

# Nursery Parents Handbook

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Call us on 020 7510 7565

# Contents

## Introduction 3

Facilities

Opening times & Attendance

Nursery Fees

## Staffing at the Nursery 3

Students

## What will your child be doing? 4

Starting nursery

Settling in

Unwell children

## Clothing 5

Jewellery

Disclaimer

Nappies

## Lunch Time 5

Snack time

## Confidentiality 6

Keeping children safe

Equal opportunities

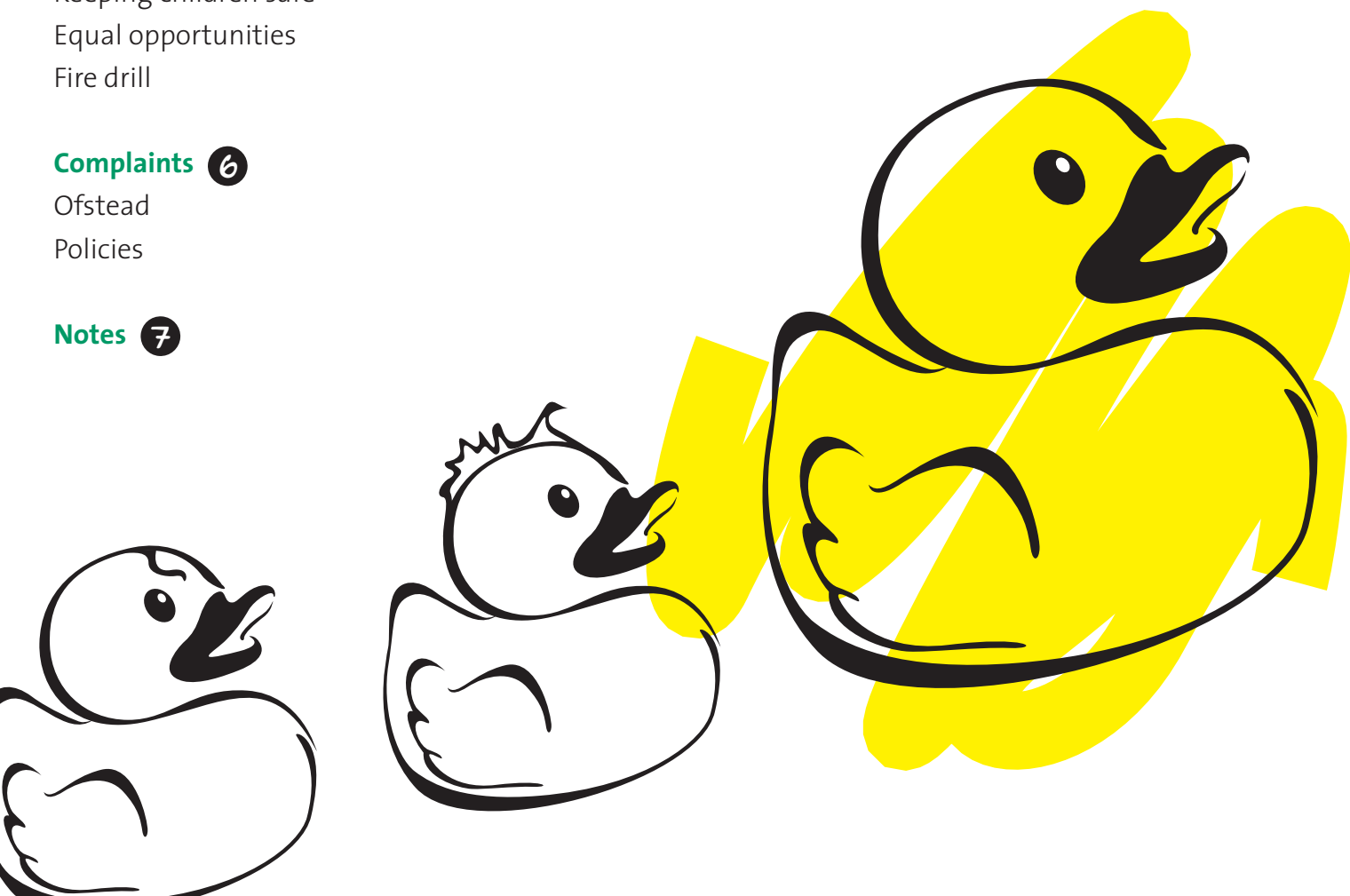
Fire drill

## Complaints 6

Ofstead

Policies

## Notes 7



## Introduction

**Tower Hamlets College Nursery is a 19 place Day Nursery for children between the ages of 18mths to 5 years of which no more than 3 children can be under 2 years old. The nursery is sited in the rear grounds of the college and can only be accessed via the main college building. The nursery is registered and inspected by OFSTED. The nursery's most recent OFSTED report can be found displayed on the parent's notice board in the hall way and on the OFSTED web site ([www.ofsted.gov.uk](http://www.ofsted.gov.uk)).**

Child to staff ratios in the nursery are in accordance with the OFSTED requirements.

