



THE NURSERY THAT HELPS LITTLE FEET TAKE BIG STEPS

## Parent Pack

### Contact us

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### OPENING HOURS

**7.30am-6.00pm**

**Monday-Friday**

**52 Weeks a Year**

Excluding Xmas/Boxing  
Day/New Years Day

### Full and part time care for children

- 6 Weeks to 5 Years
- Flexible to suit your family's needs
- Welcoming Breakfast Club
- Creative Afterschool Club for aged 4 to 14 Years
- School Drop Off and collection to several local schools

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## Our Aims

At Little Footsteps our aim is to provide a flexible childcare service that meets the needs of all families and children. We feel that it is vital for all children to develop positively; this is achieved through our Key-person system and individual planning. The environment will be free from discrimination and prejudice in order for all children to grow and flourish. All rooms and outside areas are maintained to the highest safety levels and designed to give a warm and friendly atmosphere; enabling children to grow in all areas of development. We pride ourselves on high levels of communication with families as they know their children best, ensuring that we are delivering a positive service for all. This two-way communication will ensure that families and staff are fully informed of the child's development and progress enabling us to support each child.

## What We Offer

We are registered for 44 children aged 6 weeks to 14 years. We offer a choice of full or part time care to suit your family needs. We are open from 7.30am – 6.00pm Monday to Friday, 52 weeks a year, only closing on Christmas Day, Boxing Day and New Years Day. All other Bank Holidays we will be open.

We also offer a Breakfast, After School and Holiday Club for children up to the age of 14 years, with school collection and drop off to several local schools.

## Our Setting

### A Bit About Our Nursery

The building that Little Footsteps will be operating from was previously a Day Nursery. However it has undergone extensive refurbishment ensuring the full safety of all children. This refurbishment has allowed us to create five separate indoor areas for varying age ranges, with all young children being at ground floor level.

We have increased the security level of the premises and gardens. We have installed an electronic door security system with phone links to all rooms and office areas. The building has been designed so that no exterior doors will directly enter a room occupied by children. This ensures that only authorised people can access the building and children’s areas, maintaining high levels of safety at all times.

We have created a separate dining area; all children over the age of two years can enjoy a positive dining experience and develop key skills that are essential for school preparation. The Dining room is directly linked to the kitchen area where our qualified Chef will prepare all meals; children will not have access to the kitchen but will be able to see food preparation and delivery.

## The Room Structure

Little Footsteps is divided into five separate rooms that are set up age appropriately. The ages below are a guideline depending on the child’s individual needs and development.

**Seedling – 6 Weeks to 18 months (walking)**

**Shoots – 18 Months (walking) to 3 Years**

**Buds – 3 to 5 Years**

**Orchard – School Aged Children up to 14 Years**

### Fees for Seedlings:

Session	Times	First Child Price	Sibling rate price
Morning	8.00am to 1.00pm	£20	£18.50
Afternoon	1.00pm to 6.00pm	£20	£18.50
Full Day	8.00am to 6.00pm	£36	£33.00
Block Booking	50hrs per week	£160	£145.00
Extra hours		£4.00	£3.70
7.30am start please add		£3.70	£3.50

## Fees for Shoots:

Session	Times	First Child Price	Sibling rate price
Morning	8.00am to 1.00pm	£19	£17.50
Afternoon	1.00pm to 6.00pm	£19	£17.50
Full Day	8.00am to 6.00pm	£35	£32.00
Block Booking	50hrs per week	£155	£145
Extra hours		£3.90	£3.60
7.30am start please add		£3.70	£3.50

*Also available for funded children only; 8.30am-11.30am and 1.15pm-4.15pm Sessions*

## Fees for Buds:

Session	Times	First Child Price	Sibling rate price
Morning	8.00am to 1.00pm	£18	£16.50
Afternoon	1.00pm to 6.00pm	£18	£16.50
Full Day	8.00am to 6.00pm	£33	£29.00
Block Booking	50hrs per week	£145	£140
Extra hours		£3.80	£3.50
7.30am start please add		£3.40	£3.20

*Also available for funded children only; 8.30am-11.30am and 1.15pm-4.15pm Sessions*

