

Little Ellies

Childcare Provision



Handbook

Revised: June 2018

WELCOME TO LITTLE ELLIES CHILDCARE

Thank you for your interest in Little Ellies. Based within the Children's Centre at Ellen Wilkinson 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.

Little Ellies is governed by Ellen Wilkinson School's Governing Body. It is run as social enterprise for the local community as a not-for-profit Private Voluntary Independent Nursery (PVI Nursery). This means that we set an annual business plan which assesses our costs of running the setting and we then charge fees to meet/only cover those running costs. Our childcare aims to make no profit at the expense of our parents. If any profit were to be generated then this would be reinvested into new equipment for future children to access.

We accept children from 6 months to 4 years and 364 days of age, all our staff are qualified and most have considerable experience of working in the local community.

At Little Ellies we strongly believe in providing a nurturing and engaging environment to enhance your child's learning in all areas through communication and play. It is our aim to provide this high quality childcare to the local community at an economical price - making or taking no profit.

At Little Ellies we are also proud to provide places to those children (and their parents) that may have been (or are likely to be diagnosed) with possible Special Educational Needs and Disabilities (SEND). We are a childcare provider for the whole community - we do not provide childcare to make a profit.

We know placing your child into daycare 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 the office and arrange to come and see us in action! 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.

Showaround times take place daily @ 10.30am or 2.30pm. Pre-Booking (with 24 hour notice) is required.

LITTLE ELLIES CHILDCARE

Sessions offered by Little Ellies

- Little Ellies is open 8 am to 6 pm, 51 weeks a year
- A Little Ellie's 'school year' runs from 1st September - 31st August
- We do not offer term time only contracts, other than those run as part of the NEG scheme*
- Little Ellies is closed:
 - on all public bank holidays,
 - for 5 additional days over the Christmas period; and
 - for 3 days throughout the course of the year for staff training.
 - these days are built into our charging structure
- The length of our sessions that we usually offer is:
 - Full day (8 am to 6 pm - 10 hours)
 - Morning Session (8 am to 1 pm - 5 hours)
 - Afternoon Session (1 pm to 6 pm - 5 hours).

**For children in receipt of free childcare hours (from a Government Childcare Scheme) are usually offered as 5 hour sessions for 3 days per week, or daily 3 hour sessions (both are term time only). Please see page 4 for more details.*

We also supply a limited number of 30 Hours Free Places. Our 30 Hour sessions run:

- 9 am to 3 pm term time only (that mimics a standard school day); or
- 8 am to 6 pm (51 weeks per year) - under this option you pay for the additional childcare hours that you receive.

Please be aware that if you wish to 'top up' your free childcare hours you will be required to have a 51 week a year contract.

Essential Information

Useful contacts

Beckton & Royal Docks Children's Centre and Little Ellie's Office:

Telephone: 020 7474 0654 / 0207 511 1276

Little Ellies enquiries: Email Address childcare@ellenwilkinson.newham.sch.uk

Deputy Manager: Peter Hilton

Setting Manager: Leena Choi

Early Years Administrator: Kerry Doody

Finance (regarding fees, invoices and new applications): Mark Ferguson

Telephone: 0207 511 9414

ELLEN WILKINSON PRIMARY SCHOOL NURSERY and LITTLE ELLIES CHILDCARE - "THE DIFFERENCES"

Ellen Wilkinson Primary School Nursery (EWPS Nursery) only offers 15 hours free childcare for children over the age of 3 (term-time only), through the Free Early Education scheme ("FEE") (formerly known as NEG).

Little Ellies Childcare operates between the hours 8 am and 6 pm daily - 51 weeks per year and takes children from 6+ months to nearly 5 years of age.

EWPS Nursery sessions run are from 8.30 am - 11.30 am or 12.30pm - 3.30pm, daily.

Ellen Wilkinson Primary School Nursery cannot take any child under the age of 3, unlike Little Ellies.

Little Ellies also gives you the option to use 30 Hours Free funding or FEE2 funding (provided by Newham), something EWPS Nursery cannot do.

