



**Green Lane Nursery Ltd.**

**Welcome to our Nursery**  
**A happy and homely place for babies**  
**and young children**



**Information for parents, carers,  
and families**



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## How to get in touch

**Our Address:** Green Lane Nursery Ltd  
11 Green Lane  
Buxton  
Derbyshire  
SK17 9DP

**Telephone:** 01298 767 505

**Opening Hours:** We are open Monday to Friday, between 8am and 6pm.  
We are closed on bank holidays and between Christmas and New Year.

**For account enquiries, please e-mail us:**

[enquiries@greenlanenurseryltd.co.uk](mailto:enquiries@greenlanenurseryltd.co.uk)

**For new starter enquiries:**

<http://www.greenlanenurseryltd.com>

Alternatively, using your smart phone camera, scan the QR code on the right to be directed straight to our enquiries page.



**Ltd Company Number**

4644571

**Ofsted Registration Number**

206257

## About Green Lane Nursery

Our nursery is cosy and comfortable, arranged over three floors of an adapted Victorian building on a leafy lane in Buxton. We have welcoming, relaxed indoor spaces for babies and children to play and learn, and a stimulating garden area that is complete with Astroturf which allows for year-round outdoor play. The garden has lots of exciting areas to explore: a mud kitchen, a fort, a boat, dens, and trees to climb.

Green Lane Nursery is owned by Andy O'Connor and was established in 1997. Andy is qualified to NVQ Level 4 in Childcare and has a BA Hons degree in Recreational Management. He also owns the local after school and holiday club, *Playdays Out of School Hours Children's Club*.

Jodie Godden assists Andy in his management of the nursery. Jodie is studying for her Foundation Degree in Early Years and Education and has over 20 years experience in working at the nursery. Jodie is in Nursery every day to oversee all aspects of running the nursery and the care and development of our children.

We take childcare and Early Years Education very seriously and understand the trust you place with us when you choose us to look after and educate your children.

We have a dedicated, friendly team of practitioners all of whom hold qualifications in childcare, ranging from NVQ level 3 to degrees in Early Childhood Studies, along with paediatric first aid certificates. Practitioners are led in their teaching by qualified teacher and Early Years Professional, Gaynor Valentine.

All staff are DBS checked prior to working with children and are trained and knowledgeable in areas such as safeguarding and equal opportunities.

## **Our philosophy for babies and young children**

Children thrive in an atmosphere where they feel safe and comfortable, challenged, and excited.

Our practitioners have every individual child's best interests at heart and strive to make their learning and development experiences relevant and personal to them.

We work closely with families to celebrate all learning and adventures and offer opportunities so that each child can grow as a happy and healthy individual.

### **Promoting Positive Behaviour**

We have a very effective system for helping children to grow into self-assured and secure young people. We use discussions and choices to help the children make their own safe and fair decisions as appropriate to their age and stage of development.

All our practitioners are trained in promoting positive behaviour and supporting young children with their emotions. We are more than happy to share our approach and incorporate any positive ideas from families to help children understand what we expect of them and why.

No form of physical punishment will be used or threatened towards children, and we expect the same from parents whilst on nursery property. In extreme circumstances, i.e. if a situation places any child in danger, practitioners may need to use physical restraint.

Behaviour issues will be discussed with parents and a joint approach to tackling any problem will be developed. As a very last resort you may be asked to find alternative care for your children if a problem persists; this is very unlikely to be the case provided we have family's support.

Behaviour is as much a part of children's early learning as walking, talking, counting, and painting, and is learned through practice and support.

A full copy of our Promoting Positive Behaviour policy is available upon request.

### **Data Protection**

In order to effectively look after the children in our care, it is important that we hold and retain certain information about them, as well as their parents.

Please note that we would only share information with third parties where there is a legal requirement to do so i.e., in the case of a child protection issue.

