

# Worlingham Pre-School

## This Agreement

We reserve the right to vary the terms and conditions contained in this Agreement

This Agreement contains the full and complete understanding between the parties and supersedes all prior arrangements and understanding whether written or oral relating to the subject of this Agreement except to the extent that we vary terms from time to time.

Acceptance of a place will be deemed as acceptance by you of these terms and conditions.

### Index of contents in the parent/carer brochure's childcare terms and conditions:

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Dear Parents/Carers,

## ***Welcome to Worlingham Pre-school***

### **We are a fully inclusive setting, where every child is unique and valued.**

This booklet contains information and terms of the Pre-School. The Pre-school policies are in written form and are available for viewing at any time via our website/in the pre-school lobby or they can be emailed to you, however if you need someone to interpret these for you please see the Pre-School Manager.

Any personal information you supply to us will be collected, stored and used in accordance with the principles of the General Data Protection Regulations (GDPR) (2018) and our *Confidentiality and Client Access to Records Policy*. We will always seek your consent where we need to share information about your child with any other professional or agency. We are required by law to override your refusal to give consent only in specific circumstances where the child or someone in the family may be in danger if we do not share that information.

If you have any queries/suggestions please speak to the Manager or a Committee Member. We hope your child will be very happy with us.

### **VALUING DIVERSITY & PROMOTING INCLUSION & EQUALITY: Please see full policy on our website or in the Pre-School lobby**

Our setting is open to all members of the community. We are committed to valuing diversity by providing equality of opportunity and anti-discriminatory practice for all. We provide positive non-stereotyping information about gender roles, diverse ethnic and cultural groups and people with additional needs. We make inclusion a thread that runs through all of the activities of the setting.

### **SUPPORTING WITH SPECIAL EDUCATIONAL NEEDS & DISABILITY: Please see full policy on our website or in the Pre-School lobby**

We aim to provide equality of opportunity for all members of our group and this includes children with special needs. The number of adults present at pre-school enables us to aim to provide individual attention for each child. This enables them to progress at his/her own rate in all areas of development and this is true for both children with and without additional needs or learning difficulties. **We work closely with speech & language therapists, the children's centre and other professionals.**

We operate in accordance with the Governments Code of Practice for Special Educational Needs.

### **WHEN AND WHERE**

Worlingham Pre-school is held in a classroom on the far right at the back of the School site, Garden Lane, NR34 7SB just follow the path. The Pre-school at present runs five am and five pm sessions from Monday to Friday, starting at 8.55 am until 11.55 am and 12.30 pm until 3.30 pm for children entitled to 15/30 hours of government funding per week and non- government funded children, for 2, 3 and 4 year old's. Children who are entitled to the extra 15 hours of government funding per week the year they turn 4, may choose to have breakfast/lunch here at pre-school which is not included within their 30 hours of government funding, if you attend the pm session only and you are entitled to extra hours and if space/numbers allow it, your child may be invited to attend some am sessions. Lunch club is also available to children who attend our afternoon session only. We also have a breakfast club available to children who attend our morning session only again we supply both the breakfast and lunch for all children attending. **Both Breakfast and Lunch Club are an extra cost to use see below. Parent/carer's will need to supply a drink for lunch club.**

**Breakfast club on offer is from 7.55am – 8.55am supplied by pre-school (Nut/peanut free breakfast) at a cost of £6.00 per day of attendance for children staying all day and am children only.**

**Lunch on offer will be from 11.55am to 12.30pm supplied by pre-school (Nut/peanut free lunch) at a cost of £3.50 per day of attendance for morning children entitled to the extra 15 hours of government funding for working parent/carer's only and children who attend afternoon sessions only. Please see admissions policy for more information on our website.**

Our term time runs for 38 weeks of the year usually within standard local school times (subject to variation)

## **STARTING PRE-SCHOOL**

Children usually start our small charity run Pre-school around the age of two and a half /three. Most children start off with two sessions a week, gradually increasing as and when the child is ready and subject to availability.

We want children to feel safe and happy in the absence of their parents/carers. Children cannot play or learn successfully if they are anxious or unhappy.

Our settling in procedure aims to help parent/carers and children feel comfortable in the pre-school. We also want parent/carers to feel welcome and involved from the beginning.

