



LITTLE DIAMONDS

PARENT'S INFORMATION

2019

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OUR FAMILY CARING FOR YOUR FAMILY

Dear Parent/Carer,

Welcome to Little Diamonds Nursery and thank you for your enquiry. We welcome you and encourage you to participate as much as you can in our nursery life.

Our nursery is a family run childcare provision staffed by professionals who have been providing care for over 20 years.

We care for children from 6 months to 5 years old from Monday to Friday 8.00am to 6.00pm 50 weeks per year. Our aim is to offer the highest standard in childcare and education for your child in a home from home environment. We have slowly expanded our nursery and now have 5 different rooms. The Pearl Room and the Ruby Rooms are for our under 2's, the Emerald Room will be for 2-3 year olds and the Sapphire Room will be for 3-5 years old. Please note that the ages of the children in each room may vary slightly to reflect the child's development so that we can be confident that we have matched the children to the room based on their age and stage. We will consult with you throughout this time.

The EYFS states that "Every child deserves the best possible start in life and support to fulfil their potential. A secure, safe and happy childhood is important in its own right, and it provides the foundation for children to make the most of their talents and abilities as they grow'.

As parents ourselves we understand how difficult it is to leave your precious child in the care of others no matter how old they are, but we believe that children need stimulation with other children their own age. Therefore our nursery programme is carefully planned and designed to provide the best childcare, development and learning experience for each child's individual needs. Your child will learn through a wide range of activities and equipment based on and in accordance to the Early Years Foundation Stage framework.

Partnership with parents

It is the policy of Little Diamonds Nursery to encourage ways of working with parents and to build close relationships that will enhance the quality of care for the children and the relationship between parents and staff. To ensure a consistent and stable experience for each child, it is vital for us to partner with parents. We understand that each child has their own unique requirements and that parents have differing needs from their day care provider. Upon registration, a detailed discussion is conducted to understand the specific requirements of both the parents and child with regards to all aspects of their daily routine.

As a team we work with all parent/carers, at Little Diamonds we have an 'open door policy', parent/carers can visit at a convenient time when their children are present, and have access to their child's records. We like to keep parent/carers up to date on a regular basis: this is done through home sheets, weekly planning and notices put up in the front of the nursery that we urge you to read. We hold parents meetings twice a

year where parents will get the chance to sit and talk with the child's key person regarding the progress and development of their child. If that is too long to wait, you can always book an appointment to see your child's key-person. Menus for the week are displayed in the entrance hall. Feedback is one of the things that make us into a better thriving nursery; we have a suggestion box in the hallway and welcome all ideas, comments and things that might not sit well with you.

Our Mission

We believe that children learn best when they in a secure, safe, and stimulating environment. We aim to nurture the children through inclusion, equality of opportunities and by implementing activities through the foundation stage with support from the borough's Early Years services. We will help to make you feel comfortable with all the staff who care for your child/children and will work with parents in an open and honest way. We aim to develop staff skills and professionalism through supervision and training.

Diversity for all

Our aim is to provide a positive, secure and happy environment where children can grow and develop.

We recognise that all children are unique in their own way, and aim to identify ways in which to support them. We respect and value the contributions of children, families and staff. At Little Diamonds we are always looking at ways to keep up to date with changes and how best to update our working practices. As a family nursery we adhere to the current legislation to ensure that any areas of potential inequality are eliminated and aim to make inclusion a thread that runs through all the activities we provide.

We welcome all families from different disabilities, gender, religion and ethnic and cultural origin. In our friendly environment we treat each child as an individual. To ensure there is equality for all, we encourage the children to share their home cultures with each other and with staff. Working with the family enables us to have an insight into the background of their customs, beliefs and dietary requirements. We try to ensure all communities are represented through celebrating different cultures and have a range of resources that can reflect our practices. It is important to us that our staff team reflects the diversity of the community.

Concerns & Complaints

At Little Diamonds Nursery we believe that children and parents are entitled to and expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve what we do and will give serious attention to any concerns about the running of the nursery.

Opening hours/ Times

For all of our children the minimum attendance is 2 days for children aged under 2 and 1 day for those over 2 and in receipt of the FEEE. The nursery opening times are as follows.

Full day-care

Day	From	To
Monday- Friday	08:00	18:00

If attending part-time the days need to include a Monday or Friday. Depending on the occupancy we can sometimes be flexible with this, so please tell us your maximum availability to increase your chances of getting a place.

We are open for 50 weeks of the year however fees are due for 52 weeks to cover the running costs.

The nursery is closed:

Christmas- 5 days (dependant on when Christmas falls)

Summer- 5 days

All Bank Holidays

The specific dates will be placed on the Parents' Notice Board well in advance to allow time for further care arrangements to be made.