The type of information we hold includes the child's name, date of birth, home address, dietary requirements, attendance information, emergency contacts, accident and incident forms and photograph permission.

The type of information we hold about parents includes their name, home address, telephone numbers and personal email address.

Information will be retained in accordance with our record retention policy, a copy of which is available on request.

## **Our play spaces and provision**

We are registered to care for a maximum of 60 children at any one time. The babies and children are placed into age groups, these being

### **The Caterpillars in the Flower Garden**

3 months – 2 Years

### **The Butterflies in the Butterfly Garden**

2 years – 3 years

### **The Wise Owls in the Tree House**

3 years – 4 years

Each room is carefully set out to offer activities and experiences which allow the babies and children to enjoy and achieve whilst they are at nursery. We aim to make nursery cosy and homely, and find that babies and children quickly settle into our warm and caring environment.

### **The Garden**

We spend as much time outside as possible and provide waterproof suits or trousers for the children.

Children can climb our tree, play in the boat or fort, cook in our mud kitchen, and build their own obstacle course to name but a few of the lovely experiences available to them.

Our youngest babies play on mats with their toys, with older children often joining them.

### **The Garden Room**

This is a multipurpose room used for sensory play, music and dance with our disco ball, investigative play and creative story telling.

The children thoroughly enjoy the time they spend in the garden room.

### **Food and Mealtimes**

All the children's meals are freshly prepared at nursery.

The children really enjoy mealtimes, during which we promote healthy eating, social skills, lovely manners and trying new and different foods.

Dishes we serve encourage the children to try new flavours.

Meals are rotated on a four weekly basis providing healthy choice and variety while enabling parents to know what their child will be eating each week.

Menus are sent to you and clearly displayed around the nursery so that families can check what their children have eaten during the day.

# **The Early Years Foundation Stage Curriculum**

## **Care, Learning and Development**

The Early Years Foundation Stage (EYFS) is the birth to five curriculum and has been since 2008. This consists of themes, principles, legal requirements, and guidance which underpin all that we do at Green Lane Nursery.

You can see the EYFS online at  
<https://www.gov.uk/early-years-foundation-stage>

There are 7 main areas of learning and development and more aspects within these.

We aim to make every part of the day a learning experience for children, encouraging exploration and independence.

We support this further by taking the children out regularly, for the babies this might be a walk to the park or the shops, and the older children love to explore local woodland or conservation sites.

## **Your Child's Key Person**

Every baby and child at Green Lane Nursery, has an allocated Key Person. This will be a practitioner working with the age group, who builds a close relationship with your child, makes observations of them playing and learning, plans particular experiences that they know your child will enjoy, and records their experiences as well as sharing them with you.

As your child gets older and moves through nursery, they will change to a new Key Person. We support children through these transitions by arranging visits and sharing information with their new Key Person.

We will always let you know who your child's Key Person is, and you should feel comfortable, to share information with your child's Key Person.

We have parents' evenings twice a year, which is an informal chat with your child's Key Person about how they are getting on at nursery.

## **Learning Journals**

We use the online Learning Journal, "Tapestry", for all children attending nursery. Practitioners use this to record photos, observations, and comments, in line with the Early Years Foundation Stage curriculum, building up a record of your child's development during their time with us.

You will be able to add comments so that we as staff find out about which activities your child has really enjoyed and the learning they get up to at home.

It's a great way for families to be involved in your child's learning experiences at nursery.

Tapestry is hosted in the UK on secure servers. These servers conform to very high environmental standards and are proactively managed 24 hours a day.

Each Tapestry account has its own database and the code itself is developed using hack-resistant techniques. Filenames are encoded for uploaded, videos and images, making Tapestry a safe and secure online Learning Journal tool.

The benefits to yourselves, from Tapestry being online, means you will have secure access (via a website which you login to using your email address and a password) to your child's Learning Journal and, in addition to viewing our contributions, we encourage you to add to it by uploading photos and comments or commenting on observations made by us.