In order to accomplish this; we invite parents/carers and children to visit pre-school during the week before an admission. **A home visit is also offered if preferred.**

Parents/carers are welcome to stay as long as it takes your child to settle. We will reassure and support parent/carers whose children are taking a long time settling into pre-school. Parents/carers are welcome to telephone the Pre-school for reassurance at any time.

### **FEES**      **For children not entitled to government funding or do more sessions than entitled too:**

Fees are currently £16.00 per 3 hour session (approx. £5.33 per hour) payable weekly, monthly, half/full termly in advance please. Fees continue to be payable if a child is absent, is on holiday or we are closed due to bad weather conditions. **In cases of prolonged absence, parent/carers should consult the pre-school Manager about fee payment.**

**We will endeavour to support and offer advice to those families experiencing poverty or on limited income, as a charity we can offer one/two free places. Please speak to the Pre-School Manager in confidence.**

We encourage and actively support eligible parent/carers claiming and taking up the childcare element of the tax credit, universal credit etc.. or in receipt of employers childcare voucher scheme.

**Fees are payable from your child's second visit date, where they attend the pre-school without you being with them. You will receive a fees invoice when you need to pay, giving information on the sessions you are charged for. Each child's attendance at pre-school is conditional upon continued payment of any necessary fees.**

Parents/carers **must give Pre-school four weeks' notice** if their child will be leaving the provision. A charge for those sessions may be made if not notified.

If the fees are not paid within a reasonable time, the Manager will notify the parent/carer in writing and request payment at the earliest possible opportunity.

### **GOVERNMENT FUNDING:**      **Children age 2, 3 or 4 year old's entitled to Government Funding:**

The pre-school is able to offer free education for funded 2 year olds and all children age 3/ 4 year olds (3 hours) **who are all automatically entitled to 15 hours per week** of government universal funding the term after they are 3 years old.

**Autumn Term - born between 1<sup>st</sup> Sept and 31<sup>st</sup> Dec funded in the following January**

**Spring Term - born between 1<sup>st</sup> Jan and 31<sup>st</sup> Mar funded in the following April**

**Summer Term - born between 1<sup>st</sup> April and 31<sup>st</sup> Aug funded in the following September**

### **2 year old government Funding:**

**You may** be entitled to two year old funding if you are in receipt of the following benefits:- Income Support, Child Tax Credit, some working tax credits etc Please check [www.suffolk.gov.uk/two](http://www.suffolk.gov.uk/two) **if you think you may be entitled.**

## **Extra 15 hours government funding for working parent/carer's only:**

**You may** be entitled to an extra 15 hours of free government funding for three/four year old if you are working 16 hours or more or earn equivalent to these hours at minimum/living wage and earn less than £100.000 per year etc... you can check to see if you are entitled to this or other on [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) **if you think you may be entitled.**

**Please Note!** We only offer the 30 hours to children who attend our morning session who will be become 4 year's old with- in the dates 1<sup>st</sup> September to 31<sup>st</sup> August or if space permits 3 year old's who attend just afternoon sessions who are entitled to 30 hours.

**IMPORTANT:** We will not be able to claim for any child who starts our pre-school in the middle of a term unless it is before 'Headcount Day' this depends on certain circumstances whether we can/cannot claim within that term. Funding will not follow a child from one setting to another which means you may have to pay your new setting until a claim can be made. If your child is entitled to funding, then a claim can be made for the following term. This is known as swings and roundabouts.

The above applies to Suffolk funded children only; if you are coming from outside of Suffolk, we may be able to claim additional funding.

## **WHAT TO WEAR Uniform is not compulsory children do not have to wear uniform:**

In order to feel free to explore and experiment with all kinds of materials, including messy ones, it is best to send children dressed in clothes that are not too new. It is good for children to practise the skills which will make them independent, simple clothing like training bottoms or something without buttons/zips, which they can handle themselves will enable them to go to the toilet when they need to without being too dependent on other people's help. It is also advisable to leave a spare set of clothes in their bag, (see 'What to Bring' below) just in case of "accidents." Sensible footwear is also advisable; **please provide trainers or soft shoes for your child to wear indoors if they come in wearing wellie's or heavy outside shoes.**

## **No crocs, flip flops, opened toe sandals, laced shoes/trainers please!**

At present we have our own supply of wellington boots for your child to wear, we may request that you supply a pair if we do not have enough for all the children to wear during the session. The benefits of outdoor play are enormous and therefore we endeavour to let the children outside every day, please ensure they are dressed appropriately.