Free Early Education Entitlement FEEE

When your child reaches 3 years old, by the following term they are then entitled to **22 hours of free early education (FEEE)** spread over the 50 weeks if you meet the eligibility criteria. For those who don't meet that criteria then your child will be entitled to 11 hours FEEE time, the term after your child's 3rd birthday. You will need to complete an application form. We **do not** offer term-time only places of 15 hours spread over 38 weeks.

For those who are studying, you may be entitled to funding from the provider to help pay towards your child's fees. We would need written confirmation of this before guaranteeing your place.

Our fees (per calendar month):

Days	Hours	Price
Full-time (5 days)	8.00am-6.00pm	£1,300
4 days		£1,040
3 days		£780
2 days		£520
Fees with 11 hour deduction aged 3 & over		
Full time (5 days)		£1,014
4 days		£754
3 days		£494
2 days		£234
Fees with 22 hour deduction aged 3 & over		
Full time (5 days)		£728
4 days		£468
3 days		£208
2 days		nil

We will ideally only move the child up into the next room dependant on their age and stage and didn't want the fees to reflect your decision as we appreciate that childcare is expensive and didn't want the price to compromise which room your child is best suited to.

A deposit of 50% of your monthly fees is required to secure a childcare placement as soon as you have been offered the place. This is held and used towards your final fees once you have given us 2 month's written notice of your leaving date.

Fees are payable a month in advance and need to be paid by the **1st** of each month. Please ensure that all fees are paid on time as we have a £5 late fee per day. If paying with childcare vouchers it is your responsibility to ensure they are transferred and cleared by the 1st. If you are experiencing any difficulties please come and talk to the manager prior to the payment date.

The nursery fees may increase each year and you will be given notice of this. We do our best to keep our childcare affordable but must reflect the ever rising costs of

expenses. Fees are charged for 52 weeks and calculated per calendar month, meaning that the weekly fees will be multiplied by 52 and divided by 12.

Settling In

We know how difficult it is to return to work or study and to have to leave your child, whether they are 6 months old or 4 years old. We feel that it is very important for children to go through a settling in process, and offer you three days before your official start date week in which to do so. Some children may settle in fairly quickly, while others may take a bit longer. We believe it's extremely important for a child to feel safe and secure in the nursery environment before starting permanent sessions.

From the very beginning we try to establish an effective partnership between us. During this time you will get to meet with the key person, who would be able to address any concerns you may have.

Your child's time at Little Diamonds Nursery should be a happy and enjoyable experience. We always encourage parents to gradually introduce their children to small sessions to begin with and gradually build them up. Your child will get to know the other children and the staff and there will be a familiar face at their first session that they do without parents. It should be the beginning of new and exciting experiences for both of you. You will hear lots of songs, rhymes and games that they will want to teach you.

- What to expect from your child's settling in sessions:
 - We'll start to build relationships with you and your child
 - You'll be able to meet our team and your child's 'key person'
 - We'll be able to find out your child's likes and dislikes
 - You'll tell us your child's routine at home, and any specific requirements you may have such as sleeps, meals and comforters
- Our aim is that you and your child feel completely happy before you start permanent sessions with us.

During your settling in week it can be flexible to suit each child's needs, but generally we operate the '1,2,3'

SETTLING IN PROCESS

DAY 1	On this first day, you should bring your child in at 9.30am to meet with their key person and stay for one hour until 10.30am. Your key person will take you through the enrolment form and your child becomes familiar with the environment.
DAY 2	Again you will come in and stay between 9.30am and 11.30am. Throughout the time you may leave the premises so that your child sees you leaving and returning.
DAY 3	By this day you will practice the swift drop off (at 9.30am) that you will do from herein and collect your child at 12.30pm so they have experienced lunch time with their peers.

Prompt collection

Prompt collection of children by 6pm is highly important as parents will be charged **£5 for every part 5 minutes** over their required pick-up time. Please be aware that the nursery is only insured for the opening hours listed above. If after 7.00pm parents have not called, the Police will be contacted as Social Services recommends. Two members of staff have to stay with the child until the situation has been resolved and late fees are payable to them on the night for staying over-time.

Staff

The Little Diamonds Nursery staff are qualified and experienced in childcare. Above all else it is the qualifications and enthusiasm of the people caring for your child that makes the nursery. Coming from a multitude of backgrounds and experiences, every member of our team holds, or is working towards, a higher level 3+ childcare qualification. We work well over the recommended ratio as our decision to surpass the regulatory requirement demonstrates our commitment to providing the highest standard of care. All of the staff appointments were made on the condition of an Enhanced DBS check and references. In reflection of our equal opportunities policy, our staff team represents diversity of our community. We greatly value the knowledge and ideas that our staff are able to bring to the setting.

