

WELCOME TO PLAY 2 LEARN

This nursery is part of Play2Learn Childcare Ltd and Annette Kirk is a director of this company. Wajeeha manages Play2Learn and there is also a playgroup in Heston called First Step Playgroup which is part of the same company.

You are joining a nursery with an enthusiastic team of dedicated staff, parents and children. We have an excellent reputation built up over the years for working in partnership with parents, children and their families. The service that we provide is constantly reviewed and updated to provide you and your children with quality care and education.

Ethos and Approach

At Play2Learn we believe that we should see things from a child's point of view so that the nursery is welcoming, fun and stimulating. We strongly believe that every child is a capable learner and we aim to build close partnerships with parents and the community. We plan for each child's development by observing their interest and then extending their learning by offering activities that interest them. All children are observed on a daily basis by each practitioner which helps them plan for their next steps and interests whilst they are playing alongside them. This approach allows children to become highly involved in activities supported by a qualified key person.

We also take a very creative approach to learning with lots of activities available everyday such as painting, sticking and gluing, play dough, clay, gloop play, music, dancing and drawing. In this way the children are able to express themselves and have fun at the same time.

The environment is designed to be calming with this approach using muted colours and lots of mirrors so the children can see themselves. The equipment consists of natural resources that look beautiful and last a long time.

The curriculum we use is the Early Years Foundation Stage which all settings must follow who are registered with Ofsted. The curriculum sets out learning outcomes for children aged 3 months to 5 years and is the same curriculum used in school nurseries and reception classes. We believe that the most important factor to enable your child to be successful both academically as well as socially is that they are confident and secure individuals. This is why we concentrate on the emotional health and wellbeing of all the children who attend Play2Learn. Therefore a lot of time is spent on building relationships with parents, key workers and the other children. Once children are happy and settled we are then able to build on what they know and extend their knowledge.

We strongly believe that children need to know how to take part in nursery activities, to make friends and to have social skills such as please and thank you. This will serve them well not just in school but in life in general. Children also need to be able to communicate what

they would like and we support their emergent language with signing. This is especially important for those children with English as a second language as it allows them to take part and not get frustrated. In order to encourage children's language, we sing nursery rhymes, read books, look at words around us and spend time speaking and listening to them.

Outdoor Play & Forest Schools

This is a vital part of your child's learning and development and many children learn a lot more outside where they can make bigger movements and can be much louder. Everyday the children will be encouraged to go outside where they will have access to the same curriculum as inside. They will be encouraged to take part in energetic physical play which aids their physical as well as mental development; this will include physical nursery rhymes, games, obstacle courses and bike riding. Children will be encouraged to learn by moving around and accessing all the activities in a more physical way. Therefore, please make sure that your child has appropriate clothing e.g. coat, hat and gloves in the winter and sun hats and sun cream in the summer. Outdoor play is part of the curriculum and is a legal requirement, it allows children to experience the weather and build up their natural immunity to everyday coughs and colds. Also, children need exposure to 15 minutes of vitamin D a day and this is achieved by going outside and running around.

Forest Schools

Every child will be able to take part in Forest Schools which takes place in the Local Park and forested area at the back of the setting. In the park the children can explore the forested area, the paths, walkways and river and in the forested area the trees, plants and wildlife. There are high staff ratios 1:3 with two qualified practitioners; Annette who is the Forest Schools Leader and Sukhvir who is the assistant. The children are encouraged to be independent, to challenge themselves and take managed risks. The activities are linked to the curriculum and are included in the group planning, the nursery provides all in one coats and wellington boots so that all children can take part. Please come out with us to a session of Forest Schools to see why your child enjoys it so much!

All the staff at Play 2 Learn are skilled practitioners who want to work with you in order for your child to succeed. So please share with us your child's successes and interests so we can plan for their learning together.

Contact us

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Keeping in touch:

Please make sure we have up to date contact numbers for you.

Play 2 Learn 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.

