

# Important information about the nursery

Please ensure you read this booklet carefully

## PARENT INFORMATION



Peekaboo.uk.com

01803 614786

Ofsted Registration number EY500121



# People at nursery

Management team -



Harry - Manager

Hi I am Harry and I own and manage Peekaboo. I am a qualified teacher and have worked within early years for over 10 years. I help out in all key groups whenever I am needed.



Claire - Deputy Manager and Key worker

Hi I am Claire and I am the deputy manager and key worker. I am level 3 qualified and have a level 4 in leadership and management. I work within the room as key worker on a daily basis



Jess - SENDCO, Third in command and Key worker

Hi I am Jess and I help support all children with Special Educational Needs, I am third in command to support staff when Harry or Claire are not available and I am a key worker. I am level 3 qualified.

## **What is a Key Worker?**

Research finds that children flourish best if they have a special adult who knows them really well. Myself and the staff at Peekaboo Childcare have always prided ourselves on how well we know our children. This has also been highlighted and praised by Ofsted during our inspections.

While Peekaboo will always be one big family, it is important that children feel they 'belong', and a 'key worker' will ensure that your child will settle into the nursery as quickly and easily as possible, by developing a trusting and caring relationship with them, which will help build your child's confidence in their new environment.

Our staff will inform you of activities which your child has participated in during the day at pick up time, but 'key workers' have the responsibility for monitoring your child's development in the seven areas of learning, and recording it in your child's interactive learning journey which is updated on a regular basis. They will be happy to discuss this with you during a parent/key-worker meeting and work with you if your child needs any extra assistance in reaching their learning outcomes.

While their 'key worker' will not be with your child every minute of the day (as we encourage interaction between all staff and children) the staff work very closely together to ensure each and every child's development.

All staff will make every effort to ensure they introduce themselves to you personally within the first couple of weeks of your child joining us.

### **Parents evening**

We hold a parents' evening once a term (3 times a year) in the evening for you to come and chat with your child's key worker about your child's learning and development. It is a great opportunity to chat over any concerns you have about your child's learning and development and for the Key worker to share with you all the great learning your child has been doing.

We ask that you try to attend these parents' evenings as it is vital that we have time to share this information with you and to get your input regarding your child's development.

# The nursery day

Look at the fun things that happen at Peekaboo Childcare so arriving on time is essential. We ask that children arrive and leave at their session time only unless there is an agreed reason such as an appointment. Here are the sessions we offer.

Session Name	Times	Cost for under 2yr olds	Cost for 2 year olds	Cost for over 3 year olds	Funding accepted	Food included
Early Bird	7.30am-8am	£4.50	£4.50	£4.50	Yes	No
Breakfast Club	8am-9.15am	£7	£7	£7	Yes	Breakfast included
Morning session	9.15am-12.15pm	£17	£16	£15	Yes	Snack
Lunch Club	12.15pm - 1pm	£4.50	£4.50	£4.50	Yes	No - your child must bring a packed lunch
Afternoon session	1pm-4pm	£17	£16	£15	Yes	Snack
Tea club	4pm - 5.30pm	£7.50	£7.50	£7.50	Yes	Tea included

# Things to bring to nursery

## Wellington boots

We do lots of things outside, but sometimes it is wet and muddy! **Please ensure they are named clearly**



## Sensible shoes only please

Nursery is a journey..... You need the right footwear for the journey!

Please only send your child to nursery in sensible, sturdy shoes or sandals! All footwear must be worn with socks.

Flip flops, crocs etc are unsuitable and unsafe for outside play!



## Bag with a change of Clothes

In case of accidents, but make sure they are not your best ones!

**Please ensure they are named clearly**

**A Wet Bag** - this needs to be a reusable waterproof bag what we can put wet or soiled clothes in. It CANNOT be a carrier/plastic bag. There are lots of wet bags available on Amazon or a swimming bag or old wash bag will do.



## Book Bag

You will have your own special book bag to take home and books are available to take home each week.

## Packed lunch

If you are staying for lunch club, please bring your lunch in a

suitable – **named** – container. Please do not bring anything that is chocolate flavour, covered or filled. We have a no chocolate or sweets rule.

