

THE BEEHIVE NURSERY & PRE-SCHOOL

St Margaret's Church

Putney

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TERMS & CONDITIONS

*** Arrival and Departure:** Parents are expected to drop off and collect their children at the appointed times – unless by prior arrangement with the manager/s.

Dropping -off: You must accompany your child to the garden hall door where they will be greeted by a member of staff. When you have signed the signing-in sheet and the child has been marked in on the register, you may hand over your child to the designated member of staff. Any information relevant to the day to day care of your child should be given to the member of staff at the entrance where it will be recorded in the Day book.

Collecting: Parents to collect your child at the garden gate/garden hall door and wait for their child to be called. Once the child has been handed over, the parent is then responsible for the child on or off the premises. If your child is to be collected by someone unknown to the nursery or not the parent, the nursery **must** be informed or we will not hand the child over. All details of the person picking up a child (other than the known parent/carer) must be recorded in the Day book: proof of identity or a password may be used. A list of responsible adults who are authorised to collect the child must be included on the child's "All about Me" enrolment form. If, for safeguarding reasons, there is any person who is **not** allowed to pick up the child, this must also be recorded on the enrolment form.

Delayed/late pick up: Parents are expected to be on time, however if they have been delayed they must contact the nursery.

*** Absent Child:** If your child is unable to attend the nursery on their usual day we ask that you let us know on the day, as soon as possible, by phone, message or email. If we have not heard from you and so do not have a reason for the child's absence, we will endeavour to contact you on the day. If no contact has been made within 48hrs by phone, message or email, we may ultimately need to contact Children's Services, complying with our statutory regulation as required by Ofsted. We will record the child's absence and reason for it. Also, we will record if we have attempted to contact parents but with no response. We will continue to try again each day until a response is received or the child returns when we will ask the parent/s directly as to the reason for the child's absence.

Please note that the aim of these procedures is solely to keep children and parents safe.

*** Parental & Child Behaviour:** we believe staff, parents and children are entitled to a safe and protective environment in which to learn and work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the nursery. We expect that all members of the nursery community treat each other with respect. Our expectations are:

Adults:

That adults set a good example to children at all times, showing them how to interact with all members of the nursery and the wider community. That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the nursery premises. Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, parents and carers, children and other users of the nursery premises will not be tolerated and will result in withdrawal of permission to be on the nursery premises. Any parent who is asked to leave the nursery premises will have the right to appeal the decision by writing to the owner.

Children:

We reserve the right to exclude any child whose conduct is, in our opinion, disruptive, aggressive or in any other way unacceptable for the safety of other children or to the smooth and efficient running of the nursery. We will, of course make every effort to avoid this action and may include special needs assessments or one to one care if funding permits. We ask all parents/carers to appreciate this and to understand that, in the event of having to exclude any child, all fees are non-refundable.

*** Sickness/Exclusion:** If a child becomes unwell at school, the parents will be contacted and asked to collect the child. The child will be made comfortable, kept separate from the other children, and supervised until collected. If a child is unwell and unable to come to school, the parents/carers are asked to contact the school to inform them of the child's absence and the nature of the illness. They will be advised of the school's exclusion policy on the particular condition, eg chicken pox etc

We Require: at least 24 hours after a temperature has returned to normal before bringing a child back to nursery and 48 hours after an attack of diarrhoea or vomiting.

Parents will be informed if a child or member of staff contracts an infectious disease. A record of all sickness is recorded in the sickness record book. If a Staff member becomes ill while at nursery they will be sent home and cover will be given for their duties until they recover and able to return to work.

******Please telephone if you are not bringing your child to nursery on any day and let us know if the child is ill or just taking a day away from nursery******

N. B: It is now a Safeguarding requirement that the nursery must be informed as to why a child is not attending on those days for which they are registered.

*** Medicines & Sunscreen:**

Medicines: staff will only administer medicine to a child that has been prescribed by a doctor or approved medical professional. The medicine must be provided by the parent, clearly labelled and in its original container with its storage requirements stated. Parents must sign a consent form for every medicine to be administered. The first dose should always have been administered before receiving a dose at the nursery.

