

Childcare Services Handbook



The Benjamin Foundation

The Benjamin Foundation provides childcare in a safe, nurturing and supportive environment which gives parents peace-of-mind. The nurseries are part of The Benjamin Foundation, a local charity which brings hope, opportunity, stability and independence to local children, young people and families.

In this Welcome Pack you will find some useful information about starting nursery and what you can expect while your child is on our care.

We look forward to welcoming you to our services:

The Old School Nursery
Low Road Shelton,
Norwich,
Norfolk.

NR15 2SD

T: 01508 830580

E:

TheOldSchoolNurseryInfo@benjaminfoundation.co.uk

Town Tots and Kidzone
Manor Road
North Walsham
Norfolk,

NR28 9HG

T: 01692 407012

E:

TownTotsinfo@benjaminfoundation.co.uk

About: The Benjamin Foundation



The Benjamin Foundation is a local charity which helps people across Norfolk and Suffolk to deal with some of the challenges that life throws at them.

Whether it's the prevention of youth homelessness, helping families to build stronger relationships or providing positive activities for young people with limited opportunities in life, our work brings hope, opportunity, stability and independence to the people we support.

For more information about The Benjamin Foundation, please visit www.benjaminfoundation.co.uk

About: Our Settings



Rated 'Good' by Ofsted our settings provide childcare in lovely rural settings in Norfolk.

There's a warm and welcoming environment to ensure children and their parents or carer's feel safe, valued and happy. We offer activities to enhance children's social and learning skills through child lead activities and curiosity. All areas of the Early Years Foundation Stage are covered in our sessions.

All staff are trained to meet the legal requirements from the Early Years Foundation Stage (EYFS) and staff and volunteers have full Disclosures and Barring Service (DBS) records.





About: Our Aims

Children's early years are the most important years of their young lives, and we do all we can to support first steps on their learning journeys.

We provide their care and attention for all young children based on their individual needs, interests. This is reflected through child led learning and play offered at our settings.

- Your child will be in a safe and secure setting, where children are supported in an environment that enables a child to develop socially, emotionally and physically whilst having fun in a warm and caring space, offering your child the best start.
- Positive relationships between children, parents and key persons.
- Equality of opportunity to ensure all children are included and supported, whatever their religious beliefs, backgrounds or any other individual needs.
- Learning and development to inspire and nurture a child's inquisitive and curious mind. Our Early Years Practitioners use authentic and loose parts resources wooden natural treasures to explore and engage with children.
- This provides a wide range and selection of activities to promote this style of learning and development.
- Individual Learning Journey's to track development on our interactive nursery System Blossom.
- Each child will be allocated a Key person once they have settled into nursery. They remain with the key person until they move rooms. Key people for children are maintained throughout their time at the Nursery to assist your child's learning journey.

Kidzone: **After school and Holiday Club**

Rated 'MET' by Ofsted Kid Zone in North Walsham offers high quality After School and Holiday Club provision for children from 4 to 11 years old.

Kidzone offers children fun and stimulating activities providing learning opportunities based on their interests. A Holiday Club operates over Easter and Summer school holidays providing themed activity sessions for children.

Children are empowered to make their own decisions, whilst being supported by our fully trained staff. The staff promote independence in the children helping them to make their own choices and staff ensures individual needs are met. We provide a high staffing ratio and ensure that the children have sufficient individual attention, and guarantee care and learning of a high quality in a fun environment.

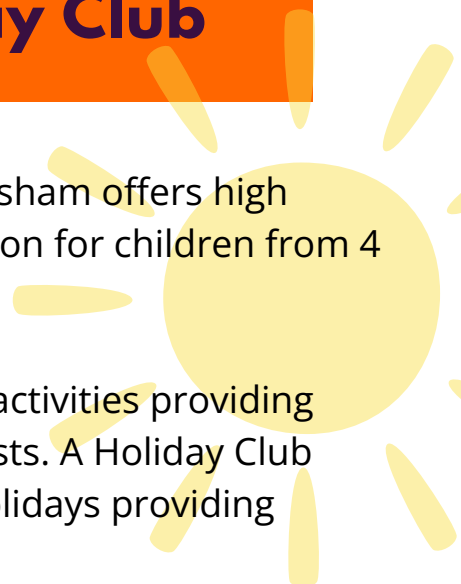
All staff are fully qualified and DBS checked.