Children attending Ellen Wilkinson Primary School Nursery cannot receive extra childcare hours, unlike Little Ellies FEE funded children.

If you need:

- full time childcare; or
- additional childcare hours (over and above the 15 hours FEE3 funded); or
- wish to use your 30 hours free eligibility; or
- your child is under the age of 3 and qualifies for FEE2 funding, then Little Ellies would be the best option.

If your child is over 3 years old and you are only looking to receive purely your free 15 hours per week, then EWPS Nursery is probably the best option for you. If you think EWPS Nursery better suits you and your child's needs then please contact the school directly on **020 7511 9414** or visit the Main School Office to apply for a EWPS Nursery place.

Please be aware, that attending Little Ellie's does not guarantee you a space at Ellen Wilkinson Primary School (once they are eligible for a Reception School place).

If Little Ellies looks like it can or may meet your needs then please complete the enclosed application form.

Fee Structure

Little Ellies is a not-for-profit organisation. This means that fees are used to cover our running costs such as salaries, utilities, cleaning and maintenance. Any profit (if) made is put back into the organisation as either additional equipment & experiences for the children or, if large enough, it would be used to lower fees.

The fee structure is available as a separate document included in this pack.

Little Ellies has a competitive fee structure, which is reviewed at least annually basis (usually in February). Any changes will usually be effective as from May's fees (usually invoiced in April). We reserve the right to change this, and the frequency of the review at any time.

You will be given at least 30 days' notice of any change in our fees or our terms and conditions - if you do not agree with these changes then you will be able to give notice to terminate your contract with us in accordance with the requirements under the section headed "Notice Periods" on page 8 of this document.

Even though we are not-for-profit organisation we obviously still have to cover the running costs of the provision. Therefore please note the following information in relations to fees

- All invoices must be paid in full; any agreed adjustments will usually be made within the following month's charges
- Failure to pay the invoices in full will incur additional charges (see below)
- Payments must be made by the 1st of each month and will cover a monthly period starting on the 4th of each month until the 3rd of the following month
- Places can be suspended or withdrawn if payments are not received on time
- The centre closes for some dates each year (see page 3); the fee structure includes these planned closures. Charges will be adjusted for additional closures during the year
- Fees are calculated with FEE/NEG funding taken into account - you must pay what you are invoiced
- Please note there are NO refunds for Holidays and Sickness
- All fees once received are non-refundable (unless you are invoiced in error)
- Deposits are refunded by cheque once all account payments have been confirmed
- We can in exceptional circumstances return deposit refunds to you via electronic transfer - but this will incur a fee of £25.00 - this facility is at management discretion

Free Early Education (formerly known as NEG)

All 3 and 4 year old children living in Newham have a right to a free, part-time nursery place (FEE3 - previously known as NEG3). Some 2 year old children are also eligible (FEE2 - previously known as NEG2). If you have a child aged 3 or 4 and wish to take up their 15 free hours, with no additional childcare, you should apply to the Ellen Wilkinson Primary School Nursery (see page 4 for more details).

Little Ellies also delivers limited 30 Hours Free places. We have taken the decision to only provide access to 30 Hours Free places in two ways here at Little Ellies.

- 30 Hours Free - Lunch Option (9 am - 3 pm daily, term time only)
- 30 Hours Free - Full Time Option (8 am - 6 pm daily, 51 weeks per year)

Please see later in this section for details of these options.

FEE2

To find out if your 2 year old qualifies for a free place you can look at the online eligibility checker at <http://www.newham.gov.uk/twoyearold> . If you are eligible, you will be emailed a link to a confirmation certificate. You will not be accepted without your confirmation certificate. Parents of eligible children will also be sent an "I am Two" letter automatically; please bring this letter if you are applying for an FEE2 place before the expiry date printed.

As Little Ellies is a not for profit organisation we aim to provide as many 2 year old FEE spaces (FEE2) as possible for parents that wish to take up only their free hours. However please be aware that your entitlement to a free place within Newham does not entitle, or guarantee you a place at this nursery.