To set up Tapestry for your child, we ask you to provide us with an e-mail address so we can set you up with an account. You will receive an email headed Tapestry Account Activation. Follow the instructions on the email it will ask you to activate your account by creating a password. You will then be able to view your child's learning journal from home.

If you do not have access to e-mail, your child is still able to have an online Learning Journal which you can access through the use of a nursery computer throughout the year.

Each parent only has access to their own child's Learning Journal. Please give us permission by completing consent form in the back of this pack.

If you have any questions or queries about the on-line Learning Journals, please do not hesitate to talk to Jodie or Gaynor.

## **Ofsted**

This is the non-ministerial government department that regulates our provision. We have an inspection every three years and were proud to be graded "Outstanding" in 2021.

You can read our inspection report online at  
[http://www.ofsted.gov.uk/oxcare\\_providers/full/\(urn\)/206257](http://www.ofsted.gov.uk/oxcare_providers/full/(urn)/206257)

## **Equal Opportunities**

We endeavour to meet the needs of all babies, children, and families, and have lots of experience of meeting dietary requirements, different routines for babies and organising extra support for babies and children with additional needs.

Through Derbyshire Early Years and Childcare, we get support from agencies and specialists.

Every child's culture and heritage are celebrated at nursery through singing, dancing, activities, food, and play.

Our full equal opportunities policy is available upon request.

## **Welfare**

### **Full child protection policies are available upon request**

In our nursery, we intend to create an environment where children are safe. We will take every step to build up trusting and supportive relationships between families and staff.

All staff and volunteers have been vetted through an in-depth employment process which Green Lane Nursery is responsible for. This includes an enhanced disclosure check through the disclosure and barring service and a minimum of two written references.

Staff and volunteers that have not been vetted, will not be left unattended with children in our care.

All qualified staff are required to complete a safeguarding course and senior staff must attend advanced child protection.

Visitors to nursery are asked to show identification and sign in on the visitors register. Visitors are not left unsupervised with the children.

There are no mobile telephones or personal cameras in the same room as the children at any time. Nursery has tablets, which are used for collecting evidence about the children's learning and experiences.

The nursery adheres to guidelines from regulatory bodies and procedures that must be followed in cases of child protection.

Statutory agencies (i.e., OFSTED, Social Care, Health, Police, NSPCC) work together using guidelines from the Derbyshire Safeguarding Children Board.

The Derbyshire Safeguarding Children board has representatives from the above agencies and promotes and monitors the procedures.

Changes in children's appearance and behaviour will be monitored. Parents will usually be the first point of reference where there are any concerns about the child or there is a child protection issue.

The protection of the child is our first priority and there may be occasions when we have concerns about an injury or child's behaviour, or we are concerned a child is being harmed and we will pass on appropriate information to the Local Social Care Department without parental consent.

Records of individual children will be kept confidentially in the office at the nursery. If a child is injured at nursery, staff will always notify the parent of how it has happened and deal with accidents in accordance with our accident and incident policies.

If a child arrives at nursery with an injury, it is expected that the parent will tell us about it. It is normal nursery procedure that if a parent has not informed us of how an injury has occurred staff will ask you and make a log of injuries that occur outside nursery.

All staff are responsible for the children in their care to ensure that they thrive whilst in the nursery environment.

Any concerns about a child must be raised at the time with the room supervisor and concerns will be recorded in the child's folder which will be kept in the office.

## **Confidentiality**

Information on an individual child, is kept in the child's folder.

The key person shares information with parents or carers and appropriate information with childcare professionals and other practitioners working with the child.

In an extreme case, the key person can share information with an appropriate agency or childcare professional e.g., safeguarding children.

Staff will not discuss matters of a confidential nature outside nursery and only amongst themselves if absolutely necessary.

Private lives of parents and staff should be kept private.

