

Information for Parents

Our vision

To provide enriching experiences and create lasting memories.

Impact goals

To increase children's curiosity, connections, compassion and self-appreciation, so they leave with a sense that they are valuable contributors and can make a difference in the world.

History

Nipperbout is proud to be the UK's most trusted provider of Event Childcare. Our unique service is built around creativity, energy and attention to detail. Registered with the childcare authorities in England, Wales, Scotland and Ireland, we receive regular inspections which ensure our compliance, health and safety and knowledge of good practice remain current. We are proud to hold the "Outstanding" outcome from Ofsted at 3 of our registered buildings.

Mission statement

Nipperbout is dedicated to providing high quality, mobile childcare within short-stay and temporary locations around the UK. Our aims are:

- To transform a space, temporarily, into a safe, stimulating, enriching environment, suitable for children aged 0-17 years.
- To create a welcoming, empathetic atmosphere with consideration for people of all races, cultures and abilities who choose to use our facilities.
- To reassure parents that they can leave their children in our care with complete peace of mind.
- To ensure children feel relaxed and able to happily engage with activities and staff.
- To provide staff who understand our culture and ethos and are fully trained to deliver it.

- To provide a creative, programme of activities, offering collective and individual learning and development opportunities.
- To listen to and receive constructive feedback from children, parents and staff, being open to new ideas that may promote improvements to our service.

Equal opportunities

Nipperbout is an equal opportunities employer and our philosophy promotes acceptance, tolerance and the celebration of all cultures familiar to British society.

The Purple People (our staff)

All Nipperbout Purple People are DBS checked and undergo extensive in-house training. We also employ staff on a casual basis, so our teams frequently bring together experience and specific skills from a wide range of vocational backgrounds such as teaching, youth leadership, educational needs specialists, social work and childcare, together with those from a performing arts background.

Nipperbout employ actors and confident practitioners, because they are great communicators and this is important for building positive relationships with children swiftly. When talking to the children our staff are able to support their communication skills and vocabulary development.

NB: In order to maintain high standards, staff may not accept private contract baby-sitting work whilst working on an event with Nipperbout.

Our childcare approach

Children are often out of their comfort zone and routine when at Nipperbout. Our aim is to reduce anxiety by giving them some control over their day. Children are included in planning, risk assessing, formulating the guidelines for safe play and in staff appraisal.

We have children from all over the country and world which is a golden opportunity to teach children about what makes them unique so they understand about themselves and others.

Nipperbout's approach to childcare aims to be 'trauma informed' and to treat children with compassion and kindness in every situation.

We prefer to support behaviour rather than 'manage' it, so we operate with no rewards and no punishments.

Staff are trained to explain what they **do** want, rather than what they **don't** want. We prefer to **appreciate** tasks, actions and work rather than to use praise, which is often conditional and designed to control. Nipperbout believes that it is important for children to take personal responsibility and ownership over their environment and to understand how their feelings affect their behaviour which in turn affects how others feel and behave. Understanding and talking about emotions and feelings is the key to self-regulation, which is only possible through countless experiences of helpful co-regulation.

About Nipperbout

Nipperbout operates two types of settings:

1. Short-stay – supporting exhibitions and events (generally 2-8 years).

2. Full-day – supporting conferences and congresses (0-17 years).

- Children and young people are signed into our care and remain in our care until they are signed out at the end of the day.
- Nipperbout provides a themed, daily programme of activities.
- Nipperbout provides a mid-morning and afternoon fruit snack.
- At some settings lunch and/or a light supper is provided for the children by the organisers.
- When lunch is not provided, parents must return after **a maximum of 4 hours** (3 for babies) to collect their children for food. (Congresses)
- At Exhibitions and short stay events, maximum stay is also 4 hours (3 for babies)

We train staff to be 'anxiety detectives' and to be 'curious' rather than 'furious' about behaviour.

The Nipperbout childcare blog further expounds this philosophy and is available for parents to read on our website - www.nipperbout.com.

Our 'Touch' policy is available to read on site or on request.

A safe space for every voice

Nipperbout is an apolitical environment where children are supported to share, explore and discuss different views in a safe, inclusive and fully safeguarded space.

We encourage respectful conversation, open-mindedness and mutual understanding, helping children listen to others, consider different perspectives and feel confident that their own voice matters and will be heard.

