



PARENT HANDBOOK
2019

Our Mission Statement and commitment to you

“ It is our aim to provide care and education that will enable all the children enrolled to become successful learners and confident individuals.

We already understand that parents wish to have their children cared for in the very best provision possible. We will strive to provide a safe, caring and stimulating environment for young children, babies and toddlers, where best practice is paramount.

Under the guidance of fully qualified and experienced nursery nurses, we will aim to provide for all the physical, emotional, social and educational needs of children from six months to five years. The staff will have flexibility, patience, understanding and a genuine care for young children, putting the children's welfare and happiness first.

For many small children, attending nursery will be the first real experience, away from their families. To make this an enjoyable experience for them, we will create a caring, friendly and homely atmosphere where their first experience of separation will be a positive one and will pave the way for their future learning.

Orangutans will be committed to establishing quality relationships with parents based on mutual respect and trust. We believe that parents are the primary educators of their children and should be involved in their child's experiences and development. We will welcome and value parents and try to create excellent communication links to ensure stability for the children between the home and nursery.

”

Stephen and Emma Blelloch
Owners: Orangutans Child Care Limited

This handbook has been developed as an on-going reference book for all parents/carers to refer to during your time with us.

Throughout your child's transition into nursery, from one room to another and upon leaving to embark on their extended educational journey, the nursery will provide you with information about each stage and provide you with developmental milestones your child has achieved. At the end of your journey with Orangutans you will be provided with the complete electronic learning journey on a disc and each child that leaves to attend Reception Class in Primary School will be invited to their very own group Graduation Party and provided with a 'keep-sake' cap and gown.

JOINING US

HOW TO SECURE YOUR PLACE AT ORANGUTANS

To secure your nursery place at Orangutans Day Care Nursery you must provide a completed and signed 'Parent Contract' together with a non-refundable registration fee of £50.

Account name: Orangutans Childcare

Account Number: 71547828

Sort Code: 40-31-17

Reference: Your child's name

OUR FEES

2019 Fees per calendar month

Days	MONTHLY FEES					
	Standard fees		Including 15 hours funding		Including 30 hours funding	
	All-year-round	Term-time	All-year-round	Term-time	All-year-round	Term-time
5-days	£948	£756	£795	£540	£572	£318
4-days	£773	£604	£592	£388	£368	£165
3-days	£591	£453	£394	£222	£165	30 hours free
2-days	£394	£302	£184	£83	20 hours free	-
1-day	£208	Min 2-days	-	-	-	-

2019 Fees per session

Session	Times	Daily fees	Includes
Morning	07.30 - 12.30	£31	Breakfast, lunch, pudding
Afternoon	13.00 - 18.00	£29	Snack, high-tea
Over 2's only	09.00 - 14.00	£34	Lunch, pudding

FUNDED PLACES

At Orangutans we offer early education government funding entitlement stretched, all-year-round or term time, which means children would be off in the school holidays. School holiday dates are taken from Trafford Local Authority; however, we will work alongside other authorities' dates, please see the nursery manager to discuss. We do not charge for meals for funded places.

Free early education gives children the best start in life. Through learning and playing with other children in a safe and structured environment, they will have a head start when they begin school.

2-Year funding

This early education funding entitlement for 2-year olds can be accessed once eligibility is confirmed after your child 2nd birthday and is usually entitled to 15 hours per week term time. This can be stretched to 10 hours all year round. Meals are free of charge.

3-and-4-year funding

All children are eligible for free early education starting from the term after their 3rd birthday. Terms start on 1st September 1st January or 1st April.

This means a child born between:

1st September and 31st December are eligible from 1st January

1st January and 31st March are eligible from 1st April

1st April and 31st August are eligible from 1st September

You can get a maximum of 15 free hours per week, term time. This is 570 hours in total over the year. Your child would be off nursery during the school holiday periods. You can stretch the hours over the year, this would be 10 hours per week, all-year-round.

Orangutans is open all year round and allows you to use less hours per week over the full year. You may also pay for additional top up hours if they are available.

Parent Declaration

You must complete a parent declaration form to be in receipt of 3-and-4-year funding. Failure to do so will mean you will lose your funding and you will need to reapply. Your fees will also increase in line with the fee rates at the time.

To complete an online Early Years Parent Declaration form, go to Trafford Council's website: www.trafford.gov.uk/eyparentdeclaration

To claim your 30 Hours Free Childcare

STEP 1

Confirm your eligibility: <https://childcare-support.tax.service.gov.uk> - Eligible parents will receive an 11-digit code which starts with 5000.

STEP 2

Provide us with your 11-digit code. We will check your code is valid and confirm your funded status.

Your eligibility must be checked every 3-months and you will receive notifications from HM Revenue & Customs reminding you to do this. If you fail to do this your funding will stop and you will be asked to pay for the hours.

Trafford Family Information Service

Telephone: 0161 912 1053 Monday to Friday, 8.30am to 5.00pm/ Email: [FIS@trafford.gov.uk/](mailto:FIS@trafford.gov.uk)
Facebook: www.facebook.com/TraffordFIS/ Website: www.trafforddirectory.co.uk

Their friendly team can advise you on funded early years places, childcare options, help with childcare costs, family services, activities and events in your local area.

INFORMATION ABOUT FEES

Our fee rates increase in January each year for new parents and each April for existing parents. Parents are notified at least one month before an increase in fees is planned, however our new fee rates are always advertised from January on our website or can be provided on request.