## **Child Collection Policy**

Nursery holds a record of all adults who will be collecting each child on a regular basis.

We can only release a child to a named person.

This information can be given on the registration form and Famly.

If someone other than a named person is collecting a child, practitioners will ask for a password and a photograph.

This information can be added to your Famly account information.

In the event of unforeseen circumstances or an emergency, (a parent may require someone to collect their child and we have not got written consent), parents must speak to a manager who can authorise a collection.

It is the responsibility of parents to keep staff informed of all adults who will be collecting their child. It is possible for an under eighteen-year-old to collect a child but only if written authorisation is given by the Parent accepting full responsibility; we will not allow anyone under the age of fourteen to collect a child.

We will not allow a child to be collected by anyone under the influence of alcohol or drugs. Social Care will be informed.

## **Uncollected child procedure**

If a child has not been collected within 15 minutes of their usual collection time, we will do the following:

- Check with management whether there has been an alteration to collection time.
- Ensure that a member of staff plays with the child and reassures them.
- Telephone parents or carers, leaving a message if the call is unanswered.
- Telephone emergency contacts, leaving messages if calls are unanswered.
- After 6pm, we will continue to try to contact somebody to collect a child for **30 minutes**, before telephoning Social Care.
- As we are only registered until 6pm, persistent late collections after this time (three times), will be reported to Social Care.

## **Partnership with Parents, Carers and Families**

We pride ourselves on being friendly and approachable, and hope to be on first name terms with families of children in our care. Please don't hesitate to ask any of our practitioners if you have any questions or worries, it is so important to us that you feel happy with the care and education that we provide.

### **How you can help**

There's lots you can do to keep information flowing! Simply letting us know how your child slept, or about any upsets at home can really make a difference to their day at nursery. We can have a chat at drop-off time, or you can use tapestry or Famly for this.

We are always excited to hear about what the children have done over the weekend or on holiday, about any special events or milestones, all of which you could add to their online Learning Journal.

Look out for displays in nursery which celebrate children's learning at home.

By coming along to parents' evenings, you will have the opportunity to have a lovely chat with your child's Key Person.

We occasionally ask for written feedback, in the form of an online survey.

We really do value the opinions of families and have made several changes to our provision in the past in response to wishes conveyed on questionnaires.

We plan fundraising events, which would not be possible without the wonderful support we receive from families – plus it's a lovely opportunity to spend time getting to know your child's friends and their families.

We've raised money to equip ourselves and a local school with a defibrillator, and we regularly dress up to raise money for Comic Relief, Sport Relief and Children in Need. We toddle around the Pavilion Gardens every year to raise money for Barnardo's.

## Praise from parents, carers, and families

*Practitioners have all made a colossal effort to make nursery a warm, welcoming place in the middle of a pandemic, and this has been so reassuring as our daughter is quite shy.*

*They manage to create a caring environment where the children all have fun together and look after each other.*

*The staff are friendly and welcoming to all children and parents, and there is good communication from nursery to home.*

*The staff in the baby room settled her instantly, she absolutely loves nursery days and always goes straight to the team for a big cuddle... and always comes out with a huge smile on her face at the end of the day!*

*Staff are highly ambitious in what they want children, as individuals, to learn. They plan opportunities to develop children's resilience and social skills while broadening their learning experiences, including swimming lessons and visiting the 'ladies and gentlemen' at the local care home.*

*As a parent, I have always felt so comfortable leaving the girls at nursery as you know they are treated as family, lots of laughs, cuddles and learning through play.*



(Questionnaires and Outstanding OFSTED report from September 2021)

## **Famly App**

We are very pleased that we have recently introduced a paperless nursery management system called Famly. Famly makes communication between our settings and our families much easier for everyone. You, as parents, can access your own online accounts, pay your bill through the mobile app, and even request session changes. It is an extremely convenient way of managing your child(ren)'s care and at the same time it has dramatically reduced our carbon footprint.

