



Our vision

“To inspire staff, children, and families to learn and grow together by providing a safe, stimulating and nurturing environment”

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Introduction

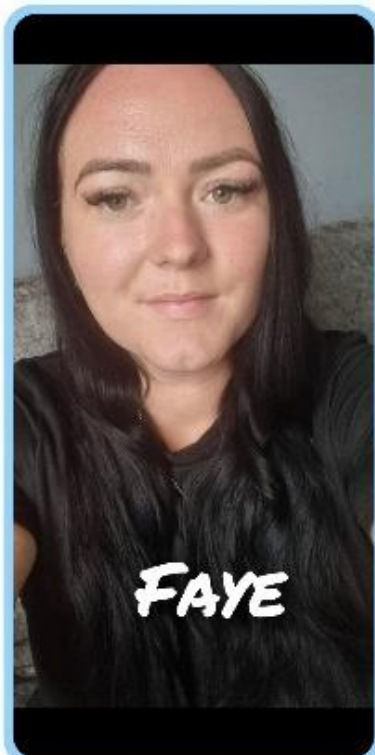
We would love to welcome you to The Play Corner. We feel privileged that you have chosen our setting for your child. We work continuously hard to ensure our partnership with our families is the best possible, we strongly believe this helps to build a foundation of security for the children in our care. This will also help to ensure they have the best possible learning experiences and outcomes during their time with us.

This welcome pack is designed to give you valuable information about our setting, expectations and our terms and conditions. Policy and procedures can be found on tapestry when we sign your child up you will be able to access them all or we can email them over beforehand. We hope this welcome pack will answer any questions you may have but any additional please just ask. If these are updated whilst your child is enrolled with us, we will send any amendments over.

If you have any feedback or suggestions, please share with staff we are always looking to improve where possible! If there should be a time where you feel like you need to put in a complaint, please refer to our complaints policy which can be found on tapestry, or it can be emailed over to you.

Faye and the team xx

Meet Our Team



Faye – Owner/Manager & DSL

Qualifications/training

- Foundation degree Level 5 in early years care and education.
- Level 3 diploma for the Children and Young People's workforce (Early learning and Childcare)
- DSL (designated safeguarding lead) trained
- Paediatric First aid

I have 11 years' experience in childcare and over 6 years in management roles. I am also a mummy myself to 3 children. I have always dreamed of having my own setting to

create a safe, stimulating environment where the adventures of childhood can begin with us! I take pride in ensuring everything we do is to a good standard. I ensure my staff team have the same vision as myself for your little ones to create the best possible learning outcomes for your children. I hope you enjoy our setting as much as I have enjoyed creating it.

Michelle – Deputy Manager

Qualifications/training

- NNEB qualified – equivalent to a level 3.
- Paediatric First aid.
- Level 3 SENCO.
- Makaton, buckets and pecs.
- In her 4th year of her BA honours degree in early years.

Michelle has over 30 years' experience across education settings and her knowledge is outstanding. She is also a mummy to 2 teenage boys! Michelle has such a loving, warm personality and her passion in supporting children with additional needs is amazing. Michelle gives the best hugs and especially whilst reading a story with your little ones! Michelle really does share the same vision as me and we just want the best possible outcomes for our children and families. Michelle really does take pride in being the best.

Carly – Early Years Practitioner

Qualifications/training

- CACHE level 2 NVQ in Children's Care, Learning and Development.
- DSL trained.
- Paediatric First aid.

Carly is our Senior Early Years Practitioner and DSL (designated safeguarding lead). Carly has over 15 years' experience within early years settings and over 5 years has been spent with babies & toddlers. Carly is also a mummy to 3 boys! Carly has an impressive amount of knowledge and is currently completing her level 3 in early years. She is an absolute bundle of fun and children seem to all gravitate towards her. Carly has worked with me for the past 10 years and has become my side kick.

Sarah – Early Years Practitioner

Qualifications/training

- Level 3 Diploma in Play work.
- Paediatric First aid.

- SEN experience.

Sarah is our Early Years Practitioner. Sarah has over 10 years' experience within the childcare sector and the last 8 years have been spent within early years! Sarah is also a mummy to a little girl! Sarah has an impressive amount of knowledge and experience especially with SEN children. Sarah is very passionate and will always give a 110% to everything. Sarah worked with me and Carly at a previous setting for 6 years, so we already have that strong team bond. Sarah has been an amazing asset to the team!

Abi – Early Years Practitioner & SENCo

Qualifications/training

- Level 3 Diploma Childcare.
- Level 3 SENCo.
- DSL trained.
- Paediatric First aid.

Abi is our Early Years Practitioner and SENCo. Abi has over 12 years' experience within early years settings. Abi has recently become a mummy to a little boy! She has such a loving personality, quite possibly the loudest person you will ever meet but the children love it and makes her that bundle of joy you need in an early year's environment! Abi has worked with me for the past 11 years. She has also worked with all the girls previously in our team, which means she will just slot straight in. Abi has a very clear passion for SEN with outstanding knowledge to ensure every child has the best possible start within their early years.

