

## Important Information

Please take the time to read this information carefully.

We have policies and procedures in place for all areas of our provision – feel free to ask us for copies of any that you wish to see

### 1. Registration and Settling In

**Registration Form** When your child starts pre-school, you will be required to complete a registration form to confirm your child's details, parent's details and emergency contacts.

#### Settling In Sessions

We will provide you with information and opportunities to visit us before your child starts pre-school. The pre-school leader will arrange settling in sessions for your child and we ask that you stay with your child during these sessions, bring along evidence of your child's date of birth and your completed registration form.

We recognise that some children will settle more readily than others and will work together to decide on the best way to help your child. We will not charge for any settling in sessions as long as these do not exceed 6 hours and any fully unaccompanied sessions will be chargeable.

#### Key Person

We believe that children settle best when they have a key person to relate to, who knows them and their parents well and who can meet their individual needs. The key person will work with you to complete your child's learning journey and will plan activities to meet your child's needs at pre-school and advise on how to enhance their development at home.

### 2. Our Waiting List and Session Requests

Our admissions policy ensures that our setting is accessible to children and families from all sections of our community. We arrange our waiting list in birth order and consider your child's eligibility for funding, the length of time on the waiting list, the closeness of your home to the setting, whether siblings already attend the setting and our capacity to meet the individual needs of your child.

We try to ensure that all children are given a chance to attend forest school sessions, but priority is given to those children who attend pre-school for more than one session a week and are in receipt of funded hours.

We will try and accommodate all requests for sessions and inform you as soon as possible to let you know whether your request is successful. You must confirm within one week of receiving notification whether you want to accept the offer and if not, the session may be offered to another child. We will not discriminate against any child and are open and accessible to all members of the community.

Session request forms are available on our website and are sent direct to the Pre-School Leader. Alternatively, you can contact the Pre-School Leader direct.

### 3. Daily Routine

The pre-school is open as follows: -

Session	Time	Cost
08:00 – 09:00	Breakfast Club	£4 (payable by bank transfer or childcare vouchers)
09:00 – 12:00	Morning Session	£4.80 per hour (payable by funding, bank transfer or childcare vouchers)
12:00 – 13:00	Lunch	
13:00 – 15:00	Afternoon Session	

Breakfast club is open to both pre-school and primary school children and invoiced separately. The cost of a session (regardless of drop off time) is £4 and bookings can be made in advance.

Pre-school Sessions is open to children from 2 ½ years and you will receive confirmation of your child's booked sessions in advance of their start date. Please contact us if you would like to enquire about availability on any given week throughout the term and we will try and accommodate your request. We will need at least one month's written notice if you decide to decrease the number of hours your child attends or to withdraw your child. A month's fees will be charged from the date you have given notice.

We review our hourly rates annually and you will be given at least one month's notice of any increase.

We expect children to arrive at pre-school as close to their start time as possible so that they can join in with registration. We are prepared to take action if we have concerns about the welfare of a child who fails to arrive at a session when expected.

If we change the opening hours, we will give you as much notice of our decision as possible and, if necessary, will work with you to agree a change to your child's hours of attendance.

#### **Snacks, Packed Lunches and Drinks**

We regard snack and lunch time as an important part of our day. We provide your child with a snack (e.g., fruit, crackers, rice cakes) and a drink (water or milk) and we ensure that this is appropriate for the needs of your child. We have fresh drinking water constantly available for your child and we ensure your child knows how to access it. We display current information about your child's dietary needs so that all staff are fully informed about them, and we are sensitive to your child's needs ensuring that they can always participate.

We make sure that your child only receives food and drink that is consistent with their dietary needs and your wishes – please ensure you keep us up to date with any changes. We celebrate children's birthdays and there are occasions when birthday cake is provided as a snack so, please let us know if you would rather your child had an alternative snack. We also celebrate different cultural celebrations (e.g., Diwali, Ramadan, Chinese New Year) so we will offer your child a variety of foods alongside our usual snacks which they are encouraged to try. We display details of your child's daily snack on the parent board at pre-school.

We ask that you provide your child with a healthy packed lunch which is nut free ("may contain nuts" is ok) and nutritious in a named lunchbox. We recommend using an ice pack to keep your child's lunch cool and that you provide them with a lunch that they can easily open as this will encourage their independence. We will sit with your child at lunchtime to ensure that they are happy, and we will ask them to return all packaging to their lunchbox so that it can be recycled and so that you can monitor what they have eaten.

