



PARENT HANDBOOK





About this handbook

The Parent Handbook provides key information for parents on how we operate as a nursery. We strongly believe that children develop best when there is a strong partnership between both parents and the nursery. We therefore ask that you read the Handbook carefully.

We reserve the right to review or update the information contained within this handbook at any time. We will inform you if there is a change in policy and the full set of policies and procedures is available to read at any time. You can request to see these through the Nursery Manager.



About us

The Honeytree Bristol is located on Filton Road next to the Orchard School. We have just undergone an extensive refurbishment to build what we believe is one of the best nurseries in Bristol, with brand new rooms, all-natural resources and an outdoor area designed to light up the fervent imaginations of our children!

We believe strongly that every child is unique and develops at their own rate. We therefore ensure that all children have individual learning opportunities that allow them to explore and grow into confident children.

Honeytree follows the Early Years Foundation Stage (EYFS), which sets the standards for the learning, development and care of children from birth to 5-years-old.

Every child deserves the best possible start in life. Research shows that a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right but good parenting and high quality early learning together provide the foundation needed for children to fulfil their potential.

Our Nursery Managers are Tessa Davies and Kate Smart. In addition, Jay Sparkle oversees the nursery as Area Manager. The Nursery Management actively promotes staff development and encourages a culture of continuous learning and development.

The Nursery is open fifty-one weeks a year, from 7.30am until 6.00pm, only closing on bank holidays and the week between Christmas and New Year. The Nursery adopts an inclusive environment and caters for children and families of diverse background, including those with additional needs.

The Nursery has three base age groups split between several areas, each devoted to caring for a specific age group and developmental stage.

- Babies (0 – 24 months)
- Toddlers (24 – 36 months)
- Preschool (36 months +)

Children move rooms as and when they are developmentally ready, allowing flexibility in this structure.

Within the nursery we have different ratios of staff to children. The number of staff to children depends on the age of the children. The ratios that we adhere to, which are set out by Ofsted our governing body are listed below:

- Children aged 0-2 years – one adult to three children
- Children aged 2-3 years – one adult to four children
- Children aged 3-5 years – one adult to eight children

We also offer a Breakfast & Afterschool Club provision for children up to age 11 who attend Orchard School from 8am until 8.45am and 3.30pm until 6pm, as well as a Holiday Club with the option of booking half days from 8am until 1pm, 1pm until 6pm or a whole day from 8am until 6pm.



Admissions Policy

Telephone: 0117 931 4650

Email: bristol@thehoneytree.co.uk

Our aim at The Honeytree Bristol is to provide a happy and safe environment with individualised learning for all children. We operate an Inclusion and Equality Policy and ensure that all children have access to nursery places irrespective of their gender, race, disability, religion or belief.

Places are offered on an all year round basis (51 weeks). We recommend your child attends for at least 3 sessions per week and require that children under 2-year-old attends for full days, as this continuity of care establishes a sense of security that is key in promoting a child's well-being and motivation to learn.

Registration procedure

- Parents are advised to register their interest by contacting the nursery;
- Our prospectus and current fee information is sent to the family;
- Parents are then invited to arrange an appointment to see the nursery and to meet the Nursery Manager;
- The Nursery Manager will send the Registration Form, Terms and Conditions and Parent Handbook to the family;
- Places, subject to availability, will be offered to parents on a first come first serve basis. Priority is given to children with siblings already at the nursery and to those that require full time day care (i.e. 5 days per week);
- After parents complete and return the Registration Form and associated documents listed below to the Nursery, an acceptance letter will be sent to parents confirming their child's place;

Documents required to be returned to the Nursery

- ✓ Completed Registration form;
- ✓ Copy of the child's birth certificate;
- ✓ Completed Direct Debit Mandate;
- ✓ Registration fee paid.

Tax Free Childcare

Parents can pay their fees through their Tax-Free Childcare account. The nursery's Tax-Free Childcare registration number is 50005334357.

