

# Parents Welcome Booklet



**12 Cholmeley Road,  
Reading,  
Berkshire,  
RG1 3LR**

**Telephone: 0118 9665040**

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**Ofsted registration: EY277246**

**Registered Charity number: :1126904**

**Welcome to Riverside Day Nursery.** Please take time to read this booklet.

We have compiled this guide following a number of very similar questions from newcomers to the Nursery and hope that this will answer any queries that you may have.

This booklet will tell you about the Nursery in more detail. Please allow yourself some time in reading this booklet; it will help you understand how the Riverside Day Nursery is run and provide lots of practical points.

The staff take great pride in their work with children and look forward to working with you to provide an enriching, stimulating environment for your child/ren.

If you have any questions about the Nursery (no matter how small) please feel free to call us at any time or make a note and write them down for the next time you are with us.

## **BACKGROUND INFORMATION**

Riverside Day Nursery was established under the Neighbourhood Nurseries Initiative in 2004. Based in Newtown Primary School, we are registered to take children between the ages of 0-5 years which are divided into 2 age groups which we call ducklings and dragonflies.

Riverside is run by a committee, made up of volunteers and parents. We are a registered charity.

As a non profit making nursery the involvement of the Committee is crucial to our success. The committee meets at Nursery once a term, the AGM is usually held in May.

Committee meetings are held every 3 months, where the Nursery's progress is discussed. This gives parents the opportunity to raise any queries or questions they may have about the Nursery.

It is important that parents have a voice.

Do you have an hour to spare every 3 months? Would you like to have a say in the way the Nursery is run? If so then please see the Nursery Manager or the Deputy.

***Our aim is:***

- To enhance the development and education of children under statutory school age in a parent involving, community based group.
- To provide a safe, secure and stimulating environment.
- To ease the transition of young child from home to school.
- To work within a framework which ensures equality of opportunity for all children and families.
- To provide affordable childcare.

***We offer your child:***

- A specially tailored curriculum leading to approved learning outcomes.
- Individual care and attention made possible by the support of a personal key person.
- Fun and friendship with children and adults.
- Opportunities for you and your family to be directly involved in the activities of the group and in your child's own progress.

The Riverside Day Nursery is a registered provider of Early Years Foundation Stage Education. The group is inspected by OFSTED; a copy of the last inspection report will be available for reading in the Operational Folder.

**PRACTICAL POINTS*****Contact Details***

**Phone Number - 0118 9665040**

**Manager - Deborah Wood**

**Deputy - Judith Clayforth**

***Where to Find Us***

We are based at 121 Cholmeley Road Reading RG1 3LR. The Nursery building uses part of the Newtown School buildings and has its own entrance in Cholmeley Road.

***Session Times***

	AM	PM
Monday	08.00-13.00	13.00-18.00
Tuesday	08.00-13.00	13.00-18.00
Wednesday	08.00-13.00	13.00-18.00
Thursday	08.00-13.00	13.00-18.00
Friday	08.00-13.00	13.00-18.00

***Further Information***

We aim to keep parents up to date with what is happening in the Nursery by the following means:

- Newsletters
- Notice board
- Individual letters
- Our website - [www.riversidedaynursery.co.uk](http://www.riversidedaynursery.co.uk)

We put all of the Nursery planning up on the boards for parents/carers to read, and any other information at the time, which we feel is of importance.

Should you have any queries or concerns, our Manager will be more than happy to discuss these with you.

***Parents Rota***

Research shows that children learn better when their parents are involved. Our voluntary helper rota system provides all parent/ carers with the chance to help in the group on a regular basis. Not only does this help to maintain the high ratio of adults to children in our Nursery, guaranteeing individual care and attention for each child, it also gives the parents the opportunity to take part in the group to see what happens there and to talk about it afterwards with their child. Whilst volunteering to help parents gain an opportunity to discuss their child's progress with their key person. Children can also see their own parent/carers in a new role.

Unfortunately, parents will be unable to bring siblings along to these sessions, as this will affect our adult to child ratio. We also recommend

that new children are allowed to settle into Nursery for at least a term before parents volunteer to help.

