

New Starter Pack

Dear Parents/Carers,

Welcome to Coin Street nursery. Please find enclosed your 'Starter Pack' containing all of the relevant information and documents needed. If you have any questions about anything contained in this pack then please talk to your child's key person, room lead or one of the team in the office.

The terms and conditions we've previously shared with you summarise some of our key policies and procedures. Copies of our policies can be made available upon request electronically or printed for a small administration charge. If you have English as an additional language and would like the terms and conditions, policies and procedures or any other information translated for you, please let us know and we will try to accommodate your request.

Along with this booklet you will receive a set of New starter forms that must be completed and returned to the nursery prior to your child's home visit.

Thank you for taking the time to read through this booklet and for completing the forms. We are looking forward to your child starting and to developing a strong partnership with you, so that together we can ensure your child develops to their full potential and enjoys their time with us.

Yours sincerely,

Coin Street Nursery team

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1. Our Ethos

We believe that children learn best when they are happy and engaged.

Children will learn best through play, whilst in a secure and inclusive environment. At Coin Street we support children to explore their surroundings, encouraging them to become Coin Street Champions who when they leave us will be curious, happy, confident, and independent young individuals. The children throughout the nursery are given the chance to experiment with a range of different resources, supporting them to use all their skills and senses. We never worry about children getting messy or dirty and will always encourage and support children to take part in new activities, however they always have the option to say no. New activities and ideas will always be introduced at your child's pace.

We are an OFSTED registered setting and therefore follow the statutory Early Years Foundation Stage (EYFS).

To support children's development at nursery we mainly focus on the prime areas of learning which are:

- ❖ Personal social and emotional development
- ❖ Communication and language
- ❖ Physical development

We have a well-planned and sequenced curriculum offering children a vast range of activities and experiences ensuring that children can also develop skills in the specific areas of learning which are:

- ❖ Literacy
- ❖ Mathematics
- ❖ Understanding the World
- ❖ Expressive Arts and Design

We treat every child as unique and encourage learning at their own pace. We use Development Matters, a non-statutory guidance document to support our practitioners to identify areas of development for children whilst meeting the statutory requirements of the EYFS.

We follow the children's interests to plan activities, experiences and opportunities that will support their development based on their interests. Children are taken on regular trips and outings so they can have access to daily outdoor play opportunities. Parents are children's first educators, so we expect you to be involved in your child's learning journey throughout their time with us. You will be invited to share your observations from home, we will share our observations and then together we will plan for your child's next steps to support them to reach their full potential.

2. Immunisation Statement

In our nursery we want to ensure that we promote the health and well-being of our community through encouraging parents to immunise their child.

Immunisation is the safest way of protecting children against serious diseases. Some diseases can kill children or cause lasting damage to their health. Immunisation prepares children's bodies to fight off diseases if they encounter them.

As part of our admission process, we ask you to share with us your child's immunisation record in your child's red book.

If your child is not immunised, we will encourage you to go to your GP or to talk to your health visitor to find out more about immunisations.

You can find out more about which immunisations are given when by following this link:

www.nhs.uk/conditions/vaccinations/Pages/childhood-vaccination-schedule.aspx.

Please remember that:

- Immunisations save lives.
- It is important to make sure babies are protected as early as possible.
- It is never too late to have a child immunised even if a child has missed an immunisation and is older than the recommended ages.
- Vaccines are very safe and that it is common for children to have some redness, a rash or swelling where the needle goes in, but this should only last about a day.
- The Measles, Mumps and Rubella (MMR) vaccine does not cause autism.
- When a child is immunised, it helps to protect the whole community, this is important because some children with medical conditions or allergies cannot have certain vaccines.

Please keep your child's records with us up to date. Children in nursery may be at a higher risk of exposure to infectious diseases due to contact with more children and adults than they have when at home. By keeping records up to date, we will be able to quickly identify which parents/carers need to be informed if there is an outbreak of any specific disease.

The following link provides parents/carers with a few vaccination tips.

<http://www.nhs.uk/Conditions/vaccinations/Pages/vaccination-appointment-tips-for-parents.aspx>

3. Child Information/Emergency Contacts

It is important we are aware of any adult who may be authorised to collect your child. If you would like someone different to collect your child, you must call the nursery to let us know and set up a password, (even if they are on the emergency contact list). Persons under 16 years of age are not permitted to collect children from the nursery. These procedures must be followed for safeguarding purposes.