☺ If you have more than one child at nursery, you can use the same login for both, and manage their care, notices, and invoices in the same place. Once you have a login you can add another parent or anyone that may collect your child and put their picture on the system.

☺ You can send message to your child's key person, room, or to the office, and report that your child is sick or on holiday.

☺ You can update details and permissions directly to Famly, for example, if you move house or change your telephone number.

☺ Newsletters, invoices, and accident forms will all be sent out on Famly.

Sometimes a face-to-face conversation is important, and we will still be here to talk about your little one's day, or for a longer sit-down chat at an arranged time.

### **Join our Famly!**

- Once you have returned the registration form and ticked the consent form, we will set you up on the system and you will receive an email invitation to join Famly.
- Follow the link in the email and create your own password.
- Download the Famly app to your mobile or tablet.
- Log in with your email and password.
- Please fill in all your personal details.
- Please fill in all your child's details including any allergy information.
- Please add details and photos of people on your child's collection list

If you have any questions about Famly, please do get in touch by phone or email.

At this time, we are continuing to use Tapestry for children's learning journals

## Green Lane Nursery Price List – 1<sup>st</sup> April 2022

	<b>Price</b>
<b>Full Day Rate</b>	£58.00 per day including all meals
<b>Hourly Rate</b>	£6.50 per hour
<b>Meals</b>	Breakfast - £0.50  Lunch - £3.00  Tea - £2.00
<p>Green Lane Nursery is <b>not registered past 6pm</b>, therefore this is the latest you can pick up your child/ren.</p> <p>Any late collections after 6pm will be charged at <b>£30 per 30 minutes or part thereof</b>.</p>	

<b>Childcare sessions for funded children</b>	
Extended entitlement (30 hours)  Applicable to 3 and 4 year olds term time or stretched	Universal entitlement (15hours) Applicable to 2, 3 and 4 year olds.  Term time only funding
<b>Sessions times</b>  <b>Term time</b> (30 hours): session times  9am-3pm  <b>Stretched</b> (22.5 hours 51 weeks per year)  9am - 4.30pm	<b>Session times</b>  9am - 12 noon  1pm - 4pm  9am - 3pm
<b>Voluntary contribution</b>	
<b>15 hours</b> - £5.19 a week  <b>30 hours</b> - £7.50 a week	
Nursery care around the funded sessions will be charged at our normal hourly rate of £6.50 per hour. Meals will be charged separately unless booking in for a full day when they will be inclusive of the day rate.	

## **Additional Pricing Information – Please Note**

- Full time spaces are subject to a 5% discount (this is applicable to full time charged sessions)
- We do not open bank holidays so there is no charge, and these will be deducted from your bill.
- All fees are to be received within the month to which they relate.
- All early drop offs or late collections will be charged to the next 30 minutes. A fee of **£30.00 per half hour**, or part thereof, is charged for collections after 6pm
- A registration fee of £50 secures your place at nursery, this is used to settle your child (and you) into nursery and includes the cost of a nursery bag. (This does not apply to funded only sessions).
- There is an annual administration fee of £25.00 which will be added each year to your September invoice. (This does not apply to funded only sessions)
- There is a sibling discount of 5% which will be applied to the youngest child's account. This only applies to children attending nursery and does not transfer to Playdays who operate their own discount scheme. (The discount is not applied to government funded sessions).
- It is possible to swap sessions in the same week (space allowing).
- Nursery nappies will be charged at £1.00 per nappy and wipes £4.00 per pack.
- Additional services are invoiced on a voluntary basis. Additional services are regular trips out and snacks provided. Summer and Christmas trips, and other specific trips (e.g., theatre) will be invoiced separately and of course will be parental choice.

## **Holidays**

For full time children, there is a three-week holiday entitlement that runs from 1<sup>st</sup> September until 31<sup>st</sup> August. One week of this will be used during the Christmas period when we are closed.

