

Parents A -Z

Guide to Poplars

If you require a full breakdown of our policies & procedures, please ask.

Poplars Daycare Nursery
Wanborough Road
Lower Wanborough
Swindon
SN4 0AA

Tel 01793 790774
Ofsted Reg EY337327
www.poplars-nursery.co.uk



A

Accidents

Young children can and do bump during the course of play and development. These injuries are usually minor and may result in bumps, bruises and occasionally small cuts. The staff at Poplars working with your children are trained in Paediatric first aid and they are retrained every 3 years. They will administer first aid when needed. We record all accidents, non-witnessed injuries and incidents, as well as pre-existing injuries that can happen at home. We will seek emergency medical treatment when necessary.

Adverse Weather

In extreme weather conditions we may decide to close the nursery due to health and safety concerns for the staff and children attending. We will endeavour to keep parents informed at the earliest possible time. We will use our Facebook page in these situations. Please look for us under '*Poplars Daycare Nursery & Pre-school*' and like us.

After-school Collection

We collect from Wanborough school Monday to Friday, Covingham school on a Thursday and Grange Federation Tuesday to Thursday. (We may increase days if there is a demand for service). Sessions not attended due to holidays, sickness, school trips etc will be charged at normal

rate. When Wanborough school finishes at 1.15pm we will collect at that time at the end of term.

Allergies

We have a number of children who have allergies and dietary requirements. During settling in we will discuss your child's dietary needs. The kitchen and other staff will be made aware of the requirements, and an alternative dish will be made for your child. You are required to keep us updated in writing of changes to your child's need. If your child has been prescribed an epi-pen we will require a care plan before they start at the nursery. We aim to be a nut free setting.

Antibiotics

Children who are prescribed antibiotics will not be allowed to return to nursery for at least 24hours after receiving them (liquid & cream forms). This allows the antibiotics to take effect. We will administer them as prescribed for you so long as we have originally packaging and a signed consent form.

Attendance

Please call or email if your child is not attending their booked session. In line with the new EYFS guidance we are required to monitor children's attendance to setting.

B

Behaviour

We guide children with explanation and praise where possible. Sometimes we will need to tell your child off if what they have done is dangerous or hurtful to themselves or others. We will keep you informed of these instances. If we have concerns over a particular aspect of a child's behaviour, we will speak to you directly and come up with an action plan. We will work closely with parents to help children and their behaviours but if we feel it appropriate, we may involve outside agencies, you will be kept informed at all times.

Bank Holidays

Poplars is closed on bank holidays. If that is your child's normal day to attend, then normal charges will be applied.

Birthdays

We love celebrating birthdays, if you would like to bring in a cake for your child to share with their friends, please can we have a shop bought cake in its original packaging so we can check for allergens. But please ensure that it is nut free and that it is relatively confectionary free too.

Buggies

We are happy for buggies/car seats to be left at the nursery during the day but please name them.

C

Changes to attendance

All changes must be made in writing preferably through email. Notice needs to be one month's. We will agree all changes in writing.

Chickenpox

Children with chicken pox are excluded from nursery until all the spots are scabbed over in line with Public Health Guidance.

Child Protection

All our staff receive regular training in safeguarding children. There may be times when we will have to have difficult conversations and ask awkward questions of parents. We will always act in what we believe is the best interests of the child and we may involve external agencies for advice or further action. We will keep parents informed of all our actions as long as we believe this does not put a family/child in further danger. If a child makes a disclosure to us, we are duty bound to record and act appropriately on the information shared. We will never question a child directly, but we will record and share information with the appropriate authorities and will share records with other establishments such as schools, when the child transitions.

Encompass - Safeguarding

We are registered with the National Operation Encompass Service. This means that if the Police attend a Domestic abuse incident and the child attends our setting we are notified.

The designated Child Protection Office is Rosaleen Monk and deputy officer is Caroline Webb.

Christmas

We close on Christmas Eve at 3.30pm on the last working day before Christmas currently. We will re-open on the first working day in January.

We also close early on a Friday in December for the Children's Christmas Party. The date will be on the overview calendar.

As per our terms and conditions this day is charged at normal rate,

Clothes

We recommend that all children bring in a bag with spare clothes. We ask for all clothes to be named. We also ask that your child is brought to nursery in clothes that they are comfortable in and can get dirty. We ask that footwear is appropriate and allows them to run around safely and confidently. Please ensure that clothing provided is suitable for the time of year. Winter - coats, waterproofs etc Summer - Hats. **We go outside daily.**

Collection

If you are arranging for someone else to collect your child, please ensure you have informed nursery with a password if we do not already know them. Please ensure that you arrive in plenty of time to receive a handover from a member of staff, parents/guardians of children who are collected late will be asked to sign a late form regardless to how late you are.