4. Dropping Off and Collecting Children

Our opening hours are 8am – 6pm. Parents/carers drop off and collect children from the nursery door on the first floor of the Coin Street Neighbourhood Centre. Children can arrive from 8am. On arrival the children are registered by nursery staff. Children are usually dropped off by 10am collected between 4.00pm and 5.50pm. If you would like to drop off after 10am or arrive to collect before 4.00pm then please call the nursery to let us know.

Late Collection

We have a policy for persistent late collection of children which includes a charge for late collection of your child. We will work with you to support you as best we can, but persistent late collection can have a negative emotional effect on children, whose welfare is our priority. Please see our terms and conditions for further detail.

5. Unwell Children Policy

Staff at the nursery make every effort to ensure that it is kept free from infections and infectious illnesses. However, children may catch frequent coughs, colds and other minor illnesses whilst attending, unfortunately these are unavoidable. If your child is unwell, please do not bring them to nursery. The nursery is a noisy, busy place and home is the best place for your child when they are ill.

If your child becomes unwell whilst they are at nursery, you will be required to collect them.

We can administer medicine prescribed for your child by a doctor, dentist, nurse, or pharmacist. We will ask you to complete the relevant form giving us written permission.

We are also able to administer non-prescription medicine, (Calpol/Piriton). Prior to giving this medication we will contact you to complete the relevant form giving us written permission.

If your child is suffering from sickness and/or diarrhoea, they are not allowed to attend nursery for 48 hours from the last episode of sickness or diarrhoea. Your child will need to be clear of any symptoms and following their usual diet during this 48-hour period. This is in accordance with guidelines set out by Public Health Agency and the Local Authority.

Children may appear well at home but are not well enough yet to be in a group setting. The nursery team will make the decision if the child is well enough to be in nursery. We ask that you please respect that decision, which considers not only the well-being of your child but also the rest of the children in our care. Their decision is final. If your child has felt unwell before nursery that day and you have administered an infant painkiller e.g. Calpol; we recommend that you keep your child at home until they are better and no longer require painkillers.

6. The key person

Every child will be assigned a key person when they start nursery.

The role of the key person is to:

- **Support your child to settle into nursery**
 - The key person will spend a lot of time with your child to form a strong attachment. This relationship will provide security for your child and give them the confidence to explore their room and to help them start making relationships with other children and adults whilst supporting them to separate from their parents without too much anxiety.
- **Set up and hold a 10-day assessment meeting with you to share how well your child has settled**

- This early meeting shortly after they have begun nursery will give you and the key person an opportunity to discuss how well your child has settled in and how best to plan for their next steps.
- **Set up activities specific to your child**
 - The key person will know your child best and will have the closest relationship with you. They will find out what your child enjoys doing in their play through talking to you, through observations and then plan activities based on their interests.
- **Observe, track and plan to support your child's development**
 - All the staff in the room will make observations on any teachable or 'Wow' moments but it will be the key persons responsibility to collate these to share with you in any meetings.
- **Meet with you twice a year when your child is due to be a focus child.**
 - In this meeting the key person will discuss and review your child's progress with you and plan their next steps
- **Meet with you prior to any planned transitions**
 - This meeting will give you an opportunity to meet with the new key person, discuss the room's routine, hear about your child's development, and plan the transition so they can settle into their new room smoothly
- **Undertake all your child's intimate care routines**
 - The key person (and back up key person) will take the primary responsibility for all intimate care routines i.e., Nappy changing, administering medication (if required), first aid etc.
- **Speak with you daily at handovers**
 - Wherever possible the key person will have a short discussion with you at the end of each day to let you know what sort of a day your child has had. They will also be responsible for updating any diary entries on the Parent Link app
- **Be the first point of call for any concerns you may have**
 - If the key person is not in the room at the time of drop off or pick up or when your child's key person is absent your child will have a named backup key person who will cover all the duties your child's key person would normally undertake daily.

All our staff are very caring and welcoming and any of them would be happy to speak to you about your child's day if you ask them. However, if you have any concerns or worries then please ask to speak to your Senior Early Education Coordinator who will happily have a discussion with you. Please don't be shy, we encourage you to take the time to get to know us all and we will do our best to make you feel welcome and part of our Coin Street family.