Kenzie – Early Years Apprentice

Qualifications/training

- Paediatric First Aid

Kenzie is our Early Years Apprentice. She has worked in retail since she left school but was very keen to embark on this early year's journey. She has a such a kind, loving, warm nature about her, and I know you will all love her as much as we do. Kenzie is studying towards her Level 3 childcare qualification.

Kelly - Volunteer

Kelly is a mum to 2 boys, one who has high SEN needs. The children absolutely love when Kelly is in as she is fun, gives the best cuddles always with a warm welcome. Kelly is also happy to offer support and advice to our SEN parent's where possible.

Life At Nursery

Daily routine:

AM	PM
8-8:45 Breakfast	11:45-12:15 Lunch time
8:45-9:30 Free play	12:15-1 Free play
9:30-9:45 Tidy up and welcome time	1-1:15 Tidy up and welcome time
9:45-10:15 Snack bar open.	1:15-2:45 Continuous provision, free flow, adult and child led activities.
10-11:30 Continuous provision, free flow, adult and child led activities.	1:30-2:00 Snack bar open.
11:30-11:45 Tidy up and Bucket time	2:45-3:00 Sticky kids/Story
	3-4 Free play.

Throughout the day nappies will be changed when needed or according to our policy every 3 hours. We will put children to sleep as and when required from their individual routines or when they show signs of being tired. We believe children learn best from being able to express their own interests therefore we will offer a mixture of adult led and child led activities. We allow children to pick the weekly topic, this allows us to offer a range of new experiences to our children they can be easily adapted to cooperate children's interests.

What to bring to nursery?

To ensure your child has everything they need at nursery we ask parents to bring a labelled bag containing the following:

Water Bottle – we are happy for your child to have their drink from home but once the bottle is empty, we will refill with water.

Weather appropriate clothing – waterproof coat, wellie boots, warm hat in the winter and sunhat in the summer.

Dress for mess - Sensory and messy play helps children to express themselves, be creative and independent. We will ensure when daily activities are set up that we provide aprons however it can splash onto clothes and some children may refuse to wear aprons, so old clothes are best!

Spare clothes – plenty of spare clothes and a spare pair of shoes.

Comforters – comforters help your little ones to feel safe and secure so we encourage you to bring them along to help settle them when needed, we will store them in their bags until needed.

Nappies, wipes and cream – we unfortunately have no space for storing these so we ask if these can be put into their bags daily and you ensure you check daily if they need to be re stocked.

Sun cream – your welcome to provide your own suncream which needs to be labelled with your child's name, or you can pay £5 a year to use nursery suncream.

Snack and Lunch

Snacks are provided in the morning and afternoon for all children. We offer a variety of fruit and vegetables, raisins, breadsticks, crackers and cheese. We also offer milk or water.

Pack lunch will need to be provided for all children who will be attending during our lunch time. This must be a suitable healthy pack lunch. We advise you pop an ice pack in the bag/box to keep the lunch cool. Items we do not allow in our setting are nuts, or may contains nuts, fizzy drinks, sweets! Please see our Food and Nutrition policy.

Communication

When your child is due to start at our setting, we will set you up a what's app group. For example, Faye's (this will be individual to each child) adventures. We will make our work phone and tablets admin plus all parents/carers, so you are able to add others to the group. We will share pictures and wow moments of your child; you can also use the group to let us know if they will not be attending or any achievements from home or just to even check in throughout the day. We will also share any important information and updates on there. We will also send you a link to tapestry this is where we will upload your child's 2-year progress reports, next steps and any observations.

Key person approach

As we are a small setting your child will get to know all the staff and we will work incredibly hard to ensure every child feels comfortable and settled with us all. However, it is important for your child's development that they have a key person. They will be responsible for the settling in sessions for your child. They will ensure next steps are set, observations and trackers are completed, and any progress reports are written. This information will be shared with parents through tapestry or daily adventures.

Reports

At The Play Corner we take pride in learning through play and practitioners being at the children's level spending time engaging and playing! Therefore, we try to keep paperwork to the minimum. The reports that are required in the statutory framework are 2-year progress reports, school leavers reports and termly SEN formative reports. These

will be completed and sent to parents on tapestry. We have flower trackers for all children if parents wish to see them, please just ask!