Kidzone: Activities

At Kidzone, we offer the children a wide range of activities to choose from. We believe that play is an important part of a child's development and our role is to create opportunities to enhance play and learning.

Indoor activities include board games, home corner, construction and arts and crafts, which we use with topics and themes. There is also a TV and DVD player than children can watch and relax.

If the weather permits, we make use of the outside space with time outside, either in our own garden, the school field.



Kidzone: After School Club

When children arrive at Kidzone After School Club, they are offered milk or water, along with a selection of fruit.

At approximately 4:15pm to 4:30pm, we will provide a healthy and nutritional snack, such as pasta, a jacket potato or beans on toast, again with milk or water. Fresh drinking water is available at all times.

The children are always involved with the menu planning and food preparation to encourage conversation and to develop their personal, social skills.

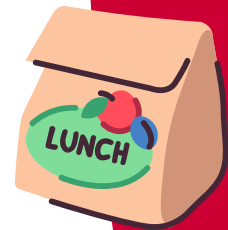


Kidzone: Holiday Club

Kidzone Holiday Club operates over The Easter and Summer school holidays providing themed activity sessions for children, dependent on the time of year.

Tuesdays to Thursdays 8:00-16:00 lunch included, or you can provide a pack lunch.

Please contact us to enquire about activities, menu, dates and times for these sessions.



"You have made us feel that our children are the centre of your world just as they are for us."

Parent of a child at Town Tots

About: The Old School Nursery

We take children from 3 months to 5 years our attending children learn and develop through play, by being active, creative and exploring. Our aim is to provide a learning environment that stimulates their natural curiosity, while being warm and welcoming. The activities are linked to the EYFS and are chosen from the child's own interests and conversations with the family. Children have free flow outside and indoor play space or walks around the beautiful surrounding countryside to explore and observe the outdoors.



We offer all year care 51 weeks a year or Term time only. We understand the importance of building key relationships with both children and their families. Before your child starts, we offer 'settling' in sessions, which are tailored to your families own needs and are supported by a key person.

All seven areas of learning are supported through child-led activities and invitations to learning. Following in the moment planning, practitioners build strong and understanding relationships each child as an individual, this provides learning opportunities tailored to their own interests.

When children join, we encourage independence during the sessions. At snack times, we support the children to select their own fruit and pour their own drinks. We also promote independence for outdoors activities by encouraging the children to put on their own coats, hats and shoes.

Our Older children who are preparing for school are encouraged to make independent choices and develop their critical thinking through a variety of natural and authentic resources. There is a stronger focus on Literacy and Mathematics, with daily activities that support these areas.



Quality time is spent engaging with the children during their play, role modelling ideas and encouraging thinking that will further learning opportunities.

Our mornings begin with self-registration before the opportunity to engage with the various invitations and provocations to play that have been carefully arranged to inspire learning and curiosity.

During our snack times, we promote further independence by asking each child to collect their cup and plate, serve their snack and wash their snack things afterwards.

The children have access to a variety of fictional and factual books that they will often help to choose these from the nursery library. The library bus also visits us each month where, again, the children have the opportunity to pick their own books.

There is free-flow access to the outside playground where the children are able to choose whether to continue their learning outdoors.



"Best nursery by far in the local and surrounding areas! The staff are fantastic and the children enjoy going, lots of outdoor activities - just fab all round!"

Parent of a child attending our setting



About: Town Tots

Our Nursery provides a warm and welcoming environment to ensure children and their parents or carers feel safe, valued and happy. We offer activities to enhance children's social and learning skills through child lead activities. All areas of the Early Years Foundation Stage are covered in our sessions.

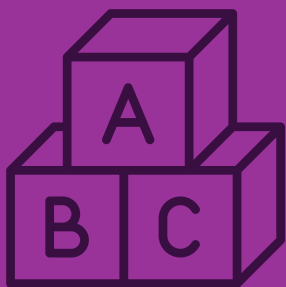
Staff are all trained to meet the legal requirements from the Early Years Foundation Stage (EYFS) and staff and volunteers have full Disclosures and Barring Service (DBS) records.

At Town Tots, we want the best for your child and we believe this should be a place that offers an environment that enables a child to develop socially, emotionally and physically, whilst having fun. We provide a wide range of activities based on the children's interests to encourage children to learn while having fun.