**ALL COATS/JACKETS, HATS, SCARVES, WELLINGTON BOOTS/SHOES BROUGHT IN, MUST BE NAMED PLEASE!**

## **Uniform Prices: Not compulsory:**

We also sell sweatshirts, cardigans, reversible jackets, t-shirts and polo shirts with our logo, current prices: sweatshirts £11.00 sweat cardigans £12.00, reversible jacket £20.00, Reversible coat £25, T-shirts £5.50 & polo shirts £8.50

## **WHAT TO BRING**

During the first week of your child attending pre-school, they will be given two bags with the Pre-school logo on, one for their spare clothes (supplied by you please) to be put in and left at Pre-school, this will be named by a staff member and kept near the toilet/cloakroom area. If your child needs a change of clothes these will be used and the clothes changed will be put into a plastic carrier bag to be taken home and replaced by you when your child next attends please. The other bag (red) will go home at the end of each session if your child has done any pictures, paintings or letters etc... They will be given to your child by the staff. Could you please bring this red contact bag back to the group when your child next attends as this will need to be used time and time again, possibly each time your child attends their sessions.

**Pre-school provides outdoor trousers, coats, wellington boots, winter and summer hats for children to wear during session times. You can leave your child's named own coat/hat from home on the coat rack in the main entrance lobby.**

This will help your child to get into the routine of having bags which are used in the primary school in preparation for when they reach school age. At the end of your child's time in Pre-school these bags are to be returned to the

Pre-school as these are the property of the group. If your bag is lost/damaged and a new one needs to be given, you will be charged the full purchase price £5.50, so it can be replaced.

**NB. We have some spare clean clothes on the premises if we need to change your child or may need more than one change of clothes etc. These also need to be washed and returned to the group as quickly as possible.**

### **BRINGING IN TOYS**

One small toy which goes with our colour/letter of the week **only please!** Of course your child is welcome to bring in their comfort toy/blanket, what they may need to help them to settle in quicker.

NB. If more than one toy is brought in at the session your child will be given the option of which toy they would like to stay and you will be given the others to take home. As more than one toy can cause problems for the staff to monitor what belongs to who and also whether they belong to the group.

### **DROPPING OFF AND COLLECTING**

When dropping off your child please **bring them** into the entrance lobby or you may have to help to settle them in and say goodbye so that they are aware that you are leaving. Allow approximately **10 minutes extra time** for bringing/collecting your child as we have up to 30 children **to see safely** to their parent/carer during these times and information may need to be shared during this time.

**IMPORTANT Please** ensure that you inform the **Manager** in writing if someone other than the named contacts are collecting your child. We **cannot** allow children to leave without this written confirmation. **Fill in form near entrance and hand in to Manager/Key Person.**

Children should not be dropped off or collected early without prior arrangement with the Manager. If there are unforeseen circumstances and there is a problem collecting your child please notify the Pre-school immediately. **A charge of £8.00 will be made after 10 minutes for unmodified late collection to cover staff wages.**

**For safety reasons when dropping off and collecting:** Please wait outside the main entrance door until you are called to drop off/collect your child. Please **walk to pre-school** if possible as parking is not available to pre-school families.

**PLEASE DO NOT LET YOUR CHILDREN RUN AROUND THE SCHOOL GROUNDS FOR THEIR OWN SAFETY!**

**SNACK / DRINK BREAK: Food allergens and intolerance: If you would like to know the ingredients in any of the snacks we are serving. Please ask the Manager. We are a Nut Free Zone Pre-School:**

A drink is offered to the children of either milk or water including a small healthy snack, please see snack board for what is on offer each day. A small donation of £1 (please put into donation box, on uniform table) is asked to help with snacks provided, this is totally your choice. **Every child will be provided with a snack even if you do not provide a donation. Please note!** Water is always available for the children to have a drink throughout the session.