#### **Spare Clothes and Uniform**

Please bring along spare clothes in a named bag and ensure your child wears comfortable clothes that can get messy. We do have spare clothes at pre-school if required.

We have Holt Pre-School sweatshirts, t-shirts, and cotton bags available to buy at pre-school should you wish to. Please ask a member of staff if you would like to purchase any items.

### **Nappy Changing and Toileting**

We are happy to work with you to help with toilet training when your child is ready. We ask that you provide nappies, wet wipes and nappy sacks (if appropriate) in your named child's bag. We will offer support to your child to help them become independent when they have the need to be. We will regularly check your child's nappy and/or clothing and if it does become wet or soiled, we will bag clothing up for you to take home at the end of the session.

### **Collecting your child**

We work together with the Primary School to promote sustainable forms of travel and encourage all families within walking distance to walk, scoot or cycle to pre-school. For some families, this is not possible, so we ask you to park your car in Station Road (or nearby) and walk your child to pre-school. Cars should not be driven into The Gravel or into the school grounds at any time during the day. If you need advice on where to park, then a member of staff will be happy to help you.

When you cannot collect your child, you will be asked to provide staff with information on how to verify the identity of the person who will be collecting my child. Your child will not be allowed to leave with anyone other than those named on the registration form or in your child's file. The person collecting your child must be over 16 years old.

If you are late to collect your child, pre-school will contact you and if this is unsuccessful, the registration form will be used to access alternative contact details and emergency contacts.

## **4. Session Fees and Funding**

### **Funded Sessions**

We offer a number of funded sessions as follows: -

#### **2-Year-Olds ("Better2gether Funding")**

- Please contact us if you are in receipt of income support, allowances, universal credit or if your 2-year-old child has a statutory statement of Special Educational Needs, an Education, Health and Care plan, My Support plan, is a looked after child, has left local authority care or is in receipt of Disability Living Allowance as we can help identify whether they should be entitled to free sessions.
- To apply for funded sessions, you will need to contact [earlyyears@wiltshire.gov.uk](mailto:earlyyears@wiltshire.gov.uk) or apply online using the parent portal on the Wiltshire Council website. If eligible, you will then be given a code.
- We will require you to sign a funding form in September, January, and April to confirm funding.

#### **3–4-Year-Olds ("Universal Funding")**

- All 3–4-year-olds are entitled to 15 hours of early years education starting on the first day of the term after your child's 3<sup>rd</sup> birthday (September, January or April). For example, if your child is born in September then they will be funded in January. You do not need to apply for this funding.
- We will ask you to sign a funding form in September, January, and April. Please note that if your child attends another setting then we will need to agree how the funding will be allocated.

#### **3–4-Year-Olds ("Extended Funding")**

- Additional funding (up to an additional 15 hours per week) can be claimed if both parents are working (or the sole parent is working) and each parent works more than 16 hours per week at above the minimum wage. Parents can apply and view the eligibility criteria on the Government's Online Service – "Childcare Choices" and if successful, they will be issued with an 11-digit eligibility code. Please note this can take up to 7 days so you will need to ensure you apply and receive confirmation in advance of each funding period (**1<sup>st</sup> September 1<sup>st</sup> January, 1<sup>st</sup> April**).

- We will need written confirmation from you that you will allow us to carry out a validation check and require your national insurance number. We will then ask you to sign a funding form in September, January, and April.
- Please note that your code will only remain valid for approximately 3 months, and you will need to reapply before the valid end date.

Please note that due to the timings of Teacher Development (TD) days and bank holidays, there may be a few unfunded sessions to pay. This will be clearly detailed in your annual statement of funding.

### **Unfunded Sessions / Termly Fee Invoices**

We will send you a termly invoice for your child's sessions if they are not fully funded (October, December, February, March, May, July). We will send you an annual statement to show you how many chargeable sessions or funded sessions that your child will attend and a forecast of fees due. This may need to be amended throughout the year if you make any changes to your child's sessions or funding.

We expect payment to be made within 14 days but in exceptional circumstances, we will work with you to set up a payment plan.

### **Payment by BACS**

Our payment details are: -

Bank: Santander

Account Name: Holt Pre-School

Sort Code: 09-01-53

Account No: 69663284

### **Payment by Childcare Vouchers**

We have accounts with a number of childcare voucher providers. If your provider is not listed, then we are happy to set up new accounts – please email [finance.holtpreschool@gmail.com](mailto:finance.holtpreschool@gmail.com) for information.

