



## Frequently asked questions

### **1. How are staff appointed and what kind of checks do you do on their background?**

We go through a rigorous interview procedure. Applicants must fill in an application form and provide two referees, one of which must be from their current employer. We also check whether they have a criminal background through the Government's Disclosure & Barring Service. All newly appointed staff are on probation for 6 months.

### **2. Are your staff qualified?**

Yes, all staff have a minimum of NVQ Level 3 in Childcare. Senior staff have Childcare Degrees. All staff have Paediatric First Aid and attend regular refresher courses. We have staff qualified in Special Educational Needs (SEN). We have 3 closure days a year for staff training so that the Nursery team can update and improve their skills. We also take on trainees to give them practical experience; these students are not included in the staffing ratio.

### **3. Do you provide grant funded places?**

Yes. All children aged 3 to 4 years (a term after their 3<sup>rd</sup> birthday) are eligible for 15 hours of free childcare a week, term-time only. You can use these hours to add on to your private childcare if you need to. There are also grants for 2 year olds and for parents who are studying. Please arrange to speak to the Nursery Manager who can advise you on these.

### **4. How secure is the building?**

All doors into the Nursery have secure locks and bolts and visitors must ring a bell to call a member of staff to open. There are two locked doors prior to entering the main play room which can only be opened by staff. We have a rigorous procedure for parents/carers collecting children. This includes formal arrangements on the child's file of who is allowed to collect and a photograph or password for any person other than the usual carer who is collecting the child.

### **5. How do you track my child's progress?**

Every child has a Key Worker and it is the Key Worker's role to develop a strong bond with your child, getting to know and understand him or her well. All staff are responsible for all children in the Nursery but it is your child's Key Worker who will greet your child every day, comfort

them if they are upset, help them take part in activities and celebrate their achievements. Through their observations of your child they will set learning goals and design a programme of activities that stimulate and encourage them to progress.

All children, from babies to pre-schoolers, have individual Observation Books where your child's Key Worker will note their progress throughout the day. Special attention will be paid to the various milestones in their lives such as new words, new friends, ability to crawl, stand, feed themselves, copy letters and numbers. You can look at the Observation Book at any time or speak to your child's Key Worker for an update.

#### **6. Does the Nursery provide its own food?**

Yes, we have a kitchen on site and our own qualified Nursery Cook who makes all the meals for the children, including food for babies if required. All food is cooked fresh daily and there is always water available for children to help themselves. We always provide a vegetarian option and halal meat. If your child has specific dietary needs please discuss this with the Nursery Manager and we will make sure arrangements are made. Please see the sample menu on the Parent Information page.

#### **7. What should my child wear?**

Children should wear comfortable clothes that you won't mind getting dirty. Please do not send them to Nursery in their 'best' clothes or wearing expensive jewellery. We cannot take responsibility for lost jewellery or damaged clothing although we will always try our best to make sure this doesn't happen. A change of clothing if your child gets wet is always useful.

#### **8. What should I provide?**

Please bring along sufficient nappies, wipes and cream, if used. If your child uses a bottle please make sure your child's name is on it and include your formula milk. You may also want to bring along your child's comforter to help them settle or to use during sleep time.

#### **9. Are children taken off the premises?**

Yes, we like to take children out and about as part of their activities. They visit the library, the park, local grocers, as well as outings to the seaside; parents are always welcome to join us. We make sure we have enough staff to keep the children safe and well-supervised; each child wears a high profile, luminescent tabard with the name of the Nursery on it.

#### **10. Are photographs taken of the children?**

Yes, but only with your permission. Photographs are included in your child's Observation Book showing them involved in activities. We also use them to show the work of the Nursery in our Annual Report as well as on the website.