



# Welcome Pack

All of our staff are here to make the experience as easy as possible and to ensure that both you and your child settle into the nursery and are happy.

This pack is to introduce you to the setting and outline where things are and how things are run in order to make your first day and settling in period as easy as possible.

Please remember that we have an open-door policy which means we are here for you whenever you need us and can ask as many questions as you like.

If you require any information in different languages, please see the Nursery Manager.

99 Bedford Street, North Shields, Tyne & Wear, NE29 6QJ

Tel - 0191 691 2565

Mob – 07592059906

Mob - 07934046175

## **Opening hours**

Monday to Friday 7.45am to 5.45pm

Saturday & Sunday to be confirmed

## Our Mission

“Shaping Children for the Future by Providing Quality Learning and Development.”

## Our Vision

“To be recognised as an excellent provider for 3 months to 5 year olds, providing learning and development to both our children and our staff, and creating opportunities for them for the future.”

## Our Ethos

We believe children would thrive best in a fun, caring and enjoyable environment where they should be given first hand real experiences and resources that are stimulating for them to experiment, explore, and learn to be independent. We value that learning takes place through enhanced play opportunities and that children’s play reflects their wide range of varied interests. We acknowledge that by having a safe, secure and challenging environment we will be giving our children learning opportunities where they can learn to take risks, develop boundaries, make choices and extend their development. ‘Little Hubbers’ Day Nursery is a Safeguarding Setting’ and we embed this policy into the heart of our practice as the welfare and safeguarding of every child is paramount.

We recognise the importance of listening to children, understanding, and meeting their individual needs and that every child is a unique and a competent learner. We believe positive interactions are essential and we should tune in to children’s thinking and let them take lead and direction in their own learning. We support this through encouragement, praise and respectful relationships between staff and the children.

We believe that parent and staff partnership is vital with warm and trusting relationships as they have a lot to learn from each other. This is beneficial to support children’s progress and development, which has a positive impact on children’s learning.

We understand that the diversity of individuals and the communities are important and everyone is valued.

All children have the rights to enjoy a full life and should be treated fairly regardless of race, religion, disability, gender and social economical background.

We believe that all children should be supported to develop a positive sense of themselves and others.

We feel it is also important to work together with the wider multi-professional team and local community so everyone involved in early years can build a secure foundation for care, education and learning and meet the needs of every child.

We are committed to following the Early Years Foundation Stage as it offers a rich and invaluable curriculum in the early years.

**The four themes** - [A Unique Child](#), [Positive Relationships](#), [Enabling Environments](#) and [Learning and Development](#) are central to our ethos as it plays key roles in children’s play, learning and development.

## A principled approach

### Theme: A Unique Child

Principle: Every child is a competent learner from birth who can be resilient, capable, confident and self-assured

### Theme: Learning and Development

Principle: Children develop and learn in different ways and at different rates and all areas of learning and development are equally important and interconnected.

### Theme: Positive Relationships

Principle: Children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person.

### Theme: Enabling Environments

Principle: The environment plays a key role in supporting and extending children's development and learning.

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National Strategies  
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department for  
children, schools and families

Little Hubbers aim to provide a safe, secure, happy and stimulating environment for all that attend, and support all children as they explore and learn to reach their full potential.

“Children develop quickly in the early years, and have a right to provision which enables them to develop their personalities, talents and abilities.”(EYFS, 2012)

To ensure that this happens we follow the Early Years Foundation Stage (EYFS) which supports all children from birth to five.

Areas of Learning and Development			
Prime Areas			
<b>Personal, Social and Emotional Development</b> <ul style="list-style-type: none"> <li>• Making Relationships</li> <li>• Self-confidence and Self-awareness</li> <li>• Managing Feelings and Behaviour</li> </ul>	<b>Physical Development</b> <ul style="list-style-type: none"> <li>• Moving and Handling</li> <li>• Health and Self-care</li> </ul>	<b>Communication and Language</b> <ul style="list-style-type: none"> <li>• Listening and Attention</li> <li>• Understanding</li> <li>• Speaking</li> </ul>	
Specific Areas			
<b>Literacy</b> <ul style="list-style-type: none"> <li>• Reading</li> <li>• Writing</li> </ul>	<b>Mathematics</b> <ul style="list-style-type: none"> <li>• Numbers</li> <li>• Shape, Space and Measure</li> </ul>	<b>Understanding the World</b> <ul style="list-style-type: none"> <li>• People and Communities</li> <li>• The World</li> <li>• Technology</li> </ul>	<b>Expressive Arts and Design</b> <ul style="list-style-type: none"> <li>• Exploring and Using Media and Materials</li> <li>• Being Imaginative</li> </ul>

Learning and Development Covers three Prime Areas of learning and four Specific Areas these are broken down below.

### **The 3 Prime Areas -**

**Personal, Social and Emotional Development** is made up of the following aspects: Making Relationships, Self Confidence and self- awareness, and Managing Feelings and Behaviour.

**Physical Development** is made up of the following aspects: Moving and Handling, and Health and Self Care.

**Communication and Language** is made up of the following aspects: Listening and Attention, Understanding, and Speaking.

### **The Specific Areas –**

**Literacy** is made up of the following aspects: Reading and Writing.

**Mathematics** is made up of the following aspects: Numbers, and Shape, Space and Measure.

**Understanding the World** is made up of the following aspects: People and Communities, The World, and Technology.

**Expressive Arts and Design** is made up of the following aspects: Exploring and using Media and Materials and Being Imaginative.

As children do not make a distinction between play and learning, we at Little Hubbers offer both planned and spontaneous play activities that allow children to develop and learn in different ways.

All Activities planned will be suitable to each individual child's needs and we welcome parents to provide us with ideas about what their child enjoys so that we can continue this at nursery.