## **PRE-VISITS**

Our Inclusion and Transition Officer works with you and the room senior at this time of change, helping to arrange home visits and pre-visits for your child so that they can come and spend time in the Nursery getting to know the staff and the environment. This also gives your child a chance to experience the parting process with his/her parent/carer and provides reassurance when the parent/carer returns.

It is perfectly normal for your child to become upset during the parting process during pre-visits and once started. The staff will work with you and your child to ensure that this is minimised. Please feel free to contact the Nursery at any time to see how your child is getting on Telephone Number: **0118 966 5040**

## **THE FIRST DAYS**

On attending Nursery for the first, second or even third time, children and parents are nervous and worried. Children are entering a new environment in which they do not know the teachers, children or routines. Parents, as well as these worries, have additional problems, such as how to leave their children, wondering whether the children will be happy and well cared for, and whether staff will listen to your concerns about your child.

At Riverside Day Nursery we want all children to be happy within our care. This means that we are aware of both children's and Parents concerns regarding entering and indeed staying at Nursery long term. We train our staff to have the same empathy within all of these areas and we can therefore assure you that we should all be able to work together to ensure that your child remains happy and as worry free as we can physically manage and we hope that we can extend this to Parents peace of mind as well!!

A child who is tense or unhappy will not be able to play or learn properly, so it is important for parents and Nursery staff to work together to help the child feel confident and secure in the group. This takes longer for some children than for others and parents should not feel worried if their child takes a while to settle. Talking it over with your key person is recommended.

## ***WHAT TO WEAR***

In order to feel free to explore and experiment with all kinds of materials, including messy ones, it is best to send children dressed in clothes that are easily washable or not too new. **It is essential to clearly mark all clothing with the child's name.**

It is good for children to practice the skills that will make them independent. Simple clothing which they can handle themselves will enable them to go to the toilet when they want to and put on and take off their outdoor clothes without being too dependant on other people's help. When your children attend Nursery they tend to have occasional accidents with their clothes becoming wet or dirty, either due to an accident with toileting or through spilling water or getting very dirty in the garden. At this point we would need to change them and therefore we will require you to bring a bag, with at least two changes of clothes please.

Our fees do not include nappies, wipes or creams. You can supply nappies/wipes in bulk and we will let you know when we are running low or you can put, in your child's bag, enough nappies for the week or day. Your child will have their own box in the nappy changing area. Please label bags clearly with your child's name on the outside and check daily to ensure that wet clothes have been replaced and that supplies are replenished.

We regret that bags cannot be left all week at Nursery and must be taken away every day.

## **TYPICAL DAILY ROUTINE**

As the children arrive, a member of staff will greet them. Children are then able to choose their own activities. There will be a focus activity each day which staff will be using as an assessment of skills learnt.

We operate a free flow system so the children can choose to go out to play daily, even if the weather is drizzly or cold. Please make sure you send them with the appropriate outdoor clothing, as we do not have any extra coats at Nursery to lend them. We do not want the children to miss out on the learning opportunities we provide outside. It would also be a great help to us if coats could be named. If it is warm and sunny please send your children with hats and sunscreen.

Children sit in their groups to drink, either milk or water, and eat a small healthy snack.

Meals are freshly prepared by our cook. The menus are on a 4 week rota to ensure variety and a balanced diet. We respect differing cultures and beliefs as well as special dietary requirements. Please inform the Nursery so we can prepare possible alternatives.

Fruit and vegetables are purchased from a Covent Garden Grocer.

Meat is purchased fresh from a locally respected butcher.

The Nursery views meal times as a positive social time, which helps to develop the children's Personal, Social and Emotional development. The opportunity to all sit down together encourages within-a-family atmosphere and enables the children to enhance their language skills.

Nursery staff will use this time to encourage children to follow good hygiene practices and table manners by acting as good role models.

Staff will use praise and reinforcement to provide the children with a sense of achievement. No child will be made to eat against their will, but the child will be encouraged to try their food.

Please note that it is normal that your child may not eat at nursery during their first few weeks at nursery whilst they are settling in.

### ***Babies- Ducklings***

The Nursery will endeavour to maintain your baby's own routine wherever possible. You will be able to discuss your child's routine and needs with staff during your pre-visits.