As a member of Play 2 Learn, your child:

- is in a safe and stimulating environment;
- is given generous care and attention, because of our high ratio of adults to children;
- has the chance to join with other children and adults to, play, work and learn together;
- is helped to take forward her/his learning and development by being helped to build on what she/he already knows and can do;
- has a personal key person who makes sure your child makes satisfying progress;
- is in a nursery which sees you as a partner in helping your child to learn and develop

It is vital that all the children at Play2Learn are happy and involved in the activities that we plan for them. Therefore, we observe and assess children regularly, when they first join, and then either on their birthday or 6 months later (whichever is sooner). You will be contacted by your keyperson to talk about how your child is progressing and asked what you think and if there is anything you would like them to do to support your child.

- Children will take part in a small group activity during their time at play2learn which is lead by an adult. Every child will be encouraged to take part and the activity is planned so that the child's senses are used to encourage deep learning. Activities may be based around a story, nursery rhymes, letters and sounds or music.



Play2learn Nursery has been accredited with the Let's talk together award which means that all the team are highly skilled in supporting children with their language development. Language is important as it forms the basis for interactions with other people, to be able to tell someone about our thoughts, needs and experiences. It is so important as children need to make friends. At the setting we have an Early Years Lead Language professional (Sukhvir Sidhu) who ensures that the setting is a communication friendly environment. All team members spend time talking and more importantly listening to children, taking part in their play, extending their language and developing their imaginary play. Each child is tracked to ensure they are reaching developmental milestones and extra support is given to those children who need it and on occasion a referral to speech and language with the parent's permission. Those children who are very able are extended to increase their vocabulary and understanding of how language works. To support Let's talk together we use signing and visual clues alongside verbal language. We spend time reading stories using props so the children can become involved and we sing many different rhymes as this help to develop vocabulary in a fun way. Parents are involved by sending rhymes and stories home and each key person will share individual planning with parents that will support language development. In turn parents share what their child has done at home and how their child expresses themselves so we can work in partnership.

Every child will have the opportunity to take part in Forest Schools throughout the year. It is an opportunity for children to experience the outdoors in all weathers and to see the changes that occur in nature and enjoy the freedom of being outside. Play2Learn provides all in one weather suits and wellies for each child and we ask that parents provide elasticised warm trousers, layers of clothing along with hats, gloves and scarves when appropriate. Forest schools is a vital part of our curriculum and many of the children learn better in the outdoors, have better behaviour and learn how to take supervised risks. The opportunities for learning are many and we have a high ratio of staff to children when we go out. We also offer family sessions where parents and carers are asked to come along with us to a forest school session so you can take part with your child and experience the joy of forest schools.

Play2Learn has achieved its healthy setting status and is one of the first to do this in the Borough. We are very proud to have this award as it shows our commitment to ensuring that every child is healthy at Play2Learn. Healthy setting covers all areas of a child's health such

as the food that is provided (please ask to see our rotating menu for each season), the amount of physical exercise your child gets - please ask about *Physical Literacy*, and their emotional wellbeing. We also encourage children to brush their teeth and have a trained tooth champion at the setting. Throughout the year there are opportunities for parents and children to take part in healthy lifestyle activities and we have a mental health and wellbeing lead at the nursery who is available to support children, families and the staff.

Opening Hours

The nursery is open term time only and we are closed for all bank holidays,
We are open 5 days each week between 7.30am-4pm.

We offer the following types of care between the following times:

Full Day Care, $\frac{1}{2}$ day care, wrap around and pre-school hours

We provide care and education for young children between the ages of 2- 5 years

The curriculum provided by Play 2 Learn

Children start to learn about the world around them from the moment they are born. The care and education offered by Play 2 Learn helps children to continue to do this by providing all of the children with interesting activities that are right for their age and stage of development.

For children between the ages of 18 months and 5 years, the nursery provides a curriculum for the foundation stage of education. This curriculum is set out in a document, published by the Qualifications and Curriculum Authority and the Department for Education and Skills which is called Early Years Foundation Stage. The nursery follows this guidance.

The guidance divides children's learning and development into seven areas: These are divided into the three prime areas:

- Communication and Language (CL)
- Physical Development (PD)
- Personal, Social and Emotional Development (PSED)

PSED is the area which we concentrate on initially, as we have found that many of our children and their families have been affected by COVID-19. This has meant that some children have not been able to socialise with other children or mix with many adults other than their parents. Meaning that many of our children have needed additional support when settling at nursery. It is so important that every child builds a close relationship with their key person and once they are happy and secure they can explore and begin to learn.

