



Child Care Services
Parent Handbook
Academic Year
2016-2017

Dear Parents,

On behalf of the Nursery staff and Myself I would like to welcome you to the University of South Wales Playcentre. The Playcentre is just one of a range of Child Care Services offered to staff and students who work or study at the University of Glamorgan. We also offer a small number of places to members of the community.

The Playcentre Day Nursery offers full and part time day care for 70 children between the ages of 3 months to 5 years. The day nursery is open from 7.45am to 6.00pm, Monday to Thursday and 7.45am to 5.30pm on a Friday. The day nursery is registered with Care and Social Services Inspectorate Wales. We also provide Holiday Playcare Schemes and drop in after school care (if available) for school age children from 3-11 years of age, a Creche for conferences and we offer our parents an information booklet from RCT on local schools.

The Playcentre is situated on campus in a quiet, semi rural location which is surrounded by trees and shrubs. There are four parking places at the front of the building. Please do not permanently park outside the Nursery, the spaces are only to be used as drop off bays to ensure safety at all times for the children.

The Playcentre has access to very safe play areas with a mixture of hard and soft ground cover and secure fencing. There is a CCTV security camera outside the front of the building which overlooks the area, also inside monitoring the play areas. An alarm system and stringent intercom security procedures are in operation within the nursery building.

The nursery is divided into 4 separate units, we also have a large activity/dining room. The nursery, while facilitating the educational needs of the children, fosters a sense of warmth, security and care in order that the children's social and emotional needs are met in the first instance.

We use the Birth to Three Matters framework for our 0-3 year old children and the Foundation phase curriculum for the Pre-school room children.

We operate a Key worker system, where each child is placed in a group that is coordinated by a member of staff. The 'Keyworker' for the group will plan all group and individual activities and observe your child in order to complete comments in your child's profile book and report to you on a daily and termly basis.

The key worker plans small group activities based on a theme, which embrace areas of the curriculum. Each child in his/her group will benefit either as a group or on a one to one basis and receive plenty of opportunities to participate in a wide range of hands on experiences. The work the children produce in small group time will be displayed on friezes, sent home or presented within their individual profile books.

Additional information regarding your child's room are included within the individual room handbook within your pack.

At the Playcentre we welcome parental support and encourage you to spend as much time at the Playcentre in order for you and your child to feel at home and relaxed with your child's Keyworker and the other Nursery staff. At the end of each month we have a Playcentre newsletter and we welcome your feedback via discussion, email or one to one parent meetings. Please try to attend the meetings as they will update you on all issues concerning your child.

A number of changes have taken place or continue to be in operation, they include:-

- New flooring in the entrance area, activity and snuggly bugs room. A new patio door replaced the high window in the Snuggly Bugs Room.*
- A dance teacher, drama teacher and a Welsh language Flourish Cymru teacher visit the setting for one session each week, during term time, to engage the children in dance, music and Welsh language sessions. There will be a small charge of £1.00 per week. This will be included within your monthly bill.*
- We will continue implementing the Foundation Phase curriculum within the Pre-school room. Staff will attend all necessary training through RCT Education Services.*
- We will continue the use of the basic Welsh language throughout the nursery using our Welsh friend Dewi and Delyth the Dragons.*

- We continually update our outdoor area. Within the last year the garden area has been fitted with new fencing around the perimeter. There is also an undercover construction area in the conservatory garden to create an additional outside play space for the day nursery and playcare scheme children. We have an allotment area which is continually a work in progress. If you would like to help we would welcome your support. Our sand pit area continues to be enjoyed by the children, courtesy of Wilmott Dixon the construction company completing a "working with the community scheme" at the setting. We have developed the mud kitchen area which has a big trough and seating area for the children to chat and play.
- During this academic year we will develop a decking area leading from the new patio doors within the Snuggly Bugs area to ensure the babies enjoy the outdoor environment on a daily basis. We are also purchasing a large wooden water feature on castors.
- To ensure we use the outdoor area each day we are urging parents to provide weather proof clothing and wellies for rainy days and sun hats and sun creams for sunny days. There is also additional outdoor clothing available at the Playcentre.
- If you have any ideas for the garden and would like to contribute please feel free to share them with us.
- The University has a woodland walk area just above the Playcentre. The children will have the additional benefits of enjoying flora, fauna and fun activities within this additional outdoor forest facility. I am a Forest Level 3 Leader and will continue to complete organised sessions with the older children.
- We wish to encourage the children to be aware of sustainability and global citizenship through a very basic awareness of day to day practices such as providing recycling bins and teaching the children about water recycling and using packaged boxes etc as creative materials. We also send all our food waste to "Cowbridge Compost". We also encourage the children to care for our garden and the woodland walk area. We have received our Bronze Eco school status in 2012 and our aim is to continue the practices working closely with the USW Environmental Department adhering to the ISO 14001 accreditation. We would like your help to push this forward, so if you are interested in taking part in our eco committee or have any ideas we would be delighted if you can let us know.
- All children over the age of 12 months will continue to take part in "Designed to smile". An initiative by the Vale & NHS trust designed to improve children's dental health.
- We gained a 5 food hygiene rating from the Food Standards Agency.
- 5 staff completed their QCF in Child Care and Management and 3 staff updated their level 3 diploma. 4 staff are in the process of completing their level 5 certificate and 1 staff is completing a Level 3 Playwork certificate.
- 2 staff have completed a 10 week Ekklan course and one member of staff will complete in September 2016. We will then investigate completing a Communication friendly setting assessment.
- To ensure staff develop professionally and continue to build a strong team, 3 Inset days will take place throughout the year. The nursery will close on these days and parents will not be charged for the sessions. The dates are:-

Monday 19/09/2016, Monday 09/01/2017 and Monday 08/05/2017

- During the Autumn Term 2016 we will continue to introduce new food for the children to compliment their main meals. If you have any suggestions please contribute your ideas.
- All fees will continue to be taken on 1st Monday of each month and all parents must complete a debit/credit form on registration or as part of the annual updating of information. Parents also have the additional option to continue to pay via child care vouchers.
- We are very proud to announce that we are the first day nursery in RCT to have successfully completed the Healthy and Sustainable Pre school scheme during the Spring Term 2016. We will continue to implement all practices to ensure the children attending the setting are healthy and happy.

Please see the individual booklets for specific information with regard to your child's room.

If you have any queries or concerns regarding childcare, bookings, fees etc please discuss them with Myself or Lisa Jones. On behalf of the staff I would like to offer you and your child the very best wishes.

Please feel safe in the knowledge that,

" We will love, while your child learns." "Byddem yn caru tra bod eich plentyn yn dysgu"

Kind Regards

Karen & Playcentre Staff

July 2016

**Detailed below is information about the
Healthy and Sustainable Pre School Scheme we are taking part in:-**

What is the Scheme?