### Fees for Orchard Breakfast, After school and Holiday Club:

Session	Times	First Child Price	Sibling rate price
Breakfast club	7.30am Start	£3.70	£3.50
Breakfast Club	8.00am Start	£3.40	£3.20
After school club	5pm finish	£6.60	£6.40
After school club	6pm finish	£9.90	£9.70
Holiday Club	8.00am to 1.00pm	£14.00	£13.00
Holiday Club	1.00pm to 6.00pm	£14.00	£13.00
Holiday Club	8.00am to 6.00pm	£26.00	£24.00
Hourly rate		£3.10	£3.00

### Optional extras:

Breakfast	£0.50
Lunch	£2.20
Tea	£1.50

## Outdoor Play Areas

The outdoor area has undergone extensive redevelopment to create a safe and secure play areas for all children. Each area is highly equipped with resources to develop both fine and gross motor skills, this includes; digging area, planting area, sand pit, climbing frame and bikes. The ground covering consists of, rubber matting, Astro turf, sponge chippings and concrete. New fencing has been erected and there is no access to the outside play areas by the general public without authorised entry through the building.

## Our Curriculum

As you may know schools have to ensure the children are learning and developing in accordance with the National Curriculum, nurseries also follow a curriculum, We have standards set by the government that we have to follow when working with your children. This is called the Early Years Foundation Stage (EYFS).

There has been an EYFS in place for many years. The government have now decided to change the format of it and have brought out a new EYFS format for professionals to work with, when supporting children to develop. The new EYFS is not a statutory requirement until September 2012, however we have decided here at Little Footsteps of Dereham to implement it now as it has improved substantially and will help us support your children's development and learning more effectively.

There are three main areas to the new EYFS:

**Personal, Social and Emotional Development (PSED).** When we support your children to develop and grow we begin with their PSED; we help them settle into our nursery with your support, we ensure they have a key-person who they bond with and will support them in being confident within themselves. Without PSED children will struggle to develop in other areas of their learning.

**Physical Development (PD).** We help children to develop both their fine and gross motor development. Fine motor: drawing, painting, threading, doing puzzles and action rhymes etc. Gross motor: climbing, jumping, running, riding bikes etc.

**Communication and Language (CL).** We help your children to learn to communicate effectively with ourselves, you and other children, expressing their needs, wants, likes and dislikes, this is through verbal, body language and at Little Footsteps we use signing.

There are four further areas that all children are supported in:

**Mathematics, Understanding the World, Expressive Arts & Design and Literacy.**

This will give children the foundation to starting school and aid their learning and development, this is carried out at their individual pace and stages of development.

The new EYFS also puts many regulations upon a nursery around the Welfare Rights of the child and the Requirements we must adhere to in order to keep your children safe, these are more stringent than previously. Considering we are following the new EYFS regarding your child's development and adhering to the welfare requirement here at Little Footsteps you can be confident that your child is being cared for in the best possible environment here with us.

## Admissions & 'Settling In'

Parents/carers are invited to make an appointment to come and view Little Footsteps. One of the management team will guide the tour of the nursery, this will include an insight into the day to day running of the nursery, the nursery layout, the different structure of the nursery rooms and the services we provide. At this point, you will be given our nursery prospectus, a copy of our policies and procedures and an application form (alternatively you can download this from our website). During the tour, we will discuss the individual needs of you and your child in order to provide the services you require. If you feel Little Footsteps is the nursery for you a booking can be made.

Once the booking has been made we can discuss an appropriate starting date and settling in sessions. We feel that these sessions will benefit you and your child by making the transition to nursery easier. On the first session, you and your child will be introduced to your Key-person (this is a designated member of staff that will work closely with you and your child throughout their time within this room) and any other relevant staff members. Before the first settling in sessions we will ask you to complete a "Care Plan" which will include all details of your child e.g. allergies, medical conditions, routines and dietary requirements. Every child's needs are different therefore, we will discuss with you the required amount of sessions needed.



## Parent Partnership

At Little Footsteps we recognise parents /carers as the first most important educators of their children. We strongly believe that parents/carers understand their child's needs best. For this reason we want to work in partnership with you to ensure that we share information about the achievements and the challenges which your child will encounter as they grow and develop. The nursery conducts an 'open door' policy encouraging all parents/carers to come into the nursery as frequently as they wish. Regular opportunities will be made for each child's Key Person to have time to talk with parents/carers regarding their child's learning and development. This will be achieved through regular parents evening, communication books, learning journals and daily 'hand-overs' at the beginning and end of each session.