Edenred – Account Number P20598428

Sodexo – ID Number 813766

Kiddivouchers

### **Tax-Free Childcare**

Holt Pre-School is signed up to the tax-free childcare scheme where you can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the costs of childcare. This goes up to £1,000 every 3 months if a child is disabled (up to £4,000 a year). You can set up an online account for your child and for every £8 you pay into this account; the government will pay in £2 to use to pay Holt Pre-School. You can get Tax-Free Childcare at the same time as 30 hours free childcare if you're eligible for both.

Your eligibility depends on if you are working, your income (and your partner's income if you have one), your child's age and circumstances and your immigration status. Please visit:

<https://www.gov.uk/get-tax-free-childcare> for more information.

## **5. Staffing and Partnerships**

We ensure that our staff are appropriately qualified, and we carry out appropriate checks on their suitability to work with children. We are required to work to at least a ratio of 1 adult to 4 children (aged two years) and 1 adult to 8 children (age 3 years). We consider the individual needs of your child when setting staff ratios and we ensure that every child is safe and equally included.

We work in partnerships with parents and positively encourage both parents /carers to be involved in the setting. We communicate in a variety of ways to ensure that both parents / carers have information about and access to meetings.

## **6. Illnesses, Accidents, Medicines, Allergies**

### **Medical Conditions, Allergies and Disabilities**

Your child's registration form will confirm any known allergies, medical conditions, disabilities or concerns and we ask that you keep us updated if any details change. We will complete a risk assessment for children with long term conditions and will work with you to understand your child's routine and activities. We may undertake training to understand your child's condition and work with you to carry out a risk assessment to understand any risk factors for your child. Where appropriate, we will create a My Support Plan and work with you to keep it up to date.

### **Administering Medicines**

We will agree to administer medication to your child when it has been prescribed by a doctor (or other medically qualified person) and it is in-date and prescribed for your child's current condition. We will also administer non-prescription medicine such as pain or fever relief (e.g., Calpol) if provided by you.

We will require written consent from you before we administer the medicine and only when there is a health reason to do so, such as a high temperature. Your child's medicine must be in the original container and clearly labelled. We will keep appropriate records and where medical knowledge is required, we will obtain individual training from a health professional (e.g., for EpiPens, Inhalers).

### **Sickness**

If your child appears unwell at pre-school, for example if they have a temperature, sickness, diarrhoea or pains, we will call you to ask you to collect your child or send someone on your behalf. We can refuse admittance to your child if they have a temperature, sickness, diarrhoea or contagious infection or disease. Please keep your child at home for 48 hours following the last episode of diarrhoea or sickness.

You must immediately inform us if your child is suffering from any contagious disease, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending, you must not allow your child to attend whilst they are contagious and pose a risk to other children during normal daily activities.

### **Emergency Medical Treatment**

If your child requires emergency medical treatment whilst he/she is at pre-school and we cannot contact you or your emergency contacts, we may have to seek medical treatment for your child on your behalf. If necessary, emergency services may be called, and your child may be taken to hospital accompanied by the pre-school leader (or authorised deputy) for emergency treatment. Health professionals would be responsible for any decisions on medical treatment in your absence.

### **Accidents and Incidents**

We record any accidents in our accident book (e.g., bumps and falls) and any serious accidents are reported to Ofsted. We will inform you if any accidents occur and we ask you to sign the accident book at the end of session.

We record any incidents (e.g., challenging behaviour, notifiable diseases) in our incident book and will ask you to sign the incident book at the end of the session if an incident has occurred.

## **7. Behaviour**

We promote positive behaviour and believe that children flourish when their personal, social and emotional needs are understood, supported and met. We will work with your child to teach them about boundaries, the difference between right and wrong, views and feelings, the needs and rights of others and the impact of their behaviour on others. We attend training to help us understand and guide appropriate models of behaviour and we work with parents offering support and advice if

required. We will never label, criticise, humiliate, punish, shout at, or isolate a child. We do not tolerate any discriminatory behaviour from our staff or other adults.

## **8. Privacy**

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and used in line with your expectations. Our staff understand their responsibilities and we understand that any information that we may share about you and your child with other agencies must be shared appropriately and lawfully.

We collect information from you so that we can contact you in an emergency, support your child's wellbeing and development, manage any special educational, health or medical needs, assess your child's progress, maintain contact with you and respond to any questions you may have, process your claims for up to 30 hours of funded childcare and keep you updated. We keep your child's personal data for 3 years after they have left our setting (or longer if it is necessary to comply with legal requirements or if the data relates to medication or accident records).