Terms & Conditions

1. These Terms and Conditions are subject to amendment and parents / carers will be notified in writing of any changes made. By using our childcare, we assume acceptance of our Terms & Conditions. Where parents continue their childcare provision with us, we assume acceptance of these. Please also see our Policies and Procedures which are within this welcome pack.
2. We reserve the right to terminate your child's place if the Terms and Conditions are not adhered to.
3. Childcare fees are due monthly in advance and must be paid by Bank transfer, cash or funding. Any additional sessions booked must also be paid for in advance. If you have difficulties with this payment method, please discuss with the nursery manager. Where fees are not paid before the session, we reserve the right to terminate your child's place with immediate effect and 1 month notice period payment would still apply. If you are struggling to pay fees, please notify the manager who can provide guidance where needed.
4. Any overpayment of fees will be retained on your account for use on the following or subsequent months invoice and in some cases, we can offer a refund. If your account is still in credit when your child leaves our childcare, we will refund any remaining overpayments.
5. Fees will normally be reviewed annually. In all cases, at least one month's notice of any changes will be given.
6. The first month's fees must be paid in full before or within the first week of the first day your child attends our setting, if this is not manageable, please let the manager know in advance.
7. If you wish to withdraw your child from the setting, one month's written notice of your intention must be given, or one month's fees paid in lieu of notice. For funded children, this charge is not covered by funding and if you do not provide one month's notice of intention to withdraw your child(ren), you will become liable for payment of fees which will be charged one month's fees according to your attendance pattern. We know circumstances can change so please inform manager immediately if one month's notice is not possible.
8. If you wish to reduce your child(ren)'s sessions, one month's written notice of your intention must be given. Please note if you do reduce your sessions, we cannot

guarantee they will remain available to you in the future. You can add additional sessions where space and ratios allow it, this will need to be confirmed by manager in advance.

9. All regular sessions must be paid for regardless of whether your child(ren) attends the childcare setting on that day. Unfortunately, staff ratios are worked out prior to the day, so any sickness we will not be able to refund.

10. Most children will be eligible for 3 and 4 year-old funding, starting from the term after their 3rd birthday; some 9month olds and 2-year-olds are also eligible. Please check your entitlement with the Nursery Manager. All parents will be required to sign a parent declaration form for funding to be claimed. Parents are responsible for securing the eligibility code from the gov website or local authority. Some codes require 3monthly confirmation, you will receive an email when to do this, if you miss this as a result you will lose your funding and will be required to pay any fees for the upcoming term.

11. If you intend to use this funding at more than one setting within a term you must notify us. This is to ensure we are claiming the correct amount of funding, and the other setting need to be aware of us.

12. Funding hours can be used against all sessions. This is subject to change but at least one month's notice will be given if changes are made.

13. Any children who attends over lunch time, will be required to bring in a suitable pack lunch. We are a nut free nursery. Please see the food safety list (ask manager to see this) to ensure food provided is in line with the choking hazards.

14. Our setting is closed on all English bank holidays (dates to be advised annually), you will not be charged for these sessions.

15. Inset Days are set in the summer term for the next academic year. There are 5 inset days annually, and these will not be charged. Funding covers 38weeks of the year and the academic year is 39weeks, where possible these 5 days will be spread across the year, and you will be given notice of these dates.

16. A late collection fee will be charged per child. This is currently £5 every 10 minutes. This will be added on to your monthly invoice if within our opening hours. If you arrive late after 4pm, payment will be required on the day. We are aware some things are out of your control and will work with you where possible so please let us know in advance if you are going to be late and may require an additional hour/session added on.

17. Any medication your child needs to take whilst they are within The Play Corner care will be given in line with our First aid, injury, medication, and illness procedure. This notes that the medication must be clearly marked with the child's name and dosage instructions and must be handed to a member of staff who will enter detail into a

medication form and ask parents to sign the entry. Medication must never be left in a child's bag and staff must always be informed. A child who, in the opinion of the management, is obviously ill when they arrive at the setting will not be accepted. This includes children who have been given medication (such as paracetamol) that may have masked symptoms. If your child becomes unwell during the session, we will contact you and, if necessary, ask you to collect your child. In addition to children who are unwell, children with any illnesses considered infectious or contagious will be excluded from the setting for the period of time identified in our policies.

18. It is a requirement that all children must have followed the NHS vaccination schedule to prevent the spread of potentially life-threatening diseases. Please see: <https://www.gov.uk/government/publications/routinechildhood-immunisation-schedule>. Parents will be asked to confirm their child's vaccination status. If a protected characteristic is identified to us, we will make reasonable adjustments to accommodate the needs of that child.

19. Children attending childcare with an injury, however small, whether it happens at home or in the setting, must be recorded in the accident file on tapestry. This is an Ofsted registration requirement.

20. Please notify management if someone else will be collecting your child. Photo identification e.g., driver's licence or passport, plus a passcode will be required or a picture of the person collecting shared within your child's personal whats app group. Children will only be allowed to be collected by persons other than their parents when the setting has prior parental consent.

21. Parents are responsible for ensuring all details held by The Play Corner staff are kept up to date. It is essential that our staff can contact parents and emergency contacts at all times during the day.

22. All personal data that you provide will be held and processed in accordance with the requirements of the General Data Protection Regulations (GDPR). As per Ofsted requirements, we will share information about your child with other childcare settings or schools that they attend.

23. In the interests of safeguarding, we may need to share information with other childcare professionals regarding your child. We will inform you of this information sharing as soon as possible; the protection and wellbeing of children in all cases takes priority.

24. If your child will not be attending a session in line with our attendance policy, you must inform us in advanced or on the day. If we do not hear from yourself and your child has not arrived for their session, we will wait for 1 hour and then we will be in contact so find out why your child is absent today.