Communication is also at the heart of all learning and your children will experience high quality interactions with all the staff, take part in small group times where a rhyme or book is shared and they are able to take part in a sensory way. They are encouraged to enjoy turning the pages in a book, singing nursery rhymes and talking to each other.

Children are given access to the outdoors everyday and take part in Forest Schools on a weekly basis, this is to support their physical development and their love of the outdoors. Some children learn better outside and they can also learn about the world around them as well as practising their running, jumping and climbing.

The other 4 areas of learning are:

Specific areas of:

- Literacy
- Mathematics
- Understanding the World
- Expressive arts and design

For each area, the guidance sets out developmental stages. These stages state what it is expected that children will know and be able to do by the end of the reception year of their education.

For each stage, the guidance describes the stages through which children are likely to pass Play 2 Learn uses these stages to help trace each child's progress and to enable us to provide the right activities to help all of the children to achieve.

Communication and Language:

The development of children's spoken language underpins all 7 areas of learning and development. Children need many interactions between themselves and with adults which builds the foundations for language and cognitive development. Building a language rich environment is vital where practitioners comment on what children are doing, add new vocabulary, read books and poems and listen to children.

Personal, social and emotional development

Children's PSED is crucial for children to lead a happy and healthy life, and it is fundamental for their cognitive development. Important attachments are formed that shape their social world. Strong, warm and supportive relationships are developed. So that children learn to understand their own feelings and those of others. Children are supported to manage their own emotions and develop a positive sense of self, they learn to wait for their turn and direct their attention as necessary. Through adult modelling and guidance they will learn to look after their bodies, including healthy eating and manage personal hygiene needs independently.

Physical Development

Physical development is vital in children's all-round development enabling them to pursue happy, healthy and active lives. Gross and fine motor skills are developed starting with sensory explorations and the development of a child's strength, coordination and positional awareness. Gross motor skills provide the foundation for developing healthy bodies and social and emotional well being. Fine motor control and precision helps with hand-eye coordination which is later linked to early literacy.

Literacy

It is crucial that children develop a life long love of reading. Reading consists of two dimensions: language for comprehension and word reading. Language comprehension (necessary for both reading and writing) starts from birth. It only develops when adults talk with children about the world around them and the books (stories and non-fiction) they read with them, and enjoy rhymes, poems and songs together. Skilled word reading, taught later, involves both the speedy working out of the pronunciation of unfamiliar printed words (decoding) and the speedy recognition of familiar printed words. Writing involves transcription (spelling and handwriting) and composition (articulating ideas and structuring them into speech, before writing).

Mathematics

Developing a strong grounding in number is essential so that all children develop the necessary building blocks to excel mathematically. Children should be able to count confidently, develop a deep understanding of the numbers to 10, the relationship between them and the patterns within those numbers. This is achieved by providing frequent and varied opportunities to build and apply this understanding such as counting small pebbles. In addition children need rich opportunities to develop their spatial reasoning skills across all areas of mathematics including shape, space and measures. It's important that children develop a 'have a go attitude' and not be afraid to make mistakes.

Understanding the world

This involves supporting children to make sense of their physical world and their community. This is achieved by broadening their experiences such as visiting the park, libraries and museums and meeting important members of our community e.g. police officers, nurses and firefighters. Listening to a broad range of stories will also foster their understanding of our culturally, socially and technologically and ecologically diverse world.

Expressive Arts and Design

The area of children's artistic and cultural awareness supports their imagination and creativity. Children need regular opportunities to engage with the arts, enabling them to explore and play with a wide range of media and materials.

Play helps young children to learn and develop through doing and talking, which research has shown to be the means by which young children think. Play 2 Learn uses the Early Years Foundation Stage (EYFS) guidelines to plan and provide a range of play activities which help children to make progress in each of the areas of learning and development. In some of these activities children decide how they will use the activity and, in others, an adult takes the lead in helping the children to take part in the activity. In all activities information from the EYFS has been used to decide what equipment to provide and how to provide it.

Working together for your children

Play 2 Learn has a high ratio of adults to children in the setting. This helps us to:

- give time and attention to each child;
- talk with the children about their interests and activities;
- help children to experience and benefit from the activities we provide; and
- allow the children to explore and be adventurous in safety.