Planning for the Ducklings room is displayed within the room for you to view. Should you have any suggestions please see a member of Ducklings staff.

Following *The Early Years Foundation Stage* your child's development is recorded. Staff are always available to discuss charted daily information such as feeds, nappies and sleeps as well as comments on how they have generally been. Parents are invited to discuss their child's development with their key-person or another member of staff.

It is useful for the Nursery staff to know that your child has had a restless night or has had Calpol before coming to nursery.

The staff are always happy to talk to you about your child's development.

### ***Dragonflies - 2-5 years***

The staff within the Dragonflies room have carefully designed the layout of the room to ensure that the children are offered a variety of experiences throughout the nursery day.

Sleep times are available for the children after lunch should they require it (your child can sleep before this time if they need). All children have individual sheets and blankets.

The children have a peg where they can hang their coats and bags. Children also have individual drawers in which they put their items to go home, their Learning Journeys are stored here as well so that they are available to share at any time.

The planning is available for parents to view on the parent information board. If parents would like to discuss the planned activities please see a member of staff.

**We welcome and encourage parent's contribution to the curriculum in all areas of the Nursery.**

### ***Art Work***

Children's art work is sometimes sent home and sometimes displayed in the Nursery before it is sent home.

There are many activities on offer for the children during the nursery day, so please don't panic if your child does not bring home mountains of pictures, it just means they are busy with other things. The children are always encouraged to try new activities but are never forced.

### ***Birthdays***

We like to celebrate birthdays with the children and usually give them a card from all their friends. This need not be on their actual birthday but on the day nearest to it that they attend. Your key person will see when you would like us to celebrate with your child. We usually sing and present the card at the end of the session so if you would like to join the celebration please arrange with your key person either to help for the day or to pop in early. Due to the growing number of allergies we ask that you do not bring sweets or cakes to share, instead you could donate some birthday fruit for snack time.

### ***Time keeping***

Please keep to the session opening and closing times. We understand that there will be odd occasions when you need to drop in late or pick up early. Please try to keep these to a minimum. It is important that you stick to the session times for various reasons:

- Your child will be missing an important part of Nursery life;
- Routine is important;
- Constant interruptions disrupt the other children;
- Staff are prevented from dealing with the task at hand - working with the children or preparing for the next session;
- We charge for late collection of children.

### **THE STAFF**

A team of dedicated employees who all have CRB disclosures will care for your child. All staff members have a great deal of experience of working with children. The senior member of staff in each room is fully qualified, having at least a required level 3 qualification under the Care Standards Act 2001. The Manager has in addition a Foundation Degree in Business and Management.

Details, certificates and pictures of the regular staff in the group are in the entrance area.

In addition, we liaise with the Early Years Development Team and we have occasional help from outside professionals e.g. speech and language therapists and the helpers rota and volunteers.

### ***Staff Responsibilities***

The staff are responsible for:

- Interpreting and executing the curriculum
- Keeping records for each child throughout their time with The Riverside Day Nursery School and writing reports for the next setting
- Taking care of the special needs children

Staff are required by Social Services to record any concerns they may have regarding a child's welfare.

Staff regularly attend courses and conferences to keep up to date with new ideas on Pre-School Education, Care, Development and Play.

The staff ratios to children are as follows:

1:3 0-2 year olds

1:4 2-3 year olds

1:8 3-5 year olds

The staff work shift patterns within the opening times. Staff are based in specific rooms but sometimes you may see them covering in other areas of the Nursery. These opportunities provide continuity and security for the children as they move through the Nursery.

Once your child has started we will allocate your child a key person who will become your point of contact and will keep your child's records up to date.

Where possible we will make time to talk to you about your child's day but please be aware that the staffs' priority are the children that they are caring for so it may not always be appropriate. You are more than welcome to request a mutually convenient time to come in and talk to your child's key person about your child's development and look at your child's developmental records or discuss any concerns or worries you may have. Parents' input into their child's development is very important.

### ***The Curriculum***

We have a theme or topic running through each term. We encourage learning through play and provide the children with carefully planned activities. We follow the Early Years Foundation Stage which is divided into six areas of learning. These are:

1. **Personal, Social and Emotional Development**-we provide children with experiences which will help them to develop a positive sense of themselves and of others, social skills, respect and a positive disposition to learn.
2. **Communication, Language and Literacy**- we provide opportunities for children to develop their confidence in able to communicate in a range of situations. Listening skills, being read to, pre-writing skills and learning to recognise, sound, form and write letters.