Government funding

Parents can check their eligibility for a range of Government childcare offers at: www.childcarechoices.gov.uk

Eligibility for funded places is usually the term following your child's second or third birthday. The funding start dates are as follows:

Your child's date of birth	Availability of Free Early Education Entitlement funding
Children born between Sept 1st - Dec 31st	Funding starts the following January
Children born between Jan 1st - March 31st	Funding starts the following April
Children born between April 1st - Aug 31st	Funding starts the following September

Parent claiming free funded hours are required to complete a Parent Declaration Form, issued by the Council, confirming that your child will claim the free hours. Parents of 3 and 4-year-olds who are signing up to claim funding at the nursery are required to provide a termly commitment.

Session times

To fit our staffing and scheduling requirements, we offer the free hours within our regular session times.

If your child is eligible for 15 hours funding, we offer this in 5 or 10 hour slots across 38 weeks of the year, up to a maximum of 570 hours per year.

If your child is eligible for 30 hours free funding, you can claim up to 1140 hours in total across the year (30 hours x 38 weeks). To make our offer more convenient for parents, we offer parents the choice of:

- Either, stretching the free funding over 47.5 weeks, such that parents can claim, on average, 24 hours of funded childcare per week. This is offered over 3 days per week during the funded weeks;



- Or, claiming 30 hours of free funding across 38 weeks of the year by signing up for 5 School Day session per week

Please see our Fee sheet for a breakdown of session times and operating methods.

Additional hours and charges

Additional sessions, either over and above each child’s weekly entitlement during funded weeks or outside of the funding weeks under the specified operational method, are charged at our regular fee rates, as shown in the Fee sheet. For funded sessions where the free hours do not cover the full session length an hourly rate is applied. This is shown in the Fee sheet.

The funding we receive only covers education provision; accordingly, for funded sessions we apply a service charge towards:

- Meals, snacks and drinks
- Consumables
- Staff training
- Additional activities
- Trips
- Administration
- Resources

The service charge per session is outlined in our Fee sheet.

As per our Food and Drink policy, parents are asked not to bring in their own food to the nursery as this may cause problems with allergies for other children. All snacks and meals are provided by the nursery.

Attendance

Attendance at the Nursery is monitored through an Absence Log for each child. Where attendance for funded entitlement children reduces and/or a pattern of non-attendance is shown, we will write to the family encouraging increased attendance or ask them to give us notice of reduced attendance. We will then reduce our claim with the local authority. In cases where attendance does not improve, we will unfortunately have to cancel the registered place and will write to the particular family to confirm this. We strive to maintain a 100% attendance rate with consideration for a few non-attendance days such as illness, doctor appointment etc.

30 hours renewal cycle and grace period

Parents will be prompted every 3 months to reconfirm the details they entered are still correct. They will be prompted by HMRC by email or text 4 weeks before, then again, 2 weeks before if they have not reconfirmed. If parents miss the deadline, their code becomes ineligible and the grace period will come into effect. If a child who has a 30 Hours Code becomes ineligible during the first half of a term, the child will be funded until the end of that term or for as long as they remain under compulsory school age, whichever is shorter. If a 30 Hours Code becomes ineligible during the second half of a term, the child should be funded until the end of the following term or for as long as they remain under compulsory school age, whichever is shorter. See the table below. Ineligibility would only affect extended hours – the child can still have their universal 15 hours.

Date child becomes ineligible	End of Grace Period + Funding of Extra Free Hours
1 st September to 21 st October	31 st December
22 nd October to 31 st December	31 st March
1 st January to 10 th February	31 st March
11 th February to 31 st March	31 st August
1 st April to 26 th May	31 st August
27 th May to 31 st August	31 st December



Arrivals and departures

Children will usually be dropped off and collected by their parents or by those who hold parental responsibility. The nursery is informed of who holds parental responsibility at Registration.

We understand that occasionally it might not be possible for parents to collect their child from nursery. In those situations, parents must inform the Nursery Manager as soon as possible.

Parents should give the Nursery Manager the name of the person collecting the child, as well as a password. The nursery will not release the child to anyone except to the named person, who will also be asked for the password given by parents.

