

Welcome to Highdale day nursery.

Highdale day nursery provides full day care for children aged from 2 to 5 years. We are open Monday to Friday throughout the year excluding bank holidays and the Christmas period and offer funded session for 47.5 weeks per year. A selection of sessions are available from full day care, too morning or afternoon sessions.

Children can enjoy excellent facilities and warm care from friendly, qualified and experienced staff.

We aim to provide a continuous quality of care for all children in our setting by creating a safe happy stimulating environment allowing children to develop and reach their full potential.

Our main aim is to encourage the children in our care to enjoy and thrive during these early years in order to provide them with happiness and enthusiasm for their future.

Highdale day nursery is registered with ofsted, registration number EY313458. All of our staff have an enhanced DBS, which are necessary to work with children and is of the utmost importance to us. Our nursery facilities are inspected and approved by environmental health and fire prevention officers.

Highdale opened in August 2002, with the first Ofsted inspection being in September 2003. The inspection went exceptionally well and ofsted placed Highdale in the highest category for providing the best in child care and education. This fact has not changed as Highdale was taken over in August 2005 by previous management. We were inspected in April 2006 and Ofsted rated us both good and outstanding! We were again inspected in December 2014 and August 2017 and rated GOOD overall.

Our latest inspection in May 2023 we are proud to have achieved OUTSTANDING in all areas.

Nursery curriculum

Highdale follow the Early Years Foundation Stage (EYFS 2025) curriculum. This is a framework put together by the DFE (Department for Education) and covers ages 0-5.

It focuses on four themes

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

We aim to create a stimulating environment offering children first hand experiences and opportunities for them to develop and learn new skills through play enabling them to progress in all areas.

We understand that through observation, interaction and planning in the moment we can follow children's interests and encourage them to be motivated, enthusiastic learners.

We aim to build positive relationships with all children so that they feel secure and confident. Our role as adults is to be there to share and support children's ideas, encouraging them to be independent thinkers and building up their self esteem.

Children have access to all three areas of the nursery including our outside area throughout most of the session; this enables them to make their own choices, encouraging independence and self confidence.

We have a large variety of toys and educational resources which are clearly labelled so that the children can access these easily.

We provide a balance of child-initiated activities, where knowledgeable adults support the children with sustained shared thinking and plan in that moment to extend and move the children's learning on. We also provide adult led activities which are appropriate for each child's age and stage of development.

Learning Diaries are kept on every child to monitor their development and celebrate their achievements, we will be happy to discuss each stage of your child's development with you as your child progresses.

We recognise that you as parents/ carers are the most important people in your child's lives and the knowledge that you have of them is invaluable

to us, therefore we wish to work in close partnership with you to ensure that your child has the best possible start in their early years.

Your child will become Focus child at least once per term and we will email information forms to you to inform our planning. Being a focus child ensures all children get activities planned around their individual interests, although often multiple children engage in activities and learning opportunities throughout the term as they have similar interests. We welcome any input about activities, skills and photos that will help us to get to know your child better.

General Information

Starting at Highdale Day Nursery

Highdale day nursery understands that deciding on an appropriate setting for your child is an important decision. For this reason, we will welcome you and your child to visit us and ask questions freely. Our aim with new children is to settle them into nursery as smoothly and comfortably as possible, we work closely with parents/carers to meet each child's individual needs and believe that continuity of care is of the utmost importance. Please give us as much information as you can about your child as part of their All about me document, which will be sent out before they start at Highdale as this will allow a smooth transition from home to nursery. You will soon know the staff by name, but to assist in this process we have displayed photos of us all near the door.

Arrival and collection times.

You are welcome to arrive after your child's session has begun but not before due to staff/ child ratio numbers. If you require extra hours or an earlier start this must be agreed with us in advance. You will be charged for late pick ups.

If anyone other than the agreed persons is to collect your child we must be told in advance and require a description or photograph of the person. This is for your child's safety and we hope you will respect this.

