



# Heaven Sent Day Nursery

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## Handbook



## Welcome to Heaven Sent Day Nursery

Thank you for your interest in Heaven Sent Day Nursery, based within St. Francis Catholic Primary School. We offer full or part time childcare in a caring, positive and stimulating environment for your child to learn, grow and succeed - all year round.

We accept children from 3 months to 3 years of age. All our members of staff are qualified and most have considerable experience of working in the local community.

At Heaven Sent Day Nursery we strongly believe in providing a nurturing and engaging environment to enhance your child's learning in all the seven areas of learning through play. The prime areas of learning being, Personal, Social and Emotional development, Communication and Language, Physical Development and the specific areas being Literacy, Maths, Understanding of the World and Expressive Art and Design. It is our aim to provide this high quality childcare to the local community.

We know placing your child into day care can be a big decision and we want you to feel confident about the quality of care and education that your child will receive. Visits to our setting are encouraged, please telephone or email us and arrange to come and see us in action!



## Essential Information

### Sessions offered by Heaven Sent Day Nursery

- Heaven Sent Day Nursery is open 7:30 am to 6 pm, 48 weeks a year
- A Heaven Sent Day Nursery 'year' runs from 1<sup>st</sup> September - 31<sup>st</sup> August
- Heaven Sent Day Nursery is closed on all public bank holidays as well as for 4 additional days over the Christmas break, for 4 days over the Easter holidays and 2 weeks in August.
- We do not offer term time only contracts, other than as part of the 2 year old scheme.
- The length of sessions that we offer is 5 hours (7:30 am to 12:30 pm and 1 pm to 6 pm). Therefore full days are 7:30 am to 6pm

### Our Daily Routine

#### AM SESSION

**8am-8.30am** breakfast is served; we have a choice of cereal, toast, juice/milk/water and yoghurt

**8.30am-9am** music and movement

**9am-10am** free flow indoors when we develop our learning through our play

**10am-10.15am** we wash our hands to get ready for snack

**10.15am-10.30am** snack time, we are offered fruit or vegetable sticks, part of our 5 a day and we use the toilet/potty or have our nappy changed

**10.30am-11.30am** free flow play to discover the great outdoors

**11.30am-11.45am** we wash our hands to get ready for lunch time

**11.45am-12.30pm** lunch is served, and we use the toilet/potty or have our nappy changed

**12.30pm** some of us go home

#### PM SESSION

**1pm-2pm** free flow indoors when we develop our learning through our play

**2pm-2.15pm** we wash our hands to get ready for snack

**2.15pm-2.30pm** snack time, we are offered fruit or vegetable sticks, part of our 5 a day and we use the toilet/potty or have our nappy changed

**2.30pm-3.30pm** free flow play to discover the great outdoors

**3.30pm-4pm** music and movement

**4pm-5pm** dinner is served, and we use the toilet/potty or have our nappy changed

**5pm-6pm** free flow indoors/outdoors, the rest of us go home



### Useful contacts

Heaven Sent Day Nursery: 020 8536 5360

Heaven Sent Day Nursery enquiries: Email Address  
[info@heavensentdaynursery.co.uk](mailto:info@heavensentdaynursery.co.uk)

Day Nursery Manager: Marie Wade  
[marie.wade@st-francis.newham.sch.uk](mailto:marie.wade@st-francis.newham.sch.uk)

### **Clothing**

- Please dress your child in practical clothing that is suitable for play
- Please dress your child in comfortable clothing so that they can manage on their own, this is particularly important if your child is potty training
- Your child needs to have spare items of clothing which are kept at nursery so that they can be changed if necessary
- Please be sure that shoes are Velcro strapped and safe for climbing/rugged play. No laces please as the child cannot tie them independently
- Wellington boots as we will use the outdoor area in all weather

Although we try to protect clothes with aprons, accidents do happen. Please try to have a relaxed attitude about this because your child will become more involved in learning through play if they are not worried about your displeasure in getting messy. It is also an integral part of their development.

Additionally we aim to take very good care of all of your child's belongings. Occasionally things do go missing, this is much easier to avoid if ALL of your child's belongings are named. Thank you for your cooperation with this.

### **Nappies and Formula**

- If your child is younger and/or still requires nappies, you are required to provide these, along with wipes and barrier cream. All creams are to be labelled clearly with your child's name;
- Please ensure an adequate supply of these is provided at the start of the week to your child's key worker;
- If your child still requires a bottle you will need to supply formula milk and sterilised bottles.



### **Seasonal Clothing**

Children need to bring coats (preferably water proof), gloves/ mittens and hats during colder weather, as they are encouraged to play outside throughout the year. During warmer months we request they are sent in with sun hats/ caps. No child will be allowed to play outside in hotter days with their shoulders exposed so please ensure that they wear clothing to cover shoulders to reduce risk of burning. Suncreams can be applied should you wish. You will need to supply the suncream you want us to use and complete a medical permission form.

