



**The Parish of
Langdon Hills**



ST JOHN'S



St John's



Childcare

Parent Handbook

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Introduction

It is with great pleasure that we welcome you and your child to St. John's Childcare. This welcome handbook will provide you with the information to help settle you and your child here at the setting. We are here to support you and your child during their settling period, which we hope will be a smooth transition.

St John's Childcare aims to provide high quality care and education for children primarily below statutory school age, work in partnership with parents to help children to learn and develop, add to the life and well-being of its local community and offer children and their parents a service which promotes equality and values diversity.

Sessions

We are able to offer the following sessions to our parents:

Session time	Session time	School Age	3-4 years	2-3 years	Under 2
Breakfast Club	7:30am – 9:15am	£4.20	Flat rate of £4.21 per hour across all sessions	£4.40	£4.50
Early Drop	8:45am – 9:15am	£2.10*		£2.10	£2.10
AM Session	9:15am – 11:45am	£10.53*		£11.35	£12.60
Lunchtime	11:45am – 12:30 pm	£3.16*		£4.75	£4.75
PM Session	12:30pm – 3:00pm	£10.53*		£11.35	£12.60
After School Club	3:00pm – 4:00pm	£4.30		£5.25	£5.70
After School Club	3:00pm – 5:00pm	£8.20		£9.75	£10.10
After School Club	3:00pm – 6:00pm	£10.30		£12.00	£12.80

* holiday club prices

Please note: Dinner will be served to those children who are booked in until 6:00pm after school club.

If you would like to amend your child's attendance, please fill in a session request form. We require half a terms notice if you wish to reduce your child's days/sessions. If you would like to increase your child's days/session, please speak to one of the childcare managers who will be able to look into your request.

Starting at St. John's Childcare

The first day can be a big step for both children and their parents. It is important your child feels comfortable in their new environment, which is why we encourage parents to come along with your child to have a look around before starting. During the settling in visits, parents are welcome to spend some time in your child's new room. This will enable you and your child to get used to the room and the staff within the building.

When arranging the settling visits, we will work with parents to decide when a suitable time is for you to come along for these. Some children will settle quicker than others, therefore the amount of settling sessions and the length of the visit will be determined by how your child gets on. You will also be introduced to your Key Person during the settling visits. During the settling visit, your child's key person will ask a variety of questions in order to get to know your child (all about me form). This is an opportunity for you to share any relevant information about your child, in order to help them settle. This will include any information regarding sleep, bottle feeds, likes and dislikes and where your child is within their development before starting. This gives the Key Person a brief understanding of what they will be working on with your child when they start.

Your child's key person will track their development during the time they are here. They will have their own 'learning journey' that includes any work your child has done and their achievements. In the book is a development guide,

which will follow your child's progress through their whole time they are with us. Through getting to know your child during the settling visits, the Key Person will be able to see what they have already achieved, and where your child's development is going.

We provide refreshments for the children (snacks, lunch and afternoon tea). If your child has any dietary requirements, please discuss this with the key person who will be able to help. Your child should bring a named bag that has their belongings in. We ask that you provide a change of clothes as the children are provided with various activities throughout the day. Parents of young children will need to provide nappies, wipes and if required formula milk and also the bottle they use at home. In our Rabbit Room we have a soft shoe policy; therefore we ask that the children have separate indoor and outdoor shoes.

Children should be dressed suitably for pre-school. Those children that have their ears pierced, we ask not to wear hoop or dangly earrings, as these are easily caught. We do prefer children to wear small studs in their lobes. If the earrings are to fall out during the day, the staff will do their best to find the earring, however this is not always possible. If found, the earring(s) will be placed in an envelope and handed to you at the end of the session. The staff are not permitted to re-insert the earring.

There is a uniform available to order for St. John's with the logo on: Polo top, sweatshirt, cardigan, pinafore dress, fleece jacket, reversible coat and summer dress. It is not compulsory for the children to wear the uniform. Throughout the day, the children will have a variety of activities on offer, including 'messy' activities. We advise parents to dress their children in older clothing, that they do not mind getting dirty or alternatively wearing the uniform. Aprons are provided for such activities.