This person will be considered an authorised person solely for the day of pick up and not on an ongoing basis. The authorised person must be over the age of 18.

Bank account details

Our bank account details are as follows:

Bank: HSBC
Account number: 11114069
Sort Code: 40-11-60

Change of sessions

Subject to availability and the nursery's minimum session requirement, parents may increase or decrease their child's booked sessions. To reduce the number of booked sessions, you must give the nursery at least 1 month's written notice.

Please contact the Nursery Manager for a Change of Sessions form and return the completed form to her.

Child absence

We recognise that, from time to time, children may have to miss nursery because of illness or family circumstance. However, we do require parents to inform us of any absences, either in advance or on the same day.

If a child is not present in nursery one hour after his/her session started, the Nursery Manager will contact parents.

Parents will be asked to explain the child's absence. The Nursery Manager, along with the child's Key Person, will then undertake a review of the child's circumstances to establish whether the child is vulnerable to harm and/or has a history of non-attendance.

A decision will then be made whether to involve outside agencies.

Child attendance

All children will be signed in and signed out each day by a member of staff, recording the exact times of their arrivals and departures.

Children's own toys

We encourage children to leave their toys at home. If a child wants to bring a comforter toy in with him/her, it must be clearly labelled so our staff knows who it belongs to. Parents are responsible for ensuring the comforter is taken home at the end of the session.

Complaints procedure

We believe that children and parents are entitled to expect courtesy and prompt care attention and we aim to provide a high quality, efficient and accessible service to parents and children.

However, from time to time, a complaint may need to be made about some aspect of the setting or indeed an individual member of staff. We anticipate that most concerns will be resolved quickly through an informal channel, but if this does not achieve the desired result, the complaints procedure is as follows:

Stage 1: Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we cannot be effective in resolving them. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage 2: If the informal channel proves unsatisfactory, please contact the Nursery Manager. She may deal with the complaint directly or call a meeting with other members of management to discuss the complaint in detail. If a meeting is called, management will investigate the complaint within 10 working days.

If the complaint involves another parent/child/member of staff, they may be asked to attend the meeting to answer appropriate questions. Any witness to the complaint/incident may also be asked to attend the meeting. A written record of the meeting will be made.

Stage 3: If Stage 2 proves unsatisfactory, or the complaint is regarding the Nursery Manager, your complaint should be made in writing to the Area Manager who's contact details are displayed on the parent notice board. We will aim to fully investigate the matter within 10 working days. A formal response will be sent to you and shared with all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation. The Area Manager will arrange a time to



meet with you to discuss the complaint and our response to it.

If you are unhappy with the result, your complaint may be investigated by:

Ofsted National Business Unit

Piccadilly Gate

Store Street

Manchester M1 2WD

Tel: 0300 123 1231

Website: www.ofsted.gov.uk/parents

A full written report will be made to the setting.

External photographers

On occasion external photographers come to the setting to photograph the children for events including summer fêtes or graduation.

The nursery will inform parents of these events in advance. The nursery must receive parental consent for photographs to be taken at these events where an external photographer is involved. If parents do not respond, we will assume parents have not given their permission.

Extreme weather

The extreme weather policy exists to ensure the safety and well-being of all children, staff and visitors.

The Nursery reserves the right to prevent children from going outside if the Nursery considers it unsafe for the children to do so.

In rare cases, should the weather be too extreme to operate safely, the setting may be forced to close. In these situations, fees will not be refunded.

Food and drink

Mealtimes are a happy, social occasion for both staff and children alike. Our nursery is committed to offering children healthy, nutritious, balanced meals and snacks that meet the individual requirements of all children.

The nursery employs a chef who designs a wholesome menu appropriate for all seasons and diets. If your child has a special dietary requirement, this should be noted on the Registration form.

Parents are asked not to bring in their own food to the nursery as this may cause problems with allergies for other children.

Parents are asked to provide their own formula milk which is clearly labelled.

If a child develops an allergy after Registration, parents should immediately inform the nursery and we will adjust accordingly.