To book the remaining holidays, please send your holiday dates to the office on Famly, giving us two weeks' notice, so we can put them onto your account to keep track of them. We will confirm back to you via a message on Famly once this is done.

Please note that when using your holiday entitlement, you must book off a full week at a time.

If you would like to book time off but not use your entitlements, please do this by selecting the 'holiday' button on Famly and entering the respective dates.

## **Early Years Funding**

From September 2017, the Government introduced an additional 15 hours of funding (extended 30 hours entitlement) for 3 and 4 year olds whose parents meet a certain criteria. This entitlement applies from the term after your child's 3<sup>rd</sup> birthday.

### **Will I qualify for 30 hours of free childcare?**

Parents of 3 and 4 year olds will need to meet the following criteria in order to be eligible for 30 hours of free childcare.

- Each parent (or the sole parent in a single parent family) earns (or expects to earn) the equivalent to 16 hours per week at the National Minimum or Living Wage which equates to £120 per week for each parent over 25 years old, or £112.80 per week for each parent between 21 and 24 years old.
- Self-employed parents and parents on zero hours contracts will be eligible if they meet the average earnings criteria. Parents that are newly self-employed will not need to demonstrate they meet the income criteria for 12 months.
- If parents are separated, eligibility requirements will apply to the parent with whom the child 'normally lives', any partners of the parents who live at the same address will also have to meet the criteria.

### **Who will not qualify?**

A parent will not meet the criteria when:

- Either parent has an income of more than £100,000 per annum
- Either parent is a non-EEA national and subject to immigration control.

### **What happens if I become ineligible for the extended entitlement?**

- If a parent suddenly becomes ineligible, you will not lose your childcare place immediately, you will receive a "national grace period" – this enables parents to retain their childcare place for a short period (around 3 months). Once the grace period has lapsed you may be entitled to the universal 15 hours entitlement
- This system works the same across the country allowing local authorities and providers to use an online eligibility checker to establish how long the child can continue to receive their 30 hours.

## **Tax Free Childcare**

Tax free childcare is an online payment account topped up by the Government which parents use solely to pay their childcare costs.

For every 80p you or someone else pays in, the Government will top up an extra 20p, this is the equivalent to the tax most people pay, around 20% which gives it the name 'Tax Free'. The government will top up the account with 20% of childcare costs up to a total of £10,000 – the equivalent of up to £2,000 support per child per year (or £4,000 for disabled children).

You are able to apply for all your children at the same time. The scheme is available for children under the age of 12 (or 17 for children with disabilities).

To qualify, parents will have to be in work and each earning at least £120 a week and not more than £100,000 each per year. (Same criteria as the 30 hours extended entitlement)

Any eligible working family can use the tax-free childcare scheme – it doesn't rely on employers to offer a scheme. The scheme is available for parents who are self-employed, on paid sick leave and paid and unpaid statutory maternity, paternity and adoption leave.

If you currently receive Employer-Supported childcare (Employers Voucher Schemes) then you can continue to do so, you do not have to switch to tax-free childcare as employer supported childcare will continue to run. The current scheme for this is now closed to new entrants. Parents already registered will be able to continue using it for as long as their employer offers it.

It is not possible to use tax free childcare and employer voucher schemes simultaneously.

Parents and others can pay money into their childcare account as and when they like, this gives the flexibility to pay more in some months and less at other times.

This means you can build up a balance in your account to use at times when you may need more childcare than usual for example over the summer holidays.

The process will be as simple as possible for parents; you'll re-confirm your circumstances every 3 months using a simple online process where parents can view accounts for all their children at once.

You will be able to withdraw money from the account if you want to.

If your circumstances change or you no longer want to pay into the account, then you'll be able to withdraw the money you have built up.

If this happens, the government will withdraw its corresponding contribution.