7. Settling-in Policy

We aim to support parents and carers to help their children settle quickly and easily by considering the individual needs and circumstances of each child and their families. We want children to feel safe, stimulated and happy in the nursery and secure and comfortable with all staff. We also want

parents to have confidence in both their children's continued well-being and their role as active partners, with the child being able to benefit from what the nursery has to offer.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling into the nursery.

Our experience leads us to believe that children benefit from a gradual introduction to their new environment and the people within it. Attending a new setting for the first time is a very big step in a child's life, even if a childminder or other nursery has previously cared for them. Becoming accustomed to new people, physical surroundings and routines can be disorientating. To aid this transition, it is important that parents/carers maintain a calm and reassuring manner and be available to stay with their child for the first few visits, depending on how the child is settling in.

Our team will work in partnership with parents to settle their child into the nursery environment by:

- Allocating a key person to each child and their family before they start to attend. The key person welcomes and looks after the child, ensuring that their care is tailored to meet their individual needs. The key person offers a settled relationship for the child and builds a relationship with the child's parents during the settling in period and throughout the child's time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Providing parents with relevant information about the policies and procedures of the nursery
- Working with parents to gather information before the child starts on the child's interests, likes and dislikes: as well as completing a baseline of the child's current development to plan, and meet, the individual needs of the child from the first day
- Arranging a home visit in the child's home wherever possible (this can also be conducted online)
- Arranging a settling in schedule that suits the needs of the child and the parent
- Reassuring parents whose children seem to be taking a long time settling into the nursery and developing a plan with them
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Assigning a back-up key person to each child in case the key person is not available. Parents will be made aware of this to support the settling process and attachment
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling
- Not taking a child on an outing from the nursery until he/she is completely settled

The settling in procedure

During the settling in phase, we aim to ensure that your child is supported and that they feel secure. We have a regular settling in schedule; however, as each child is an individual and all children settle in differently, our policy is flexible, and we will adjust to the needs of the child as required. Our settling period takes place over the first week of nursery, regardless of your child's pattern of attendance. Every child attends all week, during their first week.

Day One: Parent/carer and child will be met at the nursery door by the key person and you, and your child will spend 30 minutes together in the room.

During this time, you and your child will be introduced to other children and adults in the room. Your child will be encouraged to explore the room independently with your support. We are not expecting your child to willingly join in with activities, routines or focus tasks, but if they wish to, they can.

Once you have returned home, please talk to your child about your time in nursery, help them to recall the other children and adults and the things that they did.

Day Two: Parent/carer will leave their child for 1.5 hours.

We suggest that you say goodbye to your child once, do not try to leave when they are distracted as this will hinder the settling in process. Tell them that you are leaving and that you will be back by the agreed time to pick them up. Make sure you arrive back on time, or this may upset your child as they see other children being collected. During this session, your child's key person will observe and note down your child's likes, dislikes, areas of interests and assess their ability to stay on their own for longer on Day Three.

When you collect your child, you will be provided with feedback on how they got on and agree the arrangements for the next day.

Again, once home please talk to your child about their time at nursery.

Day Three: Your child will stay for 2 hours.

You will need to be contactable throughout this time, so that if your child becomes distressed you are able to come and get them. Please arrive to collect your child at the agreed time.

Day Four: Your child will stay for 3 hours.

You will need to be contactable throughout this time, so that if your child becomes distressed you are able to come and get them. Please arrive to collect your child at the agreed time.

Day Five: All being well, your child will stay for a full session.

Again, you will need to be contactable throughout this time, so that if your child becomes distressed you are able to come and get them. Please arrive to collect your child at the agreed time.

Parents/carers can telephone to check how their child is doing at any time whilst they are settling in. If your child becomes really distressed, we will ALWAYS telephone you.

Week 2: Your child will attend according to their normal pattern of attendance. Please check to see how your child is faring. If necessary, we can adjust the length of day during this week, and if necessary the following week, to achieve a smooth settling in.

Once the settling in process is successful, your child will be able to start attending on his/her regular days. The settling in process is an important stage of starting nursery for your child. Once settled, children usually attend the nursery quite happily. Our aim is to help you and your child become settled as quickly as possible to help them develop a positive attitude towards being in nursery. Working together to achieve this will mean that your child will be happy and secure during their time with us.