The **Healthy and Sustainable Pre-School Scheme** has evolved from the successful and well established Welsh Network of Healthy Schools Schemes. It recognises the value of early interventions and aims to provide a structured framework for pre-school settings and their communities to develop and integrate holistic approaches to health promotion and wellbeing. The Schemes in Wales are funded by the Welsh Government and managed locally by the Cwm Taf Public Health Team. Settings will be supported by a Specialist Pre-School Practitioner working in partnership with Early Years Providers and the Healthy Schools Team, and the strategic management of the Scheme will be directed by a multi-agency Steering Group.

How is the Scheme structured?

Induction Phase	Phase 1	Phase 2	Phase 3
Preliminary Phase	Nutrition and Oral Health	Mental and Emotional Health, Wellbeing and Relationships	Environment
	Physical Activity / Active Play	Workplace Health and Wellbeing	Safety Hygiene
Evidence of meeting Minimum Requirements	End of phase Assessment	End of phase Assessment	End of phase Assessment and Final Accreditation

Which other programmes and initiatives link with the Scheme?

The Scheme supports and links with a number of key areas of work including: *The basic principles and learning framework of the Foundation Phase curriculum ; Flying Start; Estyn; Families First; National Minimum Standards for Regulated Child Care; Designed to Smile, Small Workplace Award, Healthy Snack Award and Eco schools Award.* In relation to the scheme "sustainable" refers to the consideration of environmental sustainability, which is enhancing the economic, social and environmental wellbeing of people and communities, achieving a better quality of life for our own future generations.

Who can take part in the Scheme?

Each local authority in Wales has currently been awarded Welsh Government funding to recruit ten settings each year, so a range of providers in areas of highest need will be targeted in the first instance. Ongoing recruitment will be dependent on the provision of steadily increasing local and national funding. Participating centres will have the opportunity to progress through the phases of the Scheme outlined above with the full support of a Specialist Pre-School Practitioner. This will involve a process of needs assessment, action planning, evidence gathering and monitoring. Staff will also benefit from the provision of training, resources and links with local support networks. At the end of each phase, achievements will be assessed and formal accreditation will be awarded. The Scheme should eventually be offered to all pre-school and early years settings including childminders, playgroups, and day nurseries, no matter how large or small.

Please see the certificates displayed within the entrance area.

Child Care Services Statement of Purpose for 2016-2017

Introduction:

The University of South Wales Child Care Services provides quality affordable childcare predominantly for the users of the University and, when places are available, for the local community. We work in partnership with parents and want you to feel confident about the quality of care that is provided for your child in order for you to have no concerns for your child's health, welfare and early learning. This statement of purpose sets out information that is required in the National Minimum Standards and provides information to help parents make an informed decision about their chosen childcare provision.

Registration Body:

The setting is registered with the Care and Social Services Inspectorate Wales (CSSIW). We comply with the Childminding and daycare(Wales) and Regulations 2002/2010/.

Our Mission Statement:

"We strive to provide a service that is of the highest standard, encouraging a positive family approach to health, well-being and education".

Overall Aims:

We employ caring qualified nursery nurses who aim to ensure that every child's happiness and well being is at the heart of everything we achieve. Using the Birth to Three framework and the Foundation Phase curriculum a range of activities are incorporated into our daily routine. We aim to help all children achieve their full potential by providing a sustainable environment, which is rich in indoor and outdoor learning opportunities.

Our motto:

"We will love while your child learns"

"Byddem yn caru tra bod eich plentyn yn dysgu"

Whilst we facilitate the educational needs of the children, we also ensure that we foster a positive sense of warmth, security and care in order that the children's social and emotional needs are met in the first instance. (Please see individual aims and objectives for each room.)

Numbers, ages and sex of children:

We are registered to care for 70 children of both sexes up to 12 years of age.

Range of needs to be met

We accept all children and respect them all as individuals, regardless of gender, race, religion, disability or culture. We operate a keyworker system and individual assessments for each child based on adult and child led activities and believe it is important that the children have the chance to build warm, positive and loving relationships with their carers and peers and to be comfortable in our environment.

Staff will encourage introductory sessions to ensure the child's individual needs are met. If necessary, we will complete additional training, to work with children, parents and outside agencies to help ensure the child's personal goals are achieved.

Opening Hours:

The Day Nursery hours of opening are:

Monday to Thursday 7.45a.m. to 6.00 p.m.

Friday 7.45a.m. to 5.30 p.m

The Holiday Playcare scheme hours of opening are:

Monday to Thursday 8.00a.m. to 5.15 p.m.

Friday 8.00a.m. to 4.45 p.m.

We are closed at weekends and all Statutory Bank Holidays, including a one week period over the Christmas Holidays, i.e. between Christmas and the New Year. We also close one day per term for staff training/updates. No fees will be charged for these closures, however, all other absences will require full payment. N.B. All student parents are contracted to pay during term time periods.

Child Care Services Statement of Purpose for 2016-2017

Staffing:

We employ 23 staff:

20 staff at the Playcentre hold their Level 3 and childcare qualifications and 5 staff hold their Level 5 qualification. All staff are aware of the importance of providing age appropriate play and experiences to stimulate the children emotionally, intellectually, physically, socially and culturally.

All staff ensure they update on their professional development through Inset days and RCT courses.

We also employ a food service nursery assistant and an administrative officer. Two cleaners also work each evening from 5.30pm-7.30pm.

All staff have relevant DBS checks.

USW students and students from local colleges and training establishments train at the setting but are never left in sole charge of the children.

Staff Ratios

The recommended ratio's are

0 - 2 years: 1 member of staff to 3 children

2 - 3 years: 1 member of staff to 4 children

3 - 5 years: 1 member of staff to 8 children

3 - 12 years: 1 member of staff to 8 children.

Facilities:

We are situated on the Treforest campus in a quiet, semi rural location which is surrounded by trees and shrubs. There are four parking places at the front of the building to be used as drop off bays to ensure safety at all times for the children.

There are very safe outdoor play areas with a mixture of hard and soft ground cover and secure fencing. We also have access to a woodland walk area for the provision of Forest school principles.

There is a CCTV security camera outside the building, also inside monitoring the main play areas. An alarm system and stringent intercom security procedures are in operation within the building.

Services offered:

We operate a: Day Nursery & Holiday Play care Provision.

The Day Nursery: which is affectionately called the Playcentre and has been operating since January 1991 and provides a service for up to 53 children each day between the ages of 12 weeks and up to 5 years.

We have a large activity/dining room and bathroom facilities with 3 toilets, nappy changing facilities and 5 wash hand basins. We also have a kitchen where the food service nursery assistant prepares the children's breakfast and tea and serves the main meal.