### **Heaven Sent Day Nursery Obligations & Your Obligations**

These terms and conditions govern the basis on which we agree to provide childcare service to you.

#### **1. OBLIGATIONS ON Heaven Sent Day Nursery**

##### **a. We will:**

- i. Inform you as soon as possible whether your application for a place has been successful. You must confirm within one week of receiving notification that you still wish to take up the Day Nursery place once it has been offered. If you do not, Heaven Sent Day Nursery reserves the right to withdraw that offer;
- ii. Provide the agreed childcare facilities for your child at the agreed time (subject to any days when the Day Nursery is closed). If we change the opening hours of the Day Nursery, we will give you as much notice of our decision as possible and, if necessary, work with you to agree a change to your child's hours at the Day Nursery;
- iii. Provide you with regular feedback on your child's progress and well-being at the provision on an at request basis as well as more formal feedback sessions such as parents evenings
- iv. Notify you as soon as possible of any days on which your child's Day Nursery will be closed (such as bank holidays etc);
- v. Try to make available to any other of your children, who are of an appropriate age, a place at our Day Nursery. However we cannot guarantee that a place will be available.



vi. Attending Heaven Sent Day Nursery or having done so, does not give you an automatic right or any preferential treatment for your child to attend St Francis' Catholic Primary School when your child reaches Reception School age.

**2. OBLIGATIONS ON YOU a. You will:**

i. Complete and return to us our health record questions (as part of your application) before your child starts at our Day Nursery and immediately tell the Day Nursery manager of any change to the information or circumstances provided in your answers to those questions;

ii. Complete the relevant consent information (as part of your application) with regards to the administration of medicines, plasters as well as the use of photos and video for recording your child's progress;

iii. Immediately inform us should your child be suffering with a contagious disease. For the benefit of other children in the Day Nursery, you must not allow your child to attend the Day Nursery if they are suffering from a contagious disease which could be easily passed from one child to another during normal everyday activities within the Day Nursery (please ask for contagious disease policy for details)

iv. Immediately inform us of any changes to your contact details. The responsibility is on you to ensure that all such information is at all times current and correct;

v. Keep us informed as to the identity of those persons who will collect your child from the Day Nursery. If you as the child's parent(s) are unable to collect your child from the Day Nursery then you must pre-notify us of such an instance. Where this occurs we will require proof of that individual's identity prior to their collection of your child. That individual will also have to quote the security password that you have set up previously with the Day Nursery for such instances. If the Day Nursery is not reasonably satisfied that you have given that individual your authority to collect your child from Day Nursery then we will not release your child into their care;

vi. Inform us if your child is the subject of a court order and provide us with a copy of such an order on request;



vii. Immediately inform us if you are unable to collect your child from the Day Nursery by the official collection time (please note, additional charges are payable for this);

viii. Inform us as far in advance as possible of any dates on which your child will not be attending Day Nursery. Any days or sessions where your child would normally attend Day Nursery and they do not, for whatever reason, will be non-refundable.

### **Personal Belongings**

We understand that for some children, a special toy or comforter can be an essential part of their settling in process. Whilst we encourage this, and will do our best to look after these and keep them safe, we cannot accept any responsibility for loss or damage of these items whilst at nursery. For this reason we ask that you do not send in items of value, either monetary or sentimental.

### **Absence**

We understand that children will have days off but it is important to remember that children settle best, develop most and form strong, supportive bonds with other children and staff when they attend regularly.

- If your child is unable to attend due to illness or any other circumstance please let us know before 9.30 a.m. on the first day of absence.
- Whilst we make every effort to be supportive please be aware that if you are in receipt of the nursery education grant and your child is regularly not attending, we may have to consider reallocating your place.



## Fee Structure

7:30 am - 6pm	Full Time Daily rate (5 days discount)	Daily rate
Under 2's	£58.00	£60.00
2-3 Years	£53.00	£55.00
7:30 am - 12:30 pm	Mornings Daily rate (5 days discount)	Daily rate
Under 2's	£42.00	£44.00
2-3 Years	£38.00	£40.00
1pm - 6pm	Afternoons Daily rate (5 days discount)	Daily rate
Under 2's	£42.00	£44.00
2-3 Years	£38.00	£40.00

\*Discounts are available for staff at St Francis' Catholic Primary School, siblings of children who attend St Francis' Catholic Primary School and multiple children attending Heaven Sent Day Nursery.

### Notes:

Fees are payable on the Sunday before for the preceding week via ParentPay. We do not accept cheques or cash.