There is a list of staff member names and qualifications in the entrance hall and on our website. We have an Early Years professional in our setting; Annette Kirk this qualification is the same level as a teacher (level 6). The EYP is a specialist in early years education and leads the team in improving and reflecting on practice in the nursery to ensure that all the children reach their potential through appropriate activities.

Play 2 Learn recognises parents as the first and most important educators of their children. All staff are seen as co-workers working with you in providing care and education for your child. There are many ways in which parents take part in making the nursery a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with the staff;
- helping at sessions of the nursery
- sharing their own special interests with the children;
- helping to provide, make and look after the equipment and materials used in the children's play activities;
- taking part in events and informal discussions about the activities and curriculum provided by playgroup;
- joining in community activities in which the nursery takes part; and
- building friendships with other parents in the nursery.

Parent Helpers/Parent Champion

If you would like to help at the nursery please let Wajeetha or your key person know. Helping at the nursery enables you to see what the day-to-day life of the nursery is like and it enables you to join in by helping the children to get the best out of their activities. If you would like to be a parent champion this would mean that you helped to support other parents in areas they are interested in learning about to support their children. Your role is to find out what our parents would like us to do, events to put on or activities we could do together. Also, to encourage parents to join in our healthy week, Christmas, World book day and Family Forest Schools. We will support you by offering internal training and you would be able to put these skills on your C.V and use us as a reference.

Joining in

You can offer to take part by offering to share your own interests and skills with the children. Parents have visited the nursery to: play the drums for the children; dance to traditional Indian music; and show the children their collection of shells.

Do feel free to arrange to drop into the nursery, if you would like to see it at work or to speak with the staff.

Key Persons

The nursery has a key person system. This means that each member of staff has a group of children for whom she/he is particularly responsible. Your child's key person will be the person who works with you to make sure that what the nursery provides is right for your child's particular needs and interests. When your child first starts at the nursery, she/he will help your child to settle and throughout your child's time at the nursery, she/he will help your child to benefit from the nursery activities. If your key person is not at the nursery on a day your child attends then a "buddy" key person will look after your child and follow their individual planning and interests. The name of this person will be given to you if this should happen.

Records of Achievement

The nursery keeps a record of achievement for each child in the 'All About Me' journals which are online using a system called EyLog. They use a tablet to record pictures and short videos as well as written observations. These observations are then emailed to parents/carers so you can see what your child is doing and how they are progressing each time an observation is made. Parents can also contribute to their child's record by commenting on the observations and adding their own observations. In this way we can truly work together to develop each child to their potential.

This is a secure system as EyLog uses the Secure Sockets Key (SSL) to encrypt all communication between the server and the tablets. All data is stored on secure Cloud based servers in data centres located in the UK. All data is regularly backed -up onto redundant systems. Nursery staff need a pin to access the tablets ensuring that nobody else will be able to access them. The tablets are locked down secure tablet devices with no access to facebook, emails etc. Parents also need a pin to access their child's emails from their email address which will be sent to you.

We also use Whatsapp to send photographs of your children especially when they first start and they are settling. Then on special occasions, when it is your child's spotlighting month or if there is a WOW moment. All the practitioners want to spend as much time as possible interacting and following your child's interests rather than taking lots of photos. In this way your child will receive all the support they need to progress.

The Nursery Timetable and Routines

Play 2 Learn believes that care and education are equally important in the experience which we offer children. The routines and activities that make up the nursery session/day are provided in ways that:

- help each child to feel that she/he is a valued member of the nursery;
- ensure the safety of each child;
- help children to gain from the social experience of being part of a group; and
- provide children with opportunities to learn and help them to value learning.

The session

The nursery organises its sessions so that the children can choose from and work at a range of activities and, in doing so, build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in adult-led small and large group activities which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others. These activities include Letters and Sounds and a package called Playing and Learning to Socialise (PALS). Along with Multi-Sensory Group Time (MSGT) where the children take part in small group activities which involve using many of their senses so it is a deep learning experience. We also have small communication groups to support those children who need a little more support with their language development. Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity - and are encouraged - to take part in outdoor child-chosen and adult-led activities, as well as those provided in the indoor playroom.

If your child attends for a $\frac{1}{2}$ day or pre school hours they will receive the same access to the curriculum as the full time children, the day is structured so that the morning and afternoon sessions offer similar activities.