The day nursery is divided into 4 separate units:

Snuggly Bugs Room (3 staff) - Caters for nine babies from 3-18 months, this is a self contained area with a play room, cot room, milk room and nappy changing facilities for the under 2 year old children.

Busy Bees Room (4 staff) - Caters for twelve children from 1-2 years of age. After lunch, this room is turned into sleep area for all the younger children to relax and have a nap.

During all holiday periods and the Summertime, following the University end of term, the Snuggly Bugs Room and Busy Bees Room amalgamate within the Busy Bees Room.

Little Explorers Room (3 staff) - Caters for twelve children from 2-3 years of age. After lunch, this room is turned into sleep area for all the younger children to relax and have a nap.

Pre-school Room (4 staff) - Caters for twenty children from 2.5-5 years of age and follows the Foundation Phase curriculum.

Holiday Playcare scheme: which provides a safe central venue and full day care service, within the conservatory and activity room, for up to 12 children aged between 3-12 years of age during holiday periods. The Manager/Play leader and 3 nursery nurses hold a Playwork Level 3 qualification and we adhere to the Playwork principle

Please see the individual room booklets for curriculum information, routines and activities.

Child Care Services Statement of Purpose for 2016-2017

Occasionally, the Playcentre may also offer care for children over five years of age when their parents are attending short term courses or Graduation ceremonies. The Playcentre also offers occasional Saturday Crèches for conferences.

Meals: are cooked and provided from the catering department on campus, they are inclusive of costs and consist of a nutritionally well balanced diet for children that is planned in advance by the University Catering Department in conjunction with the Child Care Services Manager and feedback from all service users. Children are provided with drinks throughout the day plus a breakfast, a two course lunch and a tea on which the emphasis is the teaching of social skills and encouraging sharing and collaboration between the varying age groups. A small snack is also available at 5.30pm.

Language within the setting:

The main language of communication is English, though staff at the department offer incidental Welsh throughout the day. We have a Welsh policy and two Welsh speaking staff and a Welsh teacher visits the setting each week during term time to complete a Welsh session.

Two way communication between parents and staff will ensure that the needs of a child, whose second language is English, are met.

The main policies and procedures of the setting are housed within the office.

All parents are issued with a parent contract to complete with reference to their child's individual information handbook, room booklets and a positive play booklet, during induction to the setting, which are also situated on the parent board and on the website:

<http://campusservices.southwales.ac.uk/childcare/> or karen.parker@southwales.ac.uk

The Parent handbook contains a range of information including the Terms and conditions, Admission procedures and emergency protocols.

Contact Information:

Karen Parker is the Manager and responsible person for all services the contact number is :

Telephone number: 01443 482089. Email : karen.parker@southwales.ac.uk

Concerns or Complaints:

Arrangements for dealing with comments, concerns or complaints can be made verbally in the first instance to the Manager or Management team. Alternatively, there are comment forms and a box in the foyer alongside the complaints policy and procedure. CSSIW no longer investigate complaints. However, if parents wish to contact the CSSIW their contact number is: **03007900126**.

Pets at the setting:

We currently have 2 gold fish called Flip and Flop.

Cancellation of Contract:

Should you wish to remove your child from the Nursery, one month's notice in writing is required.

Reviewing of statement purpose:

The Statement of Purpose will be kept under annual review and revised as appropriate by Karen Parker.

Where practicable the relevant CSSIW office will be notified of any revision at least 28 days before it takes effect. Dated :February 2016

Admission Procedures for 2016

Parents/guardians who are offered a place in the nursery for their child are encouraged to bring their child along for a pre-admission session. Here the Parent/guardian and child can look around our facility, meet the staff and children and fill out any relevant forms so that on the start day all formalities are dealt with and the parent is confident that their child has settled into the environment.

Settling in

It is normal for your child to become distressed in the beginning. Some children cry for the first few days while others cry when they realise that they are here for the long term. However, please be reassured that the staff are committed to ensuring that you both settle down to nursery life with as much ease as possible. You are welcome to pop in or telephone if you need reassurance and we will telephone you if your child is becoming very distressed.

Before admission we require that you:

- Arrange to visit with your child.
- Clearly label all items of clothing & bottles etc.
- Read and sign all relevant forms, including the completion of the fee protocol form.
- Provide us with 2 contact numbers, staff and students timetables and contact names.
- Check booking details with Manager.
- Provide the Manager with any additional information you feel is important about your child.
- Provide us with 2 photographs of yourself and any other person who is named as a contact for the child.

Before admission we will:

- Inform you of a start date.
- Provide you with written information regarding the Playcentre and your child's room.
- Arrange a key worker, coat peg, basket/bag and profile book etc for your child.
- Show you around the nursery and introduce you to the child's keyworker (if the member of staff is available at this time).
- Set up a file for your child.
- Offer you an introductory letter from your child's key worker.

Staffing Structure for 2016

Child Care Services Manager: Karen Parker N.N.E.B , A.D.C.E. Bsc (Hons) in Childhood Studies, CCE Management Level 5, CACHE Level 3 Playwork . Karen is also the Special Educational Needs Coordinating Officer (SENCO) and Safeguarding Officer and the Workplace Health and Wellbeing representative

Assistant Manager: Lisa Jones BTEC Nursery Nurse- Lisa is also the Team Leader for the Little Explorers Room. Lisa is working towards her CCE Management Level 5

Pre-School Room (2-5 years)

Senior Team Leader Pre School Room: Helena Back N.N.E.B. A.D.C.E. CCE Management Level 5, Helena is the key worker for the Little Miss Sunshine group.

Key Workers for the Little Miss Chatterbox group is Emily Davies CACHE Nursery Nurse , CACHE Level 3 Playwork . Emily is also the Playcare scheme leader. Emily is working towards her CCE Management Level 5.

Key Worker for the Little Miss Star Group is Lauren Johnson CACHE Nursery Nurse, Foundation degree in Childhood Studies. Lauren is also the Deputy Playcare scheme leader.

Key Worker for the Little Miss Fun Group is Laura Capel Cache Nursery Nurse and NVQ level 4.

Little Explorers Room (18-36 months)

Team Leader for the Little Explorers Room:- Lisa Jones BTEC nursery nurse. Lisa is the key worker for the Tigger group and the Assistant Manager, Departmental Environmental Officer & Deputy DSO.

