

Little Stars Newsletter

September 2019

Dear Parents/Carers

Welcome – We would like to wish you all a warm welcome to the start of a brand-new academic year. All the staff at Little Stars looks forward to working in partnership with you and your family to make this year a fun, learning experience for your child. As the first few weeks of term can take a little getting used to please support one another and make new friends feel welcome. We will be concentrating on getting to know you all and settling the children, learning about their likes and dislikes and the way that they learn and develop.

We have a lot planned through the year and will keep you well informed. I have attached a planner with some important dates for all with additional dates to follow but reminders will be given as we go through the year.

We are hoping for maximum capacity at our nursery by half term and a very successful and stable year with positivity and growth for everyone who are a part of Little Stars Nursery.

General/Reminders

New Staff: As you all have met Tanya who is the Toddler Room Leader and an Early Years Professional, she is also our new Deputy Manager too. We also have a new staff member starting towards the end of the month Jesse who is qualified level 4 practitioner and will be around in the Baby room. With over 10 years of experience, I hope we all can welcome them to our Little Stars family.

Volunteers: We will always look forward in supporting local colleges and students to carry out voluntary work that helps them to achieve a qualification and a future in childcare services. So just gentle reminders you may see some students occasionally through the year.

Buggies/ prams: A polite request, please ensure you leave the buggy or pram outside instead of bringing them in due to Health and Safety.

Sickness: Please can we remind you all that the children should not be returning to nursery until at least 48 hours after their last bout of sickness and/or diarrhoea. Please can we stress how important it is that the children do not come into nursery if they are unwell or have displayed any of these symptoms. If you are giving your child Calpol, please do not bring them in as they are simply not well and need the rest. We will have to send the child home. We do not permit the pro-rata reduction of payment of fees if your child is absent from nursery due to illness (or holidays) whilst the nursery is open therefore full payment will still be required even the food charges.

Extra sessions/cancelling a place/swapping day:

If you would like to book extra sessions or cancel your child's place at nursery please contact the nursery management team in the first instance. We cannot accommodate transferring one day for another except in exceptional circumstances only by the Managers discretion. No swaps are allowed. Notice to leave the nursery must be put in

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writing via a letter or email addressed to the Nursery Manager. Notice should be given at the beginning of your child's week and must be 4 full weeks' notice.

New Term: We are recruiting new children from now and head count day is 3rd Oct when we cannot accept anymore until the New Year Term. We are aiming to fill all AM sessions first unless your child attends full day sessions or 30hrs. We are limited to funded spaces so please request your sessions ASAP to confirm. Its first come first serve basis.

Our Open Day Saturday 7th September, 10am to 3pm for new parents to visit and see the nursery was a success. We already have high interest for January 2020. Also, any recommendations you do and when they take on a successful place please claim your Chocolates from the office.

Pre-school: All children going into pre-school we will encourage you to purchase the uniform but we are still waiting for the uniform to arrive and once we have it in stock, we will inform you all. We have tried to keep the costs as low as possible and finding best quality, hence why the delay in orders. So, at the moment please wear comfortable and appropriate clothing.

Eventaully blue polo shirts, sweatshirts can be worn with black bottoms and comfortable Velcro fastening shoes/plimsoles. NO LACES or SANDALS (open toe) due to health and safety. Children need to be independent, confident and learn to dress and undress as required. Let's not make it difficult for the little ones.

Meals price from September: Prices charged from now in September 2019, a flat rate for all children that will be payable monthly.

- AM £5.00 per session
- PM £5.00 per session
- All Day £8.00

Or you have an option to bring a healthy snack and meal. No crisps, biscuits, chocolates are allowed. NO NUTS please due to allergies. We also cannot store anything in the fridge so please use your cool lunch boxes with their name on it. Please hand over the packed lunch boxes to the staff in the room your child is in.