Key person

Upon joining the nursery, you will be introduced to all of our staff. However, we operate a key person system, which means that your child will be allocated to a specific member of staff, who will help your child to settle in quickly and to enable both you and your child to have a regular person as an immediate contact. Even though we allocate your child a key person the staff are responsible for all children. We feel that the major advantage of having smaller rooms is that we all get to know the children and their families very quickly.

We would strongly recommend that you join us for parent evenings, open days and other family events which are arranged throughout the year. These form a critical part of your child's early year's development and give you a formal setting to celebrate your child's achievements.

At Little Diamonds Nursery we understand that parents play a crucial role in shaping their children's personalities and development. Therefore, if we were to encounter any difficulties with your child, we will draw these to your attention, working with you to find a suitable solution. We believe it is important that staff and parents work in partnership to foster the development of children in our care.

Our policy is to keep parents completely informed and involved at all times and some of the ways that help this are:

- `Daily Event cards` are completed, which are a written record of daily events that have taken place along with an opportunity for staff to add any things that you may need to know.
- Edward Bear, which teaches sharing and caring.
- We inform you about special outings or visits we are planning.
- We hold parent's meetings twice a year, enabling you to have a longer discussion with the staff about your child's development.
- We prepare regular written progress reports on your child which are shared with you.

Key Person Role

The key person is responsible for compiling your child's Learning Journal. A Learning Journal is a collection of written and photographic evidence relating to your child's development and progress whilst they are at the nursery.

It is important to remember that whilst your key person has responsibility for the Learning Journal, if you would like to view it at any time, please do not hesitate to ask.

We are in the process of getting online software with IConnect so you can access your child's progress (including photos) at any time. You will be given personal log in details to access the Parent Portal which you could share with friends and family overseas. This enables you a direct way of communicating with your key person throughout the day.

Behaviour Management

Here at Little Diamonds Nursery, we believe in creating a positive environment where adults consistently manage and encourage positive behaviour, promoting children's welfare and development.

We aim to achieve this by having consistent adults who positively encourage children to respect themselves and others in a secure, challenging, stimulating and positive environment with clear boundaries and expectations. We allow children to flourish and enjoy developing, learning and making a positive contribution.

As a nursery we are fully aware that as children grow and try to discover who they are, they may demonstrate unacceptable behaviour. For this reason we have clear rules to support children in learning acceptable behaviour. If a child is having difficulties in following the rules we will try to make them understand why their behaviour is not acceptable. Children are taught to care for each other, to be helpful, courteous, kind and respectful to one another and the staff. Nursery staff are also expected to be examples to the children by being polite and caring to the children, families, visitors and colleagues.

Staff will monitor any noticeable unacceptable behaviour displayed by children, be it mental, verbal or physical and deal with it in an agreed manner. Parents will be made

aware of the situation and have joint decision in any action taken. If additional support from para-professionals is required we will first speak to parents

We will never discipline a child in a manner that is considered rough or detrimental to the child. Clear rules on acceptable behaviour are to be followed by staff, families as well as the children.

Inclusion and Special Educational Needs

We aim to work in partnership with parents who have children with learning difficulties or a physical disability. We aim to encourage and support all children to get the best opportunity from nursery life. All staff are trained to observe and monitor each child's development to ensure that each child is treated as an equal and encouraged to take part in all of the nursery's activities. Staff attend on-going training both in-house and out, this ensures that our practice is up-to-date and relevant. We have a trained SENCO in the setting. This is a special educational needs co-ordinator whose role is to attend training courses and implement this information in the nursery setting.

All reports, work plans and discussions are confidential, between the special needs co-ordinator, child's family and where necessary an outside agency. Wherever possible, Little Diamonds Nursery promotes positive self-image and identity.

Sickness & Medication

For the health and welfare of all the children who come to nursery we request that you do not bring your child into nursery if they are ill or have an infectious disease. Keep them at home for at least 48 hours until symptoms have passed with no signs of sickness/diarrhoea. If prescribed with antibiotics then they will not be permitted back into nursery until 48 hours after start of treatment. Unfortunately we are not insured to give your child any medication, unless it is eczema cream, nappy creams, inhalers for asthma, or life threatening illnesses. We have the right to send any child home if senior staff feel that they are not well enough to attend nursery.

Accidents

In the event of an accident at Little Diamonds Nursery, it will be logged in an accident record form for you to sign. With regards to head injuries e.g. bumps/ cuts, Little Diamonds will contact you by phone as we regard these to be serious, you will be given a notification sheet of the injury, which will explain what the injury was, how it happened, whether your child showed any signs of unconsciousness, drowsiness, dazed, groggy, sickness or any unusual signs, this will then tell you what to look out for at home. In the event of a serious head injury we would ask you to collect your child and seek medical attention.