**Nut Free Zone: We are a nut free zone and do not allow any items/products into our pre-school which contains any type of nut/peanuts this includes which may contain/made in a factory where there are nut/peanuts, bought over the counter products or homemade cakes etc.....**

### **PARENT/CARER ROTA**

Research shows that children learn better when their parent/carers are involved. Our rota system gives all parent/carers the opportunity to take an active part in their children's learning on a regular basis. Fathers, Grandparents, Aunts, Carers etc are all welcome to help. This also helps us to maintain a high adult ratio to children in our group. If you wish to stay and help this should be a prior arrangement with the Manager, it may be possible to stay on the day of asking. **PLEASE NOTE** You are welcome to bring younger siblings to the session but they must remain the sole responsibility of the parent/carer and are not included in our insurance.

When helping please refrain from taking children to the toilet please ask a member of Staff. Should you witness an accident or incident; please report it to a member of staff.

This is also a good opportunity to find out how your child is getting on at Pre-school and look at your child's Learning Journey and our policies. **Please feel free to ask.**

## **HOW ELSE CAN YOU HELP?**

Have you any special abilities or skills you are willing to share with the group, e.g. play an instrument, sew, etc. If you have any ideas on any aspect please feel free to discuss this with us or come to a committee meeting or even become a committee member, we are always looking for new members with fresh ideas.

## **FUNDRAISING**

Pre-school fees cover staff wages, insurance and the day to day running costs of the Pre-school. We have to rely heavily on fund raising to keep our fees at an affordable price and also provide us with the extras like buying resources, replacing equipment, parties, subsidising outings. This is where we rely on help and support from parent/carers. You will be advised of these by regular newsletters.

## **THE COMMITTEE**

The Pre-school is voluntary controlled and the committee is responsible for the group. It is normally made up of elected parent/carers, who stand for one or two years. It needs to have at least five members, three of which must hold the office of Chairperson, Secretary and Treasurer. You do not need to have a profession to become a member just have a general interest and enthusiasm to get involved. Meetings are held usually once a term.

## **PRE-SCHOOL CANNOT LEGALLY RUN WITHOUT A COMMITTEE.**

Please see parent/carer notice boards for present Committee Members names, dates of next meeting etc.

<b>Chairperson</b>	<b>Tanya Green</b>
<b>Secretary</b>	<b>Amy Elliott</b>
<b>Treasurer</b>	<b>Andy Banks</b>

**Committee Members:           New members needed please help!**

## **About Worlingham Pre-school**

Worlingham Pre-school (Playgroup) was started in 1977 with the aim of providing pre-school activities for children in the area. We operate within the standards set by Ofsted. We are regularly inspected to qualify for registration and all staff have received full criminal record and security DBS checks. All staff receive regular training in childcare through courses provided by Suffolk County Council (S.C.C.) and have up to date knowledge in Safeguarding Children and First Aid.

## **Aim of the Pre-school**

The aim of the Pre-school is to provide a happy, secure and stimulating atmosphere in which we can provide pre-school education and care in a learning through play environment.

The group aims to be fully inclusive of all children and adults regardless of age, gender, colour, culture and linguistic background, ethnic or national origins, religion or additional needs (disabilities)

Within the group, all children are supported in developing their potential at their own pace. By means of developmentally appropriate activities and a high level of individual adult input, we offer a curriculum which enables children to progress through the developmental stages towards the Early Learning Goals within the Early Years Foundation Stage.

## Adult Resources

The regular staff are as follows:

<b>Pre-school Manager</b>	<b>Angie Gurney</b>	<b>Diploma In Pre-school Practice-level 3</b>
<b>Assistant Manager &amp; SENDCo</b>	<b>Gail Reynolds</b>	<b>Diploma In Pre-school Practice-level 3</b>
<b>Pre-school Assistant</b>	<b>Emma Britton</b>	<b>Degree BA with Hons (CCLD)</b>
<b>Pre-school Assistant</b>	<b>Jemma Utting</b>	<b>Foundation Degree of Arts in Early Years</b>
<b>Pre-school Assistant</b>	<b>Isobel Mison</b>	<b>D.P.P. Cache level 2</b>
<b>Pre-school Assistant</b>	<b>Angela Savage</b>	<b>CCLD Level 4 )</b>
<b>Pre-school Assistant</b>	<b>Sharon Crudgington</b>	<b>Cache level 3</b>
<b>Pre-School Assistant</b>	<b>Sophie Miller</b>	<b>Level 3 Early Years Educator (EYE)</b>

Staff have also received training in Safeguarding Children, Paediatric First Aid, Food Safety, Health & Hygiene, Special Needs and Promoting Positive Behaviour in Children.