Planning is always displayed so feel free to look at the exciting things we do.

Assessment plays an important part in helping parents, carers and staff to recognise children's progress understand their needs, and to plan activities and support.

We will provide parents/carers with a short-written summary when your child is aged between 2 and 3 in the Prime Areas. This is called the progress check at age 2. The report will include the child's strengths, development and any areas where the child may have a developmental delay. This can then be shared with other professionals that may be supporting your child and provide us with information.

Assessments for all children will still continue and form part of the **child's Learning Journey**, this will support the child, by allowing the parent and key person to support and extend the child's learning building on their existing strengths and skills. All parents are

free to access their child's learning journey and add experiences from home.

We work closely with other agencies to ensure that we are supporting all children no matter their needs to the best of our ability.

We will also have a Special Educational Needs Co-ordinator (SENCO) and Behaviour Co-ordinator(BECO) on site that are able to offer support to families and staff.

**Key person**

In our setting a key person is a named member of staff with responsibilities for a small group of children who helps those children in the group feel safe and cared for. It involves the key person in responding sensitively to children's feelings and behaviours and meeting emotional needs by giving reassurance, such as when they are new to a setting and supporting the child's well-being.

The key person supports physical needs too, helping with issues like nappy changing, toileting and dressing. That person is a familiar figure who is accessible and available as a point of contact for parents and one who builds relationships with the child and parents or carers. Children feel settled and happy and are more confident to explore and as a result become more capable learners.

## **Our Staff**

Management Directors: Jill Santonastaso & Amanda Sherriff

Nursery Manager : Steph Koch

Nursery Deputy Manager : Tayah Thwaites

Supervisors Daisy room 0-2's:

Supervisors Ladybird room 2-5's:

Nursery Nurses: Various employed – All level 3 qualified

Accounts administrators: Mary Fleming

### **Recruitment process**

All staff are required to complete an application form outlining their skills and commitment. We ask them to provide photo ID and two references. All staff are police checked with enhanced DBS.

### **Staff qualifications**

All our staff are fully trained in paediatric First Aid, Safeguarding and Food Hygiene, Allergen awareness, COSHH, Manual Handling, Fire safety, Prevent, British Values, FGM, Breast Ironing.

The staff have a range of qualifications and experience, including Early Childhood Studies Degrees, the Early Years Professional (EYP) Status, Early Years Foundation Degree's, NNEB, BTEC, NVQ's in Child Care. Staff are chosen for their all-round knowledge, qualities and experience. The staffing ratio in the nursery is as follows:

### **Staffing ratio as per EYFS**

3month – 2years: 1 carer per 3 babies

2 - 3 years: 1 carer per 4 children

3 - 5 years: 1 carer per 8 children

Nursery Manager is part time supernumerary

All accountancy and invoicing is supernumerary

Additional cover during lunch times.

## Our fees

### Nursery fees April 2019 – March 2020

Full time hours	from 7.30am to 6pm
Morning session	from 7.30am to 12.30pm
Afternoon session	from 12.30pm to 6pm

### Charges as follows: Each day is 10.5 in total

	Children under 2	Over 2
Full week	£215 (£15 off)	£205 (£15 off)
Full day	£46	£44
Half day	£27	£26
Late pick up fee	£10 charged every 30 mins	£10 charge every 30 mins

### Monthly charges as follows:

cost per day x 51 weeks divided by 12 months = monthly charge

	Children under 2	Over 2
2 x half days	£229.50	£221
3 x half days	£344.25	£331.50
4 x half days	£459	£442
5 x half days	£573.75	£552.50
1 x full day	£195	£187
2 x full day	£391	£373
3 x full day	£586.50	£561
4 x full day	£782	£748
Full time	£913.75	£871.25

### Food Provision

The cost of food is included in the prices quoted and includes the following:

Breakfast, Two course lunch, Extra drinks and healthy snacks

Parents/Carers of babies are required to provide all baby milk.

### Fees

- An admin charge of **£30.00** is required to provisionally book your child's place at Little Hubbers. This fee is used to purchase learning journals, Homes packs, children's diaries and trackers for your child, admin costs setting up children's portals and cohorts and all settling in sessions.

**This fee is also payable for funded children under consumables.**

- Fees are calculated by multiplying the weekly rate by 51 and dividing by 12.

- Once you are offered a place for your child at the nursery, we require a deposit of £100 per child (Zero for funded children as per North Tyneside Council guidance), which is refundable when your child leaves the nursery provided a month's written notice is received. Should a place be cancelled with less than one month's notice once it has been offered and accepted, the whole amount shall be retained by us.

- Full fees are payable for all days that your child is absent from nursery for whatever reason, including child sickness, holidays, public and bank Holidays, inset days (staff

training) and times where closure is totally unavoidable i.e. extreme weather, heating failure, power cuts. Inset days are very important to ensure staff are up to date with all relevant legislation, policies and procedures. Inset days will be calculated pro rata and added to your monthly fees. Applies to private and funded spaces.