Guided by clear safeguarding frameworks and over 30 years of professional childcare experience, we keep every child's wellbeing, dignity and emotional safety at the centre of all we do.

- When lunch is provided, and the same children stay the whole day, (conferences) Nipperbout is legally obliged to take children **outside for fresh air** in the afternoon.
- Nipperbout operates a robust registration system; this is for the safety and care of your child. Nipperbout staff will do their best to work efficiently, quickly and politely; we encourage you to support us in this approach. We also ask that you return promptly to collect your child.

What we need to know

The safety of your child is of paramount importance to us and having prior knowledge about your child can help us give your child an enjoyable stay. Filling in our online registration form fully is extremely helpful. We need to know the following:

- Special educational needs and disabilities
- Language or communication difficulties
- Likes, dislikes
- Anxiety or emotional issues that may affect behaviour
- Dietary requirements

- Allergies (**Note: Nipperbout is a Nut Free Zone, so please ensure bags and belongings do not contain nuts**)
- Medical conditions/medication being taken.

Please note: all medicines must stay out of the crèche unless locked in our medicine bag.

Special educational needs and disabilities

Children with SEND are most welcome at Nipperbout settings.

In **short-stay** settings, the manager and parent will need to agree that the equipment and environment are suitable and safe for the child and there is no danger to the other children present.

For **Full day** events, we can provide 1:1 support and appropriately qualified staff, as long as we are informed two weeks in advance of the event.

Proof of legal responsibility

If you are bringing a child who is not your own, we must have written consent from the legally responsible adult (eg. parent/ guardian) that he/she is happy for their child to attend Nipperbout. If you do not have legal responsibility for the child in your care, please ensure you provide us with the required permission. We have a legal duty to seek this consent if it is not given.

Groups, key workers and registrations cards

In order to ensure quality care, Nipperbout separates children into age groups. Groups are divided between over-8's and under-8's. At larger conferences these are broken down further into 0-3's, 4-7's, 8-11's and 12-17's. Children will be allocated a Key Worker for the duration of their stay. Please feel free to talk to your child's Key Worker. A photograph of our Key Workers will be displayed at the registration point. At conferences this will also list the children in the staff members group. Under-8's children wear a coloured jacket to match that of their Key Worker, for easy identification.

Nipperbout staff ratios are as follows:

0-2 years: 1 adult to 2 children

2 years: 1 adult to 3 children

3-7 years: 1 adult to 5 children

8 years and above: 1 adult to 6 children

All children are provided with a 'Registration Card'. We ask parents to provide full details,

including any dietary requirements or allergies. The details on this card remain confidential and the card is kept in a numbered pocket for the duration of the event. You will be asked to sign your child in and out each day on the 'Registration Card'. It also holds your contact details in an emergency, so please ensure these are accurate.

In the event of an accident

Should your child become hurt whilst in our care we will administer first aid and record it in our 'Accident Book', which parents must sign. A copy of the accident report will be supplied on request.

If considered necessary further medical assistance will be sought. In an emergency, where an ambulance is required, you would be contacted immediately.

Should your child require hospital attention we would need confirmation by a medical professional that they are fit enough to return to the crèche afterwards.

Injury, Sickness or diarrhoea

Children who have been exposed to any infectious diseases including influenza and diarrhoea, or eye and skin conditions during the past 24 hour should not attend a Nipperbout setting. If your child becomes sick during an event you will be asked to collect them. We can welcome your child back after a period of 24 hours for sickness or 48 hours for diarrhoea.

Should your child have had an injury requiring hospital treatment prior to attending our settings, we will need to see a discharge letter detailing after care or a letter from a medical professional confirming your child is fit to attend a temporary setting.

Behaviour Support

Nipperbout has a number of strategies in place to ensure that a safe and enjoyable time is had by all:

- All children and young people contribute to the 'Ground Rules' at the start of each event and these are displayed as a reminder. We re-visit these daily to add or make changes.
- Young people are required to sign our 'Code Of Conduct' upon registering.
- Inappropriate behaviour is dealt with by trying to discover the need behind the behaviour. When this is acknowledged, the behaviour often changes. Our staff try to be 'curious' rather than 'furious'.

- In extreme cases such as when a child is hurt, swears repeatedly, ignores instructions or threatens the safety of themselves or another child, this inappropriate behaviour is recorded in our 'Incident Book' which parents are asked to sign.
- Physical punishment or threatening a child with physical punishment is not permitted.