Compliments/Complaints

We welcome feedback. Please ensure you let us know what we are doing well. In regard to aspects that you are unhappy with please raise it with us. Depending on your concerns you can either speak directly to your child's key worker, talk to the Senior of the room or address it with the management team either over the phone, through email or directly by popping into the office.

We have a full compliments and complaints policy.

Contagious conditions

Children with contagious conditions such as impetigo will need to be having treatment to return to nursery. Impetigo readmission will be based on treatment being sought.

Sickness & Diarrhoea - we exclude children for this, and they must be clear for 48 hours before returning to nursery. Please ask for further info on illnesses. We follow Public Health Guidance.

D

Defibrillator

We are very lucky to have a defibrillator at the nursery, our staff have been trained in using this but we hope it is something we never have to put into practice.

Diversity

Poplars celebrate diversity and welcome staff, children, parents and carers of all nationalities, colours, creeds and ability.

E

Events

We hold several social events throughout the year, such as a Children's Christmas party and Picnic.

The Christmas party we do off site so we request that all children are collected on a Friday afternoon in December by 3.15pm so we can go to a fun location and hold a large Christmas Party for everyone. To attend this party, you will need to buy a ticket in advance. The Picnic is done on site and does not affect the children's attendance or the nursery closing time.

External Agencies

When needed we work closely with external agencies, these include Health Visitor, Family Contact Point/Multi agency

safeguarding Hub, Speech & Language, Early Years Team, etc

Extra Sessions

You can request an extra session via email, once confirmed these sessions will need to be paid for in advance and will be subject to 1 month for cancellation.

F

Fee's

All fees are due on the 1st of the month for the month. We accept debit cards, childcare voucher including government vouchers, & bank transfers. If fees are not paid in a timely manner we reserve the right to suspend services until the account is cleared.

Our bank account details are

A/C Name Poplars Daycare Nursery
Sort code 20-84-58
Account number 50224324

Our **Ofsted Registration** number for childcare vouchers is EY337327

Food

All our food is cooked fresh onsite at Poplars. We endeavour to provide a balanced diet; we do provide allergen related alternatives for dietary requirements. If you have any favourite recipes that you would like us to try then

please email them to us. We aim to be a nut free setting.

Funding

We offer 9month + funding places. Go to the [Best Start in Life - Best Start in Life](#) website for more information about funding code, eligibility and tax-free childcare. To claim this funding, we expect all parents to complete forms in a timely manner and renew your funding code every 3 months. You will need to fill in a Council Parental Declaration form in order for us to claim the funding.

Families who are not entitled to the 30-hour funding may be entitled to 2-year-old funding and an application for this is made to the local authority.

All 3 & 4-year children are entitled to 15 hours funding per week the first term after your child's 3rd birthday.

We offer parents 2 options with Funding.

They can be 'All Inclusive' where the nursery will provide all the food and daily consumables at a daily cost or they can Opt Out.

If you are choosing to Opt Out you must inform us in writing before the child starts.

You can make changes to this on a termly basis only.

G,

Gardens

We are very lucky to have a lot of outdoor space at Poplars and we really enjoy using it. We take turns with the woodland area and Paddock.

Gates & Doors

There are quite a few gates & doors in and out of the nursery and it is really important for safety and security that all parents and carers close them after going through and do not allow access into the building to anyone they do not know.

H

Holidays

If your child does not attend their booked session due to holiday there is no changes to the charges applied to your account. It is very helpful to know if you are going to be on holiday, so we know your child is not poorly.

Handover

Staff will give you a verbal handover at pick up time about how your child has been that day. We need to be mindful about how long these take as the other children need to be cared for. If you have concerns or questions that you wish to discuss for longer we would be very happy to arrange a time with you to talk for longer.

I, J

K

Key worker

Your child will be allocated a key worker who will be responsible for planning next steps and keeping your child's learning journey up to date. This will be done in line with the national framework called the Early Years Foundation Stage aka E.Y.F.S. This is the folder that we create to track your child's learning and development whilst at our setting. You will have the opportunity to meet with the key worker twice a year in parents meetings to discuss this. But you can at any point request a meeting if you have concerns.

L

Late Fees

If you arrive after the agreed collection time for your child you will be asked to sign a late form, regardless to whether you have called in advance. We use this to monitor collections times and charge additional fee's where appropriate

We ask if you are going to be late to please let the setting know and give a realistic time of when you will arrive. There will always be 2 members of staff who will remain with your child until you arrive. In the event a child is not collected we will follow our late collection policy.