3. **Problem Solving, Reasoning and Numeracy**- through a broad range of activities children are supported in developing their mathematical skills and knowledge.
4. **Knowledge and Understanding of the World**- in order to make sense of their world children are offered opportunities to use a range of tools safely, encounter creatures, people, plants and objects in their natural environment. Children can explore and experiment
5. **Physical development**- children are encouraged to be active, improve skills of co-ordination, control, manipulation and movement. They also gain an understanding of the importance of physical activity and making healthy food choices.
6. **Creative development**- children are able to explore ideas, thoughts and feelings through art, craft, music, movement, dance, as well as imaginative and role play activities .

### ***Key Persons***

We are proud of the ratio of adults to children in our group. This ensures individual attention to the needs and development of each child. Our Key Person system gives each member of staff particular responsibility for just a few children. Each child in the group has a special adult to relate to, which can make settling into the group very much easier. In addition, the key person is in a position to tailor the group's curriculum to the unique needs of your child, working with parents through shared record keeping to ensure that the children are supported in reaching their full potential. You may already be acquainted with your key person, if not please ask your room senior to introduce you.

### ***Record Keeping***

We are able to implement an excellent record keeping system in which observations of the children in the group and at home are used as a basis for drawing up a curriculum for each child. We welcome your input into these records.

You will be asked occasionally to attend a meeting with your child's key person to discuss and record your child's developmental progress. This is ideal for you to ask any questions or bring up any queries that you may have. When your child leaves the Nursery he or she will have a record of their achievements, which will also be passed onto your child's new school.

## HEALTH AND SAFETY

### *Security*

Nursery begins at 8.00am. or in the afternoon at 1.00pm. We close at 6pm. Parents/Carers can enter the grounds via a buzzer system. Please do not expect to be able to drop your child earlier than the opening times, as this will not be permitted. Your child must never be left at the door either. Until you have handed your child to a member of staff we take no responsibility for him or her. The register must then be completed by signing your child into Nursery.

If your child is to be collected by someone other than the normal person, you *must* let the staff know who that person is to be. If we do not know in advance, it can cause problems to the staff and (possibly the child), as to whether or not we should let the child go. We prefer to be safe than sorry. It is essential that we have a variety of contact numbers in case of emergency.

In an emergency, please telephone us with a name and description of the person collecting your child. ***Under no circumstances will a child be able to leave the Nursery with anyone under the age of 16.***

Parents/carers are expected to pick up children promptly at the end of a session; it can be distressing for your child if you are late. **We operate a lateness charge of £5 for every 5 minutes that you are late.**

### *Safety*

Children are not allowed in the kitchen unsupervised.

No smoking on the premises.

Please close doors and gates to ensure the building remains secure for your children. Do not let anyone through the gates until they have been cleared to do so by a staff member.

### *Food, Sweets and Toys*

Please do not give your child food, sweets or drinks to bring to Nursery. We do not allow these to be eaten during the session and other children may be allergic to them. Healthy snack and drinks are provided during the day.

Toy guns, knives etc are definitely not allowed in Nursery. Children may bring toys to school but we ask that these be relevant to our current

topic. For example, if we were discussing a frog lifecycle, a toy frog would be appropriate. The toy is intended as a means of discussion, rather than something to play with. We have set sessions for Show and Tell, these are listed on the planning sheets. We believe that the children come to the Nursery to use the school equipment and therefore it is easier to make the division between school and home toys if the home toys remain at home to be played with at home. We hope that you can appreciate this.

There are times when your child may need a 'comfort' toy, but please label these if possible.

### ***Accident***

A First Aid box and vinyl gloves are kept on the desk inside each of the rooms. In case of an accident you or your alternative contact will be notified as soon as possible. An accident record folder is kept and you will be asked to sign a statement of what happened in all cases, even very minor accidents. As a measure of good practice and for hygiene reasons all cuts must be covered.

### ***Illness***

Please ensure that the medical questions on the child details form are completed.