I hope you all are feeling the price rise in the Supermarkets as we are too, hence why we had no choice but to increase prices. We use quality food to prepare all our menus that are healthy and nutritious for our little ones and appreciate we have 50 children each meal time to feed.

Collecting on time: Please can we remind you all to that when collecting your child at the end of the session that you arrive 5-10 minutes before so you can have a quick handover. We will be issuing out late fees on the day. **£8 for the first 10 minutes** and **£1 thereafter for every minute**. Thanks again for your co-operation with this. If you are 30 minutes late from 6pm we have a duty of care to call out of hours Social Services after all attempts have failed in contacting parents and emergency contacts. Prompt pick ups are required just before 1pm and 6pm. Please do not leave your child to be the last one, its very distressing for them especially the ones for 6pm finish. We close at prompt 6pm and are not open for business. We do not provide a service after 6pm.

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Child collection: Can all parents please remember that if you have asked a friend or family member to come and collect your child you must inform the office before hand. As a nursery we have a duty to make sure we know who is picking up your child. If we haven't been told about any changes to the normal arrangements we cannot let your child leave without checking. A **PASSWORD** and **ID** will be required and no one from under the age of 16 years is allowed to pick up. If an unknown or unauthorised person arrives to collect a child then under no circumstances will we release the child to them even if the correct password is given. We will contact the parents/carers immediately to inform them that we cannot release the child. If required we will contact the police if the unknown person is suspected to be an intruder. If a known person arrives to collect a child but is not in a state which we deem suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then we will not release them. We will call another authorised person to come and collect the child. In the event of disputes between parents that have not been through the courts, we cannot prevent the child from being collected by one of the parents. The other parent will be contacted to inform them that their child has been collected. The child's best interests and welfare are of paramount importance and every effort will be made to avoid distressing scenes in front of the child.

In the event that there is a court order in place to prevent access by a parent then we will adhere to this and place a copy on the child's file.

Planner: We are **introducing 3 Inset days** back into the new academic year from September, one every term for staff training purpose. This was always in our policy and T&C's but not implemented previously. I would like to take this opportunity all staff have time to learn certain training to enhance and update their knowledge within the nursery to better support our children. Nursery staff work long hours and are limited to attend certain training due to the commitments to ratio requirements. I hope you can understand that Professional Development is highly necessary as law and legislation change all the time.

We will be **closed** over the Christmas period, we will finish at 1pm on Christmas Eve and re-open on Thursday 2nd January for private customers, but for funded children the new term starts 6th January. You will be reminded as the year progresses. We are trying to make positive and steady changes that will benefit all children, staff and families attending our nursery. The nursery is only open 51 weeks of the year and previously been open for only 2 years out of the 7 years of trading this October. Christmas open was requested by a hand full of parents previously but it is not fair for our staff or financially feasible. We will not open for Christmas again in the future. Sorry for any inconvenience caused.

Please follow the colour codes on the planner and we have also introduced 3 parent evenings in the year from 6 – 8.30pm. We will inform you more on this closer to time.

Your opinion matters: Your voice, suggestions and ideas matter to US. We need them to improve and better things within reason. How we can improve our services, what

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more can we do to support and achieve... all needs to be voiced by you. A questionnaire will be out soon and I would be grateful if you could fill and return it to the office. Also if you could pick up a review form for www.daynurseries.co.uk we would appreciate your kind support.

If there is anything I can help you with or the team then please do not hesitate in contacting us. We have an open door policy and always available to help and support where we can, but we do not appreciate any abusive or rude behaviour as we are here to help and support you all. We have always been as transparent with any changes to be in line with other nurseries and to have a successful outcome we all deserve. We are giving much notice to any changes that are required for the nursery to succeed and flourish and hope you all can understand. As a business we do need to take decisions to help maintain the nursery and be sustainable to remain open. We request everyone to support us and to give to our children who are the future of this country and the best start in their Early Years.

I hope this journey together we can create something spectacular for the future.

Kind regards
Reena Pharma
Nursery Manager