Home incidents

Parents are required to inform a member of staff if any accidents or incidents have occurred at home which may leave a scar, bruise or cut on a child. You will be asked to log this and sign. If staff notices a mark, cut or bruising on a child, they are required to note it on an incident sheet and inform the Manager as soon as possible.

Non-smoking policy

There is a strict **NO SMOKING** policy in the nursery and the outdoor children's play area. This policy also applies to parents who are dropping and collecting and would be in close proximity to the children.

Health, Safety and Security

The nursery has been carefully designed to ensure a safe environment. All staff are trained in regards to health and safety and security measures in their induction training.

No child under the age of 16 is allowed to collect a child in the nursery. In instances where children are to be collected by someone other than the parent/carer, a password system is used. As an extra precaution we ask for a new password in each instance.

We ask parents to exercise courtesy and patience with each other as we have a small lobby area and it can be difficult when there is a queue of people. It's important that the staff member has time to speak to each of you when greeting or giving feedback at the end of the child's session. We have to insist that parents do not open the gate as the children are our responsibility until we have safely handed them over to you. This is especially relevant at St Patrick's and at the toddler rooms on the ground floor of the main site where the children could run out of the main door leading to the busy road.

To access the Baby and Pre-toddler room on the first and second floor we advise that parents take their time in going up or down the stairs. We ask that you are vigilant in closing the front door and not to hold it open for anyone else as this would be a serious Safeguarding breach. We have an intercom system that each parent has to use before entering so that we are aware of who is in the building.

Child Protection Safeguarding & Welfare

At Little Diamonds Nursery we aim to provide a safe and secure environment for all children under our care.

All staff are given appropriate training to raise their awareness of child protection, and ensure that no children are at risk of any form of abuse. If the staff should notice any unusual behaviour, or be concerned about any injuries it will be their responsibility to take the appropriate actions. At Little Diamonds Nursery we follow the guidelines stated by the London Safeguarding Children Board child protection procedures. This is in conjunction with the following national guidance; Early Years Framework, Working

Together to Safeguard Children, What to do if you are worried About a Child & Keeping Children Safe in Education.

All staff, student & volunteers are aware of and adhere to the allegations against staff procedure and the Code of conduct for staff must have an enhanced DBS (Disclosure Barring Service) check before they are employed by the nursery.

Mobile phones

At Little Diamonds we have a strict no mobile phone policy, if you wish to use your phone, please use it outside of the nursery. None of the staff members are allowed to have their personal mobiles on them as a Safeguarding measure, and only use the nursery mobile in the baby rooms or for outings which does not have a camera function.

Outings

We are centrally located to many amenities which provide a great learning experience for the children. We go on regular weekly trips to the parks, the market, and the library. Depending on the children's interests and to widen their role play and learning we go to places such as the: dentists; doctor's surgery; fire station; hairdressers; mechanics; car wash (in the mini-bus!); vet's surgery; Chinese restaurant (when celebrating Chinese New Year); cafes; and places of worship. We also go further afield to places such as Lloyd's Park, Brooks Farm, and Kidspace ball-park, Discover in Stratford by public transport or by Mini-bus that we hire and we will always ask your permission for these trips. Every trip is fully risk-assessed and age dependant. The children wear hi-vis vests and we have a variety of buggies and a 'Walkodile' to travel safely when out.

We have an annual trip in June/July each year in which so far we have been to Paradise Park and Legoland by coach.

Parking

We are located in a parking zone (MW zone or BR zone for St Patrick's) which runs from 8am-6.30pm. We would be more than grateful that you respect our neighbours driveways and paths. As a result of complaints from our neighbours or the Local Council we will have to exclude your child from the nursery if this request is ignored as we are under strict guidance from the Highways Agency. For more information on parking follow this link www.walthamforest.gov.uk/content/parking-waltham-forest-town-centres

Healthy Eating

We provide a nutritional healthy balanced diet. We can cater for children's individual dietary needs whether they are cultural or religious. We offer breakfast, mid-morning snack, lunch, dessert & afternoon snack. There is fresh milk and water available at all times in the nursery. We have our food freshly made and delivered by a well established company called The Professional Nursery Kitchen. Their ingredients and menus can be found on their website: www.tpnk.co.uk, they cater for all special dietary needs and allergies.

Our snack is freshly prepared in our kitchen premises by qualified staff that hold catering certificates. We currently have the highest grade of '5' from the Food Safety team: <http://ratings.food.gov.uk/business/en-gb/606680/Little-Diamonds-Nursery-Ltd-Walthamstow>

Our wide variety of food is aimed at introducing the children's pallet to a number of different tastes and textures. As part of our Parent Partnership, we would appreciate suggestions and ideas from parents and carers. There are times when our menu will take into consideration our curriculum; therefore we will be looking at seasonal foods, cultural foods, and different coloured food, especially fruits and vegetables.