Arrival

When you arrive at the nursery please ring the bell at the front a member of staff will then come and ask you to open the door to let your child in. Please **DO NOT** let your child open the door and do not let anybody else in. This is important for your child's safety. When you come to pick your child up please ring the bell and make your way to the garden gate where a member of staff will open the gate and pass your child to you.

We encourage your children to walk to nursery to keep them fit but also so they can learn about road safety. Therefore, please do not bring a pushchair/buggy to nursery. If you would like your child to cycle or use a scooter to come to nursery, you must take them with you when you leave as we have no room to store them and the entrance becomes dangerous.

Food and Drinks

Please do not bring any drinks or snacks for your child they will be offered milk or water throughout the session. Also do not let your children come into nursery with food as they will be given a snack whilst they are here and it is unfair on the other children who do not have anything and some children may be allergic to certain foods. We also ask that you do not give your child chewing gum when they come inside the nursery as they could choke whilst they are running around. We offer homemade food at the Play2Learn and the children are encouraged to help prepare their meals and snacks. The menus are planned to be balanced and nutritious and there is always a vegetarian option. Annette has a BA in Hospitality Management and supports the planning of menus and healthy eating habits. Please let us know of your child's preferences or dislikes and we would welcome any support in cooking activities with the children, especially traditional homemade foods that we could add to our menus. If you choose to provide a packed lunch then please ensure it is healthy - refer to the healthy packed lunch leaflet.

Allergies

When you join Play2Learn you will be asked on your application form if your child has any allergies. If they do please let us know at that time. The information we will need is:

- What triggers the allergy
- How severe is it
- Do we need to give medication
- Will we need specialist training to administer the medicine
- Who we should contact in an emergency

This will mean we will be prepared before your child attends the nursery, in some cases there may be a delay specialist training etc. is required before your child can join. You will also be asked to take a walk around the nursery to help identify any potential hazards and a list of activities will be discussed with you to see if they could trigger the allergy. This will all be recorded.

We also list all the ingredients in our menus (in the front entrance) with the week's menu which lists all the potential allergies recommended by the food standards agency. These allergies are; celery, gluten, crustaceans, eggs, fish, lupin, milk, molluscs, mustard, nuts, peanuts, sesame seeds, soya and sulphur dioxide. For more information visit food.gov.uk/allergy.

Jewellery

For your child's safety we ask that you do not send them to nursery wearing jewellery as it may get caught whilst they are playing. Especially dangly earrings and necklaces also bracelets can get caught very easily. We cannot take responsibility for any losses.

Free Play:

The children may move around between activities spending as much time as they like at each individual activity and returning to it as often as they like. These activities are planned by your child's key person who will share this with you so that you can help support your child at home.

Snacks and Meals

The nursery makes snacks and meals a social time at which children and adults eat together. We plan the menus for snacks and meals so that they provide the children with healthy and nutritious food. Do tell us about your child's dietary needs and we will make sure that these are met.

Outdoor Play

We will encourage your children to go outside everyday as this is an important part of the Early Years Foundation Stage. Also, they need to get vitamin D to keep them healthy which is only available from the sun through 15 minutes of outdoor play. Therefore, please ensure that your child has a coat and appropriate outdoor wear e.g. gloves, hats etc. which will enable them to have outdoor experiences which are fun and teaches them about the world around them. We are a physical setting and will promote at least 45minutes of physical activity during a three hours session this may be outdoors in the Forest or inside.

Home Time

A member of staff will open the garden gate when they see you, your child's name will be called and then they will be let out one at a time to make sure they are going home with the correct person and so that exit does not get too crowded. Please could you make sure that your child's coats, hats and bags are clearly labelled. If someone else is collecting your child please let us know when you drop them off so we can record it. Your child will not be allowed to go home with anybody who is not on your application form (we must see them first) or has not been recorded in the parent's communication book. If you are unable to collect your child please call us to let us know who will be coming in your place, if we do not know them then you will have to provide a password. Please give us this password when you phone so we can then ask the person coming to collect your child. If the passwords match we will allow your child to go home with them.