Key Worker for the Pooh Bear Group is Debbie Snook (NNEB),

Key Worker for the Eeyore Group is Claire Woods CACHE Nursery Nurse and NVQ level 4. Clare is also the Workplace Health and Wellbeing representative

Busy Bees Room(12-24 months)

Senior Team Leader for the Busy Bee Room: Vicky Jones NNEB. CCE QCF Level 3. Vicky is the Key worker for the Mickey Mouse Group, DDA rep and also the departmental fire warden. Vicky is working towards her CCE Management Level 5

Key Worker for the Donald Duck Group is Patricia Hudson CACHE Nursery Nurse

Key Worker for the Pluto Group is Clare Acock BTEC Nursery Nurse an NVQ level 4, CACHE Level 3 Playwork . Clare is also the DHSC, the Departmental First Aider & Specific Needs coordinator . Clare is working towards her CCE Management Level 5

Key Worker for the Minnie Mouse Group is Bethan Jones Level 3 Nursery Nurse .

Snuggly Bugs Room (12 weeks - 18 months)

Team Leader for the Snuggly Bugs Room: Taryn Thomas NNEB, CCE Management Level 5, Taryn is the Keyworker for the Bee group.

Key Workers for the Butterfly Group are Sara Burrows CACHE Nursery Nurse & Rebecca Jones CACHE Nursery Nurse. They both have aquired their Level 3 QCF in CCE.

Key Workers for the Caterpillar Group are Catherine Burrows CACHE Nursery Nurse ,CCE Advanced Practitioner Level 5.

Peripatetic Nursery Nurses

Amy Evans CACHE Nursery Nurse, and NVQ level 4 Departmental First Aider & specific needs coordinator.(Maternity leave returning Dec 2016) Alyson Edmunds NNEB. Alyson has acquired her CCE Advanced Practitioner Level 5. Kelly Morgan NNEB Nursery Nurse , Laura Morgan CACHE Nursery Nurse- working towards her Playwork Level 3 certificate, will cover staff holidays/lunch times etc

Food Service Nursery Assistant

Lynnette Evans Foundation certificate in Food Hygiene.

Administrative Officer

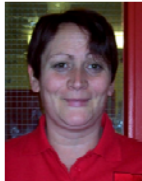
Bethan Rees Pritchard- works Monday to Tuesday

N.B. The Peripatetic staff will cover staff on Maternity leave. Please see the room information boards for information.

The Snuggly Bugs Room
(12 weeks-18 months)



Cath



Taryn



Sara



Rebecca
(Thurs & Fri)

The Busy Bees Room
(12months - 24 months)



Trish



Vicky



Bethan



Clare

Staff Floats



Alyson



Kelly



Amy



Laura

The Little Explorers Room
(20months-36 months)



Deb



Lisa

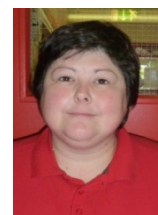


Claire

The Pre-School Room
(30 months-5 years)



Lauren



Helena



Emily



Laura

Office/Kitchen



Bethan
Admin Officer
Mon-Tuesday



Karen
Child Care
services
Manager



Lynette
Food
Service
Nursery
assistant

**Our Playcentre staffing
structure for 2016-2017**

Please see staffing structure detailing keyworker groups within each room.

Child Care Services Terms and Conditions 2016

In the interest of all the children using the Playcentre and to enable us to provide and maintain the highest standards of care we require all parents to be aware of, and abide by, the following minimum regulations.

The Playcentre is open as follows from.-

7.45am- 6.00pm (Friday close 5.30pm)

Parents/Guardians should ensure that their child is not dropped off before the Centre opening time of 7.45am or picked up after the Centre closing times in which the parent has booked. Time outside the contracted session will be charged at a rate determined by the University (£12.00 per 15 minutes for any time after your personal booking).

Parents/Guardians who wish to speak to staff about their child should respect the opening and closing times of the nursery and make a convenient appointment with the child's Keyworker or the Child Care Services Manager.

The fees for August 2016- July 2017 are as follows:

USW fees	Week Day	£ 188.50 £ 40.00
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1. Data protection: it is a legal requirement on the nursery to hold information regarding children using the nursery, and its staff. Basic information is used for registers, invoices and for emergency contacts. All records will be stored in a locked cabinet and passwords protect electronic details.

2. Legal contract: the offer of a place and its acceptance by the parents gives rise to a legally binding contract on the terms of these terms and conditions.

3. Enrolment: Children will only be enrolled after completion of all necessary forms and will be booked in for the whole day. Parents/Guardians who wish their child to attend for part of a day will be required to pay the full rate. Parents/Guardians who have had to miss a day's nursery can bring their child in another day in the same week, if there is a vacancy and at no extra charge.

4. The Child Care Services Manager is unable to guarantee a reserved place unless a non-refundable deposit is paid of £30.00. This charge covers administration costs.

5. Profile Records will be kept of a child's progress unless parents request that such records are not made. These records are available to parents at all times for inspection and remain the property of the parents.

6. All newly contracting parents must book a minimum of 2 full days per week at the Playcentre. Existing sessions will be honoured for one academic year.

7. Staff and students can only change their bookings from the beginning of the Spring Term .

8. Welfare of the child: we will do all that is reasonable to safeguard and promote your child's welfare and to provide pastoral care to the standard required by law and often to a much higher standard. We will respect your child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.

9. Parents give their consent to such physical contact as may accord with good practice, and be appropriate and proper for teaching and instruction and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child's health and welfare.

10. Parents of children who are not potty trained must provide disposable nappies, creams and wet wipes. If you are using washable nappies please provide a nappy bucket with a lid and nappy solution.

11. The nursery will not provide formula milk for bottle fed babies. All bottles & formula powder must be provided each morning and clearly marked with the child's name using indelible pen or wipe able name stickers.

12. Notice: Staff and Community Parents removing their child from the Playcentre should give a minimum of one month's written notice of their intentions. A lesser period of notice will still incur one month's fees.

Student parents will contract for one term at a time. If notice is given within the term full fees will be accrued up to the end of the term in which the notice is given. Details of the Term dates can be found in the Parents handbook.

Parents terminating their contract at the end of the Spring term cannot be guaranteed a place in the following Autumn Term.

13. Fees: Fees are set by the University and reviewed and changed annually from 1st August, the level of fee is updated and indicated in the Parent Information Pack.

14. Once a place at the nursery is confirmed the first month's fees become payable to secure the place. One month's written notice is required if you no longer require the place (Student parents -see point 12) or wish to withdraw your child from the nursery. Fees are payable during the whole of this time, fees are also payable if there is any delay in taking up the place once accepted.

15. All students will be charged for one terms fees at the beginning of each term. Students will normally contract for 36 weeks of the year (dependant on Academic Term dates), except for vacation bookings.

16. All parents will be billed on 28th of each month in advance. Any additional bookings within the previous month will be added to the following month's bill. **-see fee payment protocol.**

17. Fees will be calculated based on the agreed attendance for that period, plus any additional bookings. Parents/Guardians should note that fees will not be reduced for any absences. Parents will not be charged for: Bank Holidays, 3 staff training days & the University closure over the Christmas period. All remaining contracted days will be charged at the agreed rate.