- ❖ Formula milk, nappies, wipes and sun cream are included.
- ❖ All meals are included, and funded places receive them free of charge.
- ❖ Siblings receive a 20% discount on one child place - A 20% discount is offered for second, or subsequent children (terms and conditions; discount usually taken off the eldest child. If a child is part-funded, we offer a 10% sibling discount. If one child is paid for and one child is 100% funded, we do not offer a sibling discount, as funded places are subsidised by the nursery).
- ❖ Nursery fees must be paid in advance on the 1st of each month, and by standing order, bank transfer, electronic childcare voucher or tax-free childcare. Persistent late fees will incur charges for late payments (£20).
- ❖ Fees are payable: in the event of sickness or absence, for any reason; for parental holidays; for bank holidays; and for closure periods such as between Christmas and New Year and including the earlier closure of Christmas Eve.
- ❖ 4 full weeks written notice and fees is required to terminate a nursery place. This is required even if the place is a funded place. Fees are payable for the duration of the termination fee whether you attend the nursery or not.
- ❖ Term time places are worked out over a 12-month period, should you leave part way through any 12-month period we will charge for any loss of fees where the care has already been provided.
- ❖ Parent declarations must be completed annually to be able to access the 3/4-year funding otherwise you will be at risk of being charged. 30-hours entitlement must be agreed with HMRC every 3-months to remain eligible otherwise you will be at risk of being charged.

IF YOU INTEND TO LEAVE ORANGUTANS

If you no longer require a nursery place at Orangutans Day Care Nursery we request 4 complete weeks written notice. Payment should still be made during the notice period.

CHANGES TO YOUR NURSERY PLACE, DAYS OR TIMES

To make alterations to your child's nursery place, such as, increasing, decreasing or changing the days or sessions, please e-mail or speak to the nursery manager. **We do not allow parents to swop days**, additional days can be booked and would be chargeable at the prevailing rate.

SETTLING IN

Once your place has been confirmed, the nursery manager will usually contact you to arrange some settle in sessions. *Examples of what we might offer complimentary:*

Preschool age children: 2 x 2-hour sessions

Toddlers dependent on number of attending days: Minimum 2 x 2-hour sessions - Maximum 3 sessions 1 x 1-hour, 1 x 2hour, 1 x 4/5hour

Babies: 3/4 sessions - 1 x 1hour, 1 x 2hour, 1/2 x 5hour

These visits enable you and your child to become familiar with the practitioners, the environment and the children within the setting. It will also be a time to share any information that you think might be helpful to settling your child into nursery. You are not required to stay during these sessions but for the first one or two we ask that you remain local to the nursery and contactable.

KEYPERSON APPROACH

Every child deserves to be special to someone and the Keyperson Approach recognises this.

The Keyperson Approach is one of the fundamental aspects in the Early Years Foundation Stage and now a statutory requirement of the framework. It is a shared relationship between a practitioner, child and their family. It gives a child a sense of security, so they feel confident to explore their world and form relationships with peers and carers.

*"The Keyperson has an 'invisible elastic thread' of attachment to their key child, holding them in mind throughout their time at nursery. It does not mean that they 'shadow' or cling to the child or that they have to manage on their own". **John Bowlby***

Practitioners will get to know your child individually, support their sense of identity and individuality and get to know each child's family to understand more about preferences and development. Key practitioners will provide intimate care such as nappy changing, putting to sleep and physical closeness and usually be the ones to share information with the parents, make observations, track development and maintain records. Other Key practitioners will take on the role of their colleagues in their absence with the support of the other staff.

CONTACTING US

You can contact the nursery any time during the day to see how your child is doing. You can contact us:

Tel: 0161 748 1876

Email: info@orangutanschildcare.com

EyLog: via your child's profile.

Website: www.orangutanschildcare.com

Facebook: orangutansdaycarenursery

Emma Blelloch
Nursery Manager
emma@orangutanschildcare.com

ABOUT US

NURSERY OPERATING DAYS/HOURS

Our setting is open between 7.00 am to 6.00 pm, Monday to Friday.

We ask kindly, that parents do not attempt to access the nursery before 7am. Staff do arrive on site before 7am but to ensure the setting is safe, set up and heated, ready for the children to begin their day.

If you realise you are going to be late, you must telephone the nursery and inform us that you are going to be late, the reason for your lateness, and the estimated time of arrival. Persistent lateness's will incur *late fees*, they will be charged at £5 per 15 minutes and added to your monthly invoice.

The nursery is closed on the following days:

- ❖ Bank Holidays
- ❖ 24th December at 2.00 pm prompt
- ❖ 27th, 28th, 29th, 30th and 31st December (any of which fall on a weekday)
- ❖ Fees are payable in the event of any nursery closure period.
- ❖ Rarely we may have to close the nursery for training purposes. We endeavour to carry these sessions out at the weekend but there may be times when this is not possible. We will ensure parents have as much notice as possible.
- ❖ In the event of the nursery closing due to training or circumstances beyond our control, for example, weather conditions, fees are still payable, the nursery regrettably does not refund fees or offer alternative days/sessions.