- Fees will be collected monthly in advance on the first of each month by direct debit.
- For the first month of attendance we will require payment by card/cheque before your child's first day of attendance.
- Little Hubbers accept all employer voucher schemes, however full payment is required by card/cheque until the first voucher payment has been credited to our account.
- Little Hubbers will be offering the 15 hour and 30 hour entitlement scheme to all qualifying children. Please note what isn't covered as defined by the government. At present we have no plans to charge for consumables but do reserve the right to change this in the future.- *The 15 hours free childcare/early education offer is not intended to cover the costs of meals, other consumables (such as nappies or sun cream), additional hours or additional activities (such as trips). Providers may charge a fee for these additions. If you choose to pay for these it is an arrangement between you and the childcare provider. However, you must not be required to pay any fee as a condition of taking up a 15 hours place, and must be offered alternative options.*
- 15 hours funded spaces can be taken in a number of ways/ combination of hours. Please ask the Nursery Manager for more information. You are more than welcome to top this up with extra paying days.
- 30 hours funded spaces can be taken in a number of ways/ combination of hours. Please ask the Nursery Manager for more information You are more than welcome to top this up with extra paying days.
- Little Hubbers have access to a fully inclusive playcentre and sensory room. All children who attend the nursery will have unlimited access to these additional services including regular disco time sessions, messy play and Birthday celebrations for your little ones. A weekly charge of £2.40 will be added to your fees to cover the additional costs associated. This charge also included inset days for essential training. **This fee is also payable for children receiving the 15 & 30 hour entitlement.**
- There is a minimum attendance pattern of one full days or 2 half days per week booked in advance with 1 months' notice. This is to ensure continuity and allow you child to build up bonds with keyworkers and fellow children. We operate 51 weeks of the year. All booked spaces will be reserved on a 1 month rolling contract to over the year.
- Your fees will be reduced the month after your child's second birthday.
- Fees will be reduced to reflect your child's Free Entitlement Hours the term following their third birthday.

## Your First Day at Nursery

We recommend a settling in period for children starting at Little Hubbers. This will be arranged in consultation with parents that allows exchange of information that will support each individual child. We have no set criteria on how to settle individual children; we feel it is important for you to decide how long you wish to stay with you child in order to settle them in and how your child gets on within the first few settling in sessions.

On your first settling in session your child will be assigned a key person, who will help you and your child get familiar with the setting. The key person's role is to help ensure that every child's care is tailor to meet their individual needs, offer a settled relationship for the child and build a relationship with their parents and carers.

### What you will need to provide:

- ⌚ Bottles, milk and comforters if needed.
- ⌚ Water/ juice bottle
- ⌚ Nappies, wipes and creams if your child is not toilet trained.
- ⌚ Spare clothes.
- ⌚ Clothes for messy activities or clothes you do not mind children getting messy i.e. paint, gloop etc.
- ⌚ Wellington boots and suitable outdoor clothing we do take children outside everyday no matter the weather.
- ⌚ When the weather is hot, sun hats and sun creams.
- ⌚ Tooth brush in named holder and a tube of tooth paste.

### Information from us:

- ⌚ We recommend where possible **NOT** to bring your pushchair to the Nursery as we have limited space for storage. If you bring a push chair to nursery, please fold it up and stand it safely in our lower corridor. We can store some pushchairs in the foyer to the Playcentre downstairs.
- ⌚ If you drop your child off via car please note that the main street front entrance is only permitted for drop off and collection as this is a bus lane. If you need longer you are advised to park in the back lane (little Bedford street) or on the bottom road (Saville street). If you call ahead staff are happy to assist you with dropping off and collection of your children.
- ⌚ If your child is in nappies then please remember to supply them together with wipes, and to replenish them when staff inform you, they are running out.
- ⌚ Please do not bring your child into nursery if they are unwell. If they have sickness and/or diarrhoea they must be 48 hours clear before returning to nursery. If they are prescribed antibiotics, they are unable to attend nursery till 48 hours after their first dose.
- ⌚ If you are unable to collect your child then we will need to be provided with a name of the person collecting your child and a password. We will be unable to let your child go without this.

**Clothing:**

The nursery requests that each child is provided with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt, whenever possible, to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in mind. The Nursery will accept no liability for clothing damaged while the child is at the nursery.

**Birthday Celebrations:**

The nursery celebrates birthdays. All children who celebrate a birthday at Little Hubbers will get to have a special celebration visit to the Playcentre downstairs for a special party disco. It is optional whether parents/carers wish to bring a cake to be shared between all the children attending on that day (cakes must however be shop bought for staff to check all ingredients used and make arrangements for children with allergies). Parents/carers of the child concerned are welcome to attend these small celebrations, but we prefer that parents of other children refrain from attending as this causes significant disruption to the nursery routine.

## Introduction to the Rooms at Little Hubbers

### **Our Under-Two's Room:**

The environment for the youngest children has been carefully considered to ensure that all their individual needs are met. There is lots of space for the children to move around exploring all types of play and activities. Practitioners within this room understand sensitive care giving which is needed to support baby's early development and understanding the emotional needs. This helps build secure attachments which is vital for children.

The practitioners in the room will follow each child's individual needs, routines and support the continuity from home to nursery. The room is equipped with its own changing area.

The indoor environment is like a second as it provides a place for rest, sleep, eating and taking part in a range of activities that actively supports their learning and development.

The practitioners understand that babies learn best through natural and open ended resources and have included a treasure basket/heuristic and a black and white area in the room. Black and white areas support Babies brain development and stimulate connections in the brain that are associated with vision.

We like to hold Workshops for parents and carers to come and see what we do in our Under-Two's Room as well as share information on health and development, celebrate festivals and achievements. “

As children become more mobile, they are able to exercise and explore independently. The Under Two's allows children to do this in a safe and stimulating environment whilst still having caring practitioners to support their individual routines and move them forward within their development.

There are a lot of activities on offer for the children and the practitioners play alongside all children to support and provide opportunities that the children are interested in. All resources within this room are age appropriate and staff understand that they too are an important resource, supporting the children with their overall development and building on their language and communication skills.

**Toddlers:** Practitioners working with children in this room understand that they are becoming independent and their self-help skills are developing. Practitioners encourage children to use their building skills in areas such as toileting, eating and dressing to allowing dependence and build on the child's self-esteem as they are praised for trying and doing things for themselves. Children are provided with a safe and stimulating environment that allows them opportunities to explore things of interest and take pride in the things they do. Practitioners ensure that children are shown respect and value in all that they do and encourage parents to become involved in nursery life.