If you would like to place an order for the uniform, we have order forms to fill out. Please ask at the office for a form, which has the price list on. You can choose to pay when you place the order, or upon collection of the items.

The prices for uniform are:

Sweatshirts	£8.50 each
Polo shirts (White, Navy or Light Blue)	£8.50 each
Summer Dress	£14.65 each
Sweatshirt Cardigan	£10.50 each
Pinafore Dress	£9.25 each
Fleece Jacket	£13.00 each
Reversible Coat	£18.50 each

Each room is designed to be welcoming for the children. Children's work is displayed in the rooms and around the building. There is a parent notice board which that has any upcoming events, menus and other information parents may need. There is also a team board, for the parents to know who the staff are in the building.

Each of the rooms has age-appropriate toys for the children and a variety of resources for them to use throughout the day. We provide sand/water throughout the day, a book area, cosy area, creative area and will provide maths and literacy activities. We have various resources for the children to use to develop their ICT skills; such as computers that the children can access. Children that require sleep during the day will be offered a snooze mat to rest on, away from the other playing children. If the child needs some quiet time, they will be offered the use of the cosy area.

The team will give you a short verbal feedback at the end of each session, to find out how your child has been and what they have enjoyed exploring. Children under 2 will receive a daily sheet with meal, nappy and sleep times. The team will give you a short verbal feedback at the end of each session.

Home Links

The team in the room love to hear what the children have been doing at home, therefore we encourage parents to bring in pictures of what you have been up to or talking to the team about what you have been doing. It is also a great idea to let the team know of any development the children have made whilst at home. We follow the children's development using the EYFS (Early Years Foundation Stage) and the milestones the children should be meeting. Sometimes the team may not see certain developmental milestones that the children are capable of; this is when it is a great idea to let the team know. They are then able to mark of on their development sheet, what they can meet at home as well.

It is also a lovely idea to bring any resources from home, such as sticks/leaves/toilet roll tubes to the setting, for the children to use during craft activities. If you have any photos of days out/holidays/family you would like to print off, these can be put into the children's learning journeys. It is a lovely idea for the children to look through their learning journeys and look back through what they have been doing with their family. This enables the children to discuss with their friends what they can see in their pictures, again helping with their communication and social skills.

Parents Evening

Throughout the year you will be invited in to the setting, for a parents evening. This is a chance for you to come, have a short talk with your child's key person, and discuss their development and to look through their learning journey. You are welcome to talk with your Key Person at any time if there is anything you would like to discuss, or if you have any concerns.

Holiday Club

You will have been given a school term date's calendar, which shows our holiday club sessions; these will be highlighted. Before the holiday club, you will be given a booking form to request the sessions that you would like for your child.

What is the Early Years Foundation Stage?

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

The EYFS ensures all childcare providers are meeting the needs of individual children. The EYFS is set out into three prime areas and four specific areas. The prime areas are: Personal, Social and Emotional, Physical Development and Communication and Language. The specific areas are: Literacy, Mathematics and Understanding of the World and Expressive arts and Design. The ages of development for each area are broken down into: Birth – 11 months, 8 – 20 months, 16 – 26 months, 22 – 36 months, 30 – 50 months and 40 – 60+ months.

The EYFS sets out the legal welfare requirement that every provider must follow to ensure your child is safe and to promote their welfare whilst in their care. The EYFS states how many staff members are required in each room

during the day. We ensure we follow the ratios of: Under 2's - 1 adult to 3 children, 2-3's - 1 adult to 4 children, Over 3's - 1 adult to 8 children.

The children are continuously learning through their play at all times. To help parents understand their child's development, the Department for Education created a document called 'What to expect when'. Parents are able to see at various ages of development what stage of development their child should be at. You are able to find this by searching 'what to expect when' on Foundation Years.

School Ready

During your child's time at St. John's Childcare they will work on all the areas of development: Personal, Social and Emotional, Communication and Language, Physical, Mathematics, Literacy, Understanding the World and Expressive Arts and Design. The last year your child is with us, the year before they join reception class in school, we work on 'preparing the children for school'.