18. All students will pay a retention fee (Based on the equivalent of one week's current full fees per each academic year) at the beginning of the Autumn Term (or start of the student contract) to cover holiday periods.

19. Catering charges will be included within the child care fees. Apart from Early Years funded children- a charge of £3.00 per day will be incurred if a meal package is used.

20. Dance Teacher: All children will be charged an additional £1.00p per week to cover the cost of a dance teacher during term time.

21. Failure to pay fees may result in parents being requested to remove their child from the Playcentre. Please refer to the Fee Payment Protocol. Parents/Guardians who experience financial difficulties are invited to discuss the problem in confidence with the Child Care Services Manager, Student Services or Financial Department. **N.B. It is part of the registration requirement that you read, complete your banking details and sign the fee payment protocol information.**

22. Fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the nursery can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other parents. No compensation will be paid or refund given if the nursery has to be closed due to any reason beyond the control of the nursery.

23. Health & Safety: For Health & Safety reasons parents must complete the booking form for the academic year 2016 and comply to the stated times to ensure ratios can be met within the Playcentre. Parents are asked to help their child to self register each day.

24. No child may be collected from the Playcentre by anyone other than the named person without the written permission of the Parent/Guardian and if possible a personal introduction, in case of emergencies a password and description of the named **adult** is required.

25. No child will be allowed to leave the building with anyone, known or not, without prior notification.

26. For Health & Safety reasons all meals are provided at the Playcentre and included within the cost of the fees (apart from Early years funded children). Menus will be displayed on the Healthy Menu information board.

27. In the case of a young baby or a child with a specific allergy, which we may be unable to cater for, the Parent must provide manufactured pre-packed, unopened healthy products if the food product requires reheating. No home cooked foods will be reheated at the Playcentre.

28. If for any reason the parents leave campus, the Child Care Services Manager will need to be informed and an alternative contact number should be given.

29. All traffic approaching the Playcentre should ensure they drive at a slow speed at all times.

30. **No parent should park outside the Playcentre.** The parking spaces are for dropping off and collecting purposes only.

31. All parents should supervise children at all times in the car park. Please adhere to all safety notices inside and outside the nursery premises.

32. The nursery does not accept responsibility for accidental damage or loss of property.

33. The nursery undertakes to maintain those insurances required by law. Details of these are available from the nursery manager. Copies of the current employer's liability and public liability insurance policies are displayed in the foyer area at the nursery.

34. Parents/carers are required to notify the nursery manager if your child is absent from the nursery through sickness. Parents should note that it is at the discretion of the Child Care Services Manager or Management team to say whether a child needs to stay at home due to illness.

35. Any child who has been sent home from the nursery because of ill health will not be re-admitted for at least 24 hours. If a child is prescribed antibiotics they will not be allowed to return to the nursery for 48 hours if they are displaying symptoms of ill-health.

36. The nursery will only administer calpol to a child - PLEASE READ AND SIGN THE MEDICATION PROTOCOL.

37. Parents/Guardians should observe the recommended periods of absence if their child is affected by the following:

Minimum Period of Exclusion(based on Guidance on Infection control in Schools and Child care settings

Sickness or Diarrhoea	48 hours symptom free.
Chicken Pox	6 days from the onset of rash
German Measles (Rubella)	6 days from the onset of rash
Measles	4 days from the onset of rash
Mumps	5 days from the onset of swelling
Impetigo	Until skin has healed or 48 hrs after antibiotics
Head Lice	Until treatment has been carried out
Ringworm of the scalp	Until cured
Ringworm of the body	Absence not normally necessary unless evidence of epidemic
Scabies	Return after first treatment has commenced
Conjunctivitis	Until condition is cured

38. Disclosure: Parents must inform the Child Care Services Manager of their child's general health and their immunisation history or any family circumstances or court order which might affect the child's welfare or happiness, or any concerns about the child's safety.

39. Child Protection: In the interest of the welfare of all enrolled children, the Playcentre's Safeguarding Policy and Procedures conform to the Child Protection Guidelines of the R.C.T. Local Authority Early years services. It is understood that the nursery is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.

40. Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the nursery, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a nursery place.

41. Missing child: If a child was to go missing in our care, the police and child's parents will be contacted immediately by the Child Care Services Manager or Management Team. There will also be a team of staff allocated to search the area for the lost child. An investigation will be undertaken and an action plan report generated to ensure the incident does not occur again.

42. Uncollected child: If a child is not collected at the end of the day and the parents have not contacted the Playcentre. The Child Care Services Manager or Management Team will contact the parents. If a parent cannot be contacted within half an hour of the setting closing, (6.30pm Monday - Thursday & 6.00 pm on Fridays), the police will be contacted immediately. As in point 41 an investigation will be undertaken and an action plan report generated to ensure the incident does not occur again.

General

43. Photographs: you should be aware that the nursery occasionally takes photographs within the nursery, which may be used, in training or promotional material. Parental preference is adhered to and permission will be sought via the settings admission form which is completed at enrolment. The setting will also inform parents of specific projects and gain parental permission.

44. Student Placements: The Playcentre is used as a project base for the students attending the University, and a training establishment for Child Care students from local schools and colleges. All students are never left unsupervised. From time to time the children are observed at play and filmed for project work under the strict coordination of the Manager, who always ensures the children's best interests are of paramount importance & permission is sought from parents. It is also the parent's responsibility to make any objections to this clear on admission and the child will then be automatically withdrawn from such activities.

45. General Behaviour: Parents/Guardians are requested to respect the Playcentre acceptable behaviour code when they are on the premises. **Playcentre Acceptable Behaviour Code:** In the interest of the welfare of the children who occupy the centre, parents, visitors and Playcentre staff, it is important that all concerned respect and adhere to the Child Care Services Equal Opportunities Policy and the following points: Children need to be supervised at all times. Parents/Guardians must always use the main entrance when delivering their child to and collecting their child from the Playcentre. Please ensure you always leave your child with a member of staff. Children must not run in the nursery, climb on furniture, open doors or leave the nursery without the parent, guardians or nursery staff. Parents must ensure the children have a clean nappy or have visited the bathroom before being left in the care of the Nursery staff. Children/Parents or Visitors who behave in a way that could put them or others at risk will be corrected by staff and everyone should respect the need to do this. All parties should refrain from using inappropriate language and aggressive behaviour within the Playcentre building or outside the premises and be respectful to each other at all times.

46. The Child Care Services Manager reserves the right to ask parents to remove their child if either the child or the parent is persistently disruptive in the Playcentre or in connection with its activities. In the event of such action being considered necessary, parents have the right of appeal to the Manager of Campus Services.