Safeguarding children

Nipperbout has an obligation to inform Local/Regional Child Protection Authorities of any allegations of serious harm or abuse by any person living working or looking after children at the premises. If you wish to notify any of these organisations with concerns you may have, their contact numbers are displayed at reception.

Also see our Child protection policy at nipperbout.com/child-protection-policy

Art and craft activities

Craft activities may use materials that could stain clothes therefore aprons are provided and must be worn during these activities. Nipperbout does take responsibility for any damage to clothing/personal items.

Face painting

Parental permission is required for face painting, so please indicate on your child's 'Registration Form'. Face paints should be removed after 2-3 hours with soap and water only. Please note, due to skin sensitivity, Nipperbout will only paint the faces of children aged 3 years and over.

Photography

Parental permission must be sought before a photograph is taken of any child. If you wish to take photos of your child during one of our events please ensure you make other parents aware first.

Nipperbout staff may take photographs of children in the EYFS as part of recording observations. A permission request can be found on your child's 'Registration Card'.

Similarly, Nipperbout may request to film activities for in-house training and promotional purposes.

Occasionally clients request photos. In these instances, parents will be notified in advance and written permission obtained.

Feedback

Should you have any adverse concerns we do hope you will discuss them with our staff. Your child's wellbeing and your peace of mind are very important to us, so we invite you to write in our 'Comments Book'. Any feedback that you give us will be most welcome. At the end of the event your child will be asked to give age-appropriate feedback, which is recorded and passed on to the management. We aim to give your child an enjoyable stay.

Complaints may be made in the following ways:

- Talk with the Event Manager or a staff member. Verbal complaints will be recorded, actioned and displayed for other parents to see. A complaint form is available upon request.
- Contact the proprietors, Janthea and Steve Brigden (details on back of this leaflet). We will acknowledge a written complaint within 2 days and aim to investigate and respond fully within 14 days.
- Contact Ofsted by phone on The Early Years Complaints Line: 0300 123 4666 or write to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD. OFSTED main line - 0300123 1231

Babies and toddlers

Nipperbout understands that leaving young children, especially for the first time, can be a difficult process so if you have any concerns or worries you are most welcome to phone us before the event. Parents of babies under one will be telephoned before hand by a Key worker.

Key Workers will be available to discuss your child's needs during registration and you will find a space on the 'Communication Booklet' to provide recent information about your child. A back-up member of staff will care for your child whilst the Key Worker is on a break.

Messy play is an important part of our sessions so please dress children accordingly. Spare clothing in a labelled bag is often useful.

Key Workers for under-3's will record details of sleeps, feeds, nappy changes and activities enjoyed. Nappy changes are witnessed. Parents will be shown these records daily.

Children's bags should be clearly labelled with the child's name.

Please remember that the change of environment, travelling and general noise and bustle of the crèche is likely to unsettle young children and their usual routine may change.

For insurance reasons we cannot accept buggies in the crèche. Children arriving asleep in a buggy will be transferred to a sling or cot.

Nipperbout believe that young babies are more comfortable when they can hear a heartbeat or feel a pulse. Until they are 9 months old they are more familiar with life inside the womb than out. Staff are encouraged to use slings to carry babies as much as possible. Some of our staff are trained in baby signing so do let us know if this is something your baby is familiar with and teach us the signs he/ she knows.

Parents are welcome to settle children in but will be required to sign the 'Visitors' Book', as we need to record who is in the crèche.

Please tell your child when you leave and explain that you will be back to pick them up later. A few sad tears as you depart are preferable to the distress and panic caused by 'sneaking away'.

If your child is distressed, unable to settle or becomes ill, we will contact you immediately, so please ensure we have the correct numbers for you.

Our 'Touch' policy is available to read on site or on request.

Nipperbout Conference Settings

Communication booklets

A 'Communication Booklet' is provided for each child and is kept with their 'Registration Card'. The booklet includes:

- EYFS observation report (under 6's)
- Daily feedback about eating, sleeping and changing (under-8's).
- A space for both you and your child to share information with our staff.
- Our 'Code Of Conduct' (over-8's).

The purpose of this booklet is to allow parents to provide Key Workers with information about their children to ensure the best possible care. It also offers the opportunity for staff/parent communication on a daily basis and a place for children to express their thoughts. On the final day the booklet is given to the parent to pass on to other settings if required.