The schools in the local area do encourage for the children to be toilet trained by the time that they join the school. Personal, Social and Emotional development is a key skill for the children when they are going to school. The schools also like to see that children are able to work within their friendship group, and be able to make friends when they join the school.

The children will work on their pencil control, through a variety of different activities. The staff in the room will show the children how to hold their pencil in the correct way when writing and provide various activities to encourage writing their name. We offer lots of different activities for writing names, such as using a finger to make marks in sand, painting to gain control over a mark making tool and following their name with their finger to understand how the letters in their name would be written. The children will look at the letters within their name and begin to recognise these, and then will look at the further alphabet. The children will work on the sounds of the letters, however all of the schools in the local area will teach phonics a different way. We keep this in mind when teaching the children the sounds, and try to not put too much emphasis on phonic sounding.

The children will look at numbers, beginning to recognise the values of numbers and how to write them. The staff will encourage children to sit down and talk about the numbers they can see and categorize into amounts. This will help the children for school as they will move on to grouping numbers.

The children will be encouraged to choose what they would like at meal times, as this is what is expected of them in school if they were to have school dinners. The children will also be encouraged to serve themselves drink at meal times from small jugs, as again this is encouraged when they are at school.

Special Educational Needs and Disabilities (SEND)

We are committed to the integration of children with special needs and aim to provide care and education for all children. We will ensure that appropriate action is taken when the staff, parents or other relevant parties identify that a child has special educational needs. The nursery management will help to promote the welfare and development of the child in partnership with the parents and relevant agencies. We are committed to working alongside parents, in the provision for their child's individual needs to enable us to help them to develop to their full potential. St. John's special educational needs coordinator (SENCO) is Mrs Michelle Ball.

Our menus, allergies & Dietary Requirements

There is a variety of choice for the children during their day with us. The food we serve to the children is freshly prepared and cooked on site. The children are offered milk and water at meal times and are encouraged to drink water throughout the day. We follow a four weekly menu which is available to see in the setting. We follow a healthy eating policy for children and ensure there is a variety of food on the menu for the children. The children are offered breakfast, a morning snack, lunch, an afternoon snack and dinner. Children who attend the breakfast club will be offered breakfast and children who are in the afterschool club until after 6pm will have dinner. Our menu follows a 'no nuts' policy, however we cannot guarantee we are a nut free building as there are other groups who use the setting and they may bring products in that contain nuts. We are able to work alongside parents to cater for their child's allergies.

Illness

We have we have a set guidance on when to keep children off and for how long they should be kept off. This also applies to our staff, to stop any infections being passed around the setting.

If your child becomes unwell whilst with us at the setting, we will monitor any changes to their health and will notify you of this as soon as we can. If your child shows any of the following symptoms, we will contact you to advise your child will need collecting.

Around the setting you will see the 'please keep me at home if' posters. We encourage parents to keep children at home if they have any of the following signs and symptoms:

Vomiting – Two or more times of vomiting in 24 hours. Please do not return for a minimum of 48 hour since the last bout.

Diarrhoea – Two or more watery stools more than usual. Please do not return for a minimum of 48 hours.

Head lice – Please do not return until you have completed the first round of treatment.

Eye infection – Red eyes with white or yellow mucus without prescribed medication

Sore throat – Along with a fever or swollen glands.

Feeling unwell – Lethargic, tired, pale, lack of appetite, confused, cranky and needing one to one care.

Fever - Along with sore throat, persistent cough, croup, rash, vomiting, diarrhoea, a pain or needing one to one care.

Rash – There are many types of rashes that children can develop, therefore we recommend you seek medical advice about the rash before coming to the setting.

If you have any queries regarding your child's health, then please phone the setting before bringing your child in, just to confirm whether they will be allowed to come in or best to keep them off.

We are able to administer prescribed and non-prescribed medication with your permission. When bringing your child to the setting, you will need to speak to the class supervisor to discuss the medication. The supervisor will then ask you to fill in a medication form; with the instructions you would like us to follow. Medication is always administered by a senior member of staff, and also a witness present.

If your child becomes unwell whilst in our care, we will inform you as soon as we are able to. If your child develops a temperature, we will contact you to inform you of this and seek permission to give them a temperature reducing medication (Calpol, or Ibuprofen). We are only permitted to administer one temperature reducing medication. If your child's temperature continues to rise, or doesn't reduce after one dose of temperature reducing medication, you will then be contacted to collect your child.