ARRIVALS AND DEPARTURES

- ❖ On arrival you and your child will be shown to your designated room. Your child will be signed into their profile on the EyLog register and welcomed into the nursery. You will be asked how your child has been, if they are feeling well, if they slept okay. Please let us know any information that will support your child on the day they attend nursery, for example, have you given them any medication and what time, or have they had any accidents or injuries. You will then be let out of the nursery by a practitioner.
- ❖ When you collect your child at the end of the day or session, you will be offered feedback about activities they have enjoyed and their general wellbeing whilst they have been at nursery and they will be signed out from the register.

- ❖ Each EyLog profile contains a daily diary element which will be published at the end of each session/day, which contains information about matters relating to food, nappies and sleeping. EyLog daily information is published to your electronic app. *Please see 'Security' about collection procedures.*

SECURITY

Parents are welcome to visit the nursery, but we will not admit anyone without prior notification. It is **your** responsibility to ensure that we are aware of who will be collecting your Child. No Child will be allowed to leave the building with any person who has not been notified as an authorised person to collect the Child on your behalf. Refusal to enter the premises often offends so please ensure you keep the nursery informed always. Authorised persons are those documented in your 'Parent Contract' as Contact 1 and 2.

Orangutans uses passwords to support the collection of your child by family and friends. Please keep the nursery up to date with family matters that might affect who collects your child.

Caring for your children is more than a business, it's about trust. That's why at Orangutans we operate CCTV to assist us in protecting the premises, the children and the staff.

CCTV cannot be viewed by parents under any circumstances. Authorities (*Police, Ofsted, Local Authority, Social Services*) will have necessary permitted access.

Orangutans operates a fob entry system to the main building and to the class rooms. No one can enter the premises without a fob which are issued to employees only, the fob system provides us with a detailed log entry system, so we know which staff are on the premises and where they are located. This system helps us to stop strangers entering the building and helps prevent tail gating.

ATTENDANCE - NOTIFYING US OF AN ABSENCE

If, on a day your child would normally attend nursery, they are unwell, or need to be absent for any other reason, we would ask that you contact the nursery at the latest by 10.00 am on the day of the first absence. If we have not been notified by 10am we will make every effort to contact you to ensure everything is okay, however the children in attendance will always remain our primary focus and this may distract us from contacting you on occasions. It would be helpful, to support our planning, if you could advise us of holidays in advance.

We are required to monitor and record attendance for early education funded children on a weekly basis to ensure that children receive a beneficial level of early education to assist them in progressing towards the Early Learning Goals and prepare children for school. These records may be requested as evidence during any Local Authority Audit Process. We will make every attempt to ensure that all eligible children attend as many sessions of funding that has been received for, as we wish to promote good attendance, however concessions will not be made for occasional sickness or holiday absences that occur.

You can inform us by contacting 0161 748 1876 or by email info@orangutanschildcare.com

Parents can contact the nursery to inform us of a child's absence by texting the following: 78070 with the child's full name and reason for absence. *(Messages charged at standard rate but likely to be outside of your network bundle arrangements).*

WHAT YOU NEED TO BRING

We ask that **ALL** items brought into nursery are clearly labelled. We will not be held responsible for items taken by other parents mistakenly. It would be helpful if the Bag is labelled clearly on the outside.

You need to bring a bag with at least one full change of clothing, bottom, top, socks, underwear or vest. A coat (weather appropriate). Spare wellies to be left at the setting. Any comforters or preferred creams for use with nappy changes.

We are an all-weather nursery, so it is essential that every child is equipped with suitable outdoor clothing.

Do not send your child to nursery or leave in their bags, jewellery, money or other valuables, toys, sweets, crisps or any food items, juice or drinks of any kind. Small hair accessories can be a choking hazard, so we would ask that these are not used.

Articles left at nursery are done so at your own risk and the nursery will not be held accountable for these items.

Colder months

We would request that a warm waterproof coat is provided, in addition scarfs, hats, gloves and wellies (if not already provided).

Warmer months

Ensure the nursery is provided with a sun hat. On warm and sunny days, we will apply sun cream as necessary provided by the nursery. If you prefer to use your own sun cream for your child, please bring it to the nursery clearly labelled so that one of our practitioners can apply as and when necessary. A consent form is provided in the registration form.

TOYS AND SWEETS

Please do not give your child sweets, crisps or biscuits to bring to the Nursery. As the Nursery encourages healthy eating and provides a wide range of fruits and healthy snacks to be given, with milk or water. Sweets contain high amounts of sugar content and can cause hyperactivity.

We prefer that children do not bring toys to the Nursery as they often get lost or broken. Other children also want to play with those toys and it can cause squabbling and upset

It is not the responsibility of the nursery to keep track of toys and other items that children bring to the nursery. If you do not want things lost or broken, please leave them at home. Please remember that some smaller items or objects, like coins or miniature toys could cause choking.

PARKING

Parking at the nursery is limited, we would like to ask you to spend as little time as possible using the car park, try not to stay longer than necessary.

Use of the car park is entirely at your own risk. Please park with respect to other users and be careful of children entering the car park with parents. The nursery accepts no responsibility for injury, damage or loss to vehicles or property.

Orangutans is situated on private property and we only permit the use of the car park to parents who attend our nursery, those who have an appointment to visit us and staff. We will report anyone else for trespassing.

COMMUNICATION

Our website contains news and information for parents and visitors www.orangutanschildcare.com

Daily diaries are provided using an electronic app, EyLog, for parents of all ages. For babies and toddler's information will be published with regards to food, nappy changes, and sleeping times. For preschoolers limited information will be recorded and will generally be with regards to food and their well-being, there is no requirement to provide nappies and sleep information. We recognise parents' knowledge of their child about sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, practitioners will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep.