## Staff

We have a young, energetic and passionate management team with a highly qualified, experienced and dedicated staff. Offering families a professional yet friendly, flexible service with a strong emphasis on providing a stimulating and educational environment for each individual child.

All staff are qualified to at least Level 3 in Childcare with a wide range of experience. Each room will have a designated Room Leader and the appropriate number of Nursery Practitioners.

## Key-Person System

On your first 'settling in' session, you and your child will be introduced to your Key person. This is a designated member of staff, who will work closely with you and your child throughout their time within this particular room. The key person is responsible for recording observations, agreeing next steps for your child, planning appropriate activities, encouraging learning and development, contributing to your child's Learning Journal and any intimate care.

## Learning Journals and Assessment

At Little Footsteps we develop a 'My Learning Journal' for each individual child. This is a celebration of your child's achievements and progress. We use the Learning journals to assess your child's learning and development. Your child's Key-person will work with you to collect information about your child's needs, activities, interests and achievements to contribute to your child's Learning Journal. The Learning Journal will include pictures and text about what your child has learnt or how they have developed and provide information on their next steps or stage in development. We welcome your contributions to your child's Learning Journal and you are welcome to have access to them at any opportunity.

## Our Nursery Day

We organise the day at nursery to involve a wide range of activities including child-initiated and adult-led activities both indoors and outside. All activities are planned appropriately to meet the children's individual needs, they are age related and meet their stages of development this enabling them to learn, develop and meet the next steps in their learning.

Our adult-led activities will introduce children to new experiences and help them gain new skills, as well as helping them to learn to work with others.

Children will have access to the outdoors at all times no matter what the weather; this will promote their physical development and knowledge of the world around them. Nursery staff will ensure children are dressed appropriately for all weathers.

## What To Bring To Nursery

Please bring a bag clearly marked with your child's name. Into it put:

A spare named change of clothing.

Nappies	Wellies
Wipes	Rain Coat
Nappy bags	Sun hat
Nappy cream	Winter hat, scarf and gloves
Comforter	Bottles
Formula milk powder	Sun cream

Please dress your child in clothes appropriate for the weather and for messy play.

Plastic bags and pull string bags cannot be accepted at nursery due to safety reasons.

## Drop Off And Collection Procedure

The nursery is secure at all times, in order to access the main building please enter the front door and use the telephone provided to call the appropriate room. A member of staff will ask you who you are and who you are collecting, they will then ask for two digits from your chosen password. If they are satisfied with your answers they will release the door for you to enter.

- When you dropping off your child please make sure a member of staff is aware your child is here. Never just leave them in the room.
- When collecting your child please make sure a member of staff is aware you are taking your child.
- We will need to know in advance if someone different is collecting your child. We will need to know their name and description and they will need to know your password. No person under the age of 18 years is permitted to collect children from nursery.
- We appreciate there are occasions when you may be late collecting your child, please let us know as soon as possible if you are going to be late.

## Meal Times and Breast Feeding

### Snack and Meal Times

Children are encouraged to plant, care for and grow their own vegetables in our vegetable patch. At particular times of the year, they will harvest their crops for use at snack and meal times.

Each child is be provided with a healthy snack option that includes fresh fruit, vegetables, bread sticks, crackers, humous, dips, cheese, eggs, ham etc, both in the morning and afternoon. Fresh water and milk will be available for the children throughout the day. This is included within the session fee.

We also provide, at an additional cost, three meals a day. These will be well balanced, healthy and nutritious based on the Norfolk County Council Nutritional Values Guidelines. All meals are homemade and prepared onsite by our qualified Chef and all ingredients are sourced locally (whenever possible). We offer vegetarian options and cater for all dietary needs, NO nuts will be allowed on site.

Our mid-day meal will be served in the dining room for all children aged 2 years and above. This is a wonderful development opportunity for children as they will learn key life skills whilst engaged in a valuable social experience. This opportunity will enable children to develop table manners, sharing, turn taking, ability to use a knife and fork correctly and independence all key skills vital for when a child starts formal education.

### Breast Feeding

Mothers who are breast feeding are welcome to come into the nursery to feed their babies as and when required.

## Illness and Absences

In the event of your child becoming ill whilst at nursery you will be expected to make arrangements for him/her to be collected as quickly as possible. If your child is sick or infectious please inform the nursery and keep them at home until they are well enough to return. Fees are payable if your child is off sick (exceptions may be made at the managers discretion for long term sickness).