*As part of the revised EYFS 2012 we will now be doing 2-year-old progress checks on all children within this room. It will be in partnership with parents and can be shared with any other professional that may work with your child. The overall assessment is to look at where your child is and where they may need support if any. Working alongside parents/carers to do this ensures that we are building positive relationships and have a mutual understanding of their child's learning and development.*

**Over 2's room:**

Pre- School is a busy room that can have 12 children per session.

Our oldest children are more independent in their learning and development and we help support this by planning for the children's interests and allowing flexibility as they learn and explore throughout the 7 learning areas, giving them the skills needed for when they start school. The children will get involved in a wide range of activities such as mark-making, problem solving, cooking, ICT, creative projects and learning about the world and cultural events.

Practitioners support children by providing challenge and encouraging them to take safe risks and have a can-do attitude. The children within this room are provided with activities that allow them to build on their existing skills as well as having the opportunity to take part in new experiences and explore the world around them. The children will be involved in lots of fun experiences which will provide a rich scope of learning.

The children will be taken outdoors daily to explore the surrounding environment and to experience what nature has to offer us. As well as visiting local facilities to explore the outdoor environment.

As in all rooms' parents play a big part in their child's learning and development and we want all parents to be prepared for their child starting school and know what will be expected from their child. We will offer advice and guidance into the learning and play side of the EYFS and provide parents with tools that can be used at home as well as holding parent workshops so parents can see what their children do at nursery.

## Our Daily Routines

Our daily routines are flexible, and the children are offered valuable learning opportunities through these. Whether your child is doing morning/afternoon or both sessions they will explore the following:

### Arrival, separate from parent/carer and hanging up coats:

This will encourage children to develop independence, build confidence, develop self-esteem, develop control and co-ordination and also having a reassuring relationship with a Key Person.

### Wash hands & Breakfast Time 8:00 –9:00am:

Children will use one-handed tools and independently self-serve and eat breakfast of their choice. This will encourage them to manage their own needs. Children will also develop a sense of community within the nursery as they will join up with other rooms for breakfast.

### Child Initiated Play:

Children will show willingness to tackle problems and enjoy self-chosen challenges through play. They will take initiatives and manage developmentally appropriate tasks.

### Circle Time, Self & Group Registration:

This helps children develop Communication and Language as well as their Personal Social and Emotional Development. It gives them opportunities to show increasing confidence in conversation that interests them and listening to others in the group. Children will be encouraged to recognise their own name or photo, show a range of feelings, talk about the environment, and their own observations as well as aspects of their home life.

### Activity Time & Free Flow Play:

Children will gain independence and control over their learning and interests both in adult led and child-initiated play. Children will use a range of materials, resources, people, objects and ideas that are accessible for them. They will develop skills in Prime and Specific Areas of Learning and Development and explore new experiences and ideas.

### Daily Outdoor Play:

Children will be given the opportunity to play in the natural environment which they will have the freedom to explore, use their senses, learn and be physically active. Being outdoors has a positive impact on children's sense of well-being and helps all aspects of children's development.

The children go out to play every day with visits to the park, going for walks, going to the beach ect. Staff make sure that the children are appropriately dressed so they can enjoy themselves whatever the weather. Outdoor play is seen as an integral part of the early years provision. We aim for both indoor and outdoor play to provide a

stimulating environment for children's learning in all areas of the Early Years Foundation Stage (EYFS).

#### Group Story/Song Time:

Children will develop confidence, establish relationships with other children and adults, listen attentively and respond to stories and songs. This will also help children to use their imagination to make up stories, use props and explore sounds of words as well as become familiar with number songs.

#### Rest/Quite Time:

This will help the children to understand their own needs with regards to resting and sleeping.

#### Shopping, cooking, preparing & eating meals:

Children will play a very active part in this process, from shopping for food stuff to preparing their own snacks and assisting in cooking of meals. Little hubbers is very passionate about encouraging independence and learning new skills. Cooking is a great way to be part of something and learn new things. Who doesn't love making cakes!

Our children will also assist in setting of tables, self-serving food and clearing away including washing up. This is of course all age appropriate and 100% staff supported.

#### Lunch Time and Teatime

##### 12/ 12.30am Lunch Time:

Children will learn awareness of their own needs in regard to eating and hygiene, they will learn social skills by enjoying being with and talking to other children and their key person. Children will also learn to be independent by washing their hands before and after and self-serving their own dinner in the Nursery Dining room. This will support them to learn problem solving skills.

##### 3:00pm Tea Time:

Children will learn about their health and bodily awareness with regards to eating and hygiene. They will develop a range of healthy practices by learning about healthy foods and drinks.

#### Tidy up Time:

This will help children have an awareness of boundaries and expectations that are set together and how they will contribute to a safe indoor and outdoor environment. Children will develop listening and negotiating skills.

#### Sensory time and Soft play time:

Little hubbers has full access to the soft play and sensory room based within The Family Hub building. Children will have access to these additional services including free play, disco dancing sessions, special events (mascot events including Peppa

Pig, Hey Duggee and PJ mask) and our lovely sensory room for chill time. The Nursery children will also benefit from all seasonal events including Easter, Halloween and off course seeing our very own Santa at Christmas time.

#### Home time:

Hello to parents and carers and bye bye to key persons. By having parents as our partners, we will be developing a positive relationship by reflecting on your child's learning/development and daily experience. Throughout the day we will also encourage the children to become independent with their toilet routines, having drinks and snacks. This will develop skills in the Prime Areas of learning -Personal, Social and Emotional Development, Physical Development and Communication and Language as they will manage their own personal hygiene, learn about healthy practices and eating needs as well as interact socially with others.