Please do not send your child to Nursery if they are not well, it can be very distressing for your child and also for the other children at Nursery. We do not have the capacity to give a sick child the one to one attention they need and we like to minimise the risk of infection to others. If a child is ill he or she will be sent home from Nursery. Should a child have a contagious illness, be too tired to come to Nursery. due to illness, be in the first 48 hours of taking antibiotics, or be given Calpol for having a temperature, the child is not well enough to be at school and is likely to make others, including staff, ill as well. This is unfair and it is less likely that your child will catch anything else at a later date if all parents/carers agree to keep children away from Nursery when they are ill.

Guidelines state that children who have been sick or have diarrhoea should be kept at home for 48 hours after the illness stops.

At first children do catch many nasty bugs when they are suddenly subjected to a class of lots of other children, but their immunities do grow, so do not panic should your child appear to be ill a lot when they first begin attending Nursery .

Our policy is not to administer medicine unless prescribed by a doctor. We have strict guidelines on the administration of prescribed medicines and parents must fill in the required forms with the Room Senior.

### ***Sunscreen***

Key persons may apply sunscreen, though children are encouraged to do as much as they can for themselves. Sunscreen must be provided and clearly marked with the child's name. On hot days it is advisable to apply sunscreen before leaving home, therefore at least half an hour before we go outside. Our routine will be adapted so that we are not out in the heat of the day.

### ***Emergency***

Regular emergency drills are held with the children. We have various exits and keep fire extinguishers. If you are present when an emergency (or practice) occurs please stay calm and help the staff to lead the children out of the building through the appropriate exit.

### ***Data Protection***

We comply with the Data Protection Act 1998. All data held about pupils must only be used for specific purposes allowed by law. The Nursery holds information on pupils in order to support their teaching and learning, to monitor and report on their progress and to provide appropriate care. This information includes contact details, attendance information, special educational needs and record keeping. From time to time nurseries are required to pass on some of this data to Local Education Authorities (LEA), Ofsted and other agencies as prescribed by law.

The LEA uses information to inform decisions on funding, develop statistics, and assess special needs. Statistics are used in such a way that individual pupils cannot be identified.

Ofsted uses information about the progress and performance of pupils to help inspectors evaluate the effectiveness of the education. Inspection reports do not identify individual pupils.

As a parent you have the right to view the records we keep on your child. Please ask at any time and we will be happy to share our information with you.

## **MANAGEMENT AND ADMINISTRATION**

### ***Allocation of Places***

Our Manager operates the waiting list, in conjunction with the room seniors. If you want to alter the sessions, or add to the number of sessions your child attends please fill in the forms that can be found in the parent area and return them to the Manager at the beginning of a month for consideration for the next month.

### ***Fees***

Fees are paid to the Nursery by cheque or cash by the deadline noted in the invoice. If you are to leave for any reason or indeed reduce sessions, a months notice is required. If you fail to give notice you will be invoiced for a months fees.

The current costs are displayed on the parent information board and the website.

Children receive funding the term after their third birthday, and so receive 15 hours free, which reduces the cost further.

Children must attend a minimum of two sessions per week.

### **Billing Information**

You will be initially given an invoice when your child starts nursery.

Your invoice is calculated on your annual childcare costs over 12 months.

The invoice amount remains the same every month unless your sessions change.

Any extra sessions need to be paid on the day to avoid any confusion.

Payments can be made in cash, cheque, online or by direct debit.

### **College Students**

As a non-profit-making day nursery it is impossible financially, for the Nursery, to hold places over the holiday periods whilst students are not at college.

Should a parent wish to maintain their child's nursery place at Riverside Day Nursery during the college holidays, they will need to pay a retainer of 50% of the booked nursery sessions.

**Please Note:** This percentage will be periodically reviewed in line with the Nursery's financial planning.

If a retainer is not maintained and the parent wishes to use the Nursery in the following academic term/year, they will need to re-apply for their child's place. The Nursery will make every effort to accommodate the return of a child in the following academic term/year however, we **cannot** guarantee that the place will be available.