Online registration

Nipperbout operates an online registration system to improve the completing of your child's 'Registration Form'. Please help us by checking your child's details are up-to-date for each event. You will be asked to double check the information on the card on the first day, and you will still be required to sign your child in and out of the crèche.

Permission from school to attend Nipperbout settings

As we are a registered setting it should be possible for your school to mark your child as 'absent with authorisation' when attending Nipperbout. We have a letter for schools to explain about our settings, so please enter the schools e-mail address and click 'yes' on the Child's Contacts page on our Online Registration System, if you would like a copy. We are keen to work in partnership with other settings and to receive information about children and their learning so we can augment this whilst they are in our care. Staff are happy to help with reading and homework for all age groups.

Frequently asked questions

Which items must be left outside Nipperbout?

- Any personal food (including snacks and sweets) except baby food or food for special dietary requirements.
- Medicines or tablets (unless essential and locked in the medical box as per our medication guidelines).
- Wheelie trainers, roller blades, skate boards.

Can my child bring in a mobile phone/personal game console/favourite toy?

Yes, but the following rules apply:

- All personal items should be clearly labelled and are brought into the crèche at the owner's own risk.
- Younger children must be aware that other children may pick up favourite toys and want to play with them.
- Mobile phones are allowed for children over 8 years and may be used in the 'Communication Corner' only. At other times they should be left in their designated registration card pocket.
- Mobile phones may not be taken on outings.

Please note: valuable items such as designer clothes, cameras, mobile phones, iPods, games consoles and Playstation/Wii/Xbox discs are not encouraged and are brought into the crèche at the owner's own risk. Nipperbout cannot take responsibility for loss or theft of these personal items.

My child has medication - what do I need to do?

- Medicines must have been prescribed by the child's GP and have the GP label attached, including the child's name and dosage. All medicines must be locked in our medical box.
- Where a child cannot self-administer the child's parent/guardian must provide clear instructions for the administration of the inhaler and complete a purple 'Nipperbout Medicine Form'. This must be completed every time medication is administered, recording the time and dose given.

- Inhalers must have the GP's label on the box with the child's name and dosage.
- Blue inhalers may be kept in the child's registration card pocket, brown ones must be locked in the medical box.
- If your child requires an EPI-PEN or Hypodermic Injections we must be informed in advance of the event so we can ensure a trained member of staff is present on the team. We must have written consent from the child's GP giving all details and confirming that the child is fit to attend Nipperbout. Please ask us for a form.

What is there to do?

A timetable of activities, workshops and outings is devised for every event, children participate in the planning of each day. Because children are unfamiliar with the Nipperbout Environment, we pick a theme for the event and, on longer events, parents are invited to a presentation or 'show' devised and performed by the children.

... for babies?

We operate according to the EYFS framework offering little ones a timetable including art and crafts, messy play, treasure basket discovery, sensory play, baby games, music and movement, interactive play mats and toys.

... for under-8's?

Nipperbout's gate way to the 7 areas of learning in the EYFS sits mainly within expressive arts and design- we facilitate the curriculum through creativity. Children are really out of their comfort zone and routine when visiting Nipperbout so our focus is on personal, social and emotional development.

Nipperbout provides a full range of age appropriate equipment and a comprehensive timetable of activities including science experiments, drama, music and messy play. On full days they have the opportunity to experience different towns and cultures with visits to local attractions and places of interest.

... for over-8's?

Participation in cooperative activities enables young people to form new friendships and encourages personal development and responsibility. Our multi skilled Purple People lead a variety of workshops; drama, music, circus skills,

drumming, karate, dance and offer a host of art and craft opportunities. Young people also have the opportunity to experience different towns and cultures with visits to local attractions and places of interest.

Available equipment includes table football, pool, air hockey, computer games and our own 'Nipperzone'; a set of puzzles and games, aimed at challenging children to think, to work together and solve problems.

We are delighted that many young people come back to work with us whilst at University and we are particularly proud that several of our young male visitors have become primary teachers or work in Early Years.

Additional questions relating to conference crèches

Will my teenager like it?

Recently a group of graduating young people staged a token 'sit-in' and refused to leave on their final day! After 30 years of service, Nipperbout has seen many children grow from small babies into adulthood, and it has now become a tradition to celebrate the 'graduation' of our teenagers in their final year with us. In fact, many graduates return to us as members of staff once they reach 18.