Attendance

Please inform us if your child is ill or unable to attend their session. We monitor attendance so that we can ensure all children attend regularly.

What to wear

We feel old clothes are more appropriate for your child to wear to nursery as it is impossible for us however hard we try to always avoid paint spills etc. It is a good idea to bring a named bag with spare clothes in so we can change your child's clothes if necessary.

Nappies and toilet training

Please provide a suitable amount of nappies and wet wipes in your child's bag and let us know when he/she is ready to begin using a potty/ toilet. We will endeavour to reassure you through this time and have various strategies in place to encourage and support children with this. Once your child has begun using the potty/ toilet please ensure that your child wears clothes that can be adjusted and undone easily. Your child will develop self help skills and confidence more quickly if he/she is able to be independent.

Nursery parking

Parking for Highdale day nursery is accessed from the entrance off of Old street. Please ensure cars are parked in the allocated parent parking spaces. Do not obstruct the turning point and please show consideration for the surrounding residents.

Sickness and medication

Please call the nursery as soon as possible if your child is unwell and will not be attending nursery that day. Medication can only be given if prescribed and written consent is given from the parent/carer. Children taking antibiotics are unable to attend nursery until 24 hours after their first dosage, even if they have been prescribed the same medication before. A child cannot attend nursery within 48 hours of their last attack of sickness/ diarrhoea, this is in order to reduce the risk of affecting other children and staff. Full nursery fees will be charged for absence due to sickness/illness.

Meals

Highdale day nursery provides home cooked lunch, tea and snacks. Weekly menus are displayed on our window at the front of the building and on our website. We provide water and milk including cows and oat milk. All dietary requirements will be catered for. There will be an opportunity to discuss your child's needs when you visit.

Staff

We follow ofsted's guidelines for our child/ adult ratio but our ratio is often higher. For children aged between 2-3 years the ratio is 1 adult to 4 children, and for children aged 3-5 years it is 1 adult to 8 children. We ensure that staff are kept up to date with training.

Students

Highdale day nursery take an active role in training child care students in the local area, students offer a valuable input to the nursery and we have a duty to provide experiences which encourage good practice. Students will not be left unsupervised at any time.

Key Persons

To help develop relationships between staff, parents and children we have a key person system. You will be able to discuss your child's general progress with the key person at hand over or at a pre-arranged time where necessary.

Cancelling sessions/ leaving nursery

If your child is leaving nursery or cancelling sessions then four full weeks notice is required. In the event of notice not being given you will be liable for four weeks nursery fees which will be charged to your account.

Payment of Fees

Please be aware fees are required monthly in advance. Any fees not paid by the 10th of the following month will incur a late fee of £10 being added to your bill. Fees that remain unpaid will result in your child's nursery space being suspended.

Policies and procedures

We have a concise list of policies and procedures which all of our staff are required to work towards and implement. The following information is a brief outline of our policies; please take time to browse our full policies and procedures which can be found on our website www.highdalenursery.co.uk

Behaviour management policy.

Here at Highdale day nursery we operate a positive approach towards behaviour.

- * We believe it is important to promote and encourage wanted behaviour and have a number of strategies in place enabling us to do this.
- * We have established clear boundaries and rules thought up by the children.
- * We encourage children to show respect and consideration for others and property.
- * Minor incidents will be dealt with by the staff following the six steps of conflict resolution.
- * Serious incidents of unacceptable behaviour will require 2-4 minutes reflection time and the situation will be calmly talked through with the child. These incidents will be monitored and parent/carers informed.
- * If unacceptable behaviour persists we will work together with parents and relevant outside agencies to encourage wanted behaviour.

Inclusion policy

Highdale day nursery is committed to the inclusion of all children and believes that every child should be given the same opportunities and be encouraged to meet their full potential. Children and families will be fully supported and where integration is possible we will ensure good access, support, expertise and teamwork.