Illness

Nursery is a fun, stimulating and, on occasion, noisy environment. We recognise, however, that this is not the best environment for a sick child, who needs special care, comfort and sometimes, medical attention. Therefore, we recommend that any child who is unwell does not attend the nursery.

The nursery monitors all children for signs and symptoms of illness including chickenpox, measles, diarrhoea, vomiting, and fever.

With the welfare of all our children in mind, if in the opinion a member of staff, a child is or appears to be unwell, we will contact parents and request that they pick up their child as soon as possible.

The nursery follows guidelines issued by the Department of Health which state how long a child must remain at home after certain infections. This list is displayed on the parent board within the nursery.

As a reminder, as per our Child Absence Policy, if a child is ill and will not be attending nursery, parents must contact the nursery at least one hour before the child's session informing us of this.

If a child falls seriously ill while at nursery, we will immediately contact his/her parents and call the emergency services. If we are unable to reach the parents, the Nursery Manager will assume charge and, if necessary, accompany the child to the hospital along with his/her medical details as recorded on the Medical Requirements/Allergy Form, Permanent Medication Form, Permanent Medication Administration Form, Prescribed Medication Form and Registration Form, if relevant. Remaining staff will continue to attempt to contact the parents.

Inclusion

The nursery operates an Inclusion Policy designed to ensure that all children are treated fairly regardless of their race, religion or abilities.

Intimate care

Intimate care routines are essential throughout the day to ensure a child's basic needs are met. This includes nappy changing, supporting toileting, changing clothes, first aid treatment and specialist medical support.

To maintain privacy, these actions will take place on a one-to-one basis and, wherever possible, will be actioned by the child's Key Person, except for first aid treatment, which is always to be conducted by a qualified first aider.

We wish to ensure the safety and welfare of all the children involved in intimate care routines and safeguard against any potential harm. We also wish to ensure that the staff



member involved is fully supported and able to perform their duties safely and confidently.

Parents are asked to provide their own wipes, nappies and nappy cream.

Invoices

Monthly invoices are processed by our Head Office at Storal Learning. If you have any questions or queries on your invoices, please contact invoices@storal-learning.co.uk.

Key person

Our nursery ensures that each child is assigned a key person. The key person's role is to:

- Ensure every child's care is tailored to meet their individual needs;
- Help the child become familiar with the setting;
- Develop a settled relationship with the child;
- Build a strong relationship with parents.

Learning and development

Our aim is to provide an environment where we support all children attain their maximum potential. We maintain a personalised record of each child's development, showing their abilities, progress, interests and any areas that might need further staff or parental assistance. We acknowledge that children learn in different ways and at different rates and plan for this accordingly.

We follow the Early Years Foundation Stage (EYFS) curriculum set by the Department for Education. This curriculum is designed to support a child's holistic learning and development through play-based activities.

We view all aspects of learning and development equally, ensure a flexible approach is maintained, and respond quickly to individual needs. For example, we develop tailor-made activities based on individual observations, which, in turn, inform future planning.

All staff attend regular training on the curriculum and issues relating to EYFS to improve their knowledge and ensure they are providing the best possible opportunities for the children in our care.

Medical requirements

Before a child starts nursery, his or her specific needs will be discussed with the Nursery Manager. A Medical Requirements/Allergy form will need to be filled out if required. This form can be obtained from the Nursery Manager. All relevant information will then be shared with the members of staff involved in the child's care. In some cases, specialist advice may be required, and specific training given to staff.

Careful consideration will be made for children with medical conditions or allergies when planning activities to ensure individual needs are met and that children are not put at risk. Risk assessments will be carried out where necessary.

Meals and snacks will be catered for the child where required.

Medication policy

Medication that had been prescribed by a doctor e.g. antibiotics will be administered as follows:

The parent must give written consent to the nursery by filling out a Medication Form. It will state the medication, duration that the medicine is to be administered for, dosage, reason the child is taking the medication, and the time of day the medication should be administered. Please note the nursery will not make changes to dosages and times on the original parent instruction- if any changes are to be made, a new form should be filled out.

As per our illness policy, if, in the opinion a member of staff, a child is or appears to be unwell, we will contact the parent and request that their child is picked up as soon as possible.