Practitioners will offer feedback and discuss any changes in sleep routines at the end of the day and share observations and information about children's behavior, accidents or injuries.

Invoices and important information will be sent using EyLog, newsletters, on email, by SMS, or added to the nursery Facebook page.

Parents can contact the nursery to inform us of a child's absence by texting the following: 78070 with the child's full name and reason for absence. *(Messages charged at standard rate but likely to be outside of your network bundle arrangements).*

We display menu choices in the nursery and on the website.

CONFIDENTIALITY

Orangutans Day Care Nursery is committed to protecting the privacy and security of your personal information and meeting the legal requirements to ensure the safeguarding of children within our care [Safeguarding Policy]. As such the nursery holds confidential information about children and their families.

Our privacy notice [GDPR Policy] describes how the Nursery collects and uses personal information about employees of the Nursery, children attending the Nursery and the parents of the Children.

OUTINGS, TRIPS AND VISITORS

We occasionally take the children on outings. We take them locally on educational visits to places such as Pets at Home, Sea Life, to Local parks and fairs and on walks around the community. Staff are always supervised closely by practitioners. If you do not wish your child to go on outings you must let us know and complete the appropriate check box on the 'Parent Contract'.

From time to time the nursery will plan to take a group of children on trips away from the local community for example to nature reserves or farms or fun days. Consent for these trips will be sought separately and information will be provided about the trip and any relevant travel information needed. New children will not be taken on trips until we are satisfied they have settled well and are familiar with the practitioners. No child will be taken on a trip without consent.

The nursery operates a workshop scheme. Preschoolers enjoy French Lessons from a qualified French Teacher, a multisport class delivered by Fundamentals and a music lesson by a qualified Music Teacher, Caterpillar Jan. We also like to invite people that help us from the community such as firemen and dentists and we invite you as parents to share your skills and experiences with our children, in the past parents have done music and art lessons with the children, if you feel this is something you can contribute please speak to the nursery manager.

UNWELL CHILDREN

We do appreciate that parents have busy lives and often have work or other commitments, so we will be as accommodating as we can when we have a child that is unwell attending nursery, however it is the parent's responsibility to ensure that if a child is suffering from any apparent illness or condition that could affect other children or staff, that the child does not attend the nursery or is collected as soon as possible once notified. [*Sickness Policy*].

Parents will be contacted in line with our policies if their child becomes unwell. In the case of diarrhea or vomiting, when a child has had two bowel movements or been sick twice, parents will be contacted to take their child home. Children sent home from nursery for any reason will not be allowed back to nursery until 48 hours have passed.

In the case of emergencies, the nursery reserves the right to take advice from dialing 111 or call an ambulance or paramedic. A senior practitioner will always accompany any child that is taken to hospital until parents arrive.

MEDICATION

If a child becomes unwell whilst attending nursery we will try and determine the nature of the illness and whether the child has a temperature. If a child has a temperature below 38 c and appears unwell, in discomfort, we will contact you and take advice, asking if you wish us to administer medication that we carry in the nursery setting. If a child has a temperature above 38 C, we will administer medication first, make them comfortable and then telephone you. Often practitioners when registering the child at the beginning of the session, may ask permission to administer medication without ringing for permission if your child has a cold and has already had some medication at home.

The nursery asks you in the 'Parent Contract' to provide permission to administer Calpol, Nurofen or Piriton. Such medication is treated as prescription medication with the nursery and will be administered in line with the recommended guide.

If parents cannot be contacted, the Nursery Manager will take the decision as to whether the child is safe to have medication based on the time the child has been at nursery, the circumstances surrounding the need for medication and the medical history of the child in the 'Parent Contract'.

If a child is prescribed antibiotics from a general practitioner, we ask that parents provide the first doses at home. Antibiotics for the first time whilst attending our nursery is 48 hours exclusion policy. The nursery manager, at her discretion, may reduce that to 24 hours after the first time. Other medications can be administered straight away assuming the condition is not related to a contagious one outlined in our sickness policy.

Medication is administered by a level 3 qualified practitioner or above. Prescription medication forms must be signed, to provide us with the authority to administer it, before medication will be administered.

ALLERGIES

In the 'Parent Contract' you are asked to share any information related to allergies whether that be a suspected allergy, a diagnosed allergy or an intolerance. This information helps us to keep your child safe from becoming unwell. If a child has a very serious allergy that requires medical intervention such as an 'EpiPen' we will work with you and prepare a personal health plan for your child. The nursery provides Piriton in the event of an allergic reaction.

ACCIDENTS AND INCIDENTS

Orangutans has received the Millie's Mark quality mark, which demonstrates our passion to supporting any child who has an accident or injury. All staff have a full Ofsted 12 -hour Paediatric First Aid certificate demonstrating they have received the required training to achieve the Millie's mark.

All accidents and incidents are recorded using the electronic app, EyLog. We record what happened, where it happened and what injuries occurred, sometimes an image or body map will be included. These forms are published to the parent app, EyLog and you are asked to acknowledge the form. We also need to document accidents at home too. We appreciate that crawling, walking and racing around can be a dangerous occupation for developing children but we still need you to let us know about any injuries.