Please do not bring any form of drink or smoothly, we provide water with lunch and milk at snack. Please keep packets to a minimum as your child needs to be able to access the food independently and not have to wait for an adult to open lots of packets.

**We have a complete nut and egg ban at Peekaboo childcare so please... nothing containing nuts and no eggs! This is due to child allergies**  
**All Grapes, olives and cherry tomatoes must be cut lengthways.**

# Food allergies

You must tell us if your child has an allergy to any of the 14 Allergens provided by the food standards agency and the EU Food Information Consumers (FIC) regulation which could be in the food/drink we provide at Breakfast club or Snack. Peekaboo Childcare is a **NUT AND EGG FREE ZONE** and we politely ask parents to be mindful of this rule when making your child's packed lunch. This includes chocolate spreads as these are made with nuts and egg based savoury items such as quiche and scotch eggs.



## Children's Birthdays:

Could we politely request that you do not send in cakes for the children to eat on your child's birthday. With lots of children with different food allergies, it's impossible for us to monitor the ingredients in cakes and we would never want to exclude any child from having any. Therefore, please feel free to send in sweets or treats that we can send home for the parents to decide whether their child can have them or not.

Thank you for your understanding



*Words for life*

# Dummies and Talking



- Babies like to suck, so dummies can help soothe at bedtime or when your baby is tired or cross. But regular and extended use of a dummy can create problems with your child's speech.
- Try to wean your child away from dummies preferably by 12 months
- Make a clean break – throw away the dummy over a weekend or at a time when you have support. Most babies and toddlers will fret for no more than a day or two.
- Dummies prevent babies from babbling – an important step in learning to talk, so only ever use them at set times...like bedtime.
- When your baby cries he's trying to tell you something so try to find out what's troubling him first and use the dummy as a last resort.
- Never dip your baby's dummy into anything sweet. This can cause tooth decay.
- Remember, learning to talk can be tricky so toddlers need lots of practice. A dummy will discourage your toddler from chatting with you which she needs to do to develop her language skills.
- If your toddler is still using a dummy, always ask him to take it out before you talk to each other.

**We will allow dummies only for sleeping and to comfort when a child is distressed or poorly. Please do not send your child into nursery with a dummy in their mouth as then staff have to remove it and it will be distressing for your child.**

# Admissions, Fees & Attendance

**Fees payable are clearly stated on our website.** Fees will be invoiced on a monthly basis payable in advance. When your child is ready to move onto school please advise us **at least** a half term in advance. Withdrawal or changes to attendance **without** half terms written notice will result in the next half terms fees being payable.

**Expectations of attendance** Once parents have selected which pattern of attendance they prefer for their children and enrolled at the nursery, then they have expressed a commitment for their child to attend these sessions. It is not possible to swap days ad hock or refund monies due to non-attendance. Extra ad hock sessions may be available by prior arrangement and will depend on the number of children attending and staff working on the day requested. 'Request extra sessions' forms are available in the parent waiting area.

## When taking a place at Peekaboo Childcare...

### We expect that all children will:-

- attend nursery regularly from the allocated start date
- attend nursery punctually
- attend nursery appropriately prepared for the day.

### We expect all parents and carers to:-

- encourage regular nursery attendance
- ensure that their child arrives punctually and prepared
- ensure nursery is contacted when the child is not attending and contact the nursery on the first day of absence
- contact the nursery regarding any issue that may keep their child off Nursery

## Encouraging attendance

Peekaboo Childcare encourages regular attendances in the following ways-

- by providing a caring and welcoming learning environment
- by responding promptly to a child's or parent's concern about the nursery or other children

## Changing Nursery

It is important that if a family decide to move or change Nursery, that the manager is informed, in writing (forms available from the office) We need to know the date the child will be leaving and starting their new nursery. We will require at least a half terms notice of leaving. Failure to give this notice will result in you being charged for the half terms notice period fees.