Medicines

If your child is unwell and needs to be given medication during the time they are at St. Johns you will be required to complete a medicine form. Any medication that is prescribed by a doctor will need to have a doctor's label on the medication clearly stating the child's name and the dosage required. Please note without this prescription label, we are unable to administer the medication. We are able to give 'over the counter' medication, however you will be required to complete a medicine form, providing your consent to give the medication.

Accidents

If your child has an accident whilst at St. Johns Childcare, a team member in the room will complete an accident form detailing what happened, any marks that are present, what treatment was given and who was present when the accident happened. This information will then be passed on to parent/carer when collecting their child. A team member will ask you to read and sign the accident form. If your child suffers a significant knock/bump to their head, then a member of staff will call immediately to inform you of this.

If your child has had an accident at home and there are marks present when they come to the setting, we ask that you inform the team of these so they are aware.

Biting

Evidence suggests that up to a quarter of all children will bite others at some stage of development. Here at St. John's we understand that this will be a difficult time for parents, whether it is your child has been bitten or your child biting others. There are many reasons why a child may bite, such as exploration, attention and frustration. Here is some information on how we would deal with a biting incident and what steps we take to protect your child's health and safety whilst in our care.

Why do some children bite?

Teething – when children are cutting teeth, their gums can become swollen causing pain and discomfort. This is often relieved through biting or chewing on something.

Exploration – babies and young children explore the world around them using their senses. Young children do not always know the difference between gnawing on a toy and biting someone.

Attention – when children are in situations that they feel they are not receiving enough attention, biting is a quick way to gain someone's attention.

Frustration – children can be frustrated by a number of things such as; wanting to be independent and do things for themselves. Children that are yet to communicate can often become very frustrated when they cannot communicate their needs. This can lead to biting as a sign of their frustration.

The supervisors and management in the setting will work with you to determine why your child has been biting. The biting may have been an isolated incident; however we will always investigate what happened just before the incident. If we can identify a possible trigger for the biting incident we will then make changes to reduce or remove the cause. We may increase the supervision of a child that is biting so that we can support them to find different ways to express themselves.

What can you do about biting?

Whether it was your child who has been bitten or your child who has been biting, we understand that this can be a distressing time for parents. Your child's key person or other team members in the room are there to support you along with the management team, with any concerns you have. Please remember that staff cannot give you any details of other children within the setting, so they will not be able to disclose to you any information regarding the biting.

What happens if my child is bitten?

Your child will be comforted and reassured. The bite wound will be washed with warm soapy water and cleaned with an antiseptic wipe. If the wound is bleeding, it will be allowed to bleed and not covered to reduce the risk of further infection. If the bite has broken or bruised the skin, you will then be contacted by telephone to make you aware that your child has been bitten. If the bite has broken the child's skin, under the Health Protection Agency guidelines you will need to seek medical attention. This could be through your GP or an Accident and Emergency department. When you collect your child there will be an incident form completed with all the information about the biting incident and any treatment given.

If a child's reoccurring behaviour is having a negative impact on your child/ren's experience at nursery, we will work closely with all involved to reduce and eliminate these issues. If all procedures are exhausted, then we may have no choice but to re-evaluate if the nursery is able to meet the child's needs.

Toilet training

There is no perfect time for your child to start toilet training, however as soon as your child starts to show signs, it is a good idea to start getting them to use the toilet. Some of the signs to look out for are: knowing when they have a wet or dirty nappy, understanding when they are passing urine and may tell you that they are doing it, the gap between wetting is at least an hour, they show the need to go to the toilet by fidgeting or going somewhere quiet or hidden or they know when they need to go to the toilet and may say so in advance.

Toilet training is not a process that will happen quickly and there will be lots of accidents along the way, however it is important not to be too disheartened when your child has an accident, as this can cause them anxiety about going to the toilet. When they are successful on the toilet, it is important to praise your child. Giving rewards is not always a good idea, as they begin to expect this every time, however a sticker chart works well.