## Parent Partnership

At Little Hubbers Nursery we recognise and support parents as their child's first and most important educators, and to welcome them into the life of the nursery

Our aim is to develop an honest, open and supportive relationship with you which complement life in your home. We are very aware of our influence as role models for your child and without your extensive knowledge of your child we would not be able to enhance your child's development. Nursery staff are always available to discuss your child and their development.

- **Daily Sheet.** Keeping parents updated on the day to day running of the nursery and their child's activities, including meals, nappy changes, sleep times, etc.
- **Key Person.** As part of this developing relationship with the setting your child will be allocated a key person, this will enable you to have a direct member of staff to talk to and put forward any questions or concerns you may have.
- **Newsletters.** Keeping parents updated on what has been happening at nursery and plans for the future.
- **Parent questionnaires.** Handed out yearly, inviting parents to give their honest opinion about the service we provide and an opportunity to share their comments and ideas for improvement.
- **Enjoy breakfast with your child.** We know mornings can be a real rush so we welcome all parents to have some breakfast with their children at drop of time. Have some toast or cereal in our children's dining room.
- **Coffee Morning.** This is an opportunity to meet with your child's key person. During this time, you will be able to see the progress your child is making through their own personal learning journey, which includes observations made by staff, photo evidence and work products.
- **Parents evenings.** The nursery will hold regular parents evening held downstairs in The Family Hub playcentre where parents can chat to Keyworkers while the children play. Food and drinks will also be available giving the family time to enjoy tea together and socialise.
- **Parent Suggestion Boxes.** Comments, concerns or suggestions, that you wish to put forward anonymously or otherwise. These can be posted into the suggestion boxes in the main hallways, the management team review these on a regular basis.
- **Day trips and Social Events.** The nursery has an events calendar, which includes main celebrations on a cultural, religious, national and child-specific

basis. We also have our internal celebrations, which involve on-site events and trips.

- **Information on the Nursery EYFS Curriculum.** Posted on the parent notice boards on a weekly basis.
- **Information and Records on the Children.** You will be made aware of what information is kept on their child and who is able to access that information.
- **Consent Slips.** Written consent for some nursery activities including some trips and outings, any medication, first aid and photographs.
- **Curriculum Evenings.** Held yearly to help parents have a clearer understanding of the nursery curriculum, including planning, observation and assessment.
- **E Mail.** Informing parents of ideas for the coming week, following careful observation of the children.
- **Complaints Policy.** The nursery has a procedure for parents to follow in the event of a complaint.
- **Careful Staff Deployment.** The staff employed at the nursery, have a range of experience. The nursery manager is careful to consider the staff's strengths when deploying them. Parents are made aware of who is looking after their children throughout the day and how the management team is made up.
- **Home Link Books.** The nursery provides a home link book for each child. They add in suggestions for activities to complete at home, in line with the nursery planning. The books are then sent home and the parents are encouraged to complete them over a weekend period. This gives staff an insight into the children's home life and provides opportunities for the parents to take part in their child's learning.
- **I Can Do or my 'WOW' Board.** There is a board in the hallway for parents to share information about what their child can do. Information can be in the form of photographs, post it notes, certificates etc. Likewise we also have a children's board where they can pin all their special WOW moments from the day. i.e., drawing, picture's, crafts.
- **Workshops.** Staff will plan activities suited for the different age groups and invite the parents to take part, explaining the benefits of each activity and how it links with the planning. There are fun activities to take part in such as water play, clay, paint, construction etc.

- **Support.** Staff at nursery have been chosen for their friendly and approachable manner. They will do their utmost to offer parents their support where necessary.

#### **Personal property:**

Children should not bring sweets or valuables to the nursery (e.g. jewellery, toys etc.), since staff cannot be held responsible for any personal belongings being lost or damaged.

#### **Sickness and medical requirements:**

Children who appears to be suffering from an infectious or contagious illness or disease will not be permitted to remain in the nursery during the period of the illness. Any child who has a sore throat, discharge from the eyes or nose, sickness, diarrhoea, fever or any contagious/infectious illness should be kept at home until a doctor has certified, in writing, that s/he is fully recovered or 48 hours have elapsed since the last outbreak. Please do not bring children who are unwell into the nursery as they will be sent home upon arrival.

If a child should develop a high temperature of 38°C or more while they are at nursery, the parents will be contacted and requested to collect their child within an hour. All attempts will be made to maintain the child in a stable position until collection.

If a child becomes seriously ill or injured during his/her attendance at the nursery, the nursery reserves the right to call for emergency assistance and, if necessary, take him/her to hospital and give permission for emergency treatment to be administered.

Please inform us as soon as possible if you child will be absent for a period of time due to illness.

#### **Medication:**

##### Prescribed medication:

According to the guidance set out in the Statutory Framework 'medicines must not usually be administered unless they have been prescribed for that child by a doctor, dentist, nurse or pharmacist'. The people authorised to give medication at the nursery are: First aiders. Written authorisation must be given by the parent/carer on a Medicine Form, which authorises staff to administer stated medicines. The form states the dose and how often it is to be given. A written record will be kept of all medication administered. This will be signed by the parent on each occasion after the medication has been administered

## **Non-prescribed Medications**

Staff may administer teething gels that are not prescribed by the doctor. However, it is the responsibility of the parent/carer to provide the medicine and ensure that they are in date and age appropriate. Parents/carers will need to give written consent to the teething gel being administered by the staff. It is the responsibility of the parent/carer to ensure teething gels do not contain choline salicylate.

The nursery will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought

An emergency nursery supply of fever relief (e.g. Calpol) will be stored on site. Aspirin will not be accepted unless prescribed by a doctor.

EpiPens can only be undertaken by trained and qualified staff.