In addition, on- going training is regularly taken through courses and workshops run by Suffolk County Council (S.C.C.), which keep staff up to date with current practice, these are also available to parents, if you wish, please ask.

**Other Pre-School Staff: Business Support/Wages Clerk: Katrina Potter Cleaner: Jeanette Baldwin**

## Key Person System

We have a key person system in place; where all staff are key workers to all children in the group, your child will be assigned to a member of staff, (Key Person) who will help to settle in and keep track of your child's progress and well-being, this is done by regular observations to ensure each child's needs are recognised and met.

**Your child's key person will introduce themselves to you.**

## The Early Years Foundation Stage

The Early Years Foundation Stage is the first stage of the National Curriculum focusing on the needs of children aged from birth to the **end** of the reception year in primary school. It comprises of **prime and specific areas** of learning and development which is explained further in this booklet. Each area of learning and development has early learning goals, these are what is hoped children will reach or exceed by the end of the Early Years Foundation Stage. Children will be at different stages of progress towards these goals depending on their age and stage of development. The staff plan a wide range of opportunities for your child to progress to meet these goals and what is planned is based on what children already know and can do. To enable us to do this we make and record regular observations on each child to monitor their progress through, what we call, 'The Learning Journey,' either online through Tapestry or paper form this information then passes on with your child to school, then it will be given back to you by the school (paper form) Or passed on via Tapestry with your permission.

You are your child's first educator and understand your child better than anyone else. By sharing information with us helps us to take your child's needs and interests into account when planning. If you do not wish us to make observations on your child or have any queries with regard to this please speak to the Supervisor.

## The Curriculum for the Prime and Specific areas of Learning & Development

**Prime areas** are fundamental, work together, and are move through to support development in all other areas.

**Communication and language** development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.

**Physical development** involves providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.

**Personal, social and emotional development** involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.

**Specific areas** include essential skills and knowledge for children to participate successfully in society.

**Literacy** development involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

**Mathematics** involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures.

**Understanding the world** involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.

**Expressive arts and design** involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology.

### **Promoting Positive Behaviour: Please see full policy on our website or in the Pre-School lobby**

We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without the fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement. All adults will try to provide a positive role model for the children with regard to friendliness, care and courtesy and to offer strategies for handling any conflict. All adults in the Pre-school will ensure that the boundaries are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.

**Any behavioural problems** will be handled in a developmentally appropriate fashion, respecting individual children's level of maturity and understanding.

When children behave in an unacceptable manner they will be given one to one adult support in seeing what was wrong and how to cope with it more appropriately. This might be accomplished by a period of "time out" with an adult (this means to be moved away from the situation). Children will never be sent out of the room by themselves or any technique like the "naughty chair" will not be used. If inappropriate behaviour becomes an issue, parent/carers will be invited to discuss matters confidentially by the Manager, so a unified course of action can be agreed.

### **Health and Hygiene:**

There is always on the premises a qualified First Aider.

Hands are always washed after using the toilet and before receiving refreshments. Gloves must be worn by staff and volunteers when contact is made with body fluids with particular awareness and care of how infection including HIV can be transmitted.

### **Health Care Plans:**

These are essential for any child with allergies or ongoing medical conditions. A health care plan may be needed from your **doctor or health care professional**.

### **Illness:**

Parents/carers are asked to keep their children at home if they have any infection and to inform the pre-school as to the nature of the infection. This will allow the pre-school to alert other parents as necessary. Please notify the pre-school of any absences within 24 hours so we can amend our registers. Written notification is preferable.

**Please Note** Please do not send into pre-school, any child who has suffered sickness and /or diarrhoea until they are well and free from any symptoms for **72 hours**.

Occasionally we have an outbreak of head lice, please advise the Manager in confidence as soon as possible, so we can inform other parent/carers to check their child's hair. There is no cause for alarm, as this is a regular occurrence once your child enters Early Years. The sooner we are informed the quicker we can stop the infestation.