Collecting your Child

Please be on time for collecting your child as it can be very distressing for the children that are left behind after all of their friends have gone home. If you are running late/stuck in traffic etc please call us to let us know when you will arrive. If you are late then late charges will be incurred please refer to your contract. We will try to contact you by the numbers on your application form and your emergency contacts but if we cannot then we will have to contact Social Care who will look after your child until you can be contacted.

Walking to Nursery

Once your child is steady on their feet please could you encourage them to walk to nursery, in this way you will be supporting your child's physical development, their road safety skills and their vocabulary as you can walk and talk on your way. We cover road safety in our curriculum so that the children become aware of how to behave near the roads and by walking to nursery they get to practice this. Pushchairs **cannot** be left outside the nursery as they cause a hazard only children with developmental needs can leave their pushchair (please ask)

Hugs not Phones

When you enter the nursery, we ask that you (and/or your child or children) do not use a mobile phone, your child is so excited to see you and share what they have been doing so please take the time to listen to them.

Policies

Copies of the nursery policies are available on our website and some will have been covered at induction when your child start. The nursery policies help us to make sure that the service provided by the nursery is a high quality one and that being a member of the nursery is an enjoyable and beneficial experience for each child and her/his parents.

Special needs

At Play2Learn we support children who come into our setting with a range of needs along with this we monitor all our children and should they need extra support such as language development, behaviour or physical ability we are able to help. Our Special Educational Needs Co coordinator is Wajeeda Tariq she works with the Hounslow Early Intervention team to support children. Parents will always be asked if they are happy for us to refer their child to them and our main contact is Heidi Williams .

Together we help to identify and monitor children who are having difficulties, provide advice and practical strategies and make suggestions on resources and activities so we can include all children. A child may be given and Targeted Support Plan (T.S.P) to support them in a particular area this will be discussed with you at a meeting and you will be given copies and suggestions on how you can help.

As part of the nursery policy to make sure that its provision meets the needs of each

individual child, we take account of any special needs which a child may have. The nursery works to the requirements of the Early Years Foundation Stage and the disability discrimination act (DCSF) 2010, the Special educational needs and disability code of practice: 0 to 25 years 2014 and the Equal Opportunities Act 2010.

If you would like a copy of our Policy Supporting Children with Special Educational Needs please let us know and we can email this to you and answer any questions you may have.

We are an inclusive setting and we take seriously any complaints related to the Equalities Act 2010 in particular discrimination, harassment or victimisation of disabled children. The setting takes seriously its duty to promote equality of opportunity for disabled children

Payment of Charges

- The Additional Activities Charge is £50.00 which is non-refundable and the same amount is applied throughout the year. (suspended during COVID19)
- Payment is to be made on the 1st of every month by cash.
- Fees are calculated on the age of your child when they have their birthday the change in their fee will be made in the following term in line with the funding.
- Fees must still be paid if children are absent without notice for a short period of time.

If your child has to be absent over a long period of time, talk to Wajeeha. For your child to keep her/his place at the nursery you must pay the fees on time or we must receive nursery education funding for your child. You will be asked to sign a contract which outlines all the details.

- Please do not take your child on holiday during term time unless there is an emergency, fees must be paid in advance if you have permission to take holiday from the manager. If you do not inform us we will try and contact you to find out what is happening. If we cannot reach you or your emergency contacts then your place will be given to the next child on the waiting list.
- Fees may be given to Wajeeha or Laela
- We do charge full fees for Bank Holidays (closed)
- We do accept vouchers please check with Wajeeha.
- If you ask at short notice less than 2 days in advance to increase the amount of hours for your child you will be charged a flat rate of £12 per hour plus any meals that are taken. If you are able to give 2 days or more in advance then the hourly rate will be £9 per hour if we have the availability or the normal daily, half day or preschool hours. This will need

to be paid for on the day or if possible before your child attends. Additional hours for a set time are at the nurseries discretion.

- Please note that it is unacceptable not to pay your child's fees. If you fall behind more than 1 week, please make an appointment with the Manager so we can try and sort the problem out. Please do not put us in the uncomfortable position where you are asked to leave because you have not paid your fees. Refer to your contract for the non payment of fees.

If for reasons beyond the nursery control we must close i.e. no water, heating, polling day then the fees will still apply and there will be no refunds.