**There will be no refund of fees if the nursery has to close due to severe weather conditions. Parents will be informed by our online communication system Family and on our and facebook page. Please always collect your child promptly. Failure to do so could result in infringement of statutory requirements related to our adult:child ratio. We will charge a fee of £5 for each 15 minutes, beyond the pre-arranged collection time, this helps to cover additional staffing costs incurred.**

**Very important** All payments must be made via BACS. We do not accept cash. Fees must be paid by 1st of the month. Any outstanding balance after 5th of the month will incur a 10% increase daily until the invoice is cleared in full. Your child will also be unable to attend their nursery sessions until the invoice is cleared in full. Our

## **Consumables fee - this is charged to all children access their 15 or 30 government funded hours**

Here at Peekaboo Childcare we offer an exemplary nursery with twice 'Good' accreditation from Ofsted along with additional services. Forest School activities, trips out to places such as library, visitors such as puppet shows and animal encounters and our high level of staff:child ratio (to name a few) we believe, is a key factor why parents choose our nursery.

When we opened Peekaboo Childcare in 2014 we had a vision! We wanted to provide a nursery that offered more! A nursery that gave parents choice! But above all, a nursery that we could be proud of and would have wanted our own children to attend, which they have.

The National Framework for the delivery of the code of Practice states:-

***“Providers can charge for snack and additional services. The level of such fees is a private matter for agreement between the provider and the parent. Arrangements for charging for additional services should be clear and transparent”.***

The Department for Education March 2017. Charging parents for additional items or services

***“You should use government funding for childcare to provide 15 or 30 hours a week of high-quality, flexible early education and childcare. You shouldn't use this funding to cover the cost of consumable items, such as drinks, meals or nappies, or additional services, such as baby yoga, music lessons, and school trips. You can charge parents for additional items or services, but you mustn't make this compulsory for any parents taking up a publicly funded place for their child”.***

As explained to you at your initial visit, all three and four year olds are entitled to 15 hours of early education with full access to the Early Years Foundation Stage Framework. Eligible children can access 30 hours. Some eligible 2 year olds are also entitled to 15 hours of early years education. Here at Peekaboo Childcare we endeavour to offer this as flexibly as possible within our opening hours and within the spaces we have available.

**Parents claiming these hours will be charged £12 per week (15 hours) or £24 per week (30 hours) for consumables and extra activities.**



# Famly

'Famly' allows you to have direct and secure access to your child's accounts and sessions and also allows you to contact us and make changes to any details we hold for you or your child. It is where we keep you updated and post letters and notices on the handy 'News Feed'. It is important that you have access to Famly on a regular basis. It is also where you fill in your permissions and enrol your child.

We will also keep you updated on your child's learning and development as well as their daily activities and well being through this platform. You can also add photos and comments to show us how your child is learning at home.

Your invoices will be sent through this platform and you will also be able to access policies, procedures and request and hoc sessions.

You can download the 'Famly' app in any App Store as well as from Famly.co

**Your login details can be created by following the link emailed to you when you first register with Peekaboo. Please check your junk mail for this email if you have not received it in your inbox.**

**It is important that you finish the registration process on your Famly account immediately after receiving the email to create an account. You will need to add all information about your child, you and 2 other emergency contacts. It is vital you keep these details up to date and correct so we have 3 contact points for when your child is in nursery. You must also fill in the PERMISSIONS section before your child can start.**

In the top right hand corner of your Famly account you will find your profile. In the drop down menu you will find your 'Sign in Pincode'. This number is the pincode you will need to sign your child in and out of nursery. Anyone who has this code will be able to drop off and pick up your child. Please only give this code out to trusted family members of friends and treat it like your bank card pin as it grants access to your child.

# **How will I know what's happening at Nursery?**

At Peekaboo Childcare we pride ourselves on our excellent communication with parents. This was also recognised by Ofsted during our inspections.

**Newsfeed via Famly.** We will keep you up to date with what's happening at nursery via the Famly newsfeed. We also post information and updates on Famly on a weekly basis.