Highdale day nursery acknowledges all cultures, religions, and races not only in our society, but also in the wider world. We believe that equal opportunities are essential for the development of each child.

- * The nursery staff are committed to providing a positive attitude throughout the nursery towards gender, religion, disability, race and age. We do this by being positive role models and providing non stereo typed images through the use of toys, books, posters etc.
- * All adults and children will be treated equally, valuing and appreciating each others views, similarities, opinions and differences.

*If it is found that discrimination is taking place by a staff member, parent or child the managers will address this issue promptly and take necessary action.

Child protection policy.

The welfare of each child is paramount. As a provider of child care we have a responsibility to all children and parents to provide security and promote confidence and independence.

Highdale day nursery has a duty to report any suspicions around physical, emotional, sexual abuse and neglect to the local authority. The children's act 1989 places duty on the local authority to investigate such matters. If Highdale have sufficient reason to believe a child in their care is at risk, procedure will be followed - 1) Speak to parent/carer privately to gain an explanation. 2) Work alongside multi agencies to offer help and support to the family if needed 3) If the explanation is unsatisfactory, reinforce our duty of care to inform social services and make a referral to social services.

Any circumstance that arises will be dealt with sensitively and confidentially by the Safeguarding Lead, Lindsay Hall.

Accident / Incident policy.

All accidents are recorded on individual accident forms and need to be signed by parents/carers; this is part of our health and safety requirements. If serious accidents occur the emergency numbers will be contacted immediately and medical advice sought. Children attending with injuries that have happened outside of nursery, should be recorded on an incident form at drop off.

Child collection policy

We will not release a child to someone other than those declared on the registration form, unless we are notified previously and given a description. In the event that a child does not get collected and no one can be contacted, after a 30 minute period has passed we are obliged to contact the police and social services for advice.

Complaints procedure

It is of the up most importance to us that you and your family are happy and satisfied with the care that we provide, however if you do have an issue or a complaint please feel free to bring it to either your child's key person or the managers attention and we will do all that we can to resolve the matter.

Alternatively if you feel you are unable to speak to us directly then you can contact Ofsted or social services using the details listed below.

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Children's Social Care
Under 8's Day-care team
7 Clevedon Walk
Nailsea
BS48 1RS

Session Times and Fees

Highdale Day Nursery is open Monday to Thursday 8.00am to 5.30pm and Friday 8.00 -4.30pm.

Each day is divided into sessions.

Funded Sessions

Morning session (including fruit snack and drink) **8.30 – 11.30** 3 Hours
Funded

Afternoon session (including fruit snack and drink) **1.30 – 4.30** 3 Hours
Funded

*Funded sessions have a consumable charge attached of £8.20 please see list.

Example 1-A full day **8.30-4.30 claiming 6 hours of funding** plus consumable charge and 2 hours private = **£33.40**

Example 2- A full day 8.30-11.30 with consumable charge, collect your child and return 1.30-4.30= £16.40

Private Hours

Morning session	8.30-11.30	£23.00
Afternoon session	1.30-4.30	£23.00

Natural Break (including two course home cooked lunch) 11.30-1.30
£17.00

Teatime	4.30 – 5.30	£10
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Full day (Including lunch)	8.30 – 4.30	£63
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Early/Late session	8-8.30/ 5.30-6pm	£5
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Full Day Private Hours Offer

Session : 8.30 – 5.30 (including two snacks lunch and tea.) £69.00

2 and 3 year old Universal funding: 12 hours per week over 47.5 weeks of the year. 3 hours per morning or afternoon session and a maximum of 6 hours per day.

30 hour Extended 2/3 year old Funding is offered at Highdale over 47.5 weeks of the year entitling you to a **maximum of 24 hours of funding per week in 3 hour blocks, a maximum of 6 hours per day.**

We accept many different salary sacrifice schemes and the tax free childcare scheme to help with child care costs, please visit www.childcarechoices.gov.uk to see what help you are entitled too.