Each child is treated as an individual and we believe that the relationships we establish and build with parents and children are an important role in building effective partnerships between all involved.

Each child is allocated a Key Person when they start at Town Tots, which is maintained throughout their time at the nursery to assist with your child's journey.

All our activities and observations are made and recorded to note individual developments, through the EYFS and play which are recorded in the children's learning journals through our online learning system Blossom which follow their time at nursery. These journals enable parents and carers to view and contribute to their child's journey. To help the children feel secure and settle, we offer settling in sessions to all new children prior to their start at Town Tots. This enables them to meet their key person in the setting and it also enables us to speak with the parents.



Childcare Fees

Our Charging Policy sets out our fees to cover, The Benjamin Foundation's Childcare settings to offer our children a safe, nurturing and educational setting. The fees we charge allow for us, as a non-profit making organisation to maintain high standards and to ensure sustainability at our settings. We require parents/carers to respect our policy for charges and to sign the terms of agreement in the prospectus to acknowledge this.



Please ask for Charges for our specific settings.

Families can supply their own meals and snacks should they wish to. We will discuss our policy on bringing in own meals on registration as all our settings are NUT free nurseries.

Deposits:

- A deposit will be charged to secure a place at our settings.
- When we receive your registration forms a deposit of 4 weeks fees will be requested at our settings. only if non funded or over their funded hours.
- Once the deposit is paid the place will be reserved for your child. If no deposit is paid the place will not be reserved and may be given to another child.
- For funded children, where families have agreed a contract for more hours than the early education entitlement, the deposit will be will be based on the hours over and above the entitlement settlement from the Government.
- Deposits are not requested for children using only their funding entitlement.
- All deposits will be returned when the contract is terminated and any outstanding fees have been paid in full.



DEPOSIT

Childcare Fees

monthly

- The deposit will not be returned where a place is no longer required.
- Payments are due monthly in advance on the 25th of the prior month (eg: If starting on September 1st payment will be expected on 25th August).
- Any extra hours taken outside the regular requirement (and not covered by funding) will be invoiced separately.
- If you fall behind with your fees, you will be sent a statement and asked to catch up. If payment becomes an issue, please talk to the manager and a payment plan can be agreed. If we have no communication or payment, we will cancel your child's place. An agency will be used to collect outstanding fees.
- Holiday Club payments must be made in full by the stated date on the invoice. If payment is not received in full by the stated date the place will not be available.
- Cancellations of Holiday Club sessions will not be refunded if less than 14 days' notice is given.

Late collection fee:

- A late collection fee will be charged according to our policy. (See late collection policy)
- If you delay your child's start date from the original specified, then your deposit will be non-refundable.
- Late Collection Fee – A fee of £10.00 will be charged for every 15 minutes a child is uncollected without notice being given. Your child will be expected to have been collected and left by the times they are contracted for.
- Late Payments – A 10 % late payment fee will be applied to any payments that are not received by the due date stated on the invoice.
- Charges apply whether the child attends or not, this includes holidays taken. This ensures that the child's place is kept open and that staff ratios can be maintained. Fees are not charged on Bank Holidays and Training days when the setting is closed.



Childcare Fees

Payment:

An invoice for fees will be issued to parents on the 1st of the month in advance and payment is due the 25th of the previous month. Parents are requested to pay fees by BACS or childcare vouchers, or via HMRC child tax credits. The invoice will cover each month in advance and fees must be paid in full by the 25th of the month. An administration fee of 10% will be charged for late fees not paid by the due date. If the outstanding payment is not received after 7 days, the place will cease until payment is received in full.



Four weeks' notice is required for termination of the agreement. This will need to be made in writing to the manager of the setting.

Contracted Hours

Each parent will sign a contract agreement for their child to attend the nursery. This will stipulate the regular hours you require your child to be looked after. This is an ongoing agreement until either party cancels with four weeks paid notice in writing.

The minimum contract is for two sessions per week, for your child's continuity.

If you wish to change your hours, we ask for half a term paid notice in writing. If you wish to leave the setting, you need to notify us in writing and we ask for 1 month's paid notice.

Any extra sessions will be charged accordingly and any non-attended sessions, including sickness, will be charged in full. If you wish to change your hours, we ask for four weeks paid notice in writing.