Lunch box guidance

If you chose to Opt out of the nursery 'All inclusive' package you will need to provide suitable meals.

Food will need to come in a named lunch box within a named lunch bag. We are unable to heat any food or refrigerate. Poplars is a no nut nursery.

Healthy eating guidance will need to be followed with regards to the contents of the lunch box.

All grapes, tomatoes will need to be cut in quarters - this applies to all food that could be a choking hazard.

We can provide more information if you chose to opt out.

M

Medicine

We can administer antibiotics only after 24 hours away from the nursery. This will need to be in its original packaging with directions from the pharmacy. We will only administer 1 dose of Calpol with your permission throughout the day. If your child's temperature continues or we feel your child is not well enough to be at nursery you will be asked to collect from the nursery in a timely manner.

N

Nappies

We provide nappies and wet wipes. If you prefer different nappies then you will be asked to supply your own. If the nursery finds that our regular nappies and wet wipes cause irritation, we will supply an alternative but this is not done through parental choice. We ask that parents supply their own named cream such as Sudocrem for bottoms.

Notice Periods

A months' notice is required for all permanent changes to attendance.

O

Opening Times

We are open Monday to Friday 7.30am - 6.30pm with the exception of bank holidays. Bank holidays are charged at normal rates.

We close on Christmas Eve or the last working day before Christmas at 3.30pm. We will close for the days between Christmas and New Year. We will re-open on the first working day in January.

Ofsted

We had our last Ofsted inspection on the 13th September 2022 and were graded Good.

Our inspection report can be found at reports.ofsted.gov.uk

P

Parent consultations

We offer parents the opportunity to discuss your child's progress with their key worker twice a year. This meeting will wow and delight you. If you have any concerns prior to these you can request a meeting to discuss them.

Q

Quiet Time

The children in the nursery all tend to sleep around 1pm. Please be aware of this when walking through the nursery and if you need to ring the door bell just a short ring and have patience. Please open doors quietly especially when going to the baby unit.

R

Refunds

We do not offer refunds or swaps for sessions that children do not attend due to holiday or sickness. We also do not offer refunds for days when the setting closes early. We do not offer refunds for bank holidays

S

Safeguarding

Please see child protection.

Settling In Sessions

We offer an average of 3 settling in sessions in the 2 weeks prior to your start

date. These are arranged at times that are convenient to the setting. We ask for as much information about your child at this time so we can build a picture and get to know them before they start.

Social Media

We have a Facebook page that we use to remind parents of events. This is also used in emergency situations to communicate e.g. adverse weather. We do not post photos of staff or children on this site. We ask parents to like nursery page only, and we ask staff not to accept parents as friends on social media. We need to keep professional boundaries. Children in after-school and holiday club are not allowed to use devices that have cameras, social media and internet connections. Please find and like us our Facebook page [Poplars Daycare Nursery & Pre-school](#)

Staff

All our staff have fully enhanced disclosures and references. In each of our rooms we have a Senior, qualified and trainee staff. We work very closely with New College in regards our training programme. On occasions when our staff are ill or we need an extra set of hands we use professional agencies such as Monarch Education, Class People and Prospero to fill the place. The agency member of staff is placed in a room with staff that the children know and never work alone with the child.

Sickness

If your child is unable to attend their booked session at Poplars due to illness there is no changes to the charges applied to your account. Please let us know if your child is ill.

Sun cream

We ask parents to apply once a day sun cream before coming in, please let us know at drop off time that this has been done. We provide Boots Soltan Factor 50 for children at Poplars. If your child cannot use this then we expect sun cream to be provided for them. Any child who refuses to wear sun cream or does not have an alternative may have to stay indoors with another room or the in the office.

T

Transition

When your child leaves us to go to school, we will write transition forms which you will be asked to read and sign. We will then ensure they are all delivered to the local schools.

We also fill in moving room forms when the children are moving to the next age range.

Tax free childcare

Most families are able to get help with paying childcare with Tax free childcare. Please follow the link above.

[Best Start in Life - Best Start in Life](#)

This will give you more information.

U, V

W

Whistle blowing Policy

If you see something you do not like or feel uncomfortable then please report it to the safeguarding officer/deputy officer Rosaleen Monk/Caroline Webb

Worries

What appears a minor hiccup to one person may be a major disaster to another. PLEASE do not let it become a worry. Come to us to discuss it.

Wows

We like to celebrate success achievement and jobs well done. Please feel free to write wows for both your children and staff when you see something you like.

X, Y, Z