If your child is on prescribed medication i.e. inhalers etc, please place them in a container with the child's name and dosage attached, written information is needed giving clear instruction about the dosage and administration and written authorisation for members of Staff to administer the medicine if needed. A record will be made for you to sign every time it is necessary for us to administer the medication.

### **Accident/Incidents:**

If when you come to collect your child there is an accident/incident form for you to sign and you feel that the information given is limited please appreciate that we have up to 30 children to see safely to their parent/carers and cannot always go into lots of details as to what has happened. Therefore if you feel that you would like to chat further or ask questions about your child's accident/incident please feel free to wait until the end to speak to the Manager or the person who dealt/witnessed the accident/incident can speak to you privately. Or if you decide later that you would like more information please phone the pre-school on 01502 712115 up to 6pm, **please do not email**.

**Insulin/adrenalin Injections:** With regard to administration of life saving medication we need you to arrange for a qualified health professional to train our staff in the procedure and administration of such medication. To safeguard your child and ourselves this course of action must be applied.

**Safeguarding Children, young people & vulnerable adults:** Please see full policy on our website or in the Pre-School lobby

**No mobile phones/cameras allowed in the playroom or outside area(Leave in pre-school office)**

We intend to create in our Pre-school an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. All staff have been cleared by the 'Disclosure and Barring Service(DBS) and it is made clear to applicants for posts within the pre-school that any position is exempt from the provision of the Rehabilitation of Offenders Act 1974. Adults who **do not hold an enhanced DBS certificate must not** be left alone with a child or take any to the toilet and we ask you not to do so when you come in or help on an outing. The pre-school will take every step in its power to build up a trusting and supporting relationship between families, staff, volunteers and supporters in the group. **Where abuse is suspected, it is our legal obligation to report our concern to the authorities; however the pre-school will continue to welcome the child and family while investigations proceed.** With the proviso that an investigation is held, **the care and the safety of the child must always be PARAMOUNT** the pre-school will aim to do all in its power to support and work with the child's family.

**Attendance and absence:** Please see full policy on our website or in the Pre-School lobby

Our setting is committed to safeguarding children and promoting their Wellbeing. If your child is sick or unable to attend for whatever reason you must notify the manager of non- attendance before 8.45am on the pre-school **01502 712115/** mobile telephone (**07920 129490**) to speak to a member of staff or leave a text or message on the answer phone or an email to [worlinghampreschool@hotmail.com](mailto:worlinghampreschool@hotmail.com)

If you have arranged a **holiday during term time** please notify us in writing of the days your child will be absent.

**Confidentiality and Client Access Policy:** Please see full policy on our website or in the Pre-School lobby

The pre-school's work with children and families will sometimes bring us into contact with confidential information. Parent/carers have ready access to the files and records of their own children **but will not have** access to information about any other child.

**Confidential information given by parents/carers to the Manager will not be passed on to other adults without their consent. Please see full policy on our website or in the Pre-School lobby**

**Information Sharing:** Please see full policy on our website or in the Pre-School lobby

Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.

**Making a Complaint Procedure:**

Fortunately not very often, but sometimes misunderstandings can occur, normally when the wrong information has been relayed, or playground gossip has taken place.

Any person who is concerned or uneasy with **any** aspect of the group, please come in and talk with the **Manager Angie Gurney, Assistant Manager Gail Reynolds 01502 712115 or Chairperson of the Management Committee 07511 983070** Many concerns can be resolved quickly with an informal approach. If this then, does not prove a satisfactory outcome or if the problem reoccurs, then the concern/complaint should then be put into writing to the Manager or Chairperson of the Committee. **Please see full policy for more information on our website or in the Pre-School lobby**

***Other Policies/Procedures:*** Admissions, Fee/charges, Settling-in, Arrivals & Departures, Premises, Security, Attendance, Absence, British Values and Prevent Duty, Children's Records, Conflict of Interest, Disciplinary, Grievance, Disclosure & Barring(DBS) Handling, Early Years Education, Equipment & Resources, Fire, Food & Drink, Health & Safety, Intimate Care & Incontinence, Looked after Children, Missing Child, No Smoking, Alcohol & Drugs, Online Safety, Parental Involvement, Privacy Notices, Promoting Positive behaviour, Provider Records, Recording and Reporting Accidents and Incidents, Recruitment of Ex-offenders, Retention periods, Risk Assessment, Special Educational Needs & Disability(SEND) Staff Code of Conduct, Staff Safety, Staffing & Employment, Student & Volunteer, Transfer/Transition of Records, Uncollected Child, Visits and Outings, Working in partnership with other agencies. **Please see full policies on our website or in the Pre-School lobby**

Always available for you is the pre-school's policies and procedures, your own child's learning journey, Ofsted Report, Self-evaluation form (SEF) Safeguarding (SEF) and operational plan.