Funding

Funding:

We accept all children who qualify for Early Education funding. Children who qualify for childcare vouchers and the HMRC child tax credit payment scheme who pay us directly. In order for parents to access these funds they need to contact the Manager to arrange a set up for payment. For Government funding we will require a funding form completed, detailing the funded hours required. Parents/carers will also be required to provide a copy of their child's birth certificate.

We can accept Government funding, for 15/30 hours a week.

The Funding is not intended to cover the cost of meals, consumables, additional hours or additional services, these charges are separate. We are also happy for you to supply your own meals and snacks if you prefer.

Additional hours and services will be charged at the settings current hourly rate, where hours are not funded as Early Education by the Local Authority.

The funding for 2 and 3 year olds takes effect the term after your child's second and third birthday.

When claiming hours with us you can claim either Term time or All year round, stretched funding. Any Hours that go over the 15/30 hours per week Term Time or 11/22 All Year Round will be charged according to the session charge. The free entitlements will be delivered consistently so that all children accessing any of the free entitlements will receive the same quality and access to provision, regardless of whether they opt to pay for optional hours, services, meals or consumables.

The Early Years education entitlement is offered free. Parents will not be charged a "top-up" fee to recoup the difference between the amount received from the Local Authority and the current hourly rate.

The charging policy will be reviewed regularly, and parents/carers will be notified a term in advance, in writing, of any price increases.



Lunches, Teas and Snacks

We are happy to support any medical, allergy and dietary requirements. Any other requirements, we will try our best to cater for. We are a nut free nursery.

Children are also offered a healthy, nutritious snack in the morning and afternoon, and drinking water is available at all times within the individual rooms.

At all our settings we have lunch at 12:00pm we ask that you send your child with a healthy packed lunch.

Tea is at 4pm and we offer your child a healthy light tea or you are welcome to provide one.



Opening Times

OPEN

The Old School Nursery, Shelton is a Year Round setting for children aged 3 months to 5 years. Open Monday to Friday from 8am to 6:00pm. The nursery is closed on all Bank Holidays and between Christmas and New Year. We also offer a holiday club in the summer for the siblings of children who attend.

Town Tots, North Walsham is a Term Time setting offering spaces for children aged 9 months to 5 years. open Monday to Friday 08:00am to 4:00pm.

Kid Zone is an After School Club open 3pm to 6pm Monday to Friday Term Time. They also operate an Easter and Summer Holiday Club, please ask for more details.

The Nursery is also closed for four days through the year for staff training. Parents are notified in advance of these dates.

Items to Bring to Nursery

If your child is in nappies, we kindly ask that you supply nappies with appropriate cleaning items, wipes, spare underwear (if toilet training) and spare clothes.

We go outside whatever the weather, therefore we ask you to provide a warm, waterproof coat and wellington boots for wet/cold days.

For sunny days, please provide a sun hat and sun cream to keep them safe while they explore.

We also ask you to provide a selection of spare clothes to suit all weather conditions. Please make sure all of your children's items are named.

When the children are at our nursery, they are encouraged to explore and have fun. This can involve water, paint and many other materials.

Please ensure your child wears clothes that you don't mind getting messy and can be cleaned and washed at home.



Support & Partnerships

If there are any concerns for your child, or if they need any additional support, the practitioner will support this by referring them to the Special Educational Needs Coordinator (SENCO) in the setting. The SENCO will then contact outside agencies for more support or advice if required, with communication at all times with parents.

"Something which stood out from the other nurseries is how keen staff are to try new things and develop the facilities and activities."

Parent- The Old School Nursery Shelton

We have various link and partnership working with outside agencies to help support the needs of the children if needed. Please speak to your child's Key Person for more information.

Support & Partnerships With Parents & Carers

We pride ourselves on building strong partnerships with our parents and carers and want to share our experiences within our settings and your experiences at home. This enables us to support both you and your children at different stages of their learning and personal development.

Please keep us up to date with home life as this helps to develop your child's interests. You are able to update information on Blossom.

All parents have access to their child's learning journal and to nursery information via our online system, Blossom. Blossom keeps you updated on your child's development at the nursery, along with you being able to share information from home.