In emergencies, the nursery reserves the right to take advice from dialing 111 or call an ambulance or paramedic. A senior practitioner will always accompany any child that is taken to hospital until parents arrive.

SPECIAL EDUCATIONAL NEEDS AND DISABILITIES (SEND)

Our nursery has a designated special educational need coordinator (SENCO). The role of the SENCO is to ensure that your child has all the help required for their specific needs.

The SENCO will coordinate with practitioners working with your child, with you as the parent and any outside agencies who may be involved. Each child that attends our nursery with special needs or disabilities will have a team of practitioners, so not just the key worker, but other practitioners may be involved along with the nursery manager and SENCO. The nursery manager will oversee any referrals or contact with outside agencies and often attend any necessary meetings, to ensure all the needs of the child are being met. You can find our local offer on www.trafforddirectory.co.uk

HEALTH AND SAFETY

The nursery shall take measures so far as is reasonably practicable to protect the Health, Safety and Welfare of all employees, registered children under its care and other persons who may have access to its premises or otherwise be affected by its activities. This duty shall extend to off-site activities undertaken by children whilst under the supervision and care of the nursery. All employees are expected to adhere to our policies and procedures.

NO SMOKING

The nursery operates a very strict '**NO SMOKING**' policy within the building or grounds. We ask employees, parents and visitors to respect this policy and not smoke anywhere on the grounds.

NO MOBILE PHONES, CAMERAS OR RECORDING DEVICES

For reasons of child protection and staff protection we ask that you do not use your mobile phones whilst on our premises, do not respond to text messages, take calls or use your phone for any reason whatsoever. The use of any recording devices or cameras are forbidden, please leave them in your car.

From time to time we do have events at nursery or off-site, such as Christmas nativity plays, graduation and Halloween parties, you are permitted at those events to take photographs in line with our policy, which is that you will not share such pictures on social media and respect that not all parents approve of the use of pictures on social media or social media in its self.

SOCIAL MEDIA/ PROFESSIONAL BOUNDARIES

Orangutans takes professional boundaries seriously. We ask that parents/carers do not try to contact our practitioners outside working hours by any means of social media, telephone or email. No private messages and no friend requests. If a parent needs to speak to a practitioner about their child, please do so by using nursery contact details during opening hours. Any breaches of this policy will be taken seriously, and action will be taken, or we may terminate your nursery place.

POLICIES

Our policies can be viewed at any time, by request and on our website.

BABYSITTING

At Orangutans, we develop excellent relationships with our families. From time to time, parents may request individual staff members' babysitting services outside of nursery working hours. These arrangements can be made but remain private between staff and individual families. The nursery cannot enforce safeguarding you in these circumstances. Any arrangements must be reported to the nursery manager for monitoring purposes.

Out of hours work babysitting arrangements must not interfere with staff members' working hours.

Staff are not permitted to take full responsibility of children straight from nursery. Nursery children must be collected by parents/ carers by 6pm as stated in the contracts so that staff can continue to carry out their role as practitioner and perform domestic duties in a safe environment.

Confidentiality of all nursery staff and children must always be adhered to and respected.

PROMOTING POSITIVE BEHAVIOUR

Our nursery believes that children flourish best when they know how they and others are expected to behave. Children gain respect through interaction with caring adults who act as good role models, show them respect and value their individual personalities. Positive, caring and polite behaviour will always be encouraged and praised, creating an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within the nursery we aim to set these boundaries in a way which helps the child to develop a sense of the significance of their own behaviour, both in their own environment and with those around them.

Parents should know that some behaviours are normal in young children and are part of how they develop and learn, such as biting. Practitioners will build strong and positive relationships with children and their families and provide lots of opportunities for children to learn about accepted behavior through stories and activities.

Nursery rules are concerned with safety, care and respect for each other. Children who behave inappropriately by physically abusing another child or adult e.g. biting, or through verbal bullying, will be required to talk through these actions and apologise where appropriate. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child. For more information please ask for a copy of our *'Promoting Positive Behaviour Policy'*.

SAFEGUARDING

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. Safeguarding is a much wider subject than the elements covered within our policy [*see safeguarding policy*]

At Orangutans we will work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery manager at the earliest opportunity.

Practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff will often be the first people to sense that there may be a problem. They may well be the first people in whom children confide about abuse or to spot changes in a child's behaviour which may indicate abuse. The nursery has a duty to be aware that abuse does occur in our society.

Our prime responsibility is the welfare and well-being of all children in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work as part of a multi-agency team, where needed, in the best interests of the child.

Children will be supported by offering reassurance, comfort and sensitive interactions.

Recording suspicions of abuse and disclosures

Staff should make an objective record (supported by the designated safeguarding lead) of any observation or disclosure. These records should be signed by the person reporting this and the safeguarding officer, dated and kept in a separate confidential file. These concerns will be uploaded to the MyConcerns nursery software for recording all safeguarding matters.

Training

All staff will be required to attend child protection training. All staff should understand the procedures for spotting signs and behaviours of abuse and abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB does not allow this. This will usually be the case where the parent or family member is the likely abuser, or where a child may be endangered by this disclosure. In these cases, the investigating officers will inform parents.

Prevent Duty

All early year's childcare providers are subject to a duty under Section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the 'Prevent duty'.

Here at Orangutans Day Care Nursery we take Safeguarding very seriously, therefore to ensure that we adhere to and achieve the Prevent duty we will ensure that all staff have received the appropriate training to enable them to identify children who may be at risk of radicalization.