These are as follows:

**One adult to three children under years**

**One adult to four children aged two to three years**

**One adult to eight children three to five years.**

## Facilities

The nursery comprises of two indoor play areas, a kitchenette and a children's bathroom. The nursery also has a large outside play area to promote outdoor learning and physical play.

To ensure the safety and the wellbeing of the children the nursery has a buzzer door entry system and CCTV. This allows staff to not only monitor access

but also identify anyone wishing to enter the nursery.

Outside in the play area there is a designated space for parking buggies. Because this space is limited we do ask that you fold your buggy up, to avoid accidents. Please do not leave any valuables in this area.

## Opening Times & Attendance

The nursery is opened term time only, Monday to Friday between the hours of 9.15am to 4.00pm. Please note, children will not be admitted after 10.00am unless a prior arrangement has been made with the nursery. Persistent lateness or non attendance may result in your child losing their nursery place.

All children are expected to arrive at the nursery by 10.00am in the morning or if attending in the afternoon by 1.30pm. If you have an appointment or anticipate that you are going to be later than these times or if your child is unwell or will not be attending please advise the nursery staff as soon as possible. Persistent lateness or non attendance may result in your child losing their nursery place.

## Nursery Fees

Currently there is a charge of £2.00 per session which is payable at the beginning of the week. Should you use the nursery more than 5 sessions per week you will never have to pay more than £10.00 in total. Once you have contracted a place at the nursery, whether or not your child attends the sessions fees will still become payable. Should any fee arrears accumulate on the account your child will not be admitted into the nursery until these have been cleared.

## Staffing at the Nursery

**There are five members of staff employed by the college. All staff are CRB (Criminal Records Bureau) checked, and are trained in Early years. Some of the qualifications staff possess are NNEB (Nursery Nurse Examination Board), NVQ 3 in Childcare and the Foundation Degree in Early Years. In addition to these childcare qualifications, staff at the nursery are also trained in First aid, Food handling, Safe Guarding children, Special Educational Needs and Health and Safety.**

### **Members of staff and Key responsibilities.**

Nursery Manager Jennifer Knight  
Deputy Nursery Manager Maggie Lincoln (Nursery SENCO)  
Nursery Officer Chitra Roy

(Health & Safety)

Nursery Officer Debbie Kibble

(Safe Guarding)

Nursery Officer Farida Jalal

(Behaviour Coordinator)

## Students

From time to time the nursery accepts students who are pursuing a course relevant in the care and education of children under five. All students attending the nursery will before commencing their placement have a valid police check (CRB) in place.

## What will your child be doing?

**At Tower Hamlets College Nursery we will support and develop each child to their individual potential. This we aim to do by working in partnership with the parent/carer and using observations made of the children playing whilst they are at the nursery. By doing this, it will enable the nursery to provide the children with a balance of freedom and structured activities to support their individual learning needs and interest. To further ensure that we are meeting the individual child's learning need we follow the Early Years Foundation Stage (EYFS) Curriculum Guidance. This guidance supports the learning of all children between the**

**ages of birth to five years old and is a legal requirement that all providers of childcare must follow.**

The Curriculum focuses on six specific areas of development as listed below:

- **Personal and Social development**
- **Communication Language and Literacy**
- **Problem solving, Reasoning and Numeracy**
- **Knowledge and Understanding of the World**
- **Physical development**
- **Creative development**

This (EYFS) curriculum places great emphasis on children learning through play opportunities in both the outdoors and the indoors.

For more information on learning in the nursery please see the planning board in the room or speak to your Key person, to find out how you too can support your child's learning.

## Starting nursery

At the nursery we see learning as a partnership between home and the nursery, and it is important that we work together to promote good outcomes for your child. To do this, at the nursery your child will be allocated a Key –person who will have responsibility for ensuring that the transition from home

to the nursery is handled with sensitivity according to your child's individual needs. Your allocated Key person will also be responsible for undertaking observations of your child and will plan in partnership with you for your child's individual care and learning needs. As part of this every 12 weeks your key worker will share with you with a summary of your child's development.

Should you have any concerns about any aspect of your child's care or education please speak to your Key-person. They will always try to make time to speak to you at the beginning and/or the end of the session.

## Settling in

On the acceptance of a place for your child at the nursery, you will be asked to put aside time to settle your child into the nursery. Every child is an individual and the length of time settling in will vary from child to child. To ensure that your child settles into the nursery well, we do ask that you stay with your child for the first few days to help with the process. This time will provide you with an opportunity to get to know the nursery staff as well as have an opportunity to share with us how best to care for your child. Please remember should your child become upset after you have settled them in, we

might have to ask you to extend the settling in period further. Should this happen we will support you.

## Unwell children

Please do not bring your child into the nursery if he/she is sick. If your child becomes unwell at the nursery you will be asked to take him/her home. If your child is suffering from diarrhoea /sickness they must be cleared of this for twenty four hours before they can return to nursery. If your child has been given antibiotics for an infection they must stay at home for the first three. If you do bring medication to the nursery please ensure that you hand this to a member of staff never leave this on your child's bag on the peg. Please remember, medication can only be administered if a medical consent form has already been signed by the parent/ carer, and the medication supplied has been prescribed and is in date.