We will offer you opportunities throughout the year to attend Consultation Sessions with your child's Key Person, so we can provide quality communication and exchange children's achievements and how they are progressing within the setting as well as how they are at home, this allows us to plan for your child's development together.

If you wish to speak to your child's Key Person, they will be happy to talk with you at the start or end of your session or, alternatively, at a time suitable to you.

Other Information

Medication & Illness

We are only able to administer prescribed medication from a Doctor; it must be clearly labelled and the parent/carer must sign all relevant paperwork before the staff are able to administer the prescribed medication.

If your child becomes unwell, they may not want to play or be with other children and would prefer to be in a familiar home environment.

We ask that you do not send your child who is suffering from illness to the nursery to prevent outbreaks of infection to others. Children with sickness and diarrhea need to remain absent from the nursery until all symptoms have cleared for at least 48 hours. This is in line with the Public Health England Guidelines.

Our Sickness and Medication Policy gives full details and guidance on our procedure for sickness.

Health and Safety

We take Health and Safety at our child care settings very seriously, ensuring we comply with Health and Safety legislation at all times.

Every morning, a member of staff completes a daily risk assessment before children enter the building. All activities and outings are risk assessed, and a fire drill is carried out every term.



Other Information

Accidents and Injuries

Should your child be involved in an accident while in our care, they will be given First Aid by a qualified First Aider. All of our staff are First Aid trained.

All accidents are recorded on Blossom, which you will be required to digitally sign at the end of your child's session.

Should your child need emergency treatment, we will treat the child's needs first and then contact you to inform you what is happening.



Emergency Contacts

It is important that all contact details we hold about your child are kept updated and correct in case we need to contact you in an emergency.



Policies

We have a range of policies to support all the daily requirements to run the nurseries, either from the Local Authority or The Benjamin Foundation.

All policies can be viewed on Blossom. Policies are reviewed regularly and parents/carers will be notified of changes.

Other Information **Safeguarding**

Safeguarding

We have a strong commitment to safeguarding children within our care. We follow a Safeguarding Policy and Procedure, which can be viewed on our website: benjaminfoundation.co.uk/safeguarding. Safeguarding children is of upmost importance to us. The Early Years Foundation Stage Safeguarding and Welfare Requirements sets out what early years' providers must do to safeguard children. It states that:

"Providers must have and implement a policy and procedures to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board". "A practitioner must be designated to take lead responsibility for safeguarding children in every setting. Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues".

We know child abuse can be physical, sexual, emotional, neglectful or a mixture of all of these. In any situation where we are concerned that a child might be at risk of abuse, our first responsibility and priority is towards the child. If any staff member, student or volunteer is concerned about a child's safety or welfare, they must discuss it with the Designated Lead responsible for safeguarding in our Nursery without delay. Significant changes in children's behaviour, deterioration in their general wellbeing, unexplained bruising, marks, or signs of possible abuse neglect any comments made which give us cause for concern: any reasons to suspect neglect or abuse.

If necessary, the person responsible for safeguarding will take action in line with our Child Protection and Safeguarding Policy and Procedures, providing it would not put the child at risk of further harm, they will also discuss concerns with you as parents and carers.

We keep child protection concerns confidential and only share them with people who need to know the information.



Safeguarding

We will take action in line with our Policy if we notice:

- significant changes in children's behavior
- Deterioration in their general wellbeing
- Unexplained bruising, marks or signs of possible abuse neglect
- Any comments made which give us cause for concern:
- Any reasons to suspect neglect or abuse.

We will keep a factual record of our concerns, discuss them by telephone with the local CADS team and follow this up in writing within 24 hours. It is not our responsibility to investigate the situation. If we receive allegations that a member of staff/volunteer has harmed a child, or may be unsuitable to look after children we are required to report it to Ofsted and the LADO in the Local Authority who ensure a proper investigation is carried out.

Should you have a concern about your children in our care, please speak to our Managers or one of our Deputies, who are safeguarding needs.

Listening to Children

- Show that we have heard what they are saying and we take their account seriously.
- Encourage the child to talk, but not prompt them or ask them leading questions.
- We will not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Explain what actions we must take in a way that is appropriate for the age and understanding of the child.
- Write down what we have been told using the exact words used.
- Make a note of the time, date, place and people who were present.
- Report our concerns immediately to CADS and Ofsted.