PROMOTING BRITISH VALUES

Orangutans actively promotes the fundamental values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths or beliefs. These are interpreted for our youngest children by;

- ❖ Learning right from wrong
- ❖ Learning to take turns and share
- ❖ Challenging negative views and stereotypes

For older children the values will be shared and discussed so that they can be encouraged to state which of the values they consider to be most important. Examples of these, in no order, may include;

- ❖ Being honest
- ❖ Being brave
- ❖ Being friendly
- ❖ Trusting people
- ❖ Appreciating what we have
- ❖ Keeping on trying
- ❖ Being kind
- ❖ Understanding that sometimes we are different and sometimes the same
- ❖ Sharing and taking turns
- ❖ Taking responsibility
- ❖ Being fair

LEARNING AND DEVELOPMENT

NUTRITION AND HYDRATION

Our aim is to provide parents and carers of children under five with access to hands-on help from practitioners, or through reliable, evidence-based information and tools available online.

Children are provided with well balanced, healthy and nutritional meals prepared by our full-time qualified and experience cook. Our menus are on a rotational 3-week plan and can be viewed in the nursery rooms or on the website.

Our policy is to ensure that all children are encouraged to eat and try a variety of cultural meals with a balance of carbohydrates, protein, dairy and fruit and veg. If you child has a dietary requirement of allergy we will ensure you child has a suitable alternative option.

We ask that no nuts or products containing nuts are brought onto nursery site and if parents wish to provide birthday cakes they share the ingredients with us prior to bringing it so we can ensure it is safe for all our children to enjoy.

We prepare our own baby foods and will work with parents when they are ready to wean. Our food is fresh from ingredients and contains low sugar, low salt and we only provide Alpro Yoghurts. Baby bottles are made fresh on the premises as and when required. The nursery provides your chosen formula milk on request. Milk will be served at room temperature and we will not reheat premade bottles.

Children are offered a choice of milk or water only throughout the day, we do not provide juice options for our children and we ask that parents to do bring juice into the nursery unless we are having a special event outside of nursery hours. We also provide biscuits for children when they are particularly hungry or with us until 6pm.

Meal times

08.00 - 09.00:	Breakfast	:	Choice of cereal, porridge, toast or seasonal fruit
11.00 - 11.30: Babies/toddlers 11.30 - 12.00: Preschool	Lunch	:	Meal, freshly prepared on site, and dessert
13.30 - 14.00:	Mid-afternoon snack	:	Balanced variety of vegetables and fruit
15.00 - 15.30:	High tea	:	Variety of light meals

Dietary needs such as vegetarian, halal, diary allergies and other allergies, can be catered for on request.

EARLY YEARS FOUNDATION STAGE (EYFS)

Orangutans Day Care Nursery is committed to ensure that all requirements and guidelines are met. EYFS recognizes that children develop and learn at different stages, these intersecting age

ranges are: Birth to 11 months; 8 to 20 months; 16 to 26 months; 22 to 36 months; 30 to 50 months; 40 to 60 plus months

EYFS guiding principles are:

- 1 Every child is unique, constantly learning, resilient, capable, confident and self-assured.
- 2 Having positive relationships enables children to learn to be strong and independent.
- 3 Enabling environments, where experiences respond to each child's individual needs and where strong partnerships are formed between practitioners, parents and carers, help children to develop and learn well.
- 4 Recognising that children develop and learn in different ways and at different rates.

LAYOUT

Orangutans Day Care Nursery consists of two large versatile open plan rooms and caters for the following age ranges: 0 - 18 months - Babies ~ 18 months - 2.5 years - Toddlers ~ 2.5 - 5 years - Preschool

EYLOG

Using a secure mobile device, nursery practitioners can easily create and maintain a child's EYFS learning journey with relevant milestones, text, photos, audios and videos.

Parents can login and access the learning journey at the click of a button and be able to view the observations recorded at the nursery as soon as they become part of the learning journey. They can add comments and interact with the Practitioners in real-time about these observations. EyLog also makes it possible for parents to contribute at home, making the learning journey even more comprehensive and enabling a 360-degree view of the child's development in its early years.

Alongside visual observations practitioners can link the children's achievements to educational frameworks to fully meet the children's needs. These observations and frameworks are then uploaded to a secure web-based learning journey which parents will have access to and be able to download and keep forever! Once your child leaves our nursery we will provide your child's learning journey on a specially created CD to look back and remember those treasured times.

The daily diary can also be accessed so parents and carers can see how their child is doing with regards to health and welfare, add notes from home and similarly receive notes from the practitioners, communication lines with eyLog have never been better.

TRACKING DEVELOPMENT

EyLog can also be used to effectively build your children's two-year-old progress checks based on evidence gathered, monitor progression using a grading system to evaluate progression and gain a better understanding of developmentally where your child is at, tracking development from one period to another.