A written record will be kept of all medication administered.

- Injections can only be undertaken by a qualified nurse or medical practitioner.
- For children with asthma, use of Ventolin pump, etc., should be administered by the key-person wherever possible. The Medication Form should be completed, and dates and dosages should be recorded.

### Sun Care Policy

At Little Hubbers Nursery we aim to ensure the children have adequate protection against the negative effects of exposure to the sun. The nursery staff are fully aware that the children's skin is especially sensitive to the sun and may burn easily. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

The nursery requires all parents/guardians to supply children with the following in order to protect them from the sun:

- A high factor sun cream for children 30 factor or above. This enables children to have sun cream suitable for their own individual needs
- A suitable sun hat that also covers the child's neck if they have short hair.
- Light-weight cotton clothing suitable for the sun, with long sleeves and long legs if prone to sunburn

The sun cream provided should be clearly labelled with name, and date the cream was opened, to ensure that it does not exceed the expiry date after being opened.

## **Toileting and nappies:**

### **Toileting:**

We promote independent toileting for all children who are 3 years old and over. Toilet training will be supported by staff by working closely with the parents and sharing strategies that work best for the individual child.

Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise hand washing afterwards.

### **Nappies:**

Parents/carers of children not yet completely toilet trained are required to provide sufficient disposable nappies and wipes for each day.

Please note that staff will be both male and female and that all staff are DBS checked and supervised on site. All staff are trained in safeguarding and child protection. All staff will be required to assist with nappies and toileting.

## **Behaviour Management Policy:**

We believe that it is important for all children to learn to behave in a caring and appropriate way, to enable them to develop socially and to increase their self-esteem. We believe that everyone has a right to be treated with respect, addressed correctly and politely and be treated with equal concern.

Positive techniques that are appropriate to the age of the child and to the situation will be used to avoid unacceptable behaviour and conflict, for example:

- Identifying early signs or triggers of unwanted behaviour
- Distracting children if they become frustrated.
- Early intervention to avoid disagreements.
- Encouraging appropriate behaviour by setting attainable targets with the children.
- Encouraging children to settle disputes by compromise and negotiation.
- Helping children understand what is and what is not acceptable behaviour. When doing this, it is important to maintain positive eye contact and speak assertively about the situation
- Staff will not raise their voices in a threatening way
- Thinking time, away from the other children and activities (with adult support, if appropriate). An explanation should be given prior to this and again after.
- Encouraging children to empathise with other people's feelings.

### **Biting policy:**

Biting is a common behaviour that some young children go through. This is part of some children's development and can be triggered when they do not yet have the words to communicate their anger, frustration or need. At Little Hubbers Nursery we follow our positive behaviour policy to promote positive behaviour at all times.

Strategies to prevent biting include; sensory activities, biting rings, adequate resources and a stimulating exciting environment. However, in the event of a child being bitten the following procedure will be followed:

The child who has been bitten will be comforted and checked for any visual injury. First aid will be administered where necessary. An accident form will be completed, and the parents may be informed via telephone if deemed appropriate. The bitten area will be continued to be observed for signs of infection.

For confidentiality purposes and possible conflict, the name of the child who has bitten will not be disclosed to the parents.

The child who has caused the bite will be told in terms that they understand that biting (the behaviour and not the child) is unkind and be shown that it makes staff and the child who has been bitten sad. The child will be asked to say sorry if developmentally appropriate or show they are sorry, e.g. through hugging. An incident form will be completed and shared with the parents at the end of the child's session.

If a child continues to bite, observations will be carried out to try to distinguish a cause, e.g. tiredness or frustration. Meetings will be held with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault.

### **Special Educational Needs Policy:**

The nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs.

The nursery is committed to working alongside parents in the provision for their child's individual needs to enable the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use

of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

If your child has special needs of any kind, we will discuss:

- How the child and parent can be helped.
- How nursery staff can be helped.
- What advice and practical help we can get from outside agencies.
- What adaptations need to be made.
- How we can support and help the parent.

### **Safeguarding Policy:**

Safeguarding and promoting the welfare of children, for the sake of this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

*(Definition taken from the HM Government document 'Working together to safeguard children 2013').*

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 this single child protection policy, therefore this document should be used in conjunction with the other nursery policies and procedures.

At Little Hubbers Nursery 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 and to be safe from any abuse in whatever form.

To achieve this, we will:

- Create an environment to encourage children to develop a positive self-image
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children

- Always listen to children.

Allegations made or disclosures will be passed on to LADO & OFSTED along with all relevant documentation.

### **Confidentiality policy:**

Our work will bring us into contact with confidential information. To ensure that all those using and working in the nursery can do so with confidence, we will respect confidentiality in the following ways:

- Parents/carers will have ready access to files and records of their own children - but not any other child. Parents will have access to all documents, except those of a safeguarding matter or those involving other parties.
- Staff will not discuss individual children with people other than the parents/carers of that child.
- Information given by parents/carers to nursery staff will not be passed on to third parties.
- Personnel issues will remain confidential to the people involved.
- The nursery will comply with all requirements of the Data Protection Act.

### **Equality & Inclusion Policy**

Little Hubbers nursery takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. Little Hubbers nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief will not be tolerated within GNG nursery.

### **Health and Safety Policy:**

The Nursery has a responsibility to provide a safe environment for your child and the Manager is responsible for health and safety matters concerning the nursery premises. All staff are aware of potential hazards within the nursery and the surrounding environment and actively protect children from hazards. We aim to provide all staff with first aid training. All accidents and any incidents are recorded accordingly. All accidents are accurately notified to the parent/carer as soon as possible. Hygiene rules relating to bodily fluids are followed with particular care and all staff are aware of how infections can be transmitted.

