

# Family Information Pack 2024

We would like to thank you for choosing Wishing Well Nurseries to provide high quality childcare for your child. To ensure that your child's induction and time with us is as seamless as possible we have created this Welcome Pack to inform you of all the essential information that relates to your child's care.

The following information is included in this pack:

1. Childcare Contract
2. Fees, Payments and Funding
3. Main Contacts and Setting Locations
4. Positive Parent Partnerships
5. Daily Routines
6. Arrivals and Departures
7. Early Years Foundation Stage Framework
8. Key Persons and Inductions
9. Tapestry Online Learning Journeys
10. Healthy Eating
11. Infection Control and Sickness
12. Accidents and Incidents
13. Inclusion and Equal Opportunities
14. Key Policies and Procedures
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If you require any further information or support in understanding or translating any of this information, please do not hesitate to contact one of our Nursery/ Kids Club Managers.

# 1. Childcare Contract

As Parents or Carers, you will be required to return a signed copy of the childcare contract to the Nursery or Kids Club where your child will be attending before their first session. Once signed and returned you are legally bound to these terms and conditions with Wishing Well Nurseries Ltd. We have included the terms and conditions below, so you have a reference to these terms at your convenience.

## Terms and Conditions:

### Terms and Conditions:

- 1.1. You will need to complete and return to us the Childcare Contract before your child can start with us
- 1.2. You must notify us of any changes to the information you have provided and keep us informed of any other necessary information that may affect the childcare that we provide for your child.
- 1.3. You will make yourself available as and when required to discuss the progress of your child and any other factor relating to their childcare place with us at mutually agreed times.
- 1.4. You must inform us immediately if your child is suffering from any contagious disease/illness, or if your child has been diagnosed by a medical practitioner with a notifiable disease. For the benefit of other children attending and staff you must not allow your child to attend whilst they are contagious. Exclusion periods for illnesses/diseases is available in the Family Information Pack, which is available on our website [www.wishingwellnurseries.co.uk](http://www.wishingwellnurseries.co.uk) (a hard copy can be provided upon request) and are based upon guidelines issued by Worcestershire County Council
- 1.5. We reserve the right to refuse to admit your child if they have a temperature, sickness, diarrhoea or a contagious infection or disease on arrival, or ask you to collect your child if they become unwell whilst in our care.
- 1.6. You must inform us immediately if you are not able to collect your child at the end of their booked session. You must make arrangements for another authorised person to collect your child as soon as possible and a late collection charge will be applied at the manager's discretion, £5.00 for up to 15 minutes late. £10.00 for up to 30 minutes late. £20 for 30+ minutes late.
- 1.7. You must inform us if your child is subject to a court order and provide us with a copy of such order on request.
- 1.8. Once a place has been offered and a confirmation form signed a deposit equal to four weeks fees is required to be paid within 7 days to secure the place. Should the deposit not be received within 7 days we reserve the right to withdraw the offer of the place and therefore cannot guarantee the availability of the original offer. Deposits will not be required should you have an account set up with Wishing Well Nurseries Ltd where you have another child/children attending a setting operated by Wishing Well Nurseries Ltd.
- 1.9. Four weeks written notice, or fees in lieu of notice, is required to terminate this agreement.
- 1.10. Changes to your booking may be requested by completing a Change of Session Form (available from your child's setting). To reduce the number of sessions your child attends a minimum of four weeks' notice, or fees in lieu of notice, will be required.
- 1.11. All extra / ad hoc / holiday club sessions will become chargeable upon booking and if subsequently cancelled then no refund or credit will be offered except where we are able to offer the place to another child.
- 1.12. There will be no charge for any dates where the setting is closed, which will include all bank holidays and the period between Christmas and New Year. This information will be provided in advance.
- 1.13. Sessions where the setting closes due to circumstances beyond our control and no alternative care can be provided at any of our other settings will be refunded/credited in full. This will only be for full sessions, if closure occurs part way through a session then our charges will still apply. Circumstances that may lead to closure include, but are not limited to, adverse weather (such as snow), power failure, building damage, outbreak of highly contagious disease/illness. Please note Wishing Well Nurseries Ltd will only ever close when absolutely necessary for the safety and protection of the children and our employees.
- 1.14. Sessions not attended due to illness / holidays are still charged and no refund or credit will be offered.
- 1.15. For your regular sessions we will invoice you at the beginning of each month/term for that month/term. Your invoice will specify a payment due date/dates. Should payment not be received by the payment date/dates specified on the invoice then we reserve the right to charge a £5 late payment fee. We also reserve the right to withdraw the offer of childcare with immediate effect where we feel this is an appropriate course of action until all balances are paid or payment plan agreed. Should additional costs be incurred in the recovering of outstanding fees (such as court costs) then we reserve the right to have these charges and interest at the rate of 3% above the Bank of England base rate added to the balance due

- 1.16. By signing the childcare contract, you agree to abide by Wishing Well Nurseries Ltd Policies. Key policies are detailed in the Family Information Pack, which is available to download from our website (a hard copy can be provided if you have no internet access) and should you wish to view any policies this can be done by arranging a time with the manager of any setting.
- 1.17. You give permission for your child to take part in all activities that we offer. This includes (but not limited to) water play, messy play, painting, and cooking activities. There are three exceptions to this. For face painting, using make up or watching programmes or films rated PG separate signed consent will be gained on each occasion for any activities involving these.
- 1.18. You understand that we accept no responsibility for the loss or damage of children's belongings except where is deemed by a director to have been the result of our negligence.
- 1.19. If you have concerns about the services, we provide please discuss them with your child's key person or setting manager. If these concerns are not resolved to your satisfaction, please contact a director.