TERMS AND CONDITIONS

Sessions and placements

- *Standard sessions: All day 07.00 – 18.00 Monday to Friday: Morning 07.30 – 12.30; Afternoon 13.00 – 18.00;*
- *Over 2's sessions only 09.00 – 14.00; 30-hour entitlement sessions only 09.00 – 15.00.*
- *We offer all year-round places and term-time placements. Term time fees are payable on an all year basis at the fee rates advertised.*
- *We accept government funding for free childcare and early education for 2, 3&4-year olds including 30 hours entitlement.*
- *Parents must complete a parent declaration form online annually to remain eligible for 3&4-year funding otherwise be charged for hours taken at our prevailing fee rate.*
- *Parents must complete the eligibility form every 3 months with HMRC to remain eligible for the 30 hours entitlement or be charged for hours taken at our standard fee rate*
- *All policies and procedures laid out for government funded places for 2, 3 & 4-year olds must be adhered to, otherwise the place will be revoked, and fees will be charged for hours taken.*
- *Orangutans is open 51 weeks of the year and close on all bank/public holidays and close early on Christmas Eve at 2pm.*
- *We care for children aged 3 months to 5 years*
- *The nursery is in line with anti-discriminatory practice, equal opportunities and is inclusive to all.*
- *Orangutans cares for children with special needs with the help and support of relevant agencies.*
- *Nursery places are subject to availability and staffing levels. Priority will be given to those requiring a full-time place and then in descending order by number of days.*

Fees

- *£45.50 per day on all year-round placements - used when calculating multiple days*
- *£47 per day on term time placements - used when calculating multiple days*
- *£4.70 hourly rate - used for calculating additional hours/top-up hours for 2, 3&4-year old funded places*
- *£48 per day for a single day per week on an all year-round basis*
- *Fees are not refunded for any reason. If an overpayment has occurred in error and it is located by Orangutans Day Care Nursery it will be returned to the payee.*

Collection of Children

- *Orangutans Day Care Nursery must be notified if you are going to be late to collect your child and a charge of £5.00 will be charged for every 15 minutes you are late. Orangutans Day Care Nursery will not release any child to anyone not previously authorised by a parent. Orangutans Day Care Nursery operates a password system to support collection by other authorized family members.*

Notice of termination

- *You are required to give four complete weeks' notice to Orangutans Day Care Nursery to terminate a child's place, even if the place is a funded placement. If you do not provide written notice and payment, and remove your child from the setting, we will pursue you for the fees for the notice period and take legal action to recover this. To transfer the funded entitlement, you must complete a change of provider form and inform us with the correct notice period.*
- *Orangutans Day Care Nursery reserve the right to cancel the contract with immediate effect in extreme circumstances, for example, permanent exclusion of a child. If Orangutans Day Care Nursery has taken the unusual step to terminate the contract any fees paid in advance by the parents/carers will not be refunded.*

Optional activities

- *Optional trips and activities may occasionally be arranged, they are charged for separate to fees and prior to happening. Parental permission will always be sought for these activities. Nursery trips will usually be paid for out of nursery funds wherever possible.*

Policies and Procedures

- *Orangutans Day Care Nursery has policies and procedures in place for the protection of those that use the services we provide, the staff and the premises, these policies may be reviewed annually but do not always require changes, however updates will be made when changes occur in legislation.*
- *All applicable policies and procedures are available on our website for parents to see at any time, sometimes they may be removed whilst they are being updated.*
- *Review dates on the policies are for nursery purpose and information only, parents should presume the policy is up to date and correct if it is available on the website and that there has been no recent change in legislation requiring any updates. Applicable policies and procedures that are adopted or updated are also usually distributed by e-mail to parents and staff.*

Opening Hours

- *Orangutans Day Care Nursery is open from 07.00 until 18:00 Monday to Friday and for insurance purposes we cannot admit children outside of these hours. Orangutans Day Care Nursery is closed for the period between Christmas and New Year and on all Public/ Bank Holidays, it also closes at 2.00 pm on Christmas Eve.*

Parking

- Use of the car park is entirely at your own risk. Please park with respect to other users and be careful of children entering the car park with parents. We may prohibit anyone from using the car park if they are found to be disrespectful to our patrons or breach our policies.

Formation of the contract

- A contract is formed between you and us once you have given us a signed and completed Parent Contract and a £50 registration fee.
- We will write to you confirming the set days and fees that we have agreed, based on your Parent Contract.
- We will waive the registration fee if the place is required within 1/2 months or in exceptional circumstances.

Duration of the contract

- The contract shall last until it is terminated by either you or us.
- You must give us, at least, four full weeks' notice. You must provide a written letter or email.
- In the unfortunate instance where we terminate your contract, dependent on the circumstances, we may ask you to leave with immediate effect or provide you with four weeks' notice.
- You are liable for the fees during the notice period.
- As we reserve the right to cancel the contract with immediate effect in extreme circumstances, for example, permanent exclusion of children. Fees paid in advance will not be refunded.

Your obligations to us

- You must co-operate with us, specifically with matters relating to child protection and child development concerns.
- You must provide us with spare clothing for your child. Each item should be clearly labelled, including bags, coats, hats and gloves etc. If you do not provide us with spare clothing, we may have to ask you to bring them to nursery and interrupt your day. We do not provide spare clothing for children.
- You must provide us information that we may reasonably require about your Child (e.g. any known medical condition, health problem, allergy, or diagnosed dietary requirement).
- You must keep us up to date with all your contact details, telephone number, email, address, changes to names or family status including divorce or separation.
- You must inform us of any prescribed medication or new allergies that we do not already know about and keep us up to date with medical information.
- You must inform us of any lack of any vaccination which the Child would ordinarily have by their age and the reasons they were not vaccinated.
- You must inform us of any family circumstances or court orders which might affect the Child's welfare or happiness.
- You must inform us of any concerns about the Child's safety.
- You must inform us of your authorised persons who may collect your Child.
- You must abide by the nursery Policies and Procedures.
- If our performance of our obligations under the contract is prevented or delayed by anything you do (or fail to do), we shall not be liable.
- You must not employ (or attempt to employ) any member of our staff without our consent, until 12 months from the end of your notice period or termination of your contract with us. We will make a claim for loss of earnings and compensation.
- You must not Friend request or private message on any social media platform, such as Instagram, Facebook, Twitter to name but a few, any of our employees during or at least six months after the end of the contract with the nursery.