Highdale Day Nursery Registration form.

Childs name_____ Date of Birth_____

Address_____ Second Parental Address_____

Parental responsibility: Joint or Sole responsibility (Please circle)

Parents name_____ Contact No_____

Parents name_____ Contact No_____

Any Access details_____

Email address -

Ethnic origin/ Religious Preferences_____

Allergies/ Medication_____

Additional needs _____

Name of any other Early years settings attended_____

Emergency contacts

Name _____ Relationship to child _____ Tel No _____

Name _____ Relationship to child _____ Tel No _____

Child will be collected from Nursery by _____

When registering your child a holding fee of £100.00 is required to secure a Nursery place booked in advance, this is non-refundable and will be deducted from your last month's invoice.

A 'Set up' fee of £30.00 is required per child to cover costs of learning diaries/ photos and settling in period, this is non-refundable.

Full fees are applicable for holidays.

All cheques are to be made payable to **Highdale Day Nursery LTD.**

BACS transfer to account 01789804 sort code 301888.

Highdale Day Nursery contract

Contract between :Lindsay Hall and Sarah Millard of Highdale Nursery Ltd

&_____ Parent / Guardian

Name of child_____ starting date required_____

Sessions required

Monday Hours from _____ to _____

Tuesday Hours from _____ to _____

Wednesday Hours from _____ to _____

Thursday Hours from _____ to _____

Friday Hours from _____ to _____

Payment of account

All Nursery fees are payable in advance, **Full fees are payable even if your child is absent through holidays or illness.**

No fees are charged for Bank holidays and the break between Christmas and the New Year when the Nursery is closed.

If your child is leaving the nursery or cancelling sessions then four full weeks notice is required. In the event of notice not being given, you will be liable for four weeks nursery fees which will be charged to your account.

I acknowledge I have read and understand this contract and agree to abide by the rules of Highdale Day Nursery.

Signed_____ Parent/Guardian Date_____

Signed_____ Parent/Guardian Date_____

Signed_____ Highdale Day Nursery Date_____

Highdale Day Nursery consent form.

In the case of an accident, I give permission for my child to be given emergency treatment as considered necessary.

Signed _____ Parent / Guardian

I give permission for my child to be taken on local trips i.e. local walks, local church, local library etc.

Signed _____ Parent / Guardian

I give permission for photos to be taken and displayed on the premises and included in the children's profiles. Also to be shared with other early years practitioners for training/research purposes.

Signed _____ Parent / Guardian

I give permission for staff to apply sun lotion to my child when appropriate weather conditions occur.

Signed _____ Parent / Guardian

I give permission for my child's key worker or the nurseries management to share information with previous settings and other relevant agencies such as Children's social care or North Somerset council staff.

Signed _____ Parent/ Guardian

Highdale Day nursery

Dear Parent/ carer's

It is with great regret we have to highlight again the importance of parking correctly in our car park.

As some of you are already aware there have been a few incidents with regard to our neighbour. We are obliged AT ALL TIMES to keep clear the two allocated parking spaces in front of the residential garage on our land.

This means at NO TIMES can you park/ obstruct or wait on these spaces/ in front of these spaces or on the turning point at anytime. This is now going to be marked out and new signs displayed more clearly.

We would ask for your co operation in this matter and also ask that you can pass the importance of this matter onto anyone whom you instruct to collect your child from nursery.

We are forced into a position where we will be closely monitoring all number plates that do not adhere to this. Unfortunately if this is not adhered to we will be left with no choice than to take further action in terminating your child's nursery place at Highdale.

We would like to ask that you sign the declaration below to acknowledge that you fully understand our parking situation at Highdale and return it back to nursery at your earliest convenience.