### **Our undertaking to you:**

- 2.1 We will provide the agreed childcare facilities at the agreed times (subject to any days where we are closed). If we change our operating hours, session times or fees we will give you a minimum of 6 weeks' notice and, if necessary, will work with you to agree a change to your child's hours of attendance.
- 2.2 We will try to accommodate any requests you may make for additional sessions and/or extended hours of childcare.
- 2.3 We will notify you of any days in advance that we are closed.
- 2.4 We will treat your child with the utmost respect and dignity. We will never use or threaten any type of punishment that could adversely affect a child's wellbeing.
- 2.5 We will provide you with verbal updates as to your child's progress and we will agree times with you to discuss with you the progress of your child or any other aspect of our childcare services as and when required.
- 2.6 We will comply with the requirements of the Early Years Foundation Stage and our Ofsted registration in regard to the childcare services we provide for your child.
- 2.7 We will maintain appropriate insurance to cover our childcare activities.
- 2.8 Any personal information you supply to us will be collected, stored, and used in accordance with the principles of the General Data Protection Regulations (GDPR) (2018). We will always seek your consent to share information about your child with any other professional or agency, except where it is deemed that doing so would put a child or someone in the family at significant risk of harm.

### **Termination of agreement**

- 3.1 You may end this agreement at any time, giving at least four weeks written notice.
- 3.2 We may end this agreement if:
  - a. You have failed to pay your fees.
  - b. You have breached any of your obligations under this agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention.
  - c. You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards our employees or other parents at any time.
  - d. We take the decision to close. We would give as much notice as possible in the event of such a decision.
- 3.3 It may become apparent that the support we are able to offer your child is not sufficient to meet their needs. In these circumstances we will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this agreement.
- 3.4 You may end this agreement if we have breached any of our obligations under this agreement and we have not or cannot put right that breach within a reasonable period after you have drawn it to our attention.

We reserve the right to make changes to this contract during your child's time with us. In the event of this you will receive written notice and a new copy of the contract.

## 2. Fees, Payments & Funding

You should have already received the fee structure for your chosen Nursery or Kids Club. If you haven't yet received a pricing structure or you require any additional copies, please speak to one of our Nursery/ Kids Club Managers. We reserve the right to increase our fees and or change session times. In the event of this we will notify you in writing and provide a new copy of our fees structure.

### **Nursery/ Early Education Funding**

#### **Under 3 Old's Early Education Funding**

To check family eligibility and apply for Under 3's Funding please look online for 'Early Education Funding Worcestershire' or speak to one of our Nursery Managers.

Children who are eligible for Under 3's funding will be able to use their funding from the term following the month they reach 9 months old. You will receive 15 hours funded term time (approx 38 weeks of the year), although you are not required to use all of the hours if you do not wish to. Any hours in addition to the funded 15 hours that are booked will be chargeable at the rates detailed on our fees list, which can be downloaded from the Parents Page of our website.

#### **Nursery Education Funding (3 & 4 Year Olds)**

All children receive 15 hours nursery education funding, term time, the term following their 3<sup>rd</sup> birthday.

You will be able to use your 15 hours to book any combination of the sessions available (this may be 5 mornings or afternoons, 2 short days and a morning or afternoon, 2 short days and an afterschool club or so on). Any hours in addition to the funded 15 hours that are booked will be chargeable at the above rates detailed on our fees list, which can be downloaded from the Parents Page of our website.

#### **30 Hours Funding (3 & 4 Year Olds)**

Some children will be eligible for the 30 hours funding, term time, please look online for '30 Hours Funding' to see if you are eligible and to apply or speak with one of our Nursery Managers. You will be able to use your 30 hours to book any combination of the sessions available. You will also have the option to stretch your allocation of hours over more than 38 weeks. This varies slightly depending on which term your child becomes eligible so please contact us for further information.

*Please note with both funding routes additional charges may be sought directly from the Parents or Carers. Funding may not always cover full sessions, we will notify you of this when booking and you will be invoiced accordingly. Funding is offered for 38 weeks per academic year (except for those eligible for 30 hours funding which has the option to stretch over more weeks) and may not cover all of the dates within our term time dates*

## 2. Fees, Payments & Funding Continued

### Invoicing

Invoices are raised based on the sessions booked. For children attending our Before and After School Care or the nurseries at Wishing Well Nursery (Droitwich Road) and Wishing Well Nursery – Rainbow Hill and Wishing Well Nursery – Perdiswell; invoices are raised on a monthly basis, at the start of the month with a mid-month due date. Any ad-hoc sessions that are booked will need to be paid upon booking unless you have received prior agreement that the session can be added to the next invoice.