Any medications requiring ongoing/long-term administration should have a protocol for the administration written by the doctor and this should all be entered in the Medicines Book and signed by the parent

Sunscreen: parents are asked to bring their child into nursery having had sunscreen applied when necessary. The nursery will have appropriate children's sunscreen to apply at nursery, but the parents must sign as their agreement that this can be applied by the staff.

Head Lice: if a child has head lice they must have started treatment and the manager informed before they come into nursery. If a child is found to have headlice whilst at school, the parents will then be contacted and asked to collect their child and to start treatment at home.

*** Emergency Treatment:** The Manager and Deputy are appointed to take charge of First Aid, which we will administer when necessary. Most staff are First Aid trained. We, of course, take every care to prevent accidents, but if even minor accidents happen parents will be informed and will be required to sign their child's accident form which is kept in the nursery and a copy given to the parent. If illnesses or accidents ever require hospital treatment, all attempts will be made to contact parents but, failing this, the nursery may need to act on behalf of parents and authorise necessary medical treatment.

*** Allergies:** Parents are requested to inform the nursery of any food, medicine, activity, insect bite, or any other circumstances that may cause their child to have an allergic response. Parents must provide details, in writing, of the severity of the reaction/allergy and must continue to update and inform the nursery of any changes to key information. Any prescribed medicines should be handed over with a written protocol from the prescribing doctor.

N.B. The Beehive is a NUT FREE NURSERY. No NUTS OR NUT PRODUCTS can be brought onto the premises.

*** Parental Partnership:** Our Nursery promotes a principle of parental partnership which is based on mutual respect and an understanding of the different roles and responsibilities of both the parents and the nursery. In order to promote the positive development of a child, parents are encouraged to work together with the nursery practitioners during the child's time at nursery.

*** Registration & Enrolment:** We invite all prospective parents/carers to come and visit the nursery. The visitors will be shown around the nursery and gardens and meet the staff and will have the opportunity to learn about the operation of the nursery. We will explain our approach to the care and support we give to guide every child through their Early Years Foundation Stage education. We will explain the process of registration, waiting lists and enrolment and also information about fees, government funding and the Terms and Conditions. We will also discuss possible starting terms and dates and our settling in procedures – adapted to suit each individual child and family. Parents may be offered a nursery place or offered a place on the waiting list. If the place is accepted, an enrolment form and the Terms and Conditions will need to be read and signed and returned to the nursery. A registration fee will be payable.

*** Fees:** Fees are paid termly and are set during the summer term to apply to the forthcoming academic year i.e. September to July. An invoice will be sent out at the beginning of each term and we ask for an online payment to be made by return. Proof of bank transfer is required by screen shot or written confirmation of date/reference name/number. We are unable to refund fees for sessions not taken due to illness, absence or where the nursery is forced to close due to circumstances beyond our control. Extra sessions may be paid for in arrears. Children who enrol and start after the beginning of term will pay the reduced fee proportionate to the number of weeks they can attend for that term.

Government funding is intended 'to cover the full cost of childcare' but not intended to cover the enhanced facilities offered by The Beehive, which are covered with our discretionary package. These enhanced facilities offered include the cost of extra hours, our range of specialist external teachers (such as music, sports, ballet), the cost of specific educational events, trips/outings and consumables. Our ethos is to offer all children access to a broad, high quality early years education, supported by the care and guidance of our experienced staff and a comprehensive range of experiences for each child to absorb and enjoy. We believe that these experiences during a child's early years can profoundly impact their future life outcomes. Our discretionary package covers these additional costs to ensure an educationally enriched early years' experience for all children at The Beehive. Payment of this discretionary package will be discussed with the nursery. An itemised invoice will be given each term.