It is important to leave a potty around for your child to see and use throughout the day. It is also helpful to let your child see you using the toilet and to explain what you are doing. Having the potty around when you are changing your child is helpful, as this enables your child to become comfortable sitting on the potty and to begin the process of toileting. It is important to have potties around the house, as there may be a time when your child wants so sit down and there isn't a potty available.

Encourage your child to sit on the potty after meal times, as this is usually when they will need to use the toilet. If you notice that there is a specific time your child goes to the toilet in their nappy during the day, this is a good time to start leaving their nappy off and encouraging them to find the potty when they need to go.

It is personal preference as to what you put your child in when starting toilet training; however keep in mind that training pants are a better idea to use when your child has some control over using the potty. The training pants are a good idea when your child has a little slip up.

Behavior

At St. John's Childcare we promote positive behavior using positive approaches to the children. We provide a stimulating environment for the children to learn in throughout the day. Through building a strong relationship with children and their parents, we are able to understand every child's individual needs. We ensure that our team follow the positive behavior strategy whilst talking to the children, this is:

- ❖ The children are given the opportunity to participate in small and larger group activities to be able to understand the boundaries of waiting and turn-taking.
- ❖ Giving the children praise and encouragement whilst they are playing.
- ❖ Children's work is displayed around the setting, so you are able to see what your child has been achieving.
- ❖ Children are encouraged to speak to an adult if they receive any unwanted behavior, to speak to an adult who will help resolve this.
- ❖ The children are given a clear understanding of what the rules and boundaries are of the setting, to follow during the day.
- ❖ Indoor and outdoor activities are provided to the children throughout the day, so that they are stimulated in different environments.

To ensure that we are meeting children's individual needs, we provide activities for the children that they are able to succeed at. By giving the children activities they will succeed at, will eliminate any unwanted behavior at this stage.

Partnerships with parents

Throughout the year we offer different events for the parents, to be able to come into the setting and speak to their child's key person and also to see what their children get up to. We hold parents evening's throughout the year for parents to come in, and we also hold stay and play sessions for the parents throughout the year. This enables parents to come in and participate in activities with their children in their room. We also hold various events throughout the year that parents are invited to such as sports day and teddy bears picnics. Parents will be updated throughout the year with any events that will be going on. These will be sent out via email, on our Facebook page (St. John's Childcare) and also posters in the setting.

Data protection

We follow the GDPR data regulations for any information that we hold regarding your details and any information we hold on your child. If we require any information from you, we will ask for this and ensure that this information is kept securely.

We ensure parent and child confidentiality. If there is any information regarding your child discussed, we will ensure this is kept confidential between parents and the staff. If any outside agencies are involved with the development of your child, we will seek permission from parents before we make any contact with these. Any documents regarding a child from outside agencies are kept securely in our childcare office. These documents are confidential therefore will not be shared with anyone unless involved in the child's care.

Free education and childcare for 3-4 year olds

15 hours free childcare - All children aged 3-4 years are eligible for 15 hours of state funded nursery education per week over thirty-eight weeks of the year from the beginning of the term after their third birthday. Parents who seek integrated care and education can access this funding at St. John's Childcare, and the value of the funding will

automatically be deducted from their fees. To comply with Government requirements for funding to be provided we have to remain open for 39 weeks each year. It is therefore necessary for the setting to charge the current rate of fees for 1 week period to cover the shortfall and enable us to stay open.

30 hours free childcare - You may be able to get up to 30 hours free childcare. If you're eligible for the extra hours, you can sign up online to get a code to give to us to reserve your place. You'll get the extra hours once the next term starts. You can usually get 30 hours free childcare if you (and your partner, if you have one) are:

- in work - or getting parental leave, sick leave or annual leave,
- each earning at least the National Minimum Wage or Living Wage for 16 hours a week - this is £125.28 if you're over 25.

This earnings limit doesn't apply if you're self-employed and started your business less than 12 months ago.

You're not eligible if:

- your child doesn't usually live with you,
- the child is your foster child,
- either you or your partner has a taxable income over £100,000,
- you're from outside the EEA and your UK residence card says you can't access public funds.