If the parent is going to take more than 30 minutes to pick up the child, we can administer Calpol only if a parent has given consent in writing e.g. email. Calpol should only be administered through sachets. The nursery will not keep any open bottles.

If any parent brings in Calpol for minor ailments like teething, the parent will be required to take home the bottle at the end of the session/day.

If a child is on long term medication such as inhalers, a letter of written consent will be required from the parents detailing the time and dosage times it is to be administered, along with any special instructions. A copy of this letter will be kept in the child's individual file. Parents will need to sign a permanent medication form. This form will be kept in the child's personal file.

For children who require medicines under certain circumstances, for example epilepsy, asthma or diabetes, parents should meet with the Nursery Manager to discuss the issues involved. We will aim to meet the needs of your child and seek additional training where applicable.

Notice of termination

If you wish to terminate your child's place at nursery, you must provide one month's written notice to the Nursery Manager.

You should fill out a Notice of termination form and return it to the Nursery Manager.



Outings

As part of the EYFS Curriculum, the nursery may take children on planned outings. Parents are required to sign a consent form prior to their child going on an outing.

We ensure all outings are beneficial to the children, enhancing their learning experiences whilst also ensuring their safety and wellbeing.

The nursery undertakes a full risk assessment of all venues prior to a visit. This is available for all parents to read.

Parental involvement

We believe that, for children to receive the highest quality care and early years education, nursery staff should work closely with parents to develop a strong partnership and facilitate two-way communication.

Some of the ways we look to involve parents include:

- Creating opportunities for parents to talk to each other through open days and parent evenings;
- Informing parents about their child's daily routines, food provided and activities within the setting;
- Updating parents on their child's progress and development, both verbally and through learning journals.

Photographs

Our nursery uses photographs to document children's learning and development either in paper or online learning journals.

Parents grant consent for this on the Registration Form. We recommend parents give consent for this, as photographs are a key tool for documenting a child's progress and sharing key moments with parents, all of which bolster parental engagement.

The use of all data is governed by our Privacy notice.

Privacy notice

The Honeytree Day Nursery Ltd is committed to protecting the privacy and security of your personal information. The privacy notice describes how we collect and use personal information about you before, during and after your relationship with us, in accordance with the General Data Protection Regulation (GDPR). It applies to all parents, pupils and other interested parties.

A full copy of our Privacy Notice is available on our website and within the nursery.

Settling in

Our primary aim is to ensure that all children feel safe, stimulated and happy in our nursery. Likewise, we want parents to have confidence in their children's wellbeing and understand their role as partners to the nursery.

Before a child starts in our nursery, he or she is given a series of bespoke settling in sessions which offers a happy and smooth transition into our nursery.

We judge a child to be well settled when they have formed a relationship with their key person and other staff, are familiar with the environment and participate in activities alongside other children.

Sun protection

Our aim is to enable children to safely learn and play outside and provide adequate protection from the sun.

Parents are asked to bring their own sun cream for their children. Please ensure this is a minimum Factor 50 sun cream with a minimum 4-star rating.

If parents do not bring their own sun cream, the nursery has its own sun cream and will apply it accordingly. Consent for this is given on the Registration form. Children who do not have sunscreen consent may be restricted from playing in the sun.

Uncollected children

If parents are late when collecting their child, they should:

- Call the nursery to advise of their situation;
- Ask a designated person to collect their child if they are unavoidably delayed;
- Inform the Nursery Manager of this person's identity along with a safety password.

If a child is not collected at the nursery's closing time:

- The Nursery Manager will attempt to contact all parents and/or legal guardians as shown on the Registration Form;
- If unsuccessful, the Nursery Manager will contact the child's emergency contact noted at on the Registration form;

If after 30 minutes the child has still not been collected and the nursery has been unable to contact a parent or emergency contact, then:

- The nursery will contact the local authority social services;
- The child will remain at the nursery with two members of staff until the child is collected either by the parent or social services;
- Social services will attempt to locate the parent, but if they are unable to do so, they will admit the child into the care of the local authority.