*** Term's notice:** Please note that we require a Term's Notice if your child is going to leave the nursery or the fees will be payable in lieu (N.B. this also applies to children receiving funding)

*** Funding:** We administer the government funding for:

- * Supported: 2 year olds (15hours/week)
- * Working parents: 2 year old (30hours/week)
- * Universal: ALL 3-4 year old (15 hrs/week)
- * Working Parents: 3-4 year old (30 hrs/week)

Please check the eligibility of your child to access any government funding;

<https://www.childcarechoices.gov.uk/15-and-30-hours-childcare-support/faqs>

For the nursery to claim the EECF Universal entitlement grant, the parents will need to provide proof of the child's date of birth: either birth certificate or passport. This must be given to the nursery manager.

PLEASE NOTE: for parents eligible for the EECF Working parents funding for 30 hrs, it is the parents' responsibility to obtain a new funding code each term and give it to the nursery manager. The code will need renewing every 3 months. Failure to renew the code or if parents' circumstances change so they are no longer entitled for funding, parents will then receive funding for a grace period. Full fees will then apply.

N.B. Early Years Entitlement sessions are offered in line with the DfE and Local Authority's Codes of Practice and are subject to their terms and conditions. All sessions, funded and non-funded, are subject to availability.

* **Term Dates:** Term dates will be set for the upcoming academic year, September to July, during the Summer Term and will be made available on our notice board and included on the website:

<https://www.buzzbuzz.org/the-beehive-nursery-school-nursery>

* **Complaints:** Should parents have any concerns or complaints about any matter they should talk or write to the Nursery managers, in the first instance. If the complaint relates to either of the managers or is not dealt with satisfactorily then it should be sent to the owners. Any complaints will be dealt with in accordance to our complaints policy, available on request.

* **Staffing:** Staff are checked on commencement with the nursery through the Disclosure and Barring Service to ensure there are no safeguarding issues of which we need to be aware. Suitable personal checks also include but are not limited to identify verification, qualification checks, personal and employment references, medical checks, and where applicable visa or permits to work in the UK.

The nursery observes the Ofsted regulations relating to staff and children's ratios, currently 2-3 years 1:5 and 3 to 5 years 1:8. In practice our ratios highly exceed the minima.

* **Safeguarding/mobile phones:** We believe that every child has the right to develop to their full potential.

Promoting and safeguarding the welfare of children is paramount. We observe our legal obligations and best practice to safeguard the children as laid out in our Safeguarding policy – available on request.

We also operate a **Whistleblowing policy**. We encourage any person, staff or parents who wishes to express a concern to discuss their concern with a manager or owner of the nursery. This will be dealt with in confidence and in line with our Whistleblowing policy.

Photographs and video recordings are frequently taken by the nursery for internal use as a record of children's activities and events. All recordings are taken on the school landline/mobile phone. Parents' permission is required for any such recordings to be taken. Parents are required to sign their agreement for a recording of their child to be included on the nursery Instagram account. Staff mobile phones are kept in a locked box. Mobile smartwatches are not permitted to be worn by members of staff. Visitors to the nurseries are not permitted to take any recordings of children at the setting.

* **General Data Protection:** We will collect personal data whilst providing childcare services. This data will only be used for the purposes of carrying out our obligations under these T&Cs and UK GDPR law. This defines what data we need to collect and how this must be securely stored, as well as what can and cannot be done with the information. We are registered with the Information Commissioner as a Data Controller.

* **Insurance:** Our nursery is fully insured to comply with our Ofsted registration regulations. We maintain Employer's Liability and Public Liability insurance as required by law. The certificate of insurance is displayed on the nursery notice board.

* **Emergency/Pandemic Closure:** In the light of unavoidable and unforeseen circumstances, such as safety issues, extreme weather conditions, terrorist activity and any enforced government closure, the school is unable to offer reimbursement of school fees and will still adhere to the requirement for a term's written notice of withdrawal.

* **Accompanying a child home:** Parents/carers may ask a member of staff to take a child home outside of nursery hours. This must be checked by the nursery manager to make sure it does not affect that member of staff's ability to finish her day's work. PLEASE NOTE: this is a contract between the parent/carer and the member of staff, and the nursery takes no responsibility.

* **Baby sitting:** Parents/carers may ask a member of staff to baby-sit outside nursery hours. PLEASE NOTE: this is a contract between the parent/carer and the member of staff, and the nursery takes no responsibility.