**If a parent is not paying the retainer fee for the holiday period, they will need to give one months' notice as termination of their child's place, as laid out in the terms and conditions signed on the child's registration.**

### ***Fund Raising***

Our fees cover only basic running costs i.e. rent, wages and insurance. We are, therefore, constantly looking for ways to raise extra money for art and craft materials, new toys etc. Any ideas will be welcomed, as will offers to help.

We collect Sainsbury's Active Kids coupons and Tesco Computer Vouchers.

We receive catalogues from the Book People and from Yellow Moon, ordering from either of these creates commission for the Nursery.

Please support all our efforts.

### ***Photographs***

Staff take photographs of children for various reasons, for example for:

- Displays within the Nursery
- Record keeping
- Evidence for Ofsted

We ask for your signed permission on the Child details form to photograph your child. If circumstances change and you wish to alter your decision please inform us immediately. Occasionally we may ask the local newspapers in to record a newsworthy event, we will try to inform you beforehand. If you do not wish your child to be pictured in the paper please let us know.

Also as part of our fundraising efforts we arrange for Tempest Photographers to take pictures on a sale or return basis twice a year. These will be noted on the newsletters.

***Operational Folder***

The operational folder is a complete document holding information pertaining to the Nursery. It is primarily useful as evidence for Ofsted. Please do ask to see it.

***Policies***

A brief outline of the policies for the Nursery are referred to within this booklet, your key person can go through them with you if you wish. We review and adopt changes to our policies on a rolling basis. Any comments regarding policies will be referred to at this time, or sooner if necessary. The full policy document is on display in the parent information area, near the office. If you want your own full policy document please ask and a copy will be available for you to take home. or you could read them from the relevant page on our website.

Our policies are based on the care standards set down by the government and inspected by OFSTED.

***Finally.....***

The Nursery's aim is to work in partnership with the parents to ensure that you and your child feel happy, secure and valued during your time with us.

If you wish to discuss anything concerning the nursery routine or curriculum, please do. We are always appreciative of parental input.

We hope you and your child/ren enjoy their time with us.

**List of Some Current Policies****STANDARD 2: ORGANISATION**

- Lost Child Policy- details staff actions in this event
- Non-Collection of Children Policy- details the actions taken when a child is collected late
- Policy for Staff / Volunteer Information- holding of information
- Registration System- daily register

**STANDARD 6: SAFETY**

- Safety Policy and Practice
- Evacuation Policy & Procedure- details staff actions in any emergency event
- Outings and Visits Procedure - details staff actions in this event

**STANDARD 7: HEALTH**

- Health and Hygiene Policy and Practice - including sections and procedures covering:
  - Outdoor Play- a daily requirement
  - Food and Diet- details our commitment to healthy eating and awareness of children's individual needs
  - Illness- refers to the health guidelines we must follow
  - Medication- prescribed and with parents authority, kept safe and secure
  - First Aid- all staff are trained and follow guidelines
  - Emergency Treatment- guidelines staff follow
  - Health information
  - Personal Hygiene
  - Cleaning and Clearing
  - Food Hygiene
  - Toilet Procedures- work with parents to train
  - No Smoking Policy

**STANDARD 8: FOOD AND DRINK**

- Food and Drink Policy
- Special Dietary Needs Procedure

**STANDARD 9: EQUAL OPPORTUNITIES**

- Equality and Diversity Policy

**STANDARD 10: SPECIAL NEEDS**

- Special Educational Needs Policy (Inclusion)
- Named Special Educational Needs Coordinator (SENCO)

**STANDARD 11: BEHAVIOUR**

- Behaviour Management and Anti-Bullying Policy - details how we deal with unwanted behaviour

**STANDARD 12: WORKING IN PARTNERSHIP WITH PARENTS AND CARERS**

- Admissions Policy
- Fees Policy
- Confidentiality Policy
- Complaints Procedure
- Parental Involvement Policy
- Settling in Policy and Practice
- Staffing and Employment Policy
- Student Placement Policy
- Disciplinary and Grievance Procedures and Suspension
- Procedures for allegations of child abuse made against a member of staff

**STANDARD 13: SAFEGUARDING CHILDREN**

- Safeguarding Children Procedures
- Named Designated Person

**STANDARD 14: DOCUMENTATION**

- Record Keeping
- CRB Disclosure Information and Storage