In the nursery we aim to:

- i. Involve and motivate nursery staff in all matters concerning Health & Safety.

- ii. Prevent accidents, injuries and ill-health and to identify and eliminate hazardous situations.
- iii. Achieve a high standard of occupational health, safety, welfare and hygiene.
- iv. Control situations likely to be hazardous to health and safety in the nursery or cause damage to persons or equipment.
- v. Provide a safe and healthy environment.

### **Emergency Evacuation Procedure:**

The nursery has a responsibility to ensure that emergency evacuations are carried out in a safe and secure manner, protecting all people present in the building.

On discovering a fire:

- Calmly raise the alarm by breaking the alarm glass
- Immediately evacuate the building under guidance from the person in charge
- Using the nearest accessible exit, lead the children and visitors out and assemble at B&M bargains NE29 6QJ
- Close all doors behind you wherever possible
- Adults and children present on the first floor should evacuate the building via the closest designated fire exit – caution must be exercised when escorting the children down the stairs.
- Babies or children that are not able to walk unaided should be evacuated from the building through the fire exit located in the Daisy room and placed on the emergency cots
- Children or adults with mobility difficulties should be escorted from the building by the member of staff attending or caring for that individual/child. Additional support may be required, such as walking aids or another member of staff, depending on the person's condition
- **Do not** stop to collect personal belongings on evacuating the building
- **Do not** attempt to go back in and fight the fire
- **Do not** attempt to go back in if any children or adults are not accounted for.

### **Outings and lost children:**

As part of their learning and development, children at the nursery undertake a range of local outings including walks and visits etc. off the premises. Permission will be sought for your child to be included in such outings. Outings and visits are planned to

complement and enhance the learning opportunities inside the nursery environment and extend play opportunities for children.

#### Types of outings:

Different types of outings take place and each will require slightly different preparations and staffing levels.

These include:

- Outdoors area – playground
- Trips on foot, e.g. visits to the park, the library, local markets and places of interest.
- Trips on public transport to places like museums, farms, etc.
- First aid equipment and any child's personal long term medication will be taken on the outings.

#### Procedures where a child is lost on an outing:

If the Nursery policies and procedures are being observed the likelihood of a child being lost is small. With careful planning and co-operative working amongst staff, children should not be out of sight of an adult during an outing.

If it is realised that a child is no longer with the group, staff should look carefully all around without leaving the group.

The Nursery Manager or officer in charge will contact the parents immediately. The police will be informed and all the children will be returned to the Nursery.

At the end of the day the Nursery Manager will complete an incident report and inform Ofsted.

### **Photography and video policy:**

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written permission from each child's parent. This is gained when each child is registered.

Throughout the Nursery, staff members, students and children are encouraged to take photographs and record videos for a variety of purposes such as:

- To record events and activities
- To celebrate children's achievements
- To share activities/information with parents
- To record children's development and learning (observations)
- CCTV operating systems

In addition, photographs and videos may from time to time also be used for:

- Promotional materials (prospectus)
- The Little Hubbers Nursery Facebook page & website
- Newspaper and media articles

We kindly request that parents/visitors do not take photographs or video record whilst at Little Hubbers premises; this is a safeguarding measure for all children in the nursery.

### Termination of Registration

This may occur when:

- i. The child has reached the age limit.
- ii. Failure to register for 5 days without contact or prior notification.
- iii. If, despite best efforts, a child fails to settle, the contract may be terminated with immediate effect at the sole discretion of the Nursery Manager.
- iv. Parents/carers wishing to terminate their registration must give one months' notice in writing to the Nursery Manager

### **Smoking, substance misuse policy:**

The nursery has a policy that smoking be prohibited in all areas of the Nursery. The nursery is a no smoking area.

The nursery staff support this policy and will ensure that it is observed at all times. This will apply to all staff, parents/carers, visitors and contractors entering the nursery building.

The nursery has the right to safeguard all children attending the setting. This included refusing to hand over a child to an adult who is deemed to be under the influence of illegal drugs or alcohol. In such circumstances relevant outside agencies such as children's services, will be contacted, as discussed in the nursery safeguarding policy.

Staff will not be permitted to work in the nursery under the influence of drink or drugs.

### **Compliments & Complaints Procedure:**

#### **Compliments**

Little Hubbers Nursery encourages and values all parents' comments. Compliments can be shared verbally (i.e. in person or via telephone) or in written form (i.e. e-mail, website reviews, using a comment slip or through surveys).

Such positive feedback is shared with senior management and all nursery staff as it motivates the staff team to continue their good practice and improve further.

### **Complaints Procedure**

**Stage 1** If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

**Stage 2** If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints logbook and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

**Stage 3** If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

**Stage 4** If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted

Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

### **Office for Standards in Education (Ofsted)**

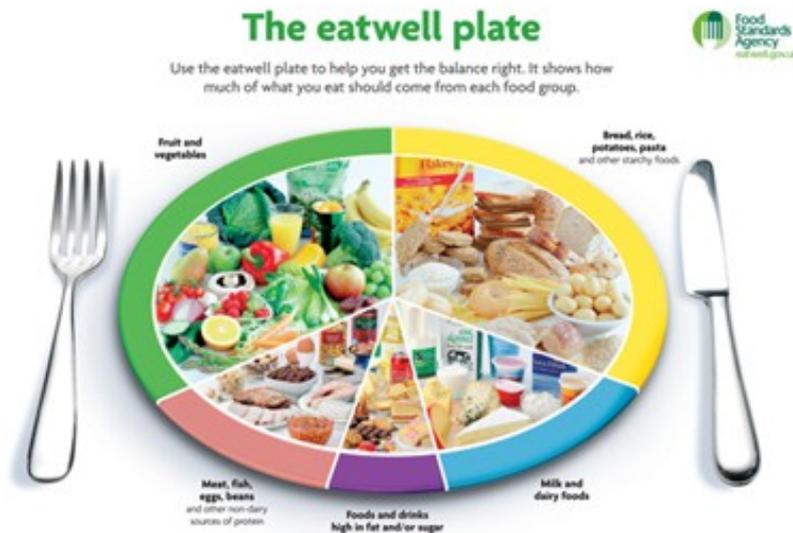
Ofsted registers and inspects childcare for children aged from birth to 17 years. Registered Childcare providers and childminders have to meet requirements that relate to safety, the people providing the care and the organisation of the childcare.

