

Welcome to Sunhill Daycare

Important Information for parents

Statement of Intent

We wish all children to feel safe and happy in our care, and you to feel secure in the knowledge your child is looked after and stimulated by professional care staff. We wish to provide you with confidence in your child's wellbeing, and enable you to work in partnership with the nursery in the care and development of your child.

Aim

We aim to make the nursery a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

Nursery Policy Statement

Sunhill Daycare's primary mission is to provide a protective, happy, caring and stimulating environment for young children to develop and gain essential early skills, thereby offering peace of mind to parents when entrusting us with care. Sunhill's principal policy objectives are to:

- Maintain a safe, secure and healthy environment for both children and staff caring for them.
- Provide children with a happy, friendly stimulating environment, where they can develop their intellectual and social skills by learning through care and play.
- Ensure all children have equal opportunities, regardless of their race, religion, culture or gender.
- Organise activities that enable all children to value and respect difference in ability, culture and gender.
- Apply behaviour management which is neither aggressive nor confrontational, but tactful.
- Recognise that certain behaviour is caused by tiredness, attention seeking or simply frustration.
- Reassure a child exhibiting challenging behaviour by ensuring they understand that is their actions which are unacceptable, and not them.
- Remove children from any stressful situation and comfort them if distressed for any reason.
- Provide a formal complaints procedure for parents.
- Encourage socially correct behaviour towards other children and adults.
- Ensure that all staff are appropriately trained in Safeguarding Children

Settling in Nursery policy

Method of settling new children into the nursery

- Before a child starts nursery, regardless of their age they will need to have an integration period. This normally happens over a period of 3 integration sessions gradually building them up. The visits should be similar to the child's nursery attendance, these may vary between morning and afternoon therefore the child gets to identify meal times, play times, snack times etc.
- To start with we ask the parents/carers to stay with their child/children; as this helps the child to settle in. During this first integration/settling period your child/children can become familiar with the staff and other children before he/she is left, this settling in time is not only for the child/children to familiarise themselves with the surroundings, but enables you to do so too, whilst discussing your child's/children's routine and other essential information.
- The next visit we ask the parents/carers to leave the child for a short time, allowing them to have more time to socialise and familiarise themselves with the surroundings.
- The last visit we ask the parents to leave the child for a longer period, enabling your child to get the full feeling of their new nursery room and staff, ensuring they feel safe, happy and stimulated within the nursery environment.

When the Support Services team notifies your Nursery Manager that registration is complete, they will contact you to arrange the integration dates.

Method for integrating an existing child into a new room

- When children move from one room to another room within the nursery they will again be introduced gradually. They will go for short visits with a member of staff they know, and again they will be left for periods of time so they get used to the room, its routine and other members of staff.
- The visits should vary between morning and afternoon so the child gets to recognise meal times, play times, snack times etc. in the new room.
- Parents are encouraged to visit the new room as well so they know the staff and the routine.

NB: All parents are made aware of all the nursery policies and procedures when their child starts in nursery, which are there for the protection and safety of, children parents and staff.

Dropping/ off and collecting your child

Do remember to tell us when you change your collection arrangements. If another person is to collect your child, please always inform us, preferably when you bring your child to nursery. If for reasons beyond your control you cannot, and you need to telephone, we will need identification (password). Our staff have instructions not to release children, other than to the usual parent(s), without authority and identification. If you have any problem collecting, call us as early as possible, and we will endeavour to assist.

In order for our nurseries to maintain correct staff ratios, agreed arrival and collection times must be strictly adhered to. However, we understand that weather and traffic can

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occasionally delay parents, therefore if you believe you may be more than 15 minutes late, please inform the nursery immediately. Unless caused by extenuating circumstances, a further hour is normally charged for late collection exceeding 15 minutes.

Nursery routine and activities

The nursery routines and activities are specific to each room, and are displayed on the notice boards. These cover planned activities throughout the week.

Absence and illness

Please do not send your child to nursery if they are unwell. We are very experienced in usual childhood conditions (Sickness, Temperatures, Diarrhoea, Chicken Pox, Measles, German Measles, Conjunctivitis, Head Lice etc.) so please do not hesitate to seek advice on when it would be appropriate for your child to return to nursery following any of these.

If your child sustains an injury, or becomes ill at nursery we will follow the procedure in our Injury and Sickness Policy. Each nursery has several qualified First Aiders able to treat your child swiftly and in the most appropriate manner.