**Please ask your Key person or the Manager if you would like to see any of these documents or would like them photocopied or/emailed to you.**

**Bad Weather Conditions:** If the weather is bad e.g. snow, heavy winds etc... the pre-school maybe closed, please look at our Facebook page; website, you should receive an email/text or phone call once the decision is made. Please check this information in the morning before you leave for Pre-School whether you attend AM/PM sessions.

**Hot Weather Conditions:** Can you please put **sun cream** on your child before they come to pre-school!

**Due to safety reasons**, we must ask that your child attends appropriately dressed as they are climbing, running, jumping and riding etc.... in our outside play garden.

Children to wear **sensible foot wear please** when they attend pre-school e.g. trainers, doodles, sandals with a heel strap (closed toes) etc.... which are the correct size for their feet.

**No crocs to be worn please as straps are wide around the ankle making them loose or flip flops please as there is no ankle or heel support.**

**No shoes or trainers with laces to be worn as these are difficult for children to put on by themselves!**

**If your child stay's for breakfast/lunch club and you have not put the 8 hour sun cream on your child then please supply sun cream and gloves in your child's red bag to be applied by staff and kept in their red bag. (Sign permission form)**

## **Useful Telephone Numbers:**

**Family Information Services (FIS) 03456 080033** - Information on availability of childcare  
e.g. Early Years funding for 2/3/4 year olds, Breakfast/afterschool/holiday clubs

**Safeguarding:**      **Are you concerned about a child?**

**Customer First 08088 004005 (Freephone 24 hour line)**

**Suffolk Police 01473 613500 (main switchboard) IN AN EMERGENCY DIAL 999**

**Beccles Children Centre 01502 718750** Local childcare information & support for under 5's  
e.g. parent classes, family support, advice

**OFSTED 0300 123123 (General Helpline)** Registers & inspects childcare. Providers  
must meet requirements that relate to safety

**The Information Commissioner's Office (ICO Helpline) 0303 123 1113** - General Data  
Protection Regulations (GDPR) (2018)

## **Termination of the Agreement**

You may end this Agreement at any time, giving us at least one month's notice by completing the 'Notification of Leaving Date' form.

We may immediately end this Agreement if:

- You have failed to pay your fees;
- You have breached any of your obligations under this Agreement and you have not or cannot put right that breach within a reasonable period of time after we have drawn it to your attention;
- You behave unacceptably, as we do not tolerate any physical or verbal abuse or threats towards staff;
- We take the decision to close. We will give you as much notice as possible in the event of such a decision.
- It may become apparent that the support we are able to offer your child is not sufficient to meet his/her needs.

In these circumstances we will work with you, the local authority and other welfare agencies as per our procedures to identify appropriate support, at which point we may end this Agreement.

## Agreement of Childcare Terms and Conditions:

If you are in agreement with all the childcare terms and conditions enclosed and pages 1- 11 in the Worlingham Pre-School brochure. Please sign below and return this slip to the Manager.

We reserve the right to vary the terms and conditions contained in the Childcare Agreement.

Your Child's Name ..... **(Please Print)**

I am the person with Legal Parental Responsibility of a child who attends this named group. Yes / No

I have read, understood and agree the enclosed terms and conditions, brochure and privacy notice supplied by Worlingham Pre-school at registration.

**Parent/Guardian (1) Please print your name.....**

Signed ..... Date .....

**Parent/Guardian (2) Please print your name .....**

Signed ..... Date .....

**Guarantor name (where applicable)**

Signed \_\_\_\_\_ Date \_\_\_\_\_

Relationship to the child \_\_\_\_\_

Home address \_\_\_\_\_

Daytime/work telephone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Signed on behalf of Worlingham Pre-School:

Signed \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

Role (owner, director or trustee) \_\_\_\_\_