We require four weeks' notice of any change to sessions that results in a reduction of hours/sessions/charges or withdrawal of your child from any of our Nurseries or Kids Clubs. Any sessions that are missed due to sickness or holiday will still be chargeable as normal. In the rare event of our Nurseries having to close, due to unforeseen circumstances, you will not be charged for the time we cannot facilitate your child's booked sessions.

### Payments

Payments can be made in cash or cheque at any of our Nurseries or Kids Clubs to one of our Managers whom will always issue you with a receipt. We cannot currently accept payment by Debit or Credit cards at any of our sites.

We also accept payment by Bank Transfer. Our account details are included on every invoice and are also available from any of our settings. When making a Bank Transfer please add a detailed reference with the child's name.

We currently registered to accept a wide range of Childcare Vouchers, please contact our Head Office to check whether we can accept your vouchers before enrolling your child. Vouchers can only be used for childcare sessions and not any additional costs incurred.

We are also registered to accept payments through the Tax-Free Childcare Scheme. To find out more information please visit <https://www.gov.uk/help-with-childcare-costs/tax-free-childcare>

Late payments of invoices incur £5 charge that will be added to the next invoice. If you have any problems with paying your invoice please speak to one of our Nursery/ Kids Club Managers.

We reserve the right to refuse entry to any child attending our settings whom has an outstanding debt owed to Wishing Well Nurseries Ltd. In the event our an outstanding debt not being settled we may refer the debt to a collection agency and or small claim court, if necessary we will also seek to recover any further costs incurred.

### 3. Main Contacts & Setting Locations

Head Office	Company Director
01905 745168	Jennifer Jenkins
info@wishingwellnurseries.co.uk	jennifer@wishingwellnurseries.co.uk

Wishing Well Nursery	
76 Droitwich Road Worcester WR3 7HT	<b>Nursery Manager</b> Jessica Baylis
01905 613401	
Monday to Friday - 7:45 am to 5:45 pm Full Day Care - 0-5Yrs	
Open Year Round (51 weeks per year – Closed for Bank Holidays and period between Xmas Eve and New Years) Term Time Sessions Available for Funded Children	

Wishing Well Nursery - Rainbow Hill	
Three Counties House Rainbow Hill Worcester WR3 8LX	<b>Nursery Manager</b> Mary Felici
Monday to Friday - 7:30 am to 6:00 pm Full Day Care - 2-5Yrs	
Open Year Round (51 weeks per year – Closed for Bank Holidays and period between Xmas Eve and New Year's) Term Time Sessions Available for Funded Children	

Wishing Well Nursery - Perdiswell	
School Bungalow Bilford Road Worcester WR3 8QA	<b>Nursery Manager</b> Yasmin Ellery
01905 451976	
Monday to Friday – 7.45am – 6.00pm Term Time Only Day Care 2-5Yrs	
Breakfast and Afterschool Clubs – Primary School Aged Children Local Schools Pickup Available for children attending: Perdiswell Primary School St Georges CofE Primary School	

### 3. Main Contacts & Setting Locations Continued

Wishing Well Kids Club - St Georges	
St George's Catholic Primary School Thorneloe Walk Worcester WR1 3JY	<b>Afterschool Club Manager</b> Rachel Penney
07811184681	
Monday to Friday – 3:15 pm to 6:00 pm After School Care – Primary School Aged Children	

Site specific staffing structures are available on request and are displayed around each setting. We have named leads for Safeguarding at each site and a named Co-ordinator for Special Education Needs.

All staff undergo an Enhanced Disclosure and Barring Service Check before working with your children. Across all of our sites the majority of our staff are qualified in childcare or education and all staff have Paediatric First Aid, Safeguarding and Food Hygiene Training. We also support all staff with their Continuous Professional Development and training is provided to enhance the knowledge and skills of our team.

## 4. Positive Parent Partnerships

At Wishing Well we acknowledge that Parents and Carers are their children's first educators and we only seek to support that relationship with our work. We aim to build strong workable Parent Partnerships so that there can be a free flow of information between the family and the setting to ensure that your child is being offered every possible opportunity to progress.

This free flow of information can be invaluable for planning and care purposes as we understand that, at times, children act differently in the setting and at home. Strong Partnerships can also support children through times of transition and change if both the setting and the family are approaching the child with the same ethos.

Parent Partnerships are also a useful tool for reviewing our provisions. As service users we welcome feedback, suggestions and skills that families can contribute to the setting. We operate an open-door policy where any Parent or Carer can arrange to speak to their child's Key Person or a Manager at a time convenient to them.

We will take every opportunity to share information regarding events, changes and your child's time with us as regularly as possible. All of our settings make use of digital Online Learning Journeys for our nursery aged children, this tool ensures that families can be continuously updated with information and gives the access to contribute information back to the setting. See Section 9. Tapestry Online Learning Journeys.