Sickness and Absence

- Please inform the nursery on the first day of your child's illness. If we do not hear from you we will call to see what is happening. If we are unable to contact you within 1 week then your place may be offered to another child. If your child has had sickness or diarrhoea then please do not send them back to nursery until 48 hours after their last episode. Please refer to our sickness and absence policy. Please refer to the absence letter that was covered at induction and is available on our website www.play2learncranford.com
- If your child has chicken pox please do not send them back to nursery until the last spot has scabbed over.

Early Years Entitlement

- Children who turn three years old are eligible to claim the Nursery Education Grant for the term following their third birthday this covers up to 15hrs per week. Some families may be able to access the 30 hours free childcare in line with the same dates. (please see our website for more details)
- If your child turns three after the 31st March i.e. April, May, June, July, August they will not receive the education grant at all.
- Some children may be entitled to the early learning entitlement for 2 year olds who meet the criteria you will need a code to be able to access this. The funding is available the term after your child turns two.
- Both of the entitlements do not include meals such as breakfast, lunch and tea. If your child is at the nursery during these times you may either provide a healthy alternative from home or pay for the nursery to provide this. The cost of this is £3 per child for breakfast and £4.50 per day for lunch which includes a desert. This must be paid in advance.

Suspension and Termination

- We may choose to terminate or suspend your contract immediately if fees have not been paid.
- You have breached any of the terms and conditions
- Parents/Guardians show unacceptable behaviour towards staff.
- Your child's behaviour is unacceptable and we feel this is putting others in danger including children and staff
- Your child is suffering from contagious infections, that can be passed on e.g. conjunctivitis
- You may terminate the contract at any time; however, you must give us at least 8 weeks notice in writing (not including when we are closed for termly holidays). This also applies if you decrease your child's hours.
- We suffer an event that cannot be mutually resolved.

Holidays:

We ask that you do not take your child/ren out of nursery during the term as there are plenty of opportunities to go when we are closed for the school holidays. This is because it affects your child's learning and they are often unsettled when they come back. If you do want to take holiday during term time you must speak to Wajeeha, as the London Borough of Hounslow will not pay for your place if you do not attend during the term time, as we are closed for all the school holidays. If your child does not attend and we cannot reach you then your space will be given to the next child on the waiting list (unless there are extenuating circumstances). The same rules apply whether your child is funded or if you are paying fees. Please see our sickness and absence policy for further details.

Starting at Play 2 Learn

We want your child to feel happy and safe at the nursery. To make sure that this is the case, the staff will work with you to decide on how to help your child to settle into the nursery. The nursery has a policy about helping children to settle a copy is available on our website. We offer virtual home visits by your key person before your child starts so that we can get to know your child, please make sure you are available for them. In most cases children settle quickly however if you have any concerns, please speak to your keyperson and we will work together to support you and your child.

Health & Safety

- Please make sure that both doors are shut behind you.
- No dogs are allowed on the nursery property
- No smoking/vaping is allowed on nursery property.
- In hot weather parent/carers are responsible for providing sun hats and putting on sun block.

- Buggies and pushchairs are discouraged for those children who can walk, however if you bring one then please leave it at the front of the nursery at your own risk.

Nursery Uniform

The children will take part in messy activities which we provide aprons for however they can still get quite dirty so please could you dress them in the nursery uniform of black jogging bottoms, white t shirt and green jumper. The nursery encourages children to gain the skills which help them to be independent and look after themselves the elasticated jogging bottoms enable them to do this. As this allows them to take themselves to the toilet as they are easy to take on and off. We also aim to go outside as much as possible so please bring a coat and Wellington boots if it is wet. Please put your child in closed shoes so they can run around without hurting themselves with Velcro grips or buckles so they can put them on themselves.

Please make sure that all you child' clothing and bags etc are clearly labelled.

Child Protection

Play 2 Learn has a responsibility to report any instances where we feel that a child may have been neglected or abused to the relevant authorities. We may do this without your consent and without informing you if we feel it may put the child at risk.

Accident & Event Sheets

If your child has an accident or is involved in an incident (event) with another child, you will be sent a message on EYlog which you will need to send back. This is just to say that we have informed you of what has happened to your child.

Previous Injury

We understand that sometimes children can have accidents at home it is our responsibility to record any marks, cuts or bruises that your child might come into nursery with. This will be recorded on a previous injury form and you will be asked what happened and to sign/or the person you have given the responsibility to pick up your child.