We regularly have a high number of applications for 2 year old places, so please bear in mind that the more flexible you can be about the days and times of your sessions the more likely we are to be able to offer you a place. These free hours are primarily available as

- 3 half day sessions, term time only (8 am to 1 pm or 1 pm to 6 pm); or
- 3 hours daily - 5 days per week, term time only (9 am to 12 pm or 1 pm to 4pm).

We will only provide a place (if one is available) if you take a minimum of 3 sessions per week and if we have available space within the setting.

By using your FEE2 entitlement with Little Ellies you agree to not allow any other FEE2 provider (other than Little Ellies) to claim your FEE2 entitlement from your Local Authority/the Government. In effect you agree to sign over all rights to claim FEE2 funding to Little Ellies solely.

FEE2 places (for those who are eligible) begin the TERM after a child's 2nd birthday.

Birthday Between	Education Starts
1 st April and 31 st August	Term 1 - September (Autumn)
1 st September and 31 st December	Term 2 - January (Spring)
1 st January and 31 st March	Term 3 - April (Summer)

If you wish to 'top up' your free FEE2 hours.

If you wish to 'top up' your 15 hours free, please speak to the Little Ellies Administrator for fee information, please note you will be required to enter into a 51 week a year Little Ellies contract.

FEE3 (15 Hours Childcare for all 3-5 year olds)

All children upon their 3rd birthday are entitled to 15 Hours Free Childcare (irrespective of criteria and 30 Hours Free). This is accessible from the new school term following the child's 3rd birthday. Once again please be aware that your entitlement to a free place does not entitle, or guarantee you a place at this nursery.

We will only provide a place (if one is available) if you take a minimum of 3 sessions per week and if we have available space within the provision.

If you decide to use Little Ellies for more than 15 hours per week (a minimum of 3 sessions) then we will use your full FEE3/NEG entitlement to adjust and lower your fees.

By using your FEE3 entitlement with Little Ellies you agree to not allow any other FEE3 provider (other than Little Ellies) to claim your FEE3 entitlement from your Local Authority/the Government. In effect you agree to sign over all rights to claim FEE3 funding to Little Ellies solely.

Free Nursery entitlement begins the TERM after a child's 3rd birthday.

Birthday Between	Education Starts
1 st April and 31 st August	Term 1 - September (Autumn)
1 st September and 31 st December	Term 2 - January (Spring)
1 st January and 31 st March	Term 3 - April (Summer)

If you wish to 'top up' your free FEE3/NEG hours.

If you wish to 'top up' your 15 hours free, please speak to the Little Ellies Administrator for fee information, please note you will be required to enter into a 51 week a year Little Ellies contract.

30 HOURS FREE

You may be eligible for further Government funding under the 30 Hours Free scheme if your child is 3 years old and you (as parent(s)) meet certain criteria. If you are eligible, 30 hours of childcare is available for 38 weeks of the year (just like you may have received under the FEE2 or FEE3 schemes).

You (and any partner) must each expect to earn (on average) the equivalent of working 16 hours a week at your national minimum wage (£125 at the National Living Wage, less if you are on the National Minimum Wage). However if you (or any partner), are on maternity, paternity or adoption leave, or you're unable to work because you are disabled or are a carer, you could still be eligible.

You cannot get 30 Hours Free childcare if you or any partner expects to earn £100,000 p.a.

You can check your eligibility by visiting www.childcarechoices.gov.uk which is the official government website for 30 Hours Free / Childcare funding. If you are eligible then you will receive an 11-digit number which you must provide to us if you are claiming this funding.

Little Ellies provides two products where you can use your 30 Hours funding eligibility. These products are **FULLTIME** and **LUNCH ONLY**.

FULLTIME

You receive childcare (8 am to 6 pm - Monday to Friday) - i.e. 50 hours per week for 51 weeks per year.

30 hours of this childcare (for 38 weeks of the year) is paid by the Government on your behalf. You are then responsible (have to pay for) the remaining 20 hours per week for those 38 weeks plus 13 weeks @ 50 hours per week.