As families we ask you to provide the following, if applicable to for child:

Formula Milk

Nappies, Wipes and Cream (if needed)

Change of Clothes (plenty if toilet training)

Refillable Drinks Bottle

Appropriate Clothing for Weather (Coats, Hats, Gloves, Tshirts, Shorts, etc...)

Appropriate footwear

Sun Cream

Packed Lunch (if not having Hot Lunch)

Comforters

*We recommend against bringing any 'favourite toys' from home due to sharing issues and or possibility of losing them*

**Any personal belongings that are brought to the setting must be clearly named**

*The setting does not accept responsibility for the loss/ damage of any belongings unless proved due to negligence*

We also would like to remind families that the following needs to be continuously updated:

Contact details including phone numbers and addresses

Information on family events (e.g. new siblings)

Medical information (e.g. allergies)

## 5. Daily Routines

### Nurseries

All of our day care Nurseries follow similar routines and seek to provide a common ethos across the group. Our qualified staff provide a range of exciting and appropriate activities that support your child's learning and development. As a group we value children's need to access learning through play and provide suitable times for adult-led and child-initiated activities.

Across the Nurseries all children are provided with Breakfast, Morning Snack, Optional Hot Lunch (not available at Wishing Well Nursery – Perdiswell) and Afternoon Snacks. These meal times are a variety of healthy food options that are cooked or prepared on-site and individual menus are available from each Nursery. As a group we do not provide formula feed and ask that this is provided. If your child has specific dietary needs please discuss this with your Nursery Manager so that we can ensure that we can be inclusive although we may ask you to provide appropriate snacks and or meals.

During the Nursery day each unit have weekly planning of outings such as park visits dance and more. In each unit of every Nursery there will be displayed; a generic daily routine, regular outings and upcoming special events.

We also understand that children have unique routines regarding toileting, comforters, sleeps and eating habits. We endeavour to be as flexible as possible so please keep the Nursery updated on your home-life routines and how you want these routines to be supported throughout the day.

### Before/ After School

Our staff within our Kids Clubs are very experienced in providing an interesting and age relevant programme of activities to suit all ages that attend.

Throughout our Before and After-school sessions we incorporate a healthy snack into the daily agenda to ensure that the children are well-fed and happy until they get collected.

Please speak to our Kids Club Managers to get more information on routines.

## 6. Arrivals and Departures

Upon arriving at any of our settings we ask that you speak to a member of staff who will welcome your child into the setting and sign them onto our daily register. This will give you the opportunity to discuss any specific daily needs with the practitioner and give any information about whom will be contactable during the day or whom will be collecting your child at the end of the day.

On your child's admission form you will have given information on people who will regularly be collecting your child although for the first time we meet someone or if someone else will be picking up your child as a

one off, we ask that a password system is used. We will accept passwords that are set by a parent or guardian that is familiar to the setting and we will not release the child into anyone's care if they fail to provide us with the agreed password. We also will not release your child to anyone under the age of 18 unless we have received specific written consent prior to the collection. We take these strict measures to ensure your child's safety whilst in and leaving our care and we appreciate your co-operation with these conditions.

If someone with legal Parental Responsibility comes to collect a child we cannot refuse them access to their child, even if requested to by another Parent or Carer, unless we have been provided with a legal document or order to state otherwise. We may however refuse collection of a child if the Nursery or Kids Club Manager, or in their absence a senior member of the team, makes the decision that the person who has come to collect may be unfit to care for the child at that time and in releasing that child would potentially put them at risk of significant harm. For example, intoxication or drastic changes to mental health.

Upon collection we request that the Parent or Guardian signs the child out from our registers, so we have a record of who has collected your child and at what time. Staff from the setting may also ask, at times, for Parents or Carers to stay briefly at the end of the sessions to discuss your child's progress or any information from that day that needs to be shared with home.

Children should arrive and be collected promptly for the start and end of their booked session. If a child is going to be late arriving or if a child is going to be absent from the setting we ask that Parents or Carers notify the setting as soon as possible. Children arriving early or being collected late from a session will incur additional charges.

If a child is not collected at the end of their booked session then the Nursery or Kids Club Manager will attempt to contact the Parents or Carers and the child's emergency contacts. If the setting Manager is unsuccessful in contacting any of the child's contacts, they will then notify either the Company Director or Managing Director. After 30 minutes of no contact with Parents or Carers it will be the responsibility of one of the directors to contact the Police for further guidance.

We also ask Parents and Carers to be vigilant when parking vehicles near to or in the setting. We request that vehicles are at no point left blocking neighbouring access or as an obstruction of traffic. When parking at any of our sites we also request that vehicle users are extremely vigilant of the possibility of children being present.

## 7. EYFS Framework

### What is the Early Years Foundation Stage?

The Early Years Foundation Stage is how the Government and Early Years Professionals describe the time in your child's life between birth and age 5.

This is a very important stage as it helps your child get ready for school as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years' experience should be happy, active, exciting, fun and secure; and support their development, care and learning needs.