**If you are having a change in your child's pattern of attendance that needs to be agreed with the Nursery Manager prior to payment.** Fees are calculated on a variable rate depending on the booked sessions that your child attends each calendar month. Please note that there is no reduction in fees for absence due to holidays, bank holidays or sickness. The nursery is open for 48 weeks of the year. We will be closed for two weeks over the Christmas and New Year's period, two weeks at the end of August and on public holidays. Please note the change of fees for Under 2 to 2 -3 years will be applied the month following the child's birthday month.

We accept childcare vouchers. Please contact the Nursery Manager for further details.

**Upon registration a non-refundable fee of £50.00 is payable and before starting at the nursery a deposit of £200 is required.** The deposit will be deducted from the final fee payment provide one month's notice is given in writing to the Nursery Manager.

We reserve the right to apply a late collection charge of £10.00 for every 15 minutes or part thereof, after a session has concluded. An initial grace period of 5 minutes will be given after which the late collection charge will be applied.

Heaven Sent Day Nursery reserves the right to charge a late payment fee of £5 per day for weekly late payment. However, parents who do not pay in advance will not be permitted to use the provision.





## Safeguarding

### **Ratios and Staffing**

The legal requirement for adult ratios within childcare settings is a minimum of:

1 (adult): 3 (under 2 year olds)

1 (adult) 4 (2-3 year olds)

At Heaven Sent Day Nursery we ensure that these ratios are maintained at all times (this includes mealtimes). We actively seek to exceed these ratios wherever possible.

We also believe strongly that a well-trained, caring staff team are essential in ensuring your child receives the very best care and provision. Our staff is trained to a minimum NVQ level 2 standards, with the majority achieving NVQ level 3. All staff, students and volunteers have current valid DBS (Disclosure and Barring Service) checks.

### **Acceptable Adult Behaviour**

We expect the highest possible standards of adult behaviour at Heaven Sent Day Nursery. This begins with our staff and the professionalism we expect them to display at all times.

This expectation extends also to parents. The Heaven Sent Day Management Team will not tolerate any abuse, threats, physical violence or racist behaviour between or by any adult (whether parent or staff). Should this arise Heaven Sent Day Nursery management will discuss the complaint and investigate it fully. Please note that outcomes of unacceptable behaviour on the part of a parent can lead to a child's nursery place being forfeited.



### **Child Protection**

We are sure you appreciate and support the fact that our first priority is always to keep children safe from harm wherever that harm may come from. Therefore we have a very clear process of recording and reporting anything that may be of concern. We wish parents to be aware that we monitor changes in a child's behaviour and any marks we find that are not related to the setting or any major incident at home will be noted.

**In such cases and/or if we suspect that a child may be suffering abuse, we are legally (and ethically) duty bound to report these to the appropriate professional bodies.**

### **Sickness**

Illnesses often spread very quickly among small children, especially stomach bugs. We do not care for sick children, therefore if your child becomes unwell during the day, you will be expected to come and collect them, or make arrangements for someone to do so. We understand that there can be lots of reasons why a young child vomits or has diarrhoea, for example eating too fast, or teething. Therefore unless a child appears unwell we will not contact you until there have been three separate incidents of sickness or diarrhoea.

If your child is sent home, or is unwell with a stomach bug at home please be aware that they must be kept away from nursery until 24 hours after the last bout of sickness or diarrhoea, this is to help prevent the spread of illness within the nursery.

### **Administering medicines**

Heaven Sent Day Nursery staff can only administer medicines if a doctor prescribes them. A medical form needs to be completed to give your consent. This also applies to administering asthma inhalers and Epipens. Please ensure that the medicine is in its original packaging with the dispensing label from chemist showing your child's name and also within date.



### **First Aid**

If your child has a minor accident at the setting it will be dealt with as appropriate and noted in the accident book. You will be told of the accident immediately if the injury is to the head. Otherwise you will be told when you collect your child and you will be asked to sign the accident book as an acknowledgment. Heaven Sent Day Nursery has qualified First Aiders.

Similarly if a child comes in with a noticeable mark/bruise that was caused by incident at home/away from setting parents need to inform a senior member of staff and complete necessary paperwork.

In the absence of a child's carer it is the responsibility of the setting to ensure that the child receives appropriate medical attention. This may include, in an emergency taking your child to the casualty department of a local hospital. We will always notify you immediately of the illness or accident in this situation.

### **Fire Drills**

We conduct regular fire drills to make sure children are used to evacuating the building quickly. We also ensure that a number of our staff are trained fire wardens to ensure best practice in this area at all time.

## **Behaviour**

An essential part of a child's Personal, Social and Emotional Development is learning how to develop positive relationships and respect for others. This includes "developing social skills & learning how to manage their feelings, understand appropriate behaviour in groups and having confidence in their own abilities." (EYFS Statutory Framework 2017).

To support this we have only 3 rules at Heaven Sent Day Nursery and as parents and carers we need and appreciate your support in achieving them.