We currently "smooth/average out" the cost of the hours not met by the Government over a full calendar year. This means that you are paying for childcare in advance to cover the hours not covered by Government funding - you pay for the childcare you receive outside of standard school term times and for the 20 hours per week during school term-time not funded by the Government. By taking this approach we help to provide you with certainty in your monthly outgoings and it means that you receive fulltime childcare at our cheapest rate.

Under this option all costs are included; there is nothing else to pay. Your child receives a daily hot lunch together with an afternoon tea - each and every day they attend.

Advantages of the Full Time Option

- You have access to Fulltime Childcare for 51 weeks a year - you are not restricted to Term Time Only Childcare
- You fully utilise your 30 Hours free benefit
- Meals are included - a daily hot lunch and afternoon tea
- There are no other costs
- The equivalent level of childcare (for those who do not qualify for 30 Hours free) costs - £750 per month, saving you £300 per month (as at May 2018).

Disadvantages of the Full Time Option

- You pay in advance for some childcare that we will provide for your child (primarily school holidays) and for those 20 hours per week (during term time)
- The monthly payments are non-refundable. If you do not use us fully (for 50 hours per week for 51 weeks a year) or your child leaves us before they start school in the September (before their 5th birthday) - then you may pay for a small amount of childcare that you may not receive.

LUNCH ONLY

You receive childcare daily (9 am to 3 pm - Monday to Friday) during **school term-time only**. There is no direct cost or charge to you for the childcare that your child receives.

However there is a monthly fee to pay as you need to pay for your child's hot lunches here, which is allowable under the terms of the Government's scheme. This is currently £100 per month (@ May 2018).

We do not allow packed lunches at Little Ellies due to our need to control allergies for children within our care (nuts / dairy etc).

Advantage of the Lunch Only Option

- You only pay for your child's lunches - all childcare received is free.

Disadvantages of the Lunch Only Option

- You only receive childcare during term time - you do not have access to childcare with us during school holidays.
- You will have to make sure you (or other people) can look after your child during Half-Terms, Xmas, Easter and Summer Holidays - i.e. for 14 weeks a year.
- The hours of childcare provided are not flexible (9am to 3pm only). So if you work 9am-5pm this option will not meet your needs if you (and any partner) work full-time.

Information About Deposits and Other Costs

One-Off payable fee(s)

Deposit Two weeks' fees are payable in advance (refundable when your child leaves having given four weeks' notice). **Please note the return of deposit refunds will only be made once 7 working days have passed after your child's last day in the setting and provided that all terms and conditions have been satisfied.**

30 Hours Free Deposit (Lunch Option) You must pay £100 to secure your child's place with us. Under our Lunch Option (sessions 9am to 3pm term time only) this money will be used to pay for / offset against your child's first monthly invoice for the Hot Lunches that we will provide them. Please note this money is non-refundable even if you fail to start with us.

30 Hours Free Deposit (Full Time Option) You must pay £450 to secure your child's place with us. Under this Full Time Option (sessions daily 8am-6pm, 51 weeks per year) you have to pay for the extra childcare that you receive not paid for by the Government under the 30 hours scheme. The deposit will be used to pay for / offset against your first month's invoice. Please note that should you fail to start with us we will retain £100 of this deposit to cover our administration costs.

Additional Charges

Late Collection £25.00 for each 15 minute period*

If you are late to collect your child at the agreed time you will be liable to pay a late collection charge to cover the costs of administration and staffing who will be required to stay behind to care for your child. Your first late occasion will not be charged at the discretion of Little Ellies management. Where you are late in collecting your child you will be required to sign a late collection form for each late occasion. Please note persistent late collections may result in your child's place being withdrawn. You remain responsible for the timely collection of your child even if you request a 3rd party to do this on your behalf (such as a Nanny/Au-Pair or relative).

* So for example: if you are 25 minutes late in collecting your child, this will incur a late collection fee of £50.00.