## Equal Opportunities And Additional Needs

The nursery promotes equal opportunity with regards to employment, training, admissions and access to activities and facilities. Parent/carers are consulted to ensure that all children's needs are met. Our policy is reviewed regularly and is available for parents/carers to view.

Part of our nursery policy is to make sure that the provision meets the needs of each individual child, we take account of any additional needs a child may have. We work to The Special Educational Needs Code of Practice 2001. Our Special Educational Needs Co-ordinator (SENCo) and Equalities Named Co-ordinator (ENCo) is Manager Donna Nevill.

## Discipline

We encourage positive behaviour mainly with verbal praise. However stickers, star charts and certificates are used to reinforce this as and when a visual aid is required. If a child demonstrates challenging behaviour we will intervene by helping the child to understand their unwanted behaviour and the consequences of their actions, through calm communication and when possible apologies to be made. As a last resort a time out system will be used and upon collection, the behaviour and necessary actions taken, will be discussed with the parent/carer.

## Policies & Procedures

There are a range of nursery policies and procedures' regarding the running of the nursery to ensure your child receives the highest standard of care. These are available in the main reception/waiting area. Please feel free to discuss these with a member of staff if you wish. The management team and staff work together to review the policies regularly. The views of parents/carers will be taken into account.

## Security & Safe Guarding

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development.

As a nursery we follow the guidance and definitions from the 'Working Together to Safe Guard Children' 2010 publication set by the Department for Children, Schools and Families.

What is Abuse: "Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or another child or children."

The publication states there are four kinds of abuse:

- Sexual
- Emotional
- Physical
- Neglect

(Please see our Safeguarding policy for more information)

We will always talk to parents first if we have a concern about a child's welfare and before contacting other agencies. However we do have a duty of care to all children and if we feel that informing parents/carers of our concerns will put the child at more risk, we will choose not to do so and will make a referral without prior notice.

Our nursery will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect and to be safe from any abuse in whatever form.

Our employment practices ensure against the likelihood of abuse in our nursery and we have a procedure for managing complaints or allegations against a member of staff. All staff employed by Little Footsteps will hold a current CRB check and it will be renewed every three years.

The building has undergone extensive refurbishment ensuring the full safety of all children. This refurbishment has allowed us to create five separate indoor areas for varying age ranges, with all young children being at ground floor level.

We have increased the security level of the premises and gardens. We have installed an electronic door security system with phone links to all rooms and office areas. The building has been designed so that no exterior doors will directly enter a room occupied by children. This ensures that only authorised people can access the building and children's areas, maintaining high levels of safety at all times.

## Social Networking and Mobile Phones

We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. This is why mobile phones are not to be used during working hours.

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parents using the nursery view the staff.

Staff must adhere to the following:

- Mobile phones are to be left in the staff room, secured safely in the lockers, during working hours
- Mobile phones can only be used on a designated break and then this must be away from the children
- During outings, staff will use mobile phones belonging to the nursery wherever possible.
- No photographs should be taken of the children on any phones, either personal or nursery-owned
- Staff must not post anything onto social networking sites such as 'Facebook', that is in connection with the nursery
- Staff must not be 'friends' or 'followers' of parents/carers through networking sites
- Staff must not use such technology to bully or harass other members of staff
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parents and visitors use of mobile phones

- The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children

## Complaints & Feedback

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the Safeguarding/Child Protection Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure.

## Payment Policy

1. Fees will be invoiced on the 15<sup>th</sup> of each month for the following month's nursery usage.
2. Payment is required by the 1<sup>st</sup> of the month.
3. Fees can be paid monthly and the methods of payment we accept are; cash, cheques. Voucher Scheme or direct debit. Please make cheques payable to Little Footsteps of Dereham
4. If paying by direct debit please state the reference number on your invoice.
5. Late payment of fees can result in a £10 charge. An invalid cheque is also classed as late payment of fees.
6. Any fees not paid will result in your child's nursery place being suspended until fees are paid in full.
7. If you have any problems meeting you payments, please speak to a manager.



## Children's Holiday

All holidays and bank holidays are charged at the normal rate. We have taken into account that parents will take their child out of nursery for family holidays and fees have been calculated to accommodate this. Your child is entitled to 1 week a year holiday, which is not chargeable. Our holiday year runs April to April and holiday cannot be taken into the next year.

## Notice Period

One month's written notice is required, for which fees are payable, to terminate your child's place at nursery.