To retain your nursery place, full fees are payable during absence due to holidays or sickness for the first two weeks, reducing to half fees for the subsequent weeks up to one month. If holidays or sickness last longer than this and the place is still required, this is subject to negotiation. Should a child have to be sent home due to sickness or other reasons beyond the control of the nursery, the full fee still applies.

Birthdays at the Nursery

We like to celebrate milestones with your children. If you would like to send in a cake or other, you are most welcome to do so, bearing in mind all our nurseries operate healthy eating policies. If it is not appropriate for us to celebrate such events, please do let us know.

Personal Possessions

We prefer for children not to bring their personal possessions to nursery, however if they do insist on bringing a favourite comfort item, we limit to just one, and regret that we cannot be held responsible for the loss/damage of such items.

List of items to bring

Please bring the following items, where relevant and depend on season:

- Baby Milk (please ensure all bottles/cartons are clearly named/labelled)
- Nappies and wipes
- Sun hat and sun cream (we recommend SPF 25 or above)
- Spare set of named clothing
- Comforter
- Wellingtons with named peg
- Warm Hat, Scarf and gloves

Clothing

Suitable named clothing should always be worn when children are at nursery. As some activities are messy, it is advisable not to dress your child in clothing that you would not want to get spoilt.

Curriculum

Sunhill nurseries use both Montessori approach to early year's education and the EYFS (Early Years Foundation Stage) framework which the former also complies with. Both approaches consistently produce excellent peer reviews, in encouraging independence and well developed early learning, enabling children to easily transition to full time education with the appropriate skills set. All rooms are comprehensively equipped for children to enable them to develop appropriate early years skills encompassing:

- communication and language.
- physical development.

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- personal, social and emotional development.
- literacy.
- mathematics.
- understanding the world.
- expressive arts and design

General information

Parents often have fulltime demanding occupations which is often the reason for asking us to care for their child. Therefore, once attendance, terms and fees have been agreed, our aim is to make the day-to-day running administration and payment for your child's nursery place as easy and straightforward as possible. To this end Sunhill Daycare has invested heavily in IT, , e.g. we offer full online registration and payment facilities, fees payment by direct debit, and electronic issue of virtually all paperwork, including invoices statement, etc. The following sections describe how this is achieved and the minimal amount of parent involvement required.

Accounts

All session and invoicing data is generated at the nursery your child attends. Our terms require nursery fees to be paid by pre-agreed direct debit from parent's chosen bank account. Due to cost, convenience and environmental considerations, unless parents request to opt out, invoices will be e-mailed monthly to their chosen mail address, approximately 10 days before the direct debit is applied for, thus giving parents chance to query any fee prior to payment. Statements we will be issued by the same method on request.

Your first month's fee is due the month prior to your child commencing. We will email your invoice two months before your child starts nursery confirming your first month's advance fee which is payable by direct debit.

Important

If starting nursery within one month, in addition to your completed direct debit form and registration fee, payment of your first month's nursery fee is also required. This can be paid by ebanking transfer (you can find our bank details at: <http://www.sunhilldaycare.com/links-downloads>), you may also pay by credit/debit card or PayPal via our website at: <http://applications.sunhilldaycare.com/payment> Please ensure you use your unique payment reference provided with your application confirmation. We can also accept telephone credit/debit card payments at Support Services on: 01763 247474. Following which please call your chosen nursery to ensure they have received your online registration information, and to arrange settling-in sessions.

Direct Debits

Sunhill Daycare has fully approved to receive and refund payments electronically under the direct debit guarantee scheme. Therefore, if you wish to amend or cancel your direct debit, it is important that you contact our Customer Accounts department first by calling 01763 247474. If phone lines are busy our voice mail service takes calls 24 hours a day, please leave a message quoting your child's name and nursery, invoice or payment reference and the nature of your query. Alternatively e-mail us at enquiries@sunhilldaycare.com. It is important to note that direct debits are applied for at least three working days prior to the payment date, therefore we need to be informed of any amendments ideally one week before the this date so that we can make the necessary changes.