Late and incorrect Payments £25.00

Failure to pay on time and failure to pay an invoice in full will incur an administration fee of £25.00 on each occasion. Please note your place can be withdrawn if payments are not made on time and **your deposit may not be returned if fees are outstanding.**

Change in Provision Fee £25.00

Should you wish to amend the amount of hours or days your child attends Little Ellies then you must provide 4 weeks' notice of your request. We reserve the right not to agree such a change depending on availability of spaces within the setting etc. If we can accommodate your request then you will be charged an admin fee of £25.00 to cover the costs incurred in facilitating the change (plus any difference in fees to be charged).

Request for Information £25.00

We are happy to provide help with any form that you may need to complete to assist you in the payment of Childcare Fees (such as Childcare Confirmation Cost Forms from the Government and/or your employer). We will also assist with any Income Support Form that you may need to complete in relation to your Childcare Fee Costs. Each child will receive 1 free form completed by Little Ellies per Little Ellies "year" (e.g. 2017/2018). We will write and confirm when you have used your entitlement for that year. Any further requests in the same Little Ellies year (e.g. 2018/2019) will incur a fee of £25.00 per child per form.

Notice Periods

A notice period of FOUR calendar weeks is required for any changes to your childcare requirements and this includes the following circumstances:

- End of Contract - if you no longer require the place
- Changes to contracted provision - if you wish to increase or decrease the care periods or change the days/times (subject to availability and completion of the required contract amendment paperwork). If you wish to change your amount of provision a one off £25.00 admin charge will be applied to cover the costs incurred in dealing with your request
- Following our annual review of Childcare Fees - if you do not agree with these then you must still provide the notice period of 4 weeks

If you wish to terminate the contract or request a change in childcare arrangements, you must complete and submit the relevant form to the Little Ellies office - or an email to any of the contacts on page 3. If you do not provide the relevant notice period we reserve the right to withhold part or all of your deposit to ensure all invoiced fees are paid.

Any termination or request for changes must be made by the person responsible for the fees i.e. the original applicant / the named person that signed the original contract. Precise dates must be provided.

Any variations to the contract must be signed by the named person that signed the original contract.

Please note failure to give sufficient notice may result in your deposit being withheld. Once you have terminated your contract, you cannot reapply to admit the same child again within 3 months (unless agreed by Little Ellies).

Methods of payment

All fees are to be paid in advance by either using online banking faster payment services or electronic transfer (CHAPS). The account to be credited will be detailed on the monthly invoice that you will receive. It is your responsibility to ensure that any owed monies, are paid and received by us before the date they are due and without delay. The monthly fees will be adjusted to take account of any late payment/collection charges that may apply.

Little Ellies accepts childcare voucher payments and the use of these vouchers should be discussed with our administrator. Please note you are liable for all childcare charges until voucher payments have been reimbursed.

You may also pay for your childcare using the Tax Free Childcare scheme (see www.childcarechoices.gov.uk) which launched in 2017, which replaces the old Childcare Voucher scheme.

All payments that you make using:

- faster payment services / online banking;
- CHAPS;
- Childcare Vouchers; or
- Tax Free Childcare payments

must be received by the due date as stated on your invoice. It is **YOU** who is responsible for ensuring the payment is received @ Little Ellies by the due date. You cannot blame or fault the mechanism that facilitates your payment (such as any of the above payment methods) if Little Ellies receives the payment late.

Payments received after the invoice due date may be liable to late payment fees and interest as detailed under Late and Incorrect payments (on page 10 above).

Discounts

Parents with siblings in the setting can request a discount of 10%. This will be applied to the eldest child's fee if you have more than 1 child with us using our services. You are only able to claim 1 discount at any one time.

Any existing discounts that are in place will be honoured until the child receiving the discount leaves us (or their eligibility changes).

ALL discounts are discretionary and are removable with 1 months' notice.

Attendance

Clothing

- Please dress your child in practical clothing that is suitable for work and play. School uniform is available for this purpose, should you wish to purchase it.
- Please dress your child in comfortable clothes/uniform 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 safe for climbing / rugged play.

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.

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 any 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 any 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 (from the front office).