8. Curriculum and Assessment

Our Curriculum

Our curriculum policy stems from our core principles:

- ✓ All children are entitled to high quality teaching and learning
- ✓ Each child is unique, and children learn and develop at different rates
- ✓ Every child has the capacity to learn and develop with the right support. Every child can thrive
- ✓ Children learn best when they are happy and engaged. Meeting children's identified needs and interests helps them to learn and develop in all aspects of learning and development
- ✓ Different aspects of learning require different approaches
- ✓ We collaborate with each other and parents to ensure that children enjoy their learning and are ready for school

We have eight curricular goals that cover all the things we would like our children to know and be able to do. (See the Curriculum and Assessment policy for further details)

Formative Assessment

- **Home visit:** The home visit is the first stage of our assessment process. Every child is offered a home visit, or a virtual online visit. We use this to share and exchange information with parents/carers to ensure a smooth transition into nursery, and to learn more about your child's interests to feed into our planning.
- **10-day assessment:** Once you have been in nursery for 10 days, the key person and parents meet to discuss how your child has settled and to set 'next steps', if appropriate.
- **2-year-old check:** This is a statutory check that shares a picture of your child's development.
- **Special book:** This is a book containing your child's 'wow' moments and significant pieces of their learning.
- **Focus meetings:** Twice a year, your child will be a 'focus child' where observations will be made by all practitioners and gathered to form a picture of their learning and development. The key person will meet with you to share and discuss this. (Additional meetings may be arranged for children that may require additional support)
- **Parent Link App:** We use an app to share some of the children's care routines and significant events with parents as follows:
 - ❖ Explorers: Daily updates highlighting care routines such as eating and sleeping, along with short updates and photos uploaded throughout the week
 - ❖ Investigators will be provided with a weekly update including a more detailed narrative and a selection of photos from the week.

9. Discoverers will receive a weekly update, including photos and a summary of the child's week at nursery.

9. Transitions

Getting transitions right is vitally important to support your child's development and emotional wellbeing. We follow a child led approach to make sure that when your child transitions they are ready for this big change. To prepare for this change, the key person from your child's current room will arrange a meeting with you and the key person from their new room, so that you can agree a date and process for transition, and share ideas about how you can help support the transition.

Transitions normally take place as follows:

- Explorers (3mth to 2yr old) will transition to Investigators (2-3 years) in the month following their 2nd birthday.
- Investigators (2-3 years) will transition to Discoverers the term following their 3rd birthday. This would usually be in either January, April, or August/September each year.
- Transition to school - when your child is getting ready to move onto school, the key person will write a short report that summarises your child's achievements in the prime areas of learning. You may wish to share with your child's school to help them settle in.

10. Adult to Child ratios

The adult to child ratios in our rooms are as follows:

❖ Explorers:	3mth to 2 years:	1 adult to every 3 children
❖ Investigators:	2 -3 years:	1 adult to every 4 children
❖ Discoverers:	3-5 years:	1 adult to every 8 children

To minimise the use of temporary staff each room has a Senior Early Education Coordinator who is not included in the ratios, plus an additional member of staff who works across the nursery to float between the rooms when needed. We also have a housekeeper and 3 members of the nursery leadership team who can support in any of the rooms should any unforeseen staff absences arise.

11. Changes to Bookings/Absence

If your child is going to be absent from Coin Street nursery for either holiday, sickness, or other reason, please contact the nursery by email or telephone in advance or on the day to let us know. As per our terms and conditions we do not offer refunds or the swapping of days missed due to absence, sickness, bank holidays or planned inset days. Our Fees

do not include charges for any planned nursery closure days (inset days) or bank holidays. The cost of these days is removed before working out the annual fee. This annual cost is then divided equally across the 12 months, providing a set monthly fee. If you require additional days or changes to your regular booking patterns please speak to the nursery administrator to see if your request can be accommodated.

12. Useful/General Information

Dress Code

The nursery doesn't have a uniform for children. However, we recommend your child wears comfortable clothes that are easy to change if they get wet or soiled. We strongly advise that you dress your child in inexpensive labelled clothing that is easy to machine wash for nursery. The children are encouraged to take part in all aspects of learning in nursery, we will not discourage them from exploring what is on offer, so they will get messy!