**Further information on this can be found on the links below:**

[www.childcare.tax.service.gov.uk](http://www.childcare.tax.service.gov.uk)

[www.gov.uk/government/publications/30-hours-free-childcare-eligibility](http://www.gov.uk/government/publications/30-hours-free-childcare-eligibility)

<https://www.childcarechoices.gov.uk>

## **How do I apply?**

You are able to check your eligibility via a joint childcare application developed by HMRC for the 30 hours and Tax-Free Childcare so that you can apply for both schemes at the same time. This is intended to provide a smooth customer journey and avoid the need for parents to provide the same information twice.

**Please refer to the following websites:**

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

or the childcare calculator at [www.gov.uk/childcare-calculator](http://www.gov.uk/childcare-calculator)

As part of the application process, parents are asked to enter personal details including your name, address and National Insurance number and the same details for your partner (if you have one).

You will also be asked whether you expect to meet the income requirements over the coming three months and whether you are in receipt of any relevant benefits.

This information will help the HMRC decide if you (and your child) are eligible for 30 hours.

At the start of this application, you will create a Government Gateway account, if you don't already have one. Once you have an account, you will start to receive "secure" messages regarding your eligibility.

If you are entitled to 30 hours, you will be given an 11-digit eligibility code for your child. You will be asked to provide this code along with your national insurance number and your child's date of birth to us to check the eligibility.

You will be prompted every 3 months to confirm the details entered on your application are still accurate and correct; this prompt will come via text message and/or e-mail.

If you miss your reconfirmation deadline, you will receive a message advising that your eligibility has lapsed, and you will only retain your 30-hour space for a short period of time (known as the grace period).

Once a code has been successfully verified, you can reserve a place for your child (space permitting).

Settings must obtain written consent from the parent or carer that they can process their checks regarding validity of the eligibility code, and this will be done through the 'Providers Portal' of the DCC funding team.

**Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare.**

**It is not intended to cover the cost of meals, consumables, additional hours, or services including trips.**

With this in mind and the costs involved in providing high quality experiences for the children, we are asking for a monthly voluntary contribution from parents who are in receipt of 3 and 4 year old funding (Universal or Extended) to cover the cost of snacks and trips out, meals will be charged separately.

We have not included in our pricing, any contribution to cover costs associated with employing a team of qualified staff including mandatory staff training, workplace pensions, sick pay etc.

## **Payment**

Payments can be made via the Family app or in cash, by bank transfer, childcare vouchers, or tax-free childcare.

Invoices are raised through the Family app on or around the 25<sup>th</sup> of each month and we require payment within 5 days.

## **Notice of leaving nursery**

Please let us know **one month** in advance if you no longer wish for your child to attend nursery. This doesn't include children leaving to start school.

If during your time at nursery you wish to cancel any sessions, there is a one-month notice period before the changes come into effect.

This does not apply if just changing sessions, only cancelling.

## Practical Information

### What to Bring?

#### For babies:

- A **coat** suitable for the time of year
- A change of **clothes**
- Some spare **nappies**  
(If it is easier for you to bring a full pack of nappies, we will store these at nursery and let you know when we need more)  
\*Nursery nappies will be charged at £1.00 per nappy
- **Wipes** or cotton wool,  
\*Nursery wipes will be charged at £4.00 per pack.
- **Nappy cream** if necessary
- **Comfort items**
- In summer, a **sunhat** and **cream** if you have a preferred brand (we do provide sun cream: Lacura)
- In winter, a **warm hat** and **gloves**.

#### For toddlers and older children:

- A **coat** suitable for the time of year (waterproof on rainy days, please!)
- **Hat and gloves** or a **sunhat** and **cream** as the weather dictates (we do provide sun cream: Lacura)
- A **change of clothes including socks** is a good idea, as children sometimes get a bit soggy or messy when they play!
- Lots of spare underwear, trousers and socks when your child is toilet training.
- **Wellies**
- (Optional) a **waterproof puddle suit** or **snow suit** in winter.