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. Please ensure that you label all your child's belongings clearly.

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.

Little Ellies "Rooms" and moving up

Little Ellies operates 3 rooms / settings within our provision. These are:

- 0-2 year old room
- 2-3 year old room
- 3-5 year old room

Our 0-2 year old room is where any child aged 6+ months to 2 years will be based. This is an area tailored to meet those children's needs including a sleep area, for appropriate daytime naps plus it contains toys and activities that are age appropriate.

Our 2-3 year old room is accessible once your child reaches the first school term after their 2nd birthday. Again this room is dedicated to meet the needs of children who are 2-3 years old, with toys and activities to suit. They also have access also to our supervised outside play area.

Our 3-5 year old children spend the majority of their day, from 9 am to 4.30 pm within the Ellen Wilkinson Primary School setting with children in the EWPS school nursery. Your child becomes eligible to attend the 3-5 year old setting, the 1st term after their 3rd birthday.

Please note that when your child becomes eligible to move up to their next age appropriate room, we will try and ensure that there is a place for your child in the new room/setting that they are eligible for (as the continuity of a place is important for both you and us).

However, your child having a place in our 0-2 year old room does not "guarantee" that your child will receive a place within our 2-3 year old room. Similarly, a 2-3 year old child becoming eligible to move into our 3-5 year old room does not have a guaranteed place.

Little Ellies will endeavour to ensure that a place is available for your child to move into the next age appropriate room but it cannot be "guaranteed". If this unfortunate situation were to occur, Little Ellies would contact you at least 30 days before this happens to try and find a suitable solution for all parties.

Meals

Food is prepared and supplied by Juniper Ventures (who provide Ellen Wilkinson School Meals' catering). You can therefore be confident that it is prepared fresh each day avoiding processed items wherever possible. Each menu is created to ensure a balance of all food groups to support children's nutrition and healthy development.

Menus are created, and these operate on a rolling basis. They are reviewed to ensure children experience a wide range of dishes and have access to seasonal fruits and vegetables. Each week's menu is displayed in the setting.

Little Ellies is committed to promoting healthy eating within our settings working in partnership with the Local Authority nutritionists following the relevant guidelines for under 5's. Little Ellies shares this commitment and all menus reflect this.

Children have access to drinking water at all times, and milk twice a day (for every full time nursery child). If you do not want your child to drink milk please make this clear in your application pack. Children also have access to fruit and vegetable snacks.

Your child will be provided with three sit down meals a day: breakfast, lunch and tea if they are full time. If they are FEE/NEG only funded then no meal will be received.

Dietary Needs and Food Allergies

Juniper Ventures provides vegetarian and non-vegetarian options. There is also the facility to provide a Halal option, as well Non-Dairy and other rarer dietary requirements. Please enquire if you need further details.

If your child has any food allergies please make sure you make it clear in your application pack and to your child's key worker. Please ensure it is clear if this relates to them eating the food in question or also affects them if it touches their skin. If your child has a severe allergy, we may complete a care plan with you to ensure all their needs are being met.

We aim to provide a nut-free food and snack environment - which Juniper Ventures undertake to follow this in the catering that they provide us. Best efforts are used by Little Ellies and Juniper Ventures to ensure this takes place but we cannot 100% guarantee that all elements of the food process (i.e. preparation / cooking / delivery) are 100% nut free. No child or parent / carer are allowed to bring any food (of any type - including sweets and cakes) into the setting.

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 to 3 year olds)

1 (adult): 8 (3 to 5 year olds)

At Little Ellies 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 must have current valid DBS (Disclosure and Barring Service) checks. These are checked and renewed regularly as stated by Ellen Wilkinson Primary School's Safeguarding policy.

Acceptable Adult Behaviour

We expect the highest possible standards of adult behaviour at Little Ellies. This begins with our staff and the professionalism we expect them to display at all times. This expectation extends also to parents. The Little Ellies 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 Little Ellies 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 48 hours after the last bout of sickness or diarrhoea, this is to help prevent the spread of illness within the nursery.