My child is 16, can they sign themselves in?

No. All children and young people attending the crèche must be signed in and out by an adult. In the UK an adult is a person 18 years or over.

My elder son/daughter is with me can they sign my child in and out?

Only if aged 18 years or over.

Can I sign them in later than the start time or sign them out earlier than the finish time?

Each Nipperbout has a specified start and finish time. If you need to sign your child out early or sign in late, please notify the member of staff on the gate so that they can advise you of an appropriate time. Once Nipperbout commences,

Who is allowed to sign my child in and out of the crèche?

Any adult may sign your child into our care.

Only the person/s whose signature matches the specimen signature we obtained upon registration may sign your child out.

What if I want my partner/friend to sign my child out?

This is possible with prior arrangement. You will need to notify the Purple People and provide them with the name of this person/s. If the person is present at the time of signing in they can sign a second specimen signature. If the person is not present at the time of registration, we will ask you to provide us with a password. The adult collecting will then be required to reveal that password before we allow them to sign for your child.

staff are busy with the children and not readily available to man the reception desk.

Note: Nipperbout cannot sign children in or out during lunchtime or outings. 11:45 - 16:30

During busy times (short-stay settings only) we may introduce a raffle ticket system and places may have a time limit. Please ask staff at the reception desk.

What shall I bring?

- Coat
- Medication - see info about medicines
- Nappies
- Formula Milk / Baby Food
- Spare clothes
- Comforters, toy/blanket
- Swimming costume and towel (where swimming is available).

Nipperbout provides pushchairs for outings, cots/beds for sleeping and high chairs for dinnertime.

Will my child be fed?

Healthy snacks such as fruit, breadsticks and rice cakes are provided mid-morning and mid-afternoons. These are prepared by staff that hold a food hygiene safety certificate.

Drinking water is available at all times in all types of Nipperbout settings. If Nipperbout is to stay open over the lunch period, food for children will be provided and cooked by the venue. Nipperbout provides the venue with a recommended, healthy menu selection and informs catering of any dietary requirements or allergies.

Children eat lunch as a group with the staff. Parents with children under-8 are given a menu tick list on registration to choose meals with their children in advance. Over-8's are able to choose food themselves.

What happens during an outing?

It is a requirement that children receive at least one hour of fresh air and exercise each day. Therefore when children are with us for a full day, Nipperbout provides a variety of outings. These may include a walk, games in the park, visit to the beach, a cinema trip, bowling, museums or places of interest, swimming etc.

Activities are dependent upon the location of Nipperbout and what is available and affordable within walking distance of the surrounding area. Walking is part of our healthy living programme.

Outings are conducted in age groups because many activities may have age restrictions. Whilst on outings, children are asked to remain in their key groups and with their Key Worker at all times. We request that children are not supplied with money, as there is little opportunity to spend it. Similarly, due to allergies, food and drink may not be taken or purchased on outings (this includes no popcorn at the cinema). Water will be provided.

Also see our Covid-19 Policy at nipperbout.com/covid-19-policy

To ensure the safety of everyone on the outing, Nipperbout has a number of 'no tolerance' policies:

1. Outings jackets must be worn

Nipperbout provides every child with a high visibility jacket so they can be seen at all times. Staff are also required to wear these jackets.

2. Swimming identifiers must be worn

Nipperbout provides all swimmers with a swimming hat or rash vest to be worn in the swimming pool.

3. Mobile phones/iPods /games consoles are brought into the crèche at the owners own risk

These items may **not be taken** on outings because experience has shown that children/young people are often distracted whilst using them and may miss important information being given by staff, eg. whilst crossing a road.

Note: Children can be collected by parents during outings times if they really hate the idea of wearing the jacket, swimming hat or being without their mobile phone.

How does Nipperbout deliver the EYFS?

As a registered setting, Nipperbout is required to deliver the EYFS for all qualifying children in our care. We have therefore developed our own system, which takes into consideration the short time in which some children remain in our care.

We use the information shared by parents in each child's "All About Me" form, to help us plan meaningful activities and experiences that reflect their interests, needs and stage of development. This allows us to build on what children already enjoy and understand, including any emerging patterns of schematic learning, so that play feels familiar, purposeful and engaging. This information also helps shape our intent, guides how we implement activities and interactions, and supports us in measuring impact by observing how children respond, participate, develop new skills and grow in confidence.