Shoes that are slip on, or have Velcro fastening are best for nursery, as this encourages independence, please also provide a pair of wellington boots for outdoor messy play (preferably a pair that can stay at nursery)

Your child will require a day bag that contains the following:

- Change of clothing x 2
- Nappies as required (if applicable)
- Wet wipes and nappy cream (if applicable)
- Seasonal clothing – scarf, gloves, hat, sunhat
- Sun cream – as required
- Formula/breast milk – as required

If your child is toilet training, please provide us with many changes of underwear and clothing as you can spare (spare shoes are also recommended)

Please **label** all your child's clothing. This is very important as we are not responsible for your child's clothing.

Should anything go missing please speak to your child's key person or a member of the team who will be happy to have a look for missing items.

Hair and Accessories

Please keep your child's hair neat and tidy, for health and hygiene reasons. We advise that hair decorations, bands and beads are kept to a minimum.

Jewellery

We discourage the wearing of jewellery in nursery because it could become lost or broken. Small studs in pierced ears are permitted.

Nappies

Please make sure you provide plenty of nappies and wipes for your child. We will remind you when your child's supply is running out so that you have enough time to provide more.

Toilet training

If you feel that your child is ready for toilet training, please begin the process at home for at least a week before we start the process at nursery. We will begin by introducing your child to the toilet at nappy changing times, we don't use pull ups so please ensure your child has plenty of pants/knickers when they are ready to start. Please make sure they have enough changes of clothes so we can support them if they have the odd accident.

Sleep/Rest times

For our babies in Explorers, we will ask you to share your child's regular sleep pattern and any preferences so that we can offer the same pattern at nursery. Please update this regularly whenever your child's sleep pattern changes. We have cots for our younger babies, our older babies and toddlers use sleep mats. In Investigators children are encouraged to take a rest after lunch at around 12.30pm with most of the children waking by 2pm. If your child has a sleep limit or this pattern doesn't suit your child, then please let your key person know your preferences.

When your child is in Discoverers, we are supporting them to develop skills to ready them for school, meaning most of the children don't sleep during the day. Prior to starting in Discoverers, we recommend that the amount of time your child sleeps is reduced so that they cope better with the transition. We do make exceptions for some children that travel a long distance so please speak to your key person or Room Lead if you feel your Discoverers child will need a nap in the afternoon.

Weather Conditions and Children's Learning

The nursery is very warm all year round so please do not put too many layers of clothing on your child, even in winter. If a child feels cold, we will help them to put on more layers. Children play outdoors throughout the year, in all weathers (within reason). Sand and water play is available throughout the year. If children get wet, they will be changed into dry clothes. Fresh air and experiencing the elements is an important part of their learning and is encouraged.

Circle times/ small group sessions

Children are expected to sit in a small group to take part in planned activities including stories, games, and rhymes for short periods, increasing in length as they get older. We will always encourage your child to take part but understand for some children sitting in one place or following requests from adults can take time. We are always patient with them whilst continuing to encourage them to follow instructions from adults.

Outdoor Play

Explorers have a separate outdoor play area to Investigators and Discoverers who share a larger area. All children are encouraged to make regular use of this space to develop their physical ability through running, riding trikes and bikes and using our climbing equipment. Most days we have water and mud-play available during this time so the children will get wet and muddy. We have all weather suits/aprons available to protect their clothing, children are encouraged to wear these before they get involved in the play but on occasion, they may still get wet or muddy.

Buggy Parking

The buggy park is in our basement carpark (bike lock required)

Food service

The nursery has its own professional chef, who devises the menu, prepares, and cooks fresh, healthy meals for the children. We have a two-week menu which is regularly revised throughout the year. Our chef uses seasonal produce, which is reflected in the menu over the course of the year.

Our mealtimes are:

- Breakfast 8 to 8.45am
- Morning snack 10am
- Lunch 11.45am
- Tea 3.30pm

Prior to starting to nursery, we will ask you to complete a form to notify us of any food allergies your child may have as well as if they have any cultural or religious dietary requirements.

Healthy Eating

We promote healthy eating and are a nut free setting, so it is important that you do not bring food or snacks into the nursery. We have some children with food allergies, which could be fatal if they touch or consume something to which they are allergic to.