We would like to take this opportunity to thank you sincerely for your co operation in this matter. Any further questions regarding this matter then please do not hesitate in contacting us

Yours sincerely

Sarah and Lindsay

Parental Declaration

I fully understand the rules regarding the parking at Highdale Day nursery as clearly stated in this letter. I confirm I will pass this information on to all relevant persons whom have authorisation to collect my child from Highdale Day nursery.

Name of parent _____

Name of child _____

Signed _____

Date _____

Data Protection Notice

Personal data relates to a living or deceased individual who can be identified from that data. The processing of personal data is part of Highdale Day Nurseries responsibilities and are governed by the General Data Protection Regulation (2016) or GDPR, this comes into force on the 25th of May 2018.

Data Controllers at Highdale Day Nursery are Lindsay Hall and Sarah Millard. We are responsible for your personal data and how it is processed and we take your privacy seriously. This notice affects all registered families, including Children, their Parents and named family members on the registration form.

Highdale Day Nursery complies with it's legal obligations under the General Data Protection Regulations by being registered with the Information Commisioners Office (ICO) and keeping Personal data up to date, by storing and destroying it securely, by not collecting excessive amounts of data without purpose. We protect personal data from loss, misuse, unauthorised access and disclosure without consent by ensuring that appropriate technical measures are in place to protect your personal data.

As a part of your child's induction to Highdale Day Nursery LTD we will require various data to be recorded on paper, in the form of our registration pack and a parent declaration funding form. We ask that you keep this data up to date by informing us of any changes. The information that we require is your child's name, date of birth, address, parent's names, addresses, contact details. Who has parental responsibility for the child, emergency contact details, the child's doctors/health visitor, any allergies, additional needs, ethic group, religion, home language and parent's national insurance numbers.

In order to process the data, we must satisfy at least one of the following conditions,

Being given Consent to share specific information

We have a Contractual reason for processing data

We have a legal obligation to process data

It is within your vital interests to process data

The processing of this data is a public task.

The processing of this data is necessary for your legitimate interests.

We are required to hold your personal data in order to comply with the statutory framework of England, Ofsted, The Department of Education and North Somerset Council. This data will be used to Support your child's development, monitor and report on your child's progress, share information about activities in our setting, contact named people in an emergency, share with other professionals in accordance with legislation, ensure a contract of service is delivered and maintained and ensure that this setting receives the statutory funding for which it is eligible.

With your permission this data may be shared with other professionals supporting your child

- such as your health visitor or additional setting attended.
- North Somerset Council for Census and funding headcount purposes
- The local safeguarding children's board or Social care referral team
- Ofsted

I am required by law to keep some information we hold about your child for a period of time after a child has left our setting, this will be disposed of securely at the correct time.

Please sign this notice giving permission for Highdale Day Nursery Ltd to process your data as part of their ongoing service to you,

Name_____ (Please Print)

Sign_____ Date_____

A full Data Policy can be found at www.highdalenursery.co.uk for a more in depth explanation of our Data processing responsibilities.

Parent/Provider agreement

I/We acknowledge that I/we are choosing to access the funding in the way that is offered at Highdale Day Nursery.

3 free hours claimed in the morning 8.30-11.30

3 free hours claimed in the afternoon 1.30-4.30

There is a natural break in the day between 11.30 and 1.30. You have the option to collect your child and return them for afternoon session or choose to pay for the 2 private hours including lunch at a cost of £17.00.

I/We acknowledge and agree that all additional hours are private and will be charged at the private hours fee rate as set out in the prospectus and that **Universal credit will not pay non-mandatory fees**

Consumables

I/We understand that Highdale nursery relies on the non-mandatory charges it makes for funded sessions to be able to provide its childcare services. I agree to pay a consumable charge of £8.20 per session towards consumables provided by Highdale which will enhance my child's early years provision and experience's.

Highdale Day Nursery has informed me of all the charges and have been open and transparent .

I/ we have agreed to this contract and have chosen this provision for my child.

Parent's signature

Printed name

Date

Parent's signature

Printed name

Date

Managers Signature

Printed name

Date