Parking

There is no parking available on the nursery premises however we are in a residential area where there is limited parking. Please make sure you do not block any of the local residents drive ways.

Toys

At Play 2 Learn we have an extensive amount of toys and equipment that are available to your children everyday. Therefore, please do not allow your children to bring in items from home unless we have specifically requested this. If they do bring something in we cannot accept responsibility for its loss or damage. Also, children sometimes take toys home in their pockets e.g. small cars, please could you return any of these items as it is costly to replace them.

Breakages/Damage to Nursery Toys & Equipment

Whilst we understand that there will be some damage to toys and equipment when young children play we will not accept wilful damage. Once a child has the understanding and have been asked not to be rough with the toys or tear books and continues to do so then we will ask the parent/guardian to pay for the replacement.

Dummies And Bottles

We do not encourage the use of dummies at the nursery as they can prevent language from developing and effect children's teeth. If your child uses a dummy please let their key person know so we can work with you to lessen its use. Bottles are not given at the nursery and all children are encouraged to use a cup as this can also prevent tooth development, increase tooth decay as well as delaying speech.

Donations

We would be grateful if you could donate boxes of tissues once a month

Wipes

Please provide your child with a packet of labelled wipes as we use them after toileting for all children. You will be asked by your key person to replace them where necessary. Thank you.

Information

- Your key person will call and arrange a meeting with you to discuss your child's progress, this is an opportunity for you to share what your child has been doing at home, as well as anything you would like us to support them with at nursery. In addition we also send videos of activities we do at the nursery which you could do at home, you can also send videos or pictures to us too on Eylog or WhatsApp.
- We put reminders on the walls and doors of the nursery and send messages via WhatsApp, email and Eylog whenever necessary.
- All our planning, procedures, menus, registration and insurance certificates are placed on our notice board in the hall.

Complaints

If you have any concerns or complaints about the service we offer at Play2Learn we have a complaints procedure (available on our website). We hope that they can be resolved within the nursery, however if you are not satisfied with the outcome then you can contact Ofsted on the details below:

**Ofsted
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD**

Web Address: www.ofsted.gov.uk/parents

Telephone: 0300 123 1231

Do you need a place at a Playgroup?

First Steps Playgroup is part of Play2Learn Childcare Ltd which is in Heston and is an Outstanding setting. Open term time only 8.30am to 3.00pm sessions are available Monday to Friday. It is situated on New Heston Rd TW5 0LW and there 26 places available if you are interested please call 07926591470 or 020 8577 6639.

Information we hold about you and your child

We have procedures in place for the recording and sharing of information [data] about you and your child that is compliant with the principles of the General Data Protection Regulations UK (2020) as follows:

The data is we collect is

1. Processed fairly, lawfully and in a transparent manner in relation to the data subject you and your family
2. Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
4. Accurate and, where necessary, kept up to date.
5. Kept in a form that permits identification of data subjects you and your family for no longer than is necessary for the purposes for which the personal data is processed.
6. Processed in a way that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

When you register your child with us we will provide you with a privacy notice that gives you further details of how we fulfil our obligations with regard to your data.

Policies and Procedures

Please ask if you would like a copy, full policies and procedures are available to be sent through your EYlog account or on our website www.play2learncranford.com

- Introduction
- Children's rights and entitlements
- Safeguarding children and young people and vulnerable adults
- Looked after children
- Uncollected child
- Missing child
- Attendance policy
- Online safety (inc mobiles and cameras)
- Employment
- Student placements
- Induction of employees and volunteers
- First Aid
- The role of the key person and settling in
- Staffing
- Administering medicines
- Managing children who are sick and infectious or with allergies
- Recording and reporting of accidents and incidents
- Nappy changing
- Food and drink
- Food hygiene
- Health and safety general standards
- Maintaining children's safety and security on premises
- Staff personal safety including home visits
- Supervision of children on outings and visits
- Risk assessment
- Fire safety and emergency evacuation
- Animals in the setting
- No Smoking
- Valuing diversity and promoting equality
- Special educational needs
- British values
- Admissions
- Parental involvement
- Children's records
- Transfer of records to school
- Privacy notice
- Information sharing

- Working in partnership with other agencies
- Making a complaint
- Physical activity