Administering medicines

Little Ellies 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. Little Ellies will also provide emergency paracetamol for the children to manage high temperature in children until they are collected if consent is given within the application form. Parent / Carer / Emergency contact will be phoned before this is administered.

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. Little Ellies 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 keep a supply of warm blankets etc. in a safe dry location outside of the building in the very unlikely event we would need to evacuate the site; we will of course contact you in this unlikely scenario. We also ensure that a number of our staff is trained as fire wardens to ensure best practice in this area at all time.

Visits and Visitors

We firmly believe that opportunities beyond the nursery environment give children a chance to develop an awareness and curiosity of the world around them. We will involve children in local trips to:

- the library at Ellen Wilkinson Primary School
- the sensory room at Ellen Wilkinson Primary School
- trips to the local park
- trips to local shops
- a visit to the local farm
- visits to other suitable local amenities.

Any local trips will be covered in the permissions you provide for your child and you will be notified in advance of any local outings we are going on.

From time to time we may have visitors within our nursery. These will include trainee students, professionals or planned visitors giving talks such as storytellers or artists. Any visitors to our nursery will be wearing visitor badges and will hold valid DBS and would have shown the Nursery Manager a form of acceptable photo ID.

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 2012).

To support this we have only 3 rules at Little Ellies and as parents and carers we need and appreciate your support in achieving them. These link with those of Ellen Wilkinson Primary School so that when children share the same space in the 3 to 5 year olds they aren't confused by different expectations. These rules are simply:

- 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.

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.

We use a programme on the ipad called '2 simple, to build a profile' to collate our observations about your child, we also keep a 'special book' of their work. We seek your permission before we embark on profiling your child's development electronically. The advantage of electronic profiles is that you can be provided with a log in so that you can access your child observations from home and see what they've been doing at nursery. This will help us create better parental involvement and keep you up to date.

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 Little Ellies 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.

Starting Little Ellies

If you would like your child to start, please complete the application form and drop it into the school's main office. We are developing a web-based application form - which is to be available via the Ellen Wilkinson Primary School website.

We will contact you usually within 1 week of the application's 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). Little Ellies will retain a copy of these for our records. They will be destroyed 5 years after your child has left Little Ellies or Ellen Wilkinson Primary school, whichever is the latter.

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

You will receive 1 weeks' worth of Childcare free to enable a smooth settling in. This will only be provided if you have paid the first invoice and the required deposit before your child starts with us. The first invoice and the deposit must be fully paid before settling in commences.

Before your child starts

Bringing your child to nursery for the first time can be a daunting experience for you both, especially if your child has never been left before. If your child has been only in your care, you may like to consider leaving them with a trusted friend or close family member for a few hours so that they have some experience of being separated from you but with someone you both know and trust. Also here are a few ideas you might like to try to help you both get ready for that first day:

- Get used to the journey to Little Ellies, you might like to do some trial runs and attend some sessions in the children's centre, as this would also begin to familiarise you both with the environment

- Talk about Little Ellies in conversations with your child and encourage your friends or extended family members to do so too
- Show your child their uniform / kit bag or special nursery clothes and involve them in packing their spare clothes to keep at nursery (even if they are very young talk them through what you are doing)
- Make a visit to Little Ellies
- Talk to your child about going to Nursery and the things they are going to do there, be positive and excited!
- Always tell your child what you are going to do while they are at nursery and what you're going to do together when you pick them up, this will provide them with some reassurance that you are coming back for them

First day and settling procedures

On the day of your first session - please come to the Little Ellies Main Entrance (accessed via the Beckton & Royal Docks Children's Centre Main Entrance). Please arrive at the time stated on your offer/joining letter.

Initially you and your child will attend for only part of the session/day on your first day. Session lengths will then gradually increased in duration, with your child attending sessions without you if they are comfortable (although you may be asked to remain in the building). This is then building 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.

We operate a paired key worker system; each member of staff is paired with another member of staff who, as far as possible, works the opposite shift. This ensures that your child has access to one of their key people as much as possible.

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.

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 3 for useful contacts.