Safeguarding

If we think that a child might be telling us that they or another child has been hurt in any way, we will: In all safeguarding concerns we will report details of any previous concerns, details of any explanations from mothers and father/carers, any action taken such as speaking to mothers/fathers/carers. We will also report the child's name and address, the date and time of the record and factual details of the concern, for example bruising, what the child said and who was present. This will be reported to CAD and an immediate record will be taken and followed up.

Feedback

We welcome suggestions, feedback and complaints and try to stay in touch through various ways with you and your children.

Sometimes there may be things you are not happy about and wish to complain. If this is the case, we wish to:

- listen and learn.
- Put things right.
- Improve our service.

If you should have cause for complaint regarding the service we provide, you should:

- Talk to the Key Person/Room Leader to see if the issue can be resolved. If the issue cannot be resolved in this way, make an appointment or telephone/email the Nursery Manager. Your complaint is acknowledged within 3 working days, and a response to your complaint within 10 working days. If the complaint resolution cannot be supported in ten working days, we will keep you updated.



Safeguarding

- If you feel your complaint has not been resolved at first stage, you can escalate to the Quality and Development Manager, by emailing sarah.bodie@benjaminfoundation.co.uk.
- If you feel the Quality and Development Manager has not satisfactorily managed your complaint you can escalate in writing for the attention of Kirsty.pitcher@benjaminfoundation.co.uk at our Head Office
The Benjamin Foundation
St Andrews
Norwich

We will notify you of the outcome of the investigation into your complaint within 28 days of having received the complaint. All complaints will be kept together with the action taken in response. As part of the registration process of all early years and play provision you also have the right to make a complaint to any Inspectorate. You can do this by ringing Ofsted - 0300 123 1231

Collection & Safety

Collection and Safety Arrangements

When you collect your child, please do so at the time arranged. If somebody else is collecting your child, you must notify us either in writing or by telephone. Your child will not be released without prior consent. The person collecting must have a password.



Uncollected Child(ren)

Emergency Procedure for Uncollected Child(ren)

If your child is not collected within 30 minutes by a nominated, adult after the session has closed and we are unable to contact you, the Senior staff member will contact Children's Services Out of Hours Duty Officer and arrangements will be made for your child to be handed over to an appropriate place of protection agreed by the Officer.

Health & Safety

We take Health and Safety very seriously and we comply with Health and Safety legislation. We also have daily Health and Safety checks and activities and outings are risk-assessed. A fire drill is carried out every half term with the children.

We also involve the children in discussions about our rules and how to keep safe.

Cancellations

Please give us as much notice as possible should you need to cancel a session due to sickness etc. Please note that all sessions that are booked will be charged at the full rate if they are cancelled.

We require four weeks notice if you wish to cancel any sessions.

Please always contact us if your child will be absent for any reason as we are concerned when a child does not attend their session and may result in us contacting you or the school to try to locate your child. As you can imagine, this takes time and causes worry for the staff and disruption for the children.



**SAFETY
FIRST**

Investing in Staffing

We keep our team of staff and Managers inspired and motivated, through ongoing training to top up their already excellent and appropriate childcare qualifications and experience. We also have a Quality and Development and Business Manager to oversee all our childcare settings. The staffing levels enable us to keep to all early years adult to child ratios. All staff undergo checks by the Disclosure and Barring Services (DBS) and Ofsted.



Additional Educational Needs

We welcome children with additional educational needs to our settings. You will need to make the appropriate arrangements with Children's Services to ensure that one-to-one support can be provided, if required, and the child's Community/School Nurse would need to be contacted to ensure that care plans are in place and regularly updated where appropriate.



Conduct

Our policies also cover conduct. The atmosphere at our settings is informal, yet recreational. We encourage good practice and behaviour by offering incentives, rewards and, most importantly, praise.

We do expect all children to show consideration for their peers, staff, the building and the equipment. If there is aggressive/discriminatory behaviour, the staff will follow the policy and procedure's in our policies and Early Years guidance.

Contact Details

Town Tots and Kidzone

Manor Road, North Walsham,
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T: 01692 407012

Kidzone mobile: 07765 124758

Kidzone and Town Tots Manager: Jane Medler T: 01692 407012

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W: www.benjaminfoundation.co.uk

CONTACT US

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The **Benjamin** Foundation