### What is the 'Framework'?

- The legal welfare requirements that everyone registered to look after children must follow to keep your child **safe** and promote their welfare
- The 7 areas of **learning and development** which guide professionals' engagement with your child's play and activities as they learn new skills and knowledge
- Assessments that will tell you about **your child's progress** through the EYFS
- Expected levels that your child should reach at age 5, usually the end of the reception year; these expectations are called the "**Early Learning Goals (ELGs)**"

There is also guidance for the professionals supporting your child on planning the learning activities, and observing and assessing what and how your child is learning and developing.

### So What Does This Actually Mean for My Child?

At Wishing Well the EYFS Framework underpins everything that we provide for your child and how we ensure that the care we provide is exceeding the statutory requirements. We use an accompanying document called '**Development Matters**' that was revised by the Department for Education in 2021. The document sets out checkpoints that children should be achieving at appropriate ages. We base our planning, activities and learning intentions with these checkpoints to provide your children with the best opportunities to reach their 'Early Learning Goals'. As a group we also recognise that all children learn in different ways so also use another guidance document called '**The Characteristics of Effective Teaching and Learning**'. This document provides us with set learning styles that are broken down into play characteristics. Analysing how children are achieving the checkpoints in this way helps us build an individual picture of how each child learns and lets us create a unique learning plan for them, that is backed up by solid legislation and research.

So in short the EYFS Framework gives us the tools to reach the checkpoints with your children. If you want further information on how we use the EYFS Statutory Framework Development Matters documents please speak to one of our Nursery or Kids Clubs Managers.

## 8. Key Person & Inductions

The EYFS Statutory Framework states the following for children up to the end of their Reception Year:

*"Each child must be assigned a key person. Providers must inform parents and/or carers of the name of the key person, and explain their role, when a child starts attending a setting. The key person must help ensure that every child's learning and care is tailored to meet their individual needs. The key person must seek to engage and support parents and/or carers in guiding their child's development at home. They should also help families engage with more specialist support if appropriate."*

At Wishing Well we fully support the ethos of a child and their family having a Key Person to ensure consistency whilst they are accessing our settings. Upon induction your child will be allocated a Key Person who will meet their needs as stated in the EYFS. We believe that children learn and develop best when they are emotionally secure within a setting. Having someone consistent that they can build a strong emotional bond with will support every area of their development and ensure that they are accessing every opportunity we can offer. We also understand the needs of Parents and Carers to have a member of staff that will have a more in-depth knowledge of their child and their family.

Our aim is that children stay with the same Key Person for as long as possible although due to staffing requirements and room changes occasionally your child may move from one Key Person to another. In the event of your child having to change Key Person you will be notified at the earliest opportunity and introduced to your child's new Key Person. The new Key Person will receive a handover of all the information on your child so that they can continue to offer the same support to your child and your family. If you ever have any questions regarding your child's progress, please use your child's Key Person as a first point of contact although the Nursery or Kids Club Manager in the setting will always be happy to discuss any matters with you.

Once your child's place has been confirmed, if they are starting within one of our Nursery settings, the Nursery Manager will organise an induction session for you and your child. During this induction we invite the Parents or Carers to stay within the nursery and support the settling in process. This induction also gives an opportunity to build a positive relationship with your child's Key Person whom will ask you to complete a '**All About Me**' so that the setting has some background knowledge about your child and family.

Your child's Key Person will also explain that they will oversee the compilation of your child's '**Learning Journey on Tapestry**'. This Learning Journey is a collection of observations, information and media that documents your child's learning and development. The Key Person will also be responsible for tracking your child's development and how they are achieving them by using the 'Characteristics of Effective Teaching and Learning' to create a tailored plan for how they will support your child's learning with specific '**Learning Intentions**' that challenge your child to reach their next goal. The Key Person will be responsible for sharing these observations, and achievements with you so that you can continue to support your child at home with planned learning intentions.

## 9. Tapestry Online Learning Journeys

At Wishing Well Nurseries we understand the importance of sharing special moments of a child's development with families on a regular basis. To ensure that families are able to view, comment and contribute to their child's learning journey we use secure software – Tapestry Online Learning Journeys – that gives the opportunity for a range of media to be shared with families from the setting on a daily basis.

Tapestry has been specifically designed for use in early years and has the developmental flags and characteristics of learning embedded into its observation capabilities. This supports practitioners with tracking your child's progress and analyzing where they need further support in an efficient and modern method that can be easily shared with families.

The Tapestry software is available on most devices including PCs, Macs, Tablets, iPads and Smart Phones. The software has been optimized into an easy to use app on mobile devices so that you can keep up with updates on the go.

Upon registering with Wishing Well we will set up parental accounts for those detailed on the completed Childcare Contract. At this point parents will receive an email from Tapestry to allow parents to verify their accounts and create individual passwords for future access. These parental accounts will be notified upon a new observation being uploaded. Practitioners will also encourage families to contribute observations from home and comment on existing observations. Contributions of photos, videos and other media will enhance our already strong Parent Partnerships and give us insight into what your child is capable of away from the setting.