47. Comments and Complaints: Parents who wish to comment or complain about any aspect of the service provided by the Playcentre are invited to contact the Child Care Services Manager, or the Management team in her absence, where the complaint can be appropriately dealt with away from the children. You are also welcome to contact the Head of Campus Services to raise any issue concerning the Playcentre, or discuss these within the Parent Information Forum or add to the annual questionnaire. Parents can also contact the CSSIW office on : **03007900126**. N.B. CSSIW will no longer investigate complaints as this is for the registered person to complete.

N.B. The Playcentre staff will record any information in the room message book and pass all information from parents/guardians or visitors to the Child Care Services Manager or the Management team in her absence.

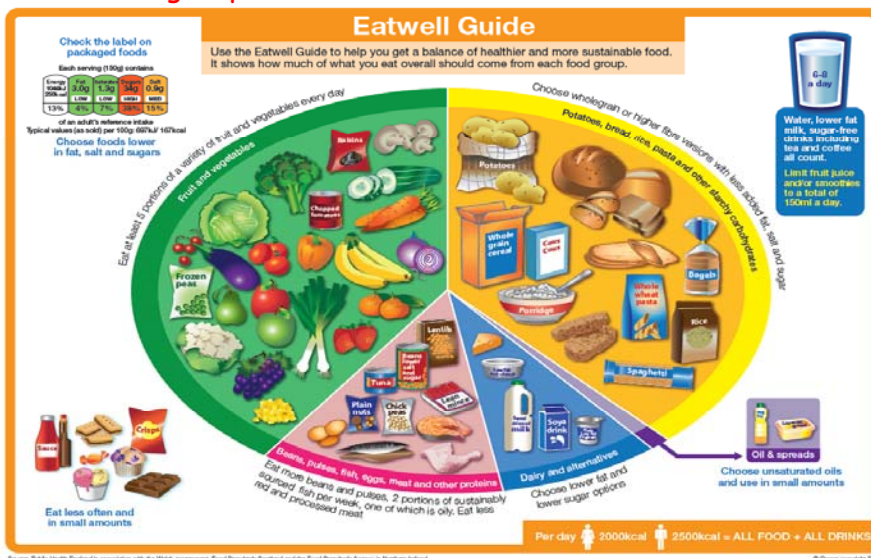
Child Care Services Department Food and Nutrition Policy 2016

The Child Care Services Department is committed to providing a healthy, tasty, balanced diet for the children within our care and meeting the children's individual diets with regard to cultural, vegetarian and medical needs.

Meal & snack times at the Playcentre are seen as a social occasion, staff will ensure they are good role models and will encourage the children's table manners and provide a comfortable and relaxed environment. Meals that are provided at the Playcentre are inclusive of cost and the children are provided with: a healthy breakfast at 9.00am, a two course lunch at 11.45am and a tea at 2.45pm on which the emphasis is the teaching of social skills and encouraging sharing and collaboration between the varying age groups. A small snack is also available at 5.30pm.

All menus are devised in advance with the University Chef and the Child Care Services Manager, taking into account the feedback from children through a basic questionnaire, parents, and staff at the setting. A feedback form is completed each week by the Food Service Nursery Nurse and sent to the Catering Department to ensure that there is a constant two way communication process regarding the children's menus.

A service delivery plan, which includes: menus, hot food deliveries, store deliveries and collections, has been devised to ensure that the specialised needs of the Playcentre are taken into account by the Catering Department.



Please also see the 4 weekly menu on the menu board and on the website.

We aim to provide a well balanced diet with meals cooked freshly each day at the University Main kitchen. Our menus feature:

- No added salt or sugar in line with the current healthy eating guidelines, for the age group of children concerned.
- No deep fried foods
- A combination from all food groups per day- 1. Bread, rice, potatoes, pasta and other starchy foods. 2. Fruit and vegetables. 3. Milk and Dairy foods. 4. Meat, fish, eggs, beans and other non-dairy sources of protein.
- A percentage of their 5 portions of fruit and vegetables each day whilst in our care.
- Only diluted fruit juice, milk and water is provided for children to drink at mealtimes. Access to drinking water is available to the children throughout the day.
- A 4 week Autumn, Spring and Summer cycle which are displayed on the Menu Information Board within the foyer area. If you require a personal copy please ask at the office.
- A weaning menu for the babies and they will be prepared taking into account their individual needs. Parents must supply the individual formula milk for their child - see Snuggly Bugs Room booklet. The Playcentre provides an environment which promotes and is supportive of breastfeeding and we are enrolled in the Breastfeeding Welcome Scheme.

Child Care Services Department Food and Nutrition Policy 2016

As part of the induction to the Playcentre, parents will be asked to share information on their child's dietary requirements. This information will be used to inform all staff of each child's individual dietary needs. If necessary this information will be transferred onto a specific photographic dietary awareness sheet which is displayed throughout the setting. It is vitally important that we are informed if your child has an allergy. We can then assess whether we can cater for your child's needs. If your baby is not using the Playcentre catering services and the food product requires reheating we ask that you provide only manufacturers pre-packed, unopened healthy products. You should provide an older child with a healthy packed lunch. Please see the Healthy Eating board for ideas on Healthy recipes for meals, snacks and packed lunches and the procedure for Hospitality Services and Playcentre food allergy and intolerance policy.

The University has hygiene and food safety as an absolute priority. We use hazard analysis (HACCP) to check that all our procedures are working correctly, from auditing our suppliers, regular hygiene checks of the kitchen and constant policing by our own Environmental Health Consultant. To limit the spread of infection :-

- We have a strict sickness reporting procedure for all staff and children.
- All children are encouraged to practice good hygiene rules after using the bathroom and before each meal.
- All staff adhere to regular cleaning routines throughout the setting.
- All University chefs are fully qualified chefs and trained in food safety. All Playcentre staff and the Food Service Nursery Assistant receive food safety training with updates. The Child Care Services Manager and food Service Nursery Nurse has attended a training course for Community Food and Nutritional Skills for Early Years.

As part of our commitment to the Healthy and Sustainable Preschool scheme and Healthy Body Happy Me initiatives we encourage the children to understand the importance of healthy lifestyles, encouraging a healthy diet and lots of physical indoor and outdoor activities.

We source local seasonal fruits within the locality for tasting sessions and promote positive attitudes to healthy eating through play opportunities and discussions throughout the day using resources such as: Adventures in Foodland, Food, Fun and Active Play for Tiny Tots and Busy Feet. We will also organise parent information sessions throughout the year.