- We care for each other
- We share with each other
- We listen to each other



We feel it is important to stress the positive behaviour we expect from our children so that inappropriate actions such as fighting, kicking, biting, swearing or other behaviour harmful for others is clearly unacceptable in any form.

We make it clear that a child should never hit back or retaliate and instead should use words to tell others to stop, express needs and ask for them. For this purpose we teach children to use the phrase "Stop it. I don't like it!" It would be useful if this phrasing is encouraged at home. If this does not work, children are encouraged to inform an adult to help them sort out the situation.

Any such incident is discussed with the child/children concerned so that they understand what they have done wrong. In the event that a child continually breaks these rules then certain privileges may be taken away or they may be given a short reflection time (this will always be supervised). If your child has a reflection time, it is for a minute for each year of age e.g. a child of 2 years would have time out for 2 minutes etc. If the situation does not improve then the parents/carers will be asked to come in and discuss the matter further. In extreme and/or repeated cases the child's place may be removed.

Please note we will not accept discriminatory behaviour of any kind from any party. All children and adults have a right to be respected and the responsibility to give respect to others including those with Special Educational Needs. This is in accordance with the 2010 Equality Act.



## Starting Heaven Sent Day Nursery

If you would like your child to start, please complete the application form and drop it into the office.

We will contact you usually within 1 week of its receipt by us to discuss availability for your chosen dates and times. We cannot agree to all requests but will offer alternatives if we cannot meet your needs. If we do not have space we are able to put you on a waiting list if you wish, although please be aware if our waiting list is very long we may, regrettably, advise that you look for alternative provision. Once childcare arrangements have been agreed we will then provide you with a quote for your fees and ask you to come in and sign a contract.

You must bring in proof of your child's name and birthdate (a birth certificate or passport). The main parent (the applicant) must also provide proof of their own name (again via a birth certificate or passport) together with 2 proofs of their and the child's home address (one of which must be a utility bill or council tax bill).

You will then be given a settling in date and then a formal start date (the date from when invoicing commences).

### **First day and settling procedures**

Initially your child attends part of the session, with you. They will then spend some short sessions without you, although you may be asked to remain in the building. They will then build up to being left with us for part sessions, whole sessions and then full days. Often children are at full sessions/days within 1-2 weeks but please be aware that the time scale for settling will depend upon how well a child responds to the settling process.

All children's individual needs are taken into account and the length of time needed to settle your child will be reviewed on a daily basis with your child's key worker. As part of the settling process we may ask you to bring in some family photographs, so that we can display familiar people for your child, or perhaps a comforting toy. We will spend time talking to you and getting to know your child.



### **Key Worker**

Your child will be assigned a key worker who will be your key point of contact in relation to their day-to-day care. The key worker works with a number of children and ensures that the children in their care are safe, settled and happy. They are also responsible for ensuring your child's developmental needs are met, their interests and skills flourish, that records of this are accurate and up to date and that you are kept fully informed of anything related to your child's welfare and/or development.

If your child's key worker is absent, please don't be concerned, all members of staff in the nursery care for and support all of the children and please don't hesitate to approach the room leader, or another member of staff if you have any questions.

## **Record Keeping and Assessment**

Your child's key worker will play a crucial part in creating and maintaining your child's profile with examples of their work and observations from key learning moments. These will be assessed against the stages of development outlined in 'Development Matters'. We then use this information to plan next steps for your child and exciting activities to meet these.

Your input in the assessment process is invaluable as sometimes your child may only show a glimpse of some knowledge in the setting that they confidently use at home. The more we share these experiences the more we can effectively plan for your child's next steps. As such, we would encourage you to share any 'WOW' moments from home with your child's key worker.

### **Parent Meetings**

Additionally to providing feedback at the end of the day, we hold 3 parents meetings each year. This is a formal meeting time for you to talk to your child's key worker, read through your child's profile, look at their work and talk about their development.

If both parents cannot attend the same meeting (for whatever reason) then each parent should contact Heaven Sent Day Nursery management to discuss options available.



The appointments for these meetings are arranged in advance and run throughout the day on set dates. Obviously this is in addition to the regular feedback you receive throughout the year at the end of sessions when you collect your child. You are welcome to view your child's profile at any time; we would however appreciate 24 hours' notice, to ensure that there is a space available with a computer for you.

## Questions or Concerns

If you have any concerns or questions about your child's care and development please speak to us. Remember if it's important to you and your child, it's important to us too.

Your first point of contact is your child's key worker and most queries can be addressed in this way. In the unlikely event that this does not resolve the situation please contact the Manager who will arrange to discuss your concerns. See page 4 for useful contacts.

We hope the information within this booklet will answer any questions you may have. However if there is anything you would like clarified further please contact us and we will be pleased to help.