**Facebook** - By liking us on Facebook you will receive notifications and be able to keep up to date on what activities the children have enjoyed throughout their nursery week. Please note: you do not have to do Facebook yourself to gain access to our page. Just google us [www.facebook.com/Peekabootorquay](http://www.facebook.com/Peekabootorquay)

**Famly:** Peekaboo Childcare has a firm commitment to environmental issues. We use Famly to send up to date news and any other important information home. We will endeavour to answer all Famly messages within 3 working days. If you have an urgent enquiry it would be better to call the nursery direct on 01803 614786. Please check Famly regularly to ensure you keep up-to-date with all that's happening.

**Website:** Our website [Peekaboo.uk.com](http://Peekaboo.uk.com)

**It is of paramount importance you keep the nursery updated of any changes of your personal details:-**

**New address, new telephone number, new mobile number or new email address. You can do this by accessing your Famly account.**



# Procedure for adverse weather conditions

Please be assured that the staff at Peekaboo Childcare will always endeavour to keep the nursery open during periods of adverse weather. However, sometimes this is just not possible.

As such a significant proportion of our families travel quite a way to attend Peekaboo Childcare, we have to ensure that decisions are made early to inform parents of our plans.

A decision to close the Nursery will only be made if there is a significant risk to the Health and Safety of the children and staff at the Nursery by remaining open. Factors that would contribute to this include; treacherous roads to and from Nursery, failure in the heating supply, insufficient numbers of staff have been able to get to nursery as a result of the weather.

On any given day, notification of our decision on closure will be posted on the Nursery Facebook page and on Famly by 7.00am each morning during the period of severe weather.

Please note: There will be no refund of fees if the nursery has to close due to severe weather condition



# Collection of a Child

## Family Pincode System

**Here at Peekaboo Childcare we take safeguarding children very seriously.**

If someone different arrives to collect a child who we have not been introduced to or never met we follow a strict procedure without exception.

With over 60 children attending our nursery across a week and several different family members/friends for each child doing the nursery run, it is very difficult for us to remember each and every person, but we do our best. If we are ever unsure, we will always follow procedure to ensure the person who has arrived to collect is who they say they are!

Please could you let other people collecting know that they must not take offence if we question who they are even if the person collecting is a close family member. Remember, we are doing our job and safeguarding your children. Please remind anyone who is collecting your child they must have the Pincode from Family. We do not have access to this pincode and we cannot let a child leave unless the person collecting has the pincode.

If someone else is going to regularly collect your child, please add them to your Family account to help us know who they are.

**On occasions when parents or the persons who normally collect a child are not able to, parents must telephone the nursery and let us know the name of the person collecting and their relationship to that child.**

**We will record the name of the person who will be collecting on our staff white board.**

**Depending on the circumstances, we reserve the right to charge for the additional time worked by our staff for late pickups. We will charge a fee of £5 for each 15 minutes, beyond the pre-arranged collection time, this helps to cover additional staffing costs incurred.**

# **I've heard of the EYFS but what is the Early Years Foundation Stage?**

Welcome to the Early Years Foundation Stage (EYFS), which 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.**

Nurseries, pre-schools, reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

## **What is the EYFS Framework?**

The EYFS Framework exists to support all professionals working in the EYFS to help your child, and was developed with a number of early years experts and parents.

In 2012 the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

**If you would like to know more information about the EYFS please see the curriculum section on our website.**

# Infection and illness control

By excluding children, who have certain infectious diseases helps prevent other children and staff from becoming infected.

If your child is unwell please do not send them to Nursery. It is up to you, **not your child** to determine whether he/she is well enough to attend or not. Experience has shown that children who are unwell but say they want to come to Nursery are often overwhelmed when they arrive. A child who is unwell will not learn effectively and could pass on their illness to other children and the staff. If staff become sick, we run the risk of having to close the nursery due to staff shortages.

In the event of a child becoming unwell, or having an accident in Nursery you will be contacted. For this reason it is very important that changes in address and/ or telephone numbers are updated with us.

If your child has sickness or diarrhoea they will not be able to return to nursery till they are 48hours clear of the last loose bowl movement or sickness episode.



Please note that we do not administer medicines to children unless it is completely necessary. If you have a medicine that needs administrating to your child you will need to fill in medicine form when you drop your child off. We will not administer medication that has not been previously administered by the parent for 48hours. We will also only administer medicines that have been prescribed by a doctor.