We enjoy celebrating the children's birthdays and ask parents to provide a sealed manufactured birthday cake as part of the celebration. However, we do not encourage sweets and chocolates at the Playcentre when we are celebrating birthdays and festivals and encourage healthy alternatives such as a fruit caterpillar. During outings we will provide the children with a healthy packed lunch.

The Playcentre staff have been trained by the Cardiff & Vale NHS Trust "Designed to Smile" Health Improvement Practitioner. Once a day we will encourage the children to brush their teeth within a supervised environment in order to encourage good dental hygiene. We discourage dummies and the use of bottles throughout the day unless it is absolutely essential. We will encourage the use of a free flow cup throughout the day from 6 months of age.

Child Care Services Parental Partnership Policy 2016

The Playcentre recognises that working in partnership with parents is imperative to provide a happy, caring and stable environment for children and their families. We aim to form a good relationship with parents so that information regarding their children can be exchanged easily and comfortably by nursery staff and parents.

Customer care and parental partnership is a high priority at the Playcentre and partnership permeates all policies at the Playcentre.

At the Playcentre we have found that the Keyworker system has proved to be a very valuable way of ensuring a high quality of care for the children and parents who attend our nursery. The Keyworker system operates in the Nursery by each member of staff planning for and observing a small number of children in her group each day. The Keyworkers encourage all parents to look at their children's observation records regularly and we appreciate parental input. Assessment records will be kept of every child's progress unless parents request that such records are not made. These records are available to parents at all times for inspection and remain the property of the parents. Liaising with the parents of her Keyworker group children aids the Keyworker a great deal in the individual understanding of each child. At the end of each term Parents are invited to meet with the Keyworker to discuss their child's progress. On leaving the Playcentre the child's profile book will be given to the parents.

We will aim to achieve a strong working partnership with parents by ensuring that:

- The nursery manager or a senior member of staff is available for discussion with parents, if necessary. Arrangements can be made for in-depth discussions at agreed times.
- parents understand the policies and procedures of the nursery on enrolment.
- information provided by parents about their children will be kept confidential and treated on a strict need to know basis.
- the information regarding the children's activities throughout the day is always available to parents on a daily basis via verbal communication and the individual 'My Day Sheet'.
- The individual room planning will be on display in the nursery for parents to view and take part in, if they wish.

All staff encourage the parents to become involved in the Playcentre activities throughout the year, such as:-

- Craft activities for the Family board. Parents are asked to complete specific activities throughout the term and display the activities they have completed with their children.
- Health initiatives throughout the year which link to the Healthy and Sustainable Pre School Scheme.
- Parents are invited to discuss Playcentre issues during individual parent meetings.
- The keyworker feedback sessions.
- Termly keyworker activities where parents are invited to join in the fun of a keyworker session.
- The Christmas concert and the Christmas party.
- Monthly newsletters, which will be issued with bills. Additional information will be displayed on the Parent's Information Board to keep parents up to date with information about the nursery, e.g. new developments, staff changes, special events and outings etc.

If there are any concerns about a child's well being during the day every effort will be made to contact the parent/guardian in the first instance, then their emergency contacts. Parents are requested to keep us informed of any changes to personal circumstances which may have an effect upon a child, e.g. change of address, telephone number, doctor, emergency contact. Parents are also requested to keep us informed of any circumstances which could have an effect on a child's emotional well being, e.g. bereavement, separation or illness in the family.

A Behaviour Booklet is given to each parent on enrolment to ensure parents understand our positive play principles and the techniques used by Playcentre staff when unwanted behavioural concerns arise.

All parents are issued with an annual questionnaire to comment on the service provided. An action plan is devised from the results, which is used to adapt or implement new practices.

An annual service users report is compiled for all current and prospective parents to read.

Any issues highlighted through parental comments or complaints are discussed and used to inform and improve future practices at the Playcentre.

Child Care Services Equal Opportunities Policy 2016.

We aim to provide a service based on equality of opportunity, ensuring that no person at the Playcentre; child, parent or staff member is unfavourably treated on the grounds of race, religious belief, culture, language, gender, disability, age, class, marital status or any other personal circumstance.

The provision of equality in the early formative years is crucial. We recognise that the foundations of future attitudes and practices are laid in the early years, and, through good practice, ensure that young children learn to value and respect one another as individuals. Children of all cultures, gender or those who have a disability, need to be treated with respect to develop positive images of themselves.

We aim to maximise each child's motivation by encouraging his or hers sense of being included personally, racially and culturally in all aspects of the learning experience.

This is achieved through:-

- Staff attitudes- respecting and treating each child as an individual.
- Play resources- we provide a wide range of multicultural, non stereotypical resources. Our books, toys, dolls, jigsaws, posters and games promote positive images of disabilities, are non stereotyping and show the multiethnic society that Britain is today.
- Anti sexist attitudes.
- Challenging remarks- negative remarks are challenged, they can be deeply hurtful to children and lead to feelings of inferiority.
- Celebrating a range of religious occasions.
- Learning the positive aspects of bilingualism during language assessment, being able to be culturally biased and subjective, to avoid stereotyping and making misinformed decisions about a child's needs.
- Liaising with outside bodies.
- Staff at the Playcentre valuing the rights and opinions of the parents of the children in our care. We work together with the parents to enable the child's smooth transition from home to nursery.

This is achieved through:-

- An open door system- all parents are welcome throughout the day.
- A keyworker system- each child has a keyworker who works with the child both individually and in a group setting. The keyworker liaises regularly with the child's parents, giving them the opportunity to discuss their child's emotional and developmental needs etc, thereby ensuring the wellbeing and development of each child.
- Parental forums- if parents are interested there is a parent forum which meets bi annually and is made up of staff representatives and parents, who wish to attend the forum.
- Information boards/letters- enabling the parents to be continually informed about nursery events etc.
- Liaising with outside bodies- providing information on childcare provision and changes within the area.

The staff at the Playcentre are professional people, each of whom have something different to offer through experiences and life's challenges. Staff are given the necessary support and guidance to ensure a shared response that best meets the needs of themselves, the children and their parents.

This is achieved through:-

- Being respected and valued as an individual who has something to offer.
- Staff development- discussing personal issues and necessary individual training needs.
- Staff meetings- working together as a team.
- Setting goals and being able to achieve them.

In setting these standards, we hope to achieve equality for all, and opportunities for everyone.

Child Care Services Confidentiality Procedures 2016

The Child Care Services work with children and their families will bring us into contact with confidential information. It is a legal requirement for the nursery to hold information about the children and families attending the setting and the staff working at the nursery. This information is used for registers, invoices and emergency contacts. However all records will be stored in a locked cabinet in line with Data Protection.

It is our intention to respect the privacy of children and their families and we will do so by:

Storing confidential records in a locked filing cabinet and fee information within the safe.

