

Parent Co-Operation

At Incey Winceys we value the relationship between the nursery and home. In order to build mutual respect:

- We ask that parents read the policies, or are at least aware of where to find them (http://www.inceywinceys.co.uk/policies_procedures/) and agree to adhere to them.
- We are a smoke-free setting and ask that parents who smoke, to do so out of sight of the children.
- In the event that a parent/carer arrives at the nursery under the influence of alcohol or drugs we will ask that someone comes with the parent/carer to take responsibility of the child. Should this not happen, although we have no legal right to withhold a child from a parent/carer, we reserve the right to contact emergency contacts and any relevant authorities that we deem appropriate such as the police, children's services etc... Any member of staff feeling threatened should contact the police in the first instance.
- We ask that parents and carers are responsible in not sending their unwell child into nursery. The nursery has vulnerable groups- young children, children with additional needs, grandparents and pregnant mothers. Knowing what the illness is can help us inform others. We ask that children who are clearly unwell seek medical advice.
- We ask that parents call in or email to inform if their child is not attending that day. It is part of our statutory safeguarding duty to log attendance along with the reason.
- Although we try to provide flexible care, we cannot as a rule offer swap-days. If parents have an emergency such as a bereavement it is always worth asking, but they understand the decision is discretionary, subject to availability and not a regular occurrence.
- Parents will put any requests extra days for their child in writing, via Family or email to ensure there is evidence of these requests.
- Parents understand that the fees are pro-rata meaning the same each month, we recommend setting up a standing order to ensure the monthly fee is paid in advance by 1st of the month. In the event the invoice is not received, the regular monthly amount will be paid in full and on time. Late payments will be charged for fees paid

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after 1st as stated in the contract. The only time there may be a difference in amount is for extra days, late collection charges or late payment charges, which if necessary, can be paid in addition as a separate payment to the monthly fee. If starting or leaving part way through a month, the fee will be charged by the daily rate.

- We reserve the right to refuse entry to any child whose monthly fee has not been paid in full. In the event of failing to give 4 weeks' notice, the deposit will not be returned.
- Parents will share need-to-know reports from outside agencies, such as advice from speech and language therapy, nutritional specialists and physiotherapy exercises. This helps us provide a relevant and consistent support throughout the child's life.
- Similarly, parents will be honest and share details of previous social involvement such as social services, to allow the nursery to work closely in providing the right support for the family.
- Parents understand that we close at 6pm, so collection needs to be before this time to allow for a handover. On the last working day of the year before the Christmas break, we close at 12 noon, and parents co-operate and collect in good time to allow staff to finish promptly.
- Parents will keep their mobile phone out of sight at all times on the premises and understand that if they are on the phone staff will request, they leave the building until they have finished their conversation.
- Parents will share information on a day to day basis about whether their child has slept well or eaten etc, to allow staff to be informed about the needs for the day ahead.
- Parents understand that while the EYFS has 7 areas of learning, at Incey Winceys we prioritise the 3 prime areas- Personal, social and emotional development, communication and language development and physical development. Our aim is supporting the children's foundational skills, encouraging independence and improving confidence to allow them to access the other areas in their own time. Learning is through play.
- Parents understand that messy play is offered every day and the children's clothes will be messy. While we make every effort to use aprons and non-staining paint, free flow access to the mud kitchen and sensory

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play means children are not always protected. We suggest not dressing your child in their best clothes.

- Parents will make sure the front door is closed securely after coming in or out. They also agree not to let anyone else in behind them, even if it is a parent they know. It is important for our entry log to include every parent for emergencies.
- Parents agree to keep notifications on Family turned on as this is a quick and easy way of allowing the nursery to communicate with everyone.
- Parents understand that the nursery cannot have children on site who do not have a supply of nappies. It is our policy to change a child's nappy every 3-4 hours and if we cannot physically do this we cannot care for the child. The nursery has no spare nappies and it is unfair to expect to borrow from others who have provided nappies. Staff have been asked to give 3 days' notice of needing nappies.
- Parents understand that clothing should be labelled, and spare clothes must be provided. The nursery does not accept liability for lost items but items which have been labelled will be more likely to be found and reunited.
- Parents are aware of how they are parking when collecting. The viaduct has one-hour free parking (download the Ringo app) and the yellow line outside the front of the building starts at 8am so early drop offs can be from the yellow line. There are also Redbridge car park behind the building. There have been many parking tickets outside the building so be aware of how and when you are parking.
- Parents are aware that abuse of staff will not be tolerated. We expect conversations to be respectful and that any complaints are raised away from the children/room and to Management to allow for a professional resolution. Any parent deemed abusive will be asked to leave the premises and in extreme cases notice may be given of the nursery place.
- Parents are aware that if a member of staff babysits for them outside of working hours, that it is a separate agreement and Incey Winceys takes no liability for any issues that may occur. However, sharing information around the incident with the safeguarding officer can help us risk assess that staff member so we would appreciate that co-operation.
- Parents are aware of how to make a complaint to OFSTED, more details can be found in the complaints policy.

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- As always, any parent with a query, complaint or comment is welcome to get in touch and we are happy to arrange a meeting or phone call if needed to address any issues.