Having your child's learning journey in a digital form also makes them more accessible to our families that use English as an additional language as it is easier for the setting to translate and communicate. Tapestry will also support our families that have disabilities; visual or hearing impairments can be accommodated through audio descriptions or subtitled videos. Tapestry will also provide an invaluable link to Parents or Carers with mobility issues and gives opportunity for families to develop strong partnerships with the setting regardless of location.

Families that do not have access to any computers or mobile technology are welcome to view their child's learning journey within the setting by appointment and for a charge we are able to print sections.

As your child leaves for 'Big School' and the end of your child's time with Wishing Well Nurseries you will be able to purchase with a digital copy of this learning journey so that it can become a treasured memory of their early years.

# 10. Healthy Eating

Wishing Well Nurseries support and value the effects that healthy eating has on children's development.

They EYFS Framework states:

*"Where children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious. Before a child is admitted to the setting the provider must also obtain information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. Fresh drinking water must be available and accessible at all times. Providers must record and act on information from parents and carers about a child's dietary needs."*

Throughout all our settings we strive to provide an environment where eating healthy is a normal, sociable and educational experience that will provide children with positive attitudes to make informed choices regarding their own health throughout their life.

As a group we understand and welcome children that have specific dietary requirements for cultural or medical needs and will seek support from families or professionals when needed to accommodate these needs.

Where possible, food that is prepared throughout our settings is locally sourced, fresh produce that provides a range of taste experiences for the children. We also seek foods from further afield such as exotic fruits or cultural specific dishes to educate the children on diets from around the world.

Families that choose for their children to have a packed lunch when they attend our settings are encouraged to provide a substantial balanced meal for their children. If families want any guidance on what to include in children's packed lunches then we recommend following the advice from the NHS's 'Change for Life' service. Their advice is available online or in paper form from any GP/ Pharmacist.

We understand that children need sugar as part of their daily balanced diet and accept the need for small sugary snacks such as fun-size chocolate bars. At times within our settings we may provide biscuits or cake as treats for special occasions but this will always be accompanied by a balanced meal or snack.

All of our settings have child-accessible drinking water throughout the sessions and practitioners will encourage children to drink at stages throughout the day or with mealtimes. Within our Nurseries we provide whole milk that is proven to be beneficial to children's physical development.

Currently none of our settings have the facilities to store packed lunches or snacks in a refrigerated environment. We ask that families take this into consideration when making decisions about what food to include, we recommend the use of insulated lunch bags and/ or cool blocks.



## 11. Infection Control & Sickness

Children are more vulnerable to infections due to their immature and developing immune systems.

Childcare settings provide an ideal environment to increase this risk of infection due to shared environments, constant child to child interactions, shared toys, equipment and play activities and dependence on others to provide care. Young children may also be less aware of good hygiene practice, as they touch their noses and mouths often without handwashing. The spread of infection does not just stop at the Childcare setting either; the children pass it on to their siblings, friends, and family – out into the wider community as they go from place to place.

At Wishing Well Nurseries we have robust hygiene procedures that include demonstrating hygienic practice to the children in forms of handwashing and self-care. We also have thorough cleaning plans that are strictly adhered to so that we can be confident that we are taking every opportunity to prevent infection spreading within our settings.

Throughout our settings we also follow Worcestershire Early Years – Infection Control Guidelines when setting exclusion periods for specific illnesses and conditions in children and staff. A copy of this is available online or from any of our settings. The table below highlights our most common cases with exclusion periods. If you want any further information or if your child develops a condition that is not below please speak to one of our Nursery or Kids Club Managers.

Illness, Infection or Condition	Exclusion Period
Diarrhoea, Vomiting and Gastroenteritis	Until free of symptoms for at least 48 hours and they are feeling well enough to return
Chicken Pox	Until all vesicles have crusted over (Pregnant women may need to be excluded from contact)
Head Lice	No exclusion although children <b>must</b> be treated before returning to the setting
Hand, Foot & Mouth Disease	No exclusion although if any nausea is suffered, 48hrs free from vomiting.
Impetigo	Until lesions crusted/healed or 48 hours after starting antibiotics
Ringworm	Exclusion is not required but it is recommended that treatment is commenced before return to setting
Conjunctivitis	No exclusion although children <b>must</b> have begun treatment before returning to the setting

Children who require medication, such as anti-biotics, must have begun their course of treatment before attending the setting. Children who require medication given within the setting can be accommodated although the setting will require signed consent and the completion of a health care plan if necessary.

We reserve the right to ask a child to be collected from our setting immediately if we feel that they are not well enough to attend.

## 12. Accidents and Incidents

At Wishing Well Nurseries we provide a safe and well supervised environment where children learn and develop through play. As part of this development through play we encourage children to take manageable risks, occasionally due to the nature of children there are unavoidable accidents. We regularly review the causes of accidents and make amendments to our provision as necessary.