Developing feeding skills

In Explorers, we will follow your child's regular feeding pattern whilst they are on breast/formula milk. As they transition to solid foods they will eat with the other children in their room, whilst being supported with their feeding by the team. As they get older, we will encourage them to eat independently so they are ready for their move into Investigators. Once children are being supported to begin to feed themselves, we recommend that you pack a few extra changes of clothes until they start to develop their skills in this area. It's also helpful to let your key person know if your child is a fussy eater or if they have any foods they like/dislike.

In Investigators, the children use open cups and will no longer use bibs so please be prepared for wet/dirty clothes for a while as they get used to this, extra clothing is still recommended during this phase.

The Investigators and Discoverers children are encouraged to serve and feed themselves independently using their knife, fork, spoons, and jugs and to clear their plate at the end of their meal by scraping off any left-over food into the food waste bin. Please let us know if you normally feed your child at home or if your child has any difficulties with feeding or serving themselves so we can support them to develop this skill.

Birthdays

We celebrate children's birthdays at teatime, when the child wears the 'birthday hat' and we sing happy birthday. We understand that this is a special time, but regretfully you will not be able to bring any food or drink for the children, due to some children in the nursery having food allergies.

Trips

We like to take the children on regular local trips that allow us to take advantage of our amazing location. When we go out, we have buggies for our younger children that can accommodate multiple children. For our toddlers and walkers, we have reins. If children can walk, we always try to

encourage them to walk on our local trips unless they have a particular additional need. Trips take place regularly throughout the week and are fully risk assessed and planned. For trips further afield, we will inform you of the details to seek permission ahead of the outing.

Attendance

It is very important that your child attends nursery regularly to gain the maximum benefit and be ready for school. If your child is absent for any reason, please let us know by emailing nursery@coinstreet.org or calling 020 7021 1670. Please let us know the reason for their absence as we may need to let other parents know or notify the local health authority of any serious infectious, notifiable, and communicable diseases.

Personal belongings

We cannot be responsible for any additional items that your child decides to bring to nursery so for their safe keeping please leave toys at home. Children will become very distressed or upset if their things are lost or broken.

Life after Coin Street Nursery

When your child leaves us after a happy and successful time in the nursery, please ensure that you take all their personal property. Their special book will be yours to keep, so remember to take it. We have limited space to store things in the nursery, so we ask that everything is collected within 2 months of leaving. Anything remaining after this time will, regrettably may be destroyed.

13. Keeping Children Safe

Safeguarding the children in our care is of primary importance to everyone at Coin Street. Staff are provided with appropriate training at induction which is regularly updated to ensure they are kept up to date and give the necessary attention to keeping children safe.

The following list is just a few of the ways we ensure children are safe:

- We ensure safer recruitment- all staff are suitably vetted prior to employment including completing Disclosure and Barring checks (DBS). These are then updated every 2 years.
- All staff are trained in First Aid, Food hygiene, Safeguarding, Allergen Awareness, Health and Safety and Promoting Positive Behaviour
- All rooms complete daily risk assessments to ensure the setting is safe for children.
- All trips are risk assessed prior to children taking part.
- All staff and children are required to wash hands prior to handling food, after using the toilet, toileting children, playing outside, wiping noses, messy play activities and contact with animals.
- All staff wear protective aprons and gloves when handling food, or providing intimate care.
- The nursery is cleaned daily by professional cleaners and throughout the day by our housekeeper.
- All toys are regularly washed and sanitised.
- All bedding is used only for an individual child and washed weekly or when it is soiled.

- Accidents and incidents are recorded and regularly reviewed with a view to minimising future risks.
- All children that are sleeping are monitored by staff following our safe sleep procedure policy.
- We follow guidance from weather and UV level reports and use our Sun Care procedures to keep children safe and healthy. Parents are required to provide a labelled sun cream each year for their child.
- We promote healthy lifestyles to all staff and children (healthy lifestyles policy)
- We ensure children are always supervised adequately, whether children are in or out of the building (supervision of children policy)
- We ensure all children with medical, dietary needs are met. We share the information with the whole team and complete daily checks using our dietary procedure (procedure for all children with dietary requirements)
- We ensure any prescribed medication is suitably stored and given in accordance with instructions and witness by a second member of staff.

Copies of key policies and procedures are available upon request.

Safeguarding statement

We have an obligation to report to the relevant authorities any suspicions we have that your child has suffered neglect or abuse, and where necessary we may do so without your consent and/or without informing you. We work closely with the Family and Children's Centre team who may be able to offer early help for families in need of additional support. Please ask one of the nursery team if you would like us to refer you for support.