We may share your data with Ofsted (in the event of a complaint), Wiltshire Council (funding agreements), our insurance provider (if applicable), our software provider, other settings that your child attends and the primary school your child will be attending.

We will share your data if we are legally required to do so and in the event of a child protection issue.

A copy of our data privacy notice is available for you on request and is available on our website.

## **9. Safeguarding**

Holt pre-school promote children's right to be strong, resilient and listened to and we have appropriate safeguarding policies and procedures in place. We are committed to build a 'culture of safety' and all staff have been trained accordingly.

- safeguarding policies and procedures are available for all parents / carers to view
- parents will be contacted if there are any safeguarding concerns about their child unless preschool staff feel this will puts the child at risk so further advice may be sought if appropriate
- parents will be informed if a record of concern is made in my child's file and if there is a need for information is shared
- pre-school will contact parents if a child fails to arrive at pre-school when expected and asked why their child is absent. If no contact can be made or there is reason to believe that the child is at risk of significant harm, pre-school staff may contact relevant professionals
- a copy of 'what to do if I am worried a child is being abused' is available at pre-school and staff are familiar with what they need to do if they have concerns
- There are procedures in place on how to make a complaint about the behaviour or actions of staff and these are available to view on request.

## **10. Forest Schools, Outings and Trips**

We enjoy taking the children on visits, trips to Forest Schools or walks around the village to enhance their learning experiences. We have procedures in place to keep your child safe and risk assessments in place which are available for you to see. We always ensure that the children are well supervised.

## **11. The use of Photographs and Images**

We routinely take photographs as a means of assessment and record-keeping. We use these within your child's record folders and on displays around pre-school.



There may be occasions when photographs / video are used for other purposes. We have an Instagram page, Facebook page and Website where we upload photos and news and we will ask for your permission for any photos to appear on these pages. You are welcome to withdraw your permission at any time. We are always mindful of how the children appear in images and will never use any images that are in any way inappropriate.

We ask that parents never upload any images of pre-school events and that they use any images appropriately for personal / family use only.

There may be occasions where your child has been photographed with another child and his/her photos will be included in another child's learning journey

## **12. Our Pre-School Aims**

Holt pre-School aims to:

- provide high quality care and education for children
- work in partnership with parents to help children to learn and develop
- add to the life and well-being of the local community
- offer children and their parents a service that promotes equality and values diversity

We regard the parents and carers of our children as members of our setting who have full participatory rights. These include a right to be:

- valued and respected
- kept informed
- consulted
- involved
- included at all levels

We aim to ensure that each child:

- is in a safe and stimulating environment
- is given generous care and attention, because of our ratio of qualified staff to children, as well as volunteer helpers
- has the chance to join in with other children and adults to live, play, work and learn together
- is helped to take forward her/his learning and development by being helped to build on what she/he already knows and can do
- has a personal key person who makes sure each child makes satisfying progress
- is in a setting that sees parents as partners in helping each child to learn and develop
- is in a setting in which parents help to shape the service it offers

## **13. The Early Years Foundation Stage**

Provision for the development and learning of children from birth to five years is guided by the Early Years Foundation Stage (EYFS). There is a useful guide for parents below: -

[What to expect in the Early Years Foundation Stage \(EYFS\)](#)

### **How we provide for learning and development**

Children start to learn about the world around them from the moment they are born. The care and education offered by our setting helps children to continue to do this by providing all the children with interesting activities that are appropriate for their age and stage of development.

## **14. Our Pre-School**

Holt Pre-School is a not for profit Company Limited by Guarantee (Company No: 07732430) and has three Directors who work at the pre-school. There is a Fundraising Committee (Charity 1193266) who raise money for the pre-school resources. Details of the staff who work at our setting can be found on our website: [www.holtpreschool.co.uk](http://www.holtpreschool.co.uk)

### **15. How parents take part in the setting**

Our setting recognises parents as the first and most important educators of their children. All our staff see themselves as partners with parents in providing care and education for their children. There are many ways in which parents take part in making our setting a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with our staff
- contributing to the progress check
- helping at sessions of the setting
- sharing their own special interests with the children
- helping to provide and look after the equipment and materials used in the children's play activities
- being part of the fundraising committee
- taking part in events and informal discussions about the activities and curriculum provided by the setting
- joining in community activities, in which the setting takes part
- building friendships with other parents in the setting

**Thank you and we look forward to welcoming you and your child to Holt Pre-School!**