In the event of a child having a minor accident within one of our settings a practitioner will immediately meet any needs that the child is presenting. We aim to have all our staff are Paediatric First Aid Trained and update their training on a regular basis. Most accidents can be dealt with swiftly with cold compresses, plasters, and some time to get over the initial shock of the accident. After the child has been seen to and is ready to continue their play, the practitioner that dealt with the accident will complete a record in our accident book detailing the cause, injury, and treatment. This record will be explained to the Parent or Carer that collects the child who will also be required to sign the record.

In the unlikely event of a child suffering a serious accident that requires more medical attention than what can be provided on-site, the Nursery or Kids Club Manager will decide on the correct course of action. The Parents or Carers will be contacted with the situation being fully explained to avoid any panic. If emergency medical treatment is required, the Manager will call an Ambulance and inform the Parents or Carers of this. If it becomes necessary for the child to go to a local hospital in an Ambulance, then the Nursery Manager or another delegated senior member of staff will accompany the child if the Parents or Carers are not available to.

In the case of a serious accident occurring a full investigation will take place to establish the cause and any potential improvements that can be immediately made to the provision. The findings of the investigation will be shared with the family of the injured child regardless of fault. The accident will also be referred to OFSTED who will take appropriate action if necessary.

If a child sustains a visible injury whilst away from our setting, we will ask you to provide information about the injury that will enable us to complete an 'existing injury' or 'accident at home' form so that we can keep a record of pre-existing injuries.

We take pride in the quality of our settings, and we are confident that we provide a safe and secure environment. We always aim to have additional staff in excess to statutory ratios to ensure all children are suitably supervised at all times. Unfortunately, children do not always act in predictable ways and very occasionally incidents such as biting, scratching or other negative behaviour can happen between the children. All staff have received behaviour management training or covered aspects included in their qualification. In the event of negative behaviour resulting in an incident, the setting's lead practitioner for behaviour management and or the Manager will take appropriate action to ensure the children involved understand that negative behaviour is unacceptable as per our Behaviour Management Policy. Families will be informed, and any injuries will be dealt with as detailed above. Children who persist with presenting negative behaviour in our settings may be limited to certain session times and we will seek support from external professionals when necessary. Thorough records will be kept of all incidents and incidents will be reviewed for any potential improvements to the provision that could reduce the chance of incidents occurring.

## 13. Inclusion & Equal Opportunities

In line with our Equal Opportunities Policy, Wishing Well Nurseries are committed to provide equality of opportunity for all children and families in accordance with all relevant legislation. All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and equipment offer the children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

We are inclusive to all children and families regardless of ability, disability, gender, race, culture, language spoken, socio-economic background, geographical location or political opinion. We work with each family individually to support their child in the same compassionate way as all of our service users.

In the event of an over subscription to any of our settings, places will be allocated in the date order that the booking forms were received in. Although this may be superseded at times as we may give priority to siblings within the setting or children in extenuating circumstances although this is solely at the discretion of a Director.

Families who use English as an additional language are welcomed to our settings. We have the ability to offer any of our digital documents in a variety of languages and can make additional provision upon arrangement. We also encourage these families to contribute to the setting with resources in their primary language to support their child and the understanding of others.

We also welcome families from all cultures into our settings. We enjoy celebrating a variety of festivals and special events throughout the year that caters for all of our service users. These celebrations can be very educational for staff and children and we ensure there are opportunities for families to become involved in these celebrations.

When selecting resources for our settings they will be chosen to give a balanced view of the world and an appreciation of the rich diversity of a multi- cultural society. Materials will be selected to help children to develop their self-respect and to respect others by avoiding stereotypes and derogatory pictures or messages about any group of people.

If as families you feel that you can further contribute to any of our settings please speak to the setting Manager directly whom will welcome your contribution.

Wishing Well Nurseries will not tolerate **any** discriminatory behavior from or towards any of its staff, children or families. Anybody who is found to be engaging in discriminatory behavior will be asked to leave the setting and will, if necessary, be reported to the Police and or other relevant agencies.

# 14. Key Policies and Procedures

**A full copy of all our Policies and Procedures are available digitally by emailing Head Office or they are available to view in any of our Nurseries or Kids Clubs.**

We have outlined the Key Policies that influence the way we care for your child

## **Safeguarding/ Child Protection Policies and Procedures**

Wishing Well Nurseries take “necessary steps to keep children safe and well” as we believe that “children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them” (EYFS 2021).

**The Aims of Wishing Well Safeguarding/Child Protection Policy and Procedures are to:**

Ensure our practice is in line with the guidance and procedures of Worcestershire Safeguarding Children Board (WSCB)

Ensure that our setting has measurable, effective procedures in place to safeguard the children in our care

Support our staff to understand their roles and responsibilities

Inform Parents and Carers of our safeguarding/child protection procedures

Clarify the action to be taken in the event of an allegation being made against a member of staff and/or any person living, working or looking after children at the premises

Determine the use of mobile phones and cameras in the setting

At each site there is a Designated Lead for Safeguarding (DSL) and a relevant Deputy (DDSL). These practitioners have the responsibility of ensuring that all the safeguarding policies and procedures are strictly followed. In the event of a concern being raised it is their duty to refer the concern to the relevant agencies within an appropriate timeframe. The DSL and DDSL will be displayed at each site alongside the flowchart procedures of what actions are to be followed if a concern is raised.