Ensuring that any personal information sent via email should be encrypted e.g. Late payment information to finance / Fortnightly sickness reports etc.

Ensuring that parents have access to files and records of their own children but not to those of any other child.

Gaining parental permission for any information to be used other than for the above reasons.

Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought.

Ensuring staff only discuss personal information given by parents with room staff, except where it affects planning for the child's needs.

Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality in the role of the key person. If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it.

Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality.

Ensuring issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions.

Ensuring any concerns or evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis. If, however, a child is considered at risk, our safeguarding policy will override confidentiality.

To ensure that all those using and working at the Child Care Services Department can do so with confidence, staff will respect and protect the child and their family's rights to confidentiality in the following ways:

Discuss the day to day issues or accidents with all parents concerned, but will not generally disclose the identity of another child.

If any information is asked for, from an outside body, parental consent must be obtained unless in the case of Child Protection issues.

Assure parents that without their permission they will never disclose to unauthorised persons who is receiving financial help or support.

All photographic evidence will be held at the Playcentre. On no account will staff take digital photographic evidence of the children out of the Department, unless otherwise given permission by individual parents

Generally give out statistical information including staff and child ratios, waiting list information etc. Any deeper enquiries about the Playcentre should be referred to the Child Care Services Manager. If in doubt seek advice.

Always refer the call to the Manager if a member of staff receives a phone call from a member of the press, the enquiry will be passed on to the University Marketing Department.

Conform to the CCTV procedures to ensure information is dealt with appropriately- see performance standards.

No unauthorised person is allowed to enter the Nursery without identification they must always initially report to the main office where identification can be checked and verified. Parents will be asked to provide descriptions/photograph and passwords for other people collecting their child.

Always refer the call to the Manager if a University student wishes to visit the nursery as part of their studies. They should be dealt with in the following way:

Students are asked to provide identification such as a Driving license or a Student Union card.

A letter or email from their course lecturer will also be required.

The Manager will interview the student to ask the purpose of the project and outline our requirements which include having supervised contact with the children, either verbal or physical, conducting the observation or project within a suitable time so as not to interfere with the daily routine and under the strict supervision of the Child Care Services team.

Students will be required to write to the parents of the children concerned asking for their permission for the child to be included in their project work.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and wellbeing of the child. Please see also our policy on Safeguarding.

Child Care Services Complaints Procedure 2016

The Child Care Services Department is committed to working in partnership with our parents and service users.

To help review the Childcare service an, annual Customer Survey Questionnaire is distributed in November. All results of the survey are available to parents. This is very useful and helps to improve the service for the children and their families who use our facilities.

However, there may be an occasion when a parent/service user feels that they need to comment on an aspect of the service provision. We would like everyone to feel that their comments will be listened to, taken seriously and acted upon.

Parents/service users who wish to comment on any aspect of Child Care Services are invited, in the first instance, to contact:

Karen Parker, Child Care Services Manager or, in her absence,
Lisa Jones, Assistant Child Care Services Manager.

Or

Complete a comments/complaints form, which can be found near the suggestion box in the foyer. Completed forms can either be placed into the suggestion box or handed to the Child Care Services Manager.

If a parent/service user has cause for concern, they have the right to make comments or to complain and they can be assured that the Child Care Services Manager will investigate the matter thoroughly, sensitively and in a confidential manner. There is a commitment by staff at all levels to respect people's right to complain.

Through a written accurate account, completed by the parent.

Followed by an investigation into the complaint by the Child Care Services Manager or the Deputy Director of Campus Services, Tudor Williams.

Resulting in a detailed response to the complainant within 10 days.

If a parent/Service user feels that they are still unsatisfied, they are invited to contact the Director of Campus Services.

If a parent wishes, they can also raise any issue concerning the Childcare Services Department with their child's Keyworker, who will record the issue in the room message book and forward the matter onto the Child Care Services Manager.

Alternatively, parents are welcome to contact the Care & Social Services Inspectorate for Wales (CSSIW) Telephone number : : **03007900126**. N.B. CSSIW will no longer investigate complaints as this is for the registered person to complete.

While the parents are at the nursery they will be required to:

- Adhere to all policies and protocols.
- Sign the parents weekly sheet on your child's entry and exit to the nursery each day, to conform to CSSIW and health & safety regulations. N.B. Please use the medi gel on entry to the Playcentre.
- Check your child's basket/bag to ensure that there are spare clothes and nappies, wipes and creams (Please provide a drawstring toiletry bag with plastic backing as all soiled clothes are placed in this bag and returned to the child's basket/bag for you to collect).
- Discourage dummies and the use of bottles throughout the day unless it is absolutely essential and encourage the use of a free flow cup throughout the day from 6 months of age.
- Provide only manufacturers pre-packed, unopened healthy products if your baby is not using the Playcentre catering services and the food product requires reheating. Older children should provide healthy packed lunches. See the Health Eating board for ideas on Healthy snacks and the procedure for the provision of children with food allergies and intolerances.
- Take home any toys, paintings, bottles etc at the end of each day. NB We do not encourage children to bring toys to Playcentre as we cannot guarantee to find them.
- Inform the Child Care Services Manager of any holidays.
- Inform staff if you are leaving campus and leave a contact number.
- Ensure your child attends Nursery by 12.00 noon each day if a warm meal is to be provided. If you have an appointment & give the Manager 24 hours notice the Food Service Nursery Assistant will prepare a packed lunch if your child is going to be later than 12 o'clock.
- Always keep to your booking times, as there is an additional charge of £12.00 per 15 minutes for anytime after your personal booking.
- Ring the nursery if your child does not attend for any reason.
- Abide by the Terms and Conditions.
- Respect all members of staff and be helpful, courteous and polite. Please note - staff are very busy during the morning session, please help them by ensuring that your child has a clean nappy or has used the toilet before you leave.

While children are at the nursery staff will:

- Always be helpful, courteous and polite.
- Expect parents & children to respect our equipment and return toys that your child has taken home.
- Provide children with a service of the highest standard.
- Inform parents in advance of the activities for the term (see planning information in rooms).
- Observe children throughout the term to record progress and collect examples of work etc (parents can have access to these records at all times).
- Feedback to parents both on a day-to-day and termly basis.
- Let parents know of any visits or trips and ask for their written consent.
- Respect Parent's and children's religion, culture and gender.
- Inform parents of menus for the week, sometimes menus will change due to reasons beyond our control (please see Healthy eating board in the foyer area).
- Keep parents informed of any formal changes to the service e.g. updated Terms and Conditions, health & safety matters, charges & staff changes.
- Adhere to the guidelines laid down by the Children Act & CSSIW.
- Provide you with a monthly newsletter & invite you to fun informative sessions and forums to update you on nursery issues.