## Clothing

**Please do not send your child to nursery in their best clothes as they will be playing with paint and glue and a lot of other messy art materials. The children will be playing both indoors and outdoors whilst at nursery, so we recommend that you dress your child in suitable comfortable**

**clothing, so that they can freely play with all activities. We do ask that you leave a spare set of clothes that are labelled with your child's name on the coat peg provided, so that they can be changed should they get soiled or wet. In the summer months you will be expected to supply your child with a hat and sun protection cream, and in the autumn and winter month's boots and a raincoat. These are essential especially when playing outside.**

## Jewellery

Jewellery can be worn if it is for religious purposes, otherwise we do ask that jewellery is kept to a minimum to avoid accidents and losing it.

## Disclaimer

Please note the college does not accept responsibility for any loss or damage to personal items on the premises.

## Nappies

If your child is still in nappies please ensure that you leave enough nappies and spare clothing on their coat peg so that they can be changed if they become soiled during the day. If you fail to supply nappies the nursery will supply you with a

nappy but will charge you for doing so. Currently the charge for each nappy is 50p. Over time this can turn out to be very expensive so please ensure that you check your child's bag on a regular basis.

## Lunch Time

**The nursery closes for lunch at 12.30pm and reopens at 1.00pm. Should you wish to give your child lunch you can do so in the canteen of the college. If you do choose to use the canteen please ensure that you supervise your child at all times. This is very important to avoid accidents and injury.**

## Snack time

At the nursery we try to ensure that we support the children in having a healthy diet as far as possible. This we do by limiting the amount of salt and sugar in the foods we offer the children. Children are offered a snack in the morning and in the afternoon. This snack mainly consists of fresh fruit, raisins, breadsticks or sometimes fresh vegetables. The children are also offered either water or milk at snack time and throughout the day have access to water. We do ask parents to support us in helping the children to develop 'Healthy Eating' life styles by not sending the children to the

nursery with crisps and sweets. In particular please do not send your child in with nuts or nut based produce. Children who are allergic to nuts can have a severe allergic reaction In some cases it can prove fatal.

## Confidentiality

**All information supplied by you will remain confidential with the exception of matters of child protection. Such information will be shared on a need to know basis with other professionals who have a responsibility for safeguarding.**

## Keeping children safe

The Nursery has a legal and statutory responsibility to ensure that all children in the nursery are safe. Where possible the nursery will seek to clarify any concerns it has with you as a parent/carer unless the timing of the discovery warrants immediate referral. This means where staff have concerns as defined in the guidelines for the protection of children these will be discussed with the nominated person for safe guarding.

In any case it is not the responsibility of the nursery staff to decide whether or not a child is or has been abused or to carry out investigations.

## Equal Opportunities

The nursery provides equality of opportunity and access to all children and parents regardless of their religion, sex, disability, ability, sexuality, ethnicity, religion, home language, race, or cultural belief. As part of this we will ensure that the children's individual culture is respected, observed and valued in the nursery. This will be reflected in the resources we use in the nursery and the learning activities that are provided. Any discriminatory behaviour displayed by users of the nursery will be actively challenged and reported to the Student Services Department.

## Fire Drill

Should you hear the fire alarm please do not come back to the nursery building. Arrangements have already been made with Staff from the Library of the College to assist with the escorting the children from the nursery building to the assembly point. The staff and the children will exit the grounds via the college car park gate, once outside we will assemble outside of the houses. Here you will be able to meet your child. For purposes of Health and Safety children will remain with staff until the register has been taken after this children will be allowed to be taken by their parent

after the parent has signed the attendance sheet.

## Complaints

**The nursery has a duty and commitment to ensure it provides a high quality service to the students, staff and clients. The primary objective of the complaints procedure is to**

- **Improve the service provided by the nursery**
- **Handle matters efficiently and effectively, allowing sufficient time to ensure that the facts are established and carefully considered**
- **Provide a predictable, open and fair method for dealing with alleged failure to meet acceptable standards of service**
- **Implement measures for improvement in areas where a complaint is fully or partly justified.**

Should a matter arise that you wish to complain about, in the first instance please discuss it with the staff member concerned. If after this you still remain unsatisfied or if you feel that you cannot discuss the matter with the staff member concerned, please report your complaint to the Nursery Manager. The Nursery Manager will record your complaint details and will seek to resolve the matter. Should this fail please fill out the attached complaint form so that the matter can be





Tower Hamlets College  
Poplar High Street  
London  
E14 0AF

Bus routes: 15, 115, D6, D7, 277, 309, 108  
Docklands Light Rail: Poplar (5 mins)  
Limited meter parking

For more information visit our  
website: [www.tower.ac.uk](http://www.tower.ac.uk) or get in  
touch with one of our advisers: **020 7510 7565**