**PLEASE DO NOT PUT ANY MEDICATION IN YOUR CHILDS NURSERY BAG You must hand it to us**

For guidance please log on to [www.hpa.org.uk](http://www.hpa.org.uk) where you can find information on recommended periods for children to be kept away from Nursery due to illness.

**If you send your child to Nursery sick, you are risking the chance of staff catching the illness and possibly the temporary closure of the Nursery.**

Please note: There will be no refund of fees if your child is off sick or if the nursery has to close due to staff sickness.

## WHAT DO I DO IF MY CHILD IS POORLY AND WHEN CAN THEY COME BACK TO NURSERY?

You need to inform us via Famly using the REPORT SICK function or call the nursery.

### MEDICINES

#### YOU MUST COME TO NURSERY 24 HOURS BEFORE YOUR CHILD IS DUE TO RETURN TO FILL IN A MEDICINE FORM

Type of illness	Can my child attend the nursery	How long should they stay off
Sickness and/or diahorrea	No	48 hours from last episode
Temperature over 37.5	No	24 hours from when raised temperature ends
Chicken pox, hand, foot and mouth, slap cheek and other rash based viruses	No	Until the spots/rash has gone completely - with chicken pox and hand, foot and mouth the blisters must be dried and no open scabs - all of these viruses can take 7-10 days to clear
Cold and cough where the child has green mucus	No	24 hours from green mucus ceasing
Conjunctivitis	No	48 hours from the first dose of eye drops - if no eye drops are given then once the eye has stopped producing green mucus
Thrush in mouth	No	48 hours from first dose of antibiotics
Impetigo	No	Once the rash/impetigo has cleared
Scarlett Fever	No	Not until the full course of antibiotics has been taken. This can be 10 days
ON A NEW MEDICATION FOR ANY REASON	NO	48 hours from the first dose of the medication

**THE MEDICINE IF POSSIBLE. YOU MUST PROVIDE A SEALED AND NAMED CONTAINER FOR THE MEDICINE AND IT MUST BE PRESCRIBED BY DOCTOR, NURSE OR PHARMACIST. WE CANNOT GIVE THE CHILD A MEDICINE WITHOUT A SPECIFIC TIME TO GIVE IT AND WE WILL NOT GIVE IT WHEN WE DEEM IT NECESSARY. THIS INCLUDES ECZEMA CREAMS AND INHALERS.**



# Vision Statement

At Peekaboo Childcare we believe in promoting an inclusive environment which will provide all children with the best possible start in life by giving them strong foundations on which they can build their future and reach their full potential; readying them for the next stage of their lives.

We do this in a safe and stimulating environment where children feel respected, nurtured and comfortable to take risks in their learning, allowing them to develop their independence and resilience. Building positive and nurturing relationships with each other is at the heart of all we do. Through our key worker systems and our strong focus on teaching through play based interactions, we teach children how to be successful communicators, environmentally conscious, skilful problem solvers and have an understanding of how we all play important roles within the communities we live.

Childhood is precious and we aim to enrich these years for our children, giving them rich and meaningful experiences that will stay with them forever.

# Don't stress the mess

The benefits of playing in the mud, the dirt, the water and the sand to a child's health, well being, learning and develop far outweigh the nuisance of muddy shoes, dirty knees and wet socks.

Washing dirty clothes and dirty feet today is a small price to pay for the well documented benefits of playing....

and the childhood memories that will live with your child forever.

Please only dress your child in old play clothes for nursery!  
They will get dirty!



Children:  
100% washable  
Towel dry



# Other Frequently Asked Questions

## 1. What is the background of the nursery?



Alexandra Bithell (known as Harry) Proprietor and Manager

(Qualified Teacher level 7)

Taught in schools for 6 years working way up to the senior leadership team.

Founder of Peekaboo Childcare 2014

My aim was to create a nursery where we put the children first and provide high quality care and education

Any parent's first priority is for their child to be safe and happy – with guidance, learning follows naturally – but as a mother myself, I fully appreciate the demands of busy family life. At Peekaboo Childcare we aspire to the highest of standards in early year's education combined with the flexibility to allow parents to fulfil the commitments of a demanding life.