Charges and Payment

- Fees are due even if the Child is absent for any reason. Fees are payable: in the event of sickness or absence, for any reason; for parental holidays; for bank holidays; the early shut down on Christmas eve, and for closure periods such as between Christmas and New Year.
- Fees are not variable.
- The fees set by the Company are fixed.
- Breaks in fees are not permitted for financial reasons or any other reasons.
- We will charge for bank holidays and staff training days.
- VAT is not charged on nursery fees (nursery provision is an exempt supply for VAT purposes).
- Fees are inclusive of, dependent on times, breakfast, lunch and snacks, nappies, wipes and formula milk (excluding any specific dietary needs such as lactose intolerance) branded bum cream and sun cream.
- Extra hours (or parts of an hour) will be charged for (at the ruling rate) and must be booked and paid for at least 24 hours in advance.
- The fees must be paid monthly in advance, by the first day of the month.
- All payments must normally be made by standing order, bank transfer, childcare voucher, Tax free childcare.
- We may agree to payment by cash, but we do not provide receipts.

- We do not accept cheque as a form of payment.
- If any payment fails to be made on time, we reserve the right to charge a reasonable administration fee (currently £20).
- If you fail to pay we will suspend all child care until payment has been made in full, or even terminate the contract permanently.
- If you are 14 days late in paying us, we may also charge you our reasonable costs of seeking to recover the overdue payments. Such costs will be added to your running account and should be paid within 14 days of notification of them to you.
- Interest will be charged on the overdue sum from the due date for the payment at the annual rate of 8% above the base lending rate from time to time of HSBC Bank, accruing daily and being compounded quarterly until payment is made, whether before obtained, and you shall pay the interest immediately on demand or after any judgment is made.
- Fees will be increased on an annual basis and at least one month's notice will be given.
- Term time fees are payable over a 12-month period. Once joining under a term time agreement, you must make 12 equal monthly payments to be eligible for the term time discounted fee rate. If you leave the nursery part way through the term time 12-month agreement you will be asked to pay an additional amount to cover the sessions you have received and not yet paid for. Similarly, if you wish to change the sessions provided during any 12-month agreement you will be asked to pay for any shortfall of the sessions you have received but have not been paid for because of the change in sessions. Term time fees are worked out over a 39-week period and divided by 12 months to offer a lower monthly amount compared to standard all-year-round fees.

Reducing sessions

- You are required to give us four weeks written notice of a reduction in the number of sessions you require.

Welfare of the Child

- We will do all that is reasonable to safeguard and promote the Child's welfare and to provide care to at least the standard required by law and often to a much higher standard.
- We will respect the Child's human rights and freedoms which must however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.
- Your agreement to these terms and conditions means consent to such physical contact as may accord with good practice and be appropriate and proper for teaching and instruction and for us providing comfort to a Child in distress, or to maintain safety and good order, or in connection with the Child's health and welfare.
- Nappies are provided by the nursery for Children who are not potty trained.
- We provide all formula milk for bottle feeding babies unless the child has a specific brand not catered for by the nursery or has prescribed formula milk, in which cases parents will be asked to supply the nursery with formula milk.
- Labelled mother's breast milk will be stored in the fridge and an area will be made available for mothers to breast feed their babies or express milk should they need to do so.

Reporting of neglect or abuse

- We have an obligation to report to the relevant authorities any suspicions we have that your Child has suffered neglect or abuse, and we may do without your consent and/or without informing you.

Liability

We shall not be liable for:

- any loss or damage to any toys, equipment, bags or any items of clothing whatsoever etc. you may bring into our nursery;
- our total liability (in contract, tort including negligence or breach of statutory duty, or otherwise) shall be limited to cumulative price paid by you for the Services over the course of the contract.

Complaints and Concerns

Please address any complaint or concern to the nursery manager. Please also refer to our complaints and compliments policy and ask for a copy if necessary.

Events that are beyond our control

- If any event beyond our reasonable control (e.g. a fire, flood, E-Coli outbreak, strike, civil action, act of terrorism, war etc.) occurs, for which we have business interruption insurance, we may close the nursery without liability to you and we will not charge you for the fees for the time the nursery is closed. We will keep you informed, in such an event.
- If it is, in our reasonable opinion, necessary or in the interests of the Child to do so, we may close the nursery even though our business interruption insurance will not cover us for the closure. In these circumstances, we will charge you for the time the nursery is closed. For example, we may close because of severe weather conditions, outbreak of flu, swine flu or other illnesses etc.

Changes to these terms and conditions

- We reserve the right to change these terms and conditions for any reason or when regulations or legislation requires us to do so.
- Most recent update 250918



National Day Nurseries Association



Willie's Mark[®]

Inspiring Excellence in **Paediatric First Aid**



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