agree to this.

Parent/Carer Sign \_\_\_\_\_

### **Safeguarding Children**

The nursery has a duty to report any suspected neglect or abuse to the Redbridge Multi-Safeguarding Hub (MASH).

### **Signatures**

I understand and agree to all points in this contract, unless otherwise stated, as well as noting all information in the welcome pack.

Signed parent/carer \_\_\_\_\_ Date \_\_\_\_\_

Print name \_\_\_\_\_

Manager sign \_\_\_\_\_ Date \_\_\_\_\_

Child's Name \_\_\_\_\_  
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**FOR OFFICE USE ONLY**

Deposit taken £ \_\_\_\_\_ Date \_\_\_\_\_

Method \_\_\_\_\_ Signed \_\_\_\_\_

**Settling dates:-**

First parent/child settling meeting date \_\_\_\_\_

Period of settling from \_\_\_\_\_ to \_\_\_\_\_

First full payable day \_\_\_\_\_

Settling booked and confirmed? YES / NO

Days offered \_\_\_\_\_

Key Person \_\_\_\_\_ Secondary Key Person \_\_\_\_\_

Any other information of significant importance:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Confirm receipt of identification**

Passport       Birth Certificate       Child Benefit Form

Copy taken? YES / NO

Signed \_\_\_\_\_