14. Nursery Communication

If you have a question relating to the education, well-being, or general day to day care of your child, please contact your child's key person. You can email with your query or ask them for a call.

For all general enquires contact nursery@coinstreet.org . This email is monitored by Sarah Hooper, Senior Nursery Administrator, and Eileen Smith, Senior Operations Manager.

You can also speak with the Strategic Head of Family and Children's Centre, or one of the Deputy Heads of Early Years Education, all of whom can be reached on nursery@coinstreet.org

- Jane Christofi Strategic Head of Family and Children's Centre — Contact with anything concerning safeguarding or the overall operation of the nursery. Also, please include if you are contacting any of the team with complaints, concerns, or compliments.
- Fatemeh Mozaffari – Contact about anything concerning SEND or Inclusion, transitions, and new starters.
- Tanitia Lee – contact about anything concerning our day-to-day operations, teaching and learning approach, focus children meetings and school transition reports

Their contact details are:

Email	Phone	Name	Role
nursery@coinstreet.org	020 7021 1670	Tom Unsted	Senior Nursery Administrator

j.christofi@coinstreet.org	020 7021 1676	Jane Christofi	Strategic Head of Family and Children's Centre
f.mozaffari-chinjani@coinstreet.org	020 7021 1671	Fatemeh Mozaffari	Deputy Head of Early Years Education
t.lee@coinstreet.org	020 7021 1675	Rehema Essop	Teaching and Learning Mentor
e.smith@coinstreet.org	020 7021 1672	Eileen Smith	Senior Operations Manager
Your Child's Senior Early Education Coordinator or key person please will be able to provide you with their contact email or you can email them care of the nursery@coinstreet.org address	020 7021 1670	Details on the parents notice board	The primary contacts for you and your child

15. Partnership with parents

We value the partnership we have with our parents. Having a trustful relationship is key to ensuring your child has the very best experience whilst attending our nursery.

To develop this relationship, we would like to hear from you and encourage you to take part in the life of the nursery.

Ways parents/carers can get involved include:

- ✓ Annual parent/carer satisfaction survey
- ✓ Placing comments in the suggestion box (located at the entrance of the nursery)
- ✓ Completing parent info sheets when your child is a focus child
- ✓ Attending focus child meetings
- ✓ Attending parent forums
- ✓ Attending Nursery Open Days, 2 times per year
- ✓ Taking part in Fundraising events
- ✓ Giving personal recommendations, google reviews, day nursery reviews.
- ✓ Speaking to your key person, Senior Early Years Education Coordinator, member of the leadership or office team whenever you need to
- ✓ Emailing any feedback, comments, or suggestions directly to the nursery email nursery@coinstreet.org

Parent Communication/Updates

A general, updating email is sent out to all nursery parents/carers on Friday afternoon

Useful links for parents

Here you will find a range of useful links to support you through parenthood

- [BHFNC](#): resources to ensure babies and young children are getting the recommended amount physical activity
- [Contact a Family](#): advice, information and support for families with disabled children
- [Little People's Plates](#): advice and information on nutrition and healthy eating for young children.
- [NCT](#): pregnancy, birth and parenthood advice
- [Netmums](#): online community for parents from pregnancy through to childcare with information and forums

- [Potty Genius](#): Potty training resources
- [Tax credits calculator](#)
- [The Family Fund](#): helps families with severely disabled or seriously ill children with grants
- [The Infant & Toddler Forum – Ten Steps for a Healthy Pregnancy](#)
- The Lullaby Trust, Public Health England, Unicef UK Baby Friendly Initiative and Basis (Baby Sleep Info Source, Durham University) have a [range of resources](#) for parents and health professionals on reducing the risk of sudden infant death syndrome (SIDS).
- My activity Passport: a government resource with an editable activity checklist for children under 11. [See it here](#)

England

- [Coram Family and Childcare](#): search information available to parents
- [Government advice on paying for childcare](#)
- [Statutory Framework for the Early Years Foundation Stage \(EYFS\)](#)
- [Tax-Free Childcare](#): top ten things parents should know about the new Tax-Free Childcare scheme

Thank you for taking the time to read our short guide, we are all looking forward to meeting you and to being part of your child's learning journey