We provide bottles, snacks, and food. If you wish you can bring your own bottles and food for your baby.

## **Dropping off and collecting your child**

All parents need to be extremely cautious when dropping off and picking up their children. Please don't park on the driveway; there are other parents and children's safety to consider. Children are their parent's responsibility when the parents are on the premises. Staff become responsible once the parents have left the building.

On arrival and departure, please ensure that you close both doors behind you and do not let anyone into the building. Please inform us who will be collecting your child in advance; if the person who will be collecting your child is not the named person on the registration form, you will need to put their name on the child collection register.

Always ensure that the appropriate staff know when you are taking your child.

**\*Access to the Nursery driveway is needed at all times.  
Please do not park over the driveway, even for a short time.**

## **Sickness and Medication**

Please send a message via Famly or phone us as soon as possible if your child will not be attending due to sickness. We may have another child waiting for an emergency space.

Please note that children at nursery are not entitled to sick days or any reduction on their invoice. You will still be charged if your child is absent due to sickness, but we do offer swaps within the same week, or the subsequent week, if nursery spaces permit this.

Any child who has sickness and or diarrhoea should not return to nursery until 48 hours have passed symptom free and they are not on any medication to control symptoms; this includes paracetamol suspension.

We do not have the facilities to nurse sick children. Please do not send your child if they are ill; if you are not sure about an illness, please discuss this with a member of staff.

Under special circumstances and at the room supervisor's discretion, we may administer one dose of nursery's Calpol to a child if they are very poorly, have a high temperature **and** their parent/carer is on their way to collect them.

At the room supervisor's discretion, we may also administer one dose of Calpol as pain relief to children who have teething symptoms; this does not include a high temperature. If a child develops a high temperature, you will be called to come and collect them.

We can only administer prescription medicines and a consent form **MUST** be fully filled in on your child's Famly profile.

The exception is any long-term medical needs.

If a child has a long-term medical condition, we may be able to administer non-prescription medicine if we have full details of the condition/needs and a consent form from the parent.

This is at the discretion of the manager and after a detailed discussion has taken place with the parent.

## **Complaint Procedure**

A full complaints procedure is available upon request.

If you have a general concern to raise, then you can talk to your room supervisor or a member of the management team.

If you feel that your concern has not been addressed, you can raise your concerns again either verbally or in writing to the nursery manager.

If you would like to make a formal complaint this must be done in writing to the nursery manager, 11 Green Lane, Buxton.

Normally any complaint can be dealt with quickly and all written complaints will be investigated, and a response made within 28 days.

A serious complaint will also be passed onto OFSTED or alternatively you can write to OFSTED at:

**OFSTED,  
26-32 Store Street,  
Manchester,  
M1 2WD.**

## We'd love you to become part of Green Lane Nursery!

### Admissions

Please apply for a space in writing by filling in the appropriate forms and providing us with a copy of your child's birth certificate.

If a space is not available, we have a waiting list. Spaces usually become available in July as this is when children leave the nursery to go to school.

The admission policy will initially be the same for a child with additional needs. The admission policy is fair and ensures that all children can have the opportunity to register for a space at the nursery or that their name goes on a waiting list.

### Settling in

You and your child come for a visit to nursery together, and spend this time with your child's Key Person. We call this "All About Me", and it's a lovely opportunity for you and your child to get to know their Key Person and share information about your home, family, interests, likes, and dislikes.

Your child can also explore their new play spaces, knowing you're there to check in with.

Children can come for visits before they start nursery as it is important that a child becomes familiar with the nursery and practitioners.

This is flexible depending on the needs of the child, so feel free to discuss this with their room supervisor. If you feel worried about leaving your child at nursery, phone us during the session and we'll let you know how they're getting on.

Be reassured that we will let you know if your child doesn't settle, and we have lots of experience of persuading upset babies and children that nursery is lovely!