If a credible concern is raised regarding your child we may not be able to consult you about it before seeking advice from Children’s Services through the Family Front Door. If this were to happen it is not an allegation of blame, it is solely safeguarding the child’s welfare as per our procedures.

If a credible concern is raised regarding a staff member then the staff member in question will be suspended from contact with the children pending an investigation. We will seek advice from the Local Authority Designated Officer (LADO) to act as an external point of reference when progressing with the investigation and taking appropriate action.

We are confident that our comprehensive Safeguarding/ Child Protection Policies and Procedures, partnered with our vigilant and thoroughly trained staff, will ensure that your child is safe to grow, progress and learn in our care. If you have any questions regarding Safeguarding/ Child Protection please speak to one of our setting’s DSL.



## Confidentiality Policy

Due to the nature of our business at Wishing Well Nurseries we gather confidential information regarding families. This information ensures that we can provide the high quality of care that you expect with specific knowledge individual to each unique child.

To ensure that all those using or working at the Wishing Well can do so with confidence, we respect confidentiality by treating the information we collect in the following ways in accordance with the General Data Protection Regulations (GDPR) (2018):

**The information will be**

Fairly and Lawfully Processed

Processed for Limited Purposes

Adequate, Relevant and Not Excessive

Accurate

Not Kept Longer than Necessary

Processed in Accordance with the Data Subjects' Rights

Secure

All staff are made aware of this policy in regards to their conduct within and outside of our settings. If you have a concern that any of our staff have acted in a way that you feel has been a breach of confidentiality, please speak directly to the Managing Director.

We are bound to this legislation with all information that we collect except in the case of having a serious concern about a child's safety and or welfare. In the event of this we can share information with certain professionals without parental consent.

At any time during or after your child's time with us you can request, in writing, to see all the data that we have collected on your child. If you have any questions regarding our Confidentiality Policy please speak to one of our Nursery or Kids Club Managers.



## 14. Key Policies and Procedures Continued

### Complaints Procedure

We take pride in the care and provision that we offer at Wishing Well Nurseries, we seek contributions to the improvement of our provisions from a selection of professionals and parents or guardians. If you feel that there are any areas for improvement within any of our settings please speak directly with the Nursery or Kids Club Manager who will address the suggestion as appropriate.

If you feel that you have informally done this and there has not been a resolution you are satisfied with we ask that you **make your concerns known directly to Wishing Well Nurseries in writing** either to the Setting Manager or to the Managing Director. Any complaints that are made indirectly to Wishing Well Nurseries (such as public posts Facebook) may not be treated following our procedure.

If Wishing Well Nurseries receives a written complaint we have a strict procedure with timelines to follow to ensure that the right resolution is found. Within 28 days of Wishing Well Nurseries being in receipt of the written complaint they will conduct a full investigation and provide feedback to the complainant. If any meetings are needed to clarify aspects of the complaint or investigation then they will be made at a time convenient to all parties

All complaints should be resolved at this stage and will require no further action.

If the complaint is regarding an allegation of abuse or neglect then the complainant may not be provided with further details of how the allegation has been dealt with or resolved, although they will still receive feedback that they are entitled to.

If after receiving feedback the complainant still feels that the complaint has not been resolved they can request, in writing, the intervention of an independent mediator. Mediators will either be from the Local Authority or the Pre-school Learning Alliance. Mediators do not have any decision making power although they can offer professional and impartial advice on how to resolve the situation.

If after mediation the complainant is still not satisfied with the outcome of the resolution, they can refer their concerns to Ofsted – our regulating body. Ofsted will, if they believe that we are in breach of the EYFS Statutory Framework or any other legislation, attend the setting to conduct a ‘brought forward inspection’ to address the complaint. Please find Ofsted’s contact details overleaf. Please note that unless the complaint has been raised to the provider initially Ofsted will not address the complaint, excluding complaints that are regarding children’s safety or welfare within the setting.

## 15. Ofsted Information

Ofsted is the Office for Standards in Education, Children's Services and Skills. They register, inspect and regulate all of our setting and we welcome their professional views when visiting our settings. Our settings should be inspected at least once in every 47 month cycle although these inspections can be brought forward in certain circumstances.

All of our settings that have been inspected by Ofsted have been graded 'Good' All of our settings' Ofsted Reports are available to view online, with links to the reports available on our website [www.wishingwellnurseries.co.uk](http://www.wishingwellnurseries.co.uk) If you want to view a copy of our reports or discuss any of the reports please arrange a time to speak to the relevant Nursery/ Kids Club Manager.

If you require any information or wish to contact Ofsted please find their details below:

### **By Phone**

0300 123 1231

Monday to Friday

8:00 am to 6:00 pm

### **By Email**

[Enquiries@ofsted.gov.uk](mailto:Enquiries@ofsted.gov.uk)

### **By Post**

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