Free education and childcare for 2-year olds

Your 2-year-old can get free early education and childcare if you live in England and get one of the following benefits:

- Income Support,
- income-based Jobseeker's Allowance (JSA),
- income-related Employment and Support Allowance (ESA),
- Universal Credit - if you and your partner are on a low income from work (this usually means a combined income of less than £15,400 a year after tax),
- tax credits and you have an annual income of under £16,190 before tax,
- the guaranteed element of State Pension Credit,
- support through part 6 of the Immigration and Asylum Act,
- the Working Tax Credit 4-week run on (the payment you get when you stop qualifying for Working Tax Credit).

A child can also get free early education and childcare if any of the following apply:

- they're looked after by a local council,
- they have a current statement of special education needs (SEN) or an education, health and care (EHC) plan,
- they get Disability Living Allowance ,
- they've left care under a special guardianship order, child arrangements order or adoption order.

If you're eligible the free early education and childcare:

- must be with an approved childcare provider ,
- starts from the term after your child's 2nd birthday.

Invoicing & Fees

Fees are invoiced on a termly basis. 50% of termly fees should be paid by the due date on the invoice, with the remaining 50% paid at the start of the half term during the term invoiced. If payment is not made by the end of the term, then a £10 administration fee will be added to your invoice. Should no attempt be made to clear outstanding fees, we reserve the right to withdraw your child's place until a payment has been made.

Electronic payment of fees is always the preferred method of payment. Fees can be paid using online banking facilities. Our bank details are as follows:

Barclays Bank

Sort Code: 20 04 96

Account Number: 40691690

When making payment we ask that you always quote your child's full name as the reference. We also accept card payments, and cheques. Fees are reviewed annually and usually in the summer term.

Childcare Vouchers - Direct payments of childcare costs by employers or via childcare vouchers are exempt from income tax and National Insurance up to a maximum of £243 per month. This saves employees between £18 and £46 per week, depending on their tax rate and whether one or both parents pay this way. Parents may ask for part of their salary to be sacrificed in return for direct payment or childcare vouchers whilst the employer will save on Employers National Insurance too. Parents who choose this method of payment remain responsible for the whole fee until payment is received. Please note that each childcare voucher company has a separate unique reference number. If your employer uses another voucher scheme please contact the childcare manager prior to setting up payments to see if we can accept these.

We do not charge for bank holidays, and the weeks that we are 'shut down'. If however, your child is absent for any reason i.e sickness, holiday you will still be charged for the sessions/days as our running costs will be the same as your child's place is being held.

Receiving and Releasing Children in our Care

It is imperative that parents work closely with us and support the procedures that are in place.

- A child will only be released into the care of someone who is known to be the child's parent/guardian or an appropriately authorised person. If parents wish to authorise another person to collect their child this should be in writing. We also have a password procedure.
- If an unauthorised person comes to collect your child we will endeavor to telephone you. If we have any doubts access will be refused.
- Parents must adhere to our controlled entrance procedure in order to ensure the safety of all the children in our care. Only members of the nursery team are permitted to open the door to allow access into the setting. It is strictly forbidden for parents to walk through the door and allow access to others, including parents they may recognize.

Late collection of a child

Parents must discuss with management, as soon as possible, if they are having difficulty with collecting their child on time. Persistent lateness will incur a fee of £2.50 for the first 15 minutes and £5 for every subsequent 15 minutes thereafter. After one hour, if you have not been in contact and we have not been able to contact you or any of the authorised persons recorded on your child's registration form, the Manager will assess the situation and then contact the Duty Social Worker.

Designated Person

All those who come into contact with children and their families have a duty to safeguard and promote the welfare of children and take steps to prevent the physical, sexual or emotional abuse of all children with whom they may come into contact with. There is a specially trained designated person in each location typically the Manager who is responsible for child protection issues and for liaising with the appropriate agencies. St. John's designated person is Mrs Theresa Cobbing.

St. John's Childcare adhere to 'What to do if you are worried a child is being abused' and the SET (Southend, Essex and Thurrock) Joint Child Protection Procedures.

www.escb.org.uk

Thank you for choosing St. Johns Childcare, we look forward to welcoming your family and supporting your child through their development.