If you cancel your direct debit without informing us first when payment is due, it will appear to us as unpaid nursery fees, which will trigger a non-payment letter. Cancelled direct debits cannot be reinstated without a completely new direct debit application, for which there will be an administration charge of £12.00

Account Queries

Although we trust you will not have any queries, with the increasingly complex methods of funding childcare, including: Childcare Vouchers, Tax Free Childcare Scheme, Free Early Education Entitlement and Funded for some 2-year old's, you could be using three or more

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different funding methods to pay for your childcare which can sometime cause payment timing and/or identification issues on which we or you may need further information.

Therefore, all queries should be brought to your Nursery Manager's attention in the first instance. If you or your Nursery Manager then feels that your query should be referred on to Support Services, they will liaise on your behalf. Minor account adjustments will be reflected in the following month's fees.

Change of sessions

Please contact your Nursery Manager who will provide you with form to complete, this can be e-mailed. Normally at least 1 month's notice is required to change sessions to allow for staff rotas to be amended. Your next invoice will be amended accordingly to reflect the change. All changes and extra sessions are discretionary, and subject to availability.

Leaving the Nursery

One month's written notice is required to terminate a nursery place, or payment of one month's nursery fees in lieu of notice. It is not necessary to cancel direct debit instructions, as we will automatically cease to collect once all fees are fully paid, or refund any over payment directly to your bank account.

Details of Free Early Education Entitlement

From the term following their third birthday, children are eligible to a free pre-school place. Your free pre-school entitlement is set by the Local Education Authority and is currently 15 hours per week over 38 weeks of the year, or 11.5 hours per week across 50 weeks a year. two-year old's whose parents are in receipt of certain benefits. Please ask your Nursery Manager for further details.

Childcare Voucher Payments

Sunhill Daycare welcomes all means of reducing the cost of childcare, including the government's childcare voucher scheme. The use of salary sacrifice schemes to issue employees with childcare vouchers, either using employer own schemes or a recognised Childcare Voucher Provider is a tax efficient means of meeting the cost of childcare. However, payment of nursery fees by this method imposes greater administration costs on our organisation. To minimise such costs, Sunhill Daycare agrees to accept payment of nursery fees by vouchers only on completion of a Voucher Agreement available from www.sunhilldaycare.com or your Nursery Manager. Important terms include:

- The Nursery Voucher Provider must be pre-approved by Sunhill Daycare, and able to provide adequate financial references, including details of a payment system (ideally electronic) that complies with our accounting criteria. Initial and continuing acceptance of vouchers issued by a specific Voucher Provider, is at our sole discretion. This agreement does not modify any other Term or Condition for the provision of Childcare by Sunhill Daycare.
- Your liability to pay the full agreed cost of your nursery fees on time, is unaffected by our agreeing to accept either part of full payment by nursery vouchers issued by a third party.
- Sunhill Daycare agrees to accept payment by Childcare voucher subject to the person, on whose behalf the vouchers are issued agreeing to approve payment by Direct Debit of any fees not covered by Childcare Vouchers, or the issue/payment by voucher ceasing or becoming more than one month overdue. Any such payment request will be notified in accordance with Direct Debit Guarantee rules.
- All vouchers issued either paper/electronic must accurately identify you, your child and the nursery attended by quoting the reference issued to you below. **NB It is essential for your Nursery Voucher Provider to quote this reference on all documentation; otherwise, we may not be able to identify your payment and credit your account.**

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- If your child is already attending and you are changing to Voucher payment, full fees are payable by direct debit until voucher/electronic payment is received by our bank. Unless otherwise agreed in writing by Sunhill Daycare, our terms of payment using Childcare Vouchers require vouchers (electronic or paper) to be received in time to enable us to redeem funds by 7th day of the month, the date by which normal payment by direct debit is due. ***Please ensure employers and Nursery Voucher Provider are made aware of these dates***
- Should your voucher provider not be one we are registered with, please note we cannot accept voucher payments unless a voucher redemption agreement has been agreed between the voucher provider and Sunhill Daycare (Europe) Ltd.
- All agreements are to be sent to the address below for signature.

All paper vouchers must be sent directly to the following address: -

**Customer Accounts Department
Sunhill Daycare (Europe) Ltd
PO Box 157 Royston
SG8 9WY**

Additional information

Additional information for parents about the nursery can be found on notice boards. Newsletters updating you on nursery issues are distributed throughout the year. We hope you are happy during your time at our nurseries but, if you do have any concerns or cause to complain, please do speak informally to your Nursery Manager in the first instance. Alternatively, we have a formal Customer Complaints Policy, also available from your Nursery Manager, Support Services or our website