Peekaboo Childcare opened on 3rd October 2014 with just 30 children enrolled. As our reputation grew and following two 'Good' Ofsted inspection reports, our numbers have increased year on year.

## 2. What kind of activities will my child do in the nursery?

Peekaboo Childcare is committed to providing a varied curriculum that is accessible to all. Throughout the year, we plan many kinds of stimulating activities that challenge and inspire the children. A tailored programme is delivered to each child to cater for their interests and individual learning needs.

We provide daily opportunities for all children to access the outdoor learning environment whatever the weather and when possible we like to take the children on outings to the local parks for forest school sessions and to explore the surrounding area.

### **3. What happens at Breakfast Club, Lunch Club and Snack Times?**

We provide breakfast for the children who are booked in for breakfast club. Last serving for breakfast is at 8.30am. Our menu consists of cereal, toast, yoghurt, fruit with milk or water to drink. Snack is provided around 10am with either milk or water as a drink. At 12.15 the children staying for lunch join lunch club. Their packed lunch (brought from home) will be opened and laid out ready for each child to eat. Lunch club follows a regular routine where all the children and sit at the table and eat together. The children are supported with eating where necessary, yet given full encouragement to be as independent as possible. The children then have snack again around 2pm. Our snacks consist of fruit or vegetables and at times we also offer toast, cereals, milk shakes and other baked goods we make with the children.

### **4. How will you provide drinks for my child?**

Drinks of water and milk are available to children. They are given them at Breakfast club and snack times and lunch club if they haven't brought their own drink. Younger children are regularly offered and encouraged to have water throughout the day. Older children are encouraged to help themselves from our water tables.

### **5. Can you provide for special dietary needs?**

The nursery is able to accommodate all kinds of dietary requirements, so please talk to us if your child needs a particular diet.

### **6. Can my child take a comforter to nursery?**

Lots of children have a favourite comforter like a dummy, blanket or teddy. If parents wish, children can bring theirs to Nursery or they can be brought to the nursery and left in the child's bag for when they need them. We do like to discourage these once a child has settled as experience shows, while they are wandering around with their comforter, they are not engaging in the activities on offer.

### **7. How do you keep the nursery secure?**

Security of the children in our nursery is paramount. We ask all parents/carers to arrive and leave through the same door. We ask parents/carers to sign their child in and out of the building so we always have a record of who is in the building. The door is accessed using a number code. Only staff are given the door code. Our gates must be closed and by everyone every time they use it.

### **8. What happens when my child's nappy needs changing?**

Children are checked every 3 hours and before mealtimes. Any child, who has soiled, will be changed immediately. All nappy changes are recorded by staff on Family for you to see.

### **9. Can I see your Ofsted reports?**

Since opening in 2014, Peekaboo Childcare has been accredited 'Good' by Ofsted twice and both reports can be found on Ofsted website.

### **10. Can I see the nurseries policies and procedures?**

Our policies and procedures, terms and conditions can be found in the nursery office for you to view at any time, they are also on our website to be viewed at home.

### **11. How qualified are the nursery staff?**

Peekaboo Childcare prides themselves on having fully qualified, experienced staff employing some of the best early years practitioners in the area.



ALL staff in direct contact with the children are fully qualified in First Aid training which is renewed every 3 years.

### **12. What happens if my child becomes ill whilst at nursery?**

If your child becomes sick when in nursery we will telephone you straight away to let you know. If you are unavailable, we will call the emergency contacts provided on your enrolment form.

The nursery follows rigorous cleaning and hygiene procedures to keep exposure to infectious diseases at bay. If a child in the nursery shows signs of having an infectious disease, or is not coping with the day, we will send them home straight away. This will help us to ensure that it does not spread throughout the nursery. This includes children vomiting or suffering from diarrhoea.

### **13. What happens if I am going on holiday?**

If you are going on holiday or taking your child out of nursery, we would appreciate notice so that this can be recorded on the register. There are no refunds for children absent from nursery. You can use the HOLIDAY function on Family to let us know these dates.