Child carers registered on the Early Years Register, who care for the children aged from Birth to the 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development. Further information is available from the Ofsted website.

#### *Contact details:*

Ofsted Complaints and Enforcement team  
Tel: 030 0123 1231  
The National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

# Healthy eating



## Food and Drink Policy

We aim to provide a healthy nutritionally balanced diet for the children attending. We hope that all parents can be confident that we are offering your child a wide variety of high quality food. Full Menus and dish specifications are available on request. (Menus are subject to change.)

We are keen to introduce children to different religious and cultural festivals through different types of food and drink.

No child will be forced to eat or drink anything against their will and food will not be used as a reward or punishment.

We prepare all of our meals on the premises daily. We do not use any salt in our cooking and try to avoid the use sugar where possible. We aim to use fresh, local and ethical produce wherever possible.

At present we use

- \* Dolphin friendly tuna
- \* Free range eggs
- \* Locally sourced seasonal fruit and vegetable-where possible.
- \* Free range meat
- \*sustainable fish fillets

Each parent/carer is required as part of the admissions policy to inform the nursery of any dietary requirements or allergies their child may have.

We Endeavour to cater for all special dietary requirements. These must be discussed with the manager/key person and the cook. Occasionally we will require parents to provide specialist ingredients. Staff will be made aware of any allergies etc. and will ensure that the food and drink offered to the child takes this information in to account. All staff are allergen trained.

All dietary needs and preferences are displayed in the classrooms, staff room/ office and kitchen. We can cater for all dietary requirement including those who are vegetarian, vegan, dairy, wheat, soya and egg allergies.

We cater for children whilst weaning, starting with pureed fruit and vegetables until they progress on to other foods. If parents would like to introduce their children to packet and jar foods, we ask that they bring it in clearly labelled with the child's name so that they are only used for that specific child.

If a parent would prefer to provide their child with a packed lunch, we request that fizzy drinks, chocolate bars, chocolate yoghurts, sweets and crisps etc. are not included. Suggested alternatives would be salad sticks (cucumber, carrot, pepper etc.), sandwiches with a protein filling (tuna, ham, cheese) a piece of fruit, a yoghurt, a snack bar.

Food should be stored in a cool bag with the required cool blocks or stored in the fridge. Staff should be informed on arrival of where it needs to be stored.

We display an "eat well" poster on the parent notice board. This poster shows percentages for a healthy balanced diet.

Snack and mealtimes are considered a 'social time' for staff and children to sit and talk together. Little Hubbers encourages good eating habits and promotes the use of good manners.

Drinks - We provide milk and water for all the children throughout the session.

Parents/carers can provide their children with water or juice in a named and labelled water bottle should they prefer Children under the age of one will only be offered cooled boiled water. Milk is available at snack times. Fruit juice is available at breakfast.

Milk - Bottles brought into the nursery will need to have the child's name clearly labelled on the bottle and any container with milk powder in also clearly labelled.

Parents are of course welcome to provide tins of formula power again clearly labelled.

Bottles will then be stored in the milk fridge and used within 24 hours.

Once a bottle has been used any leftover milk will be discarded and the bottle rinsed. Children between the ages of 1 and two (unless otherwise advised by the parents) will be offered full fat cow's milk at breakfast and snacks and for bottle feeds during the day.

As per government guidelines children 2 and over will be offered semi skimmed milk.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Toast and cereal	Crumpets and cereal	Bagel and cereal	English muffins and cereal	Toast and cereal	Crumpets and cereal	Eggy bread and cereal
Snack	Crackers pears	Cheese and cucumber	Rice cake and banana	Bread sticks and apple	Crackers and melon	Kiwi and melon	Breadsticks and cheese
Lunch	Macaroni cheese with vegetables and fruit	Roast chicken, potatoes, veg and yogurt	Chicken risotto with vegetables and ice cream	Fish goujons, wedges and beans chocolate mousse	Spaghetti bolognaise with banana and custard	Pork casserole with veg and cake and custard	Beef dinner with cake and custard
Snack	Banana and raisins	Pepper and breadsticks	Cheese cucumber and hummus	cheese and pear	Rice cake and grapes	Carrot sticks and cheese	Rice cakes and banana
Tea	Chicken or Marmite sandwiches and salad plus yogurt	Tuna pasta salad and yogurt	Cheese or ham sandwiches with salad and yogurt	Cheese on toast and yogurt	Beans on toast and yogurt	Pizza wraps and salad and yogurt	Scrambled egg on toast

Sample menu – week 2 (all dietary requirement can be catered for )

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	Toast and cereal	Crumpets and cereal	Bagel and cereal	English muffins and cereal	Toast and cereal	Crumpets and cereal	Eggy bread and cereal
Snack	Rice cakes and apple	Kiwi and melon	Crackers and apricots	Rice cakes and pineapple	Breadsticks and raisins	Crackers and cheese	Strawberry and yogurt
Lunch	Chilli con carne and veg with jam roly poly and custard	Fish pie and vegetables and rice pudding	Ratatouille pasta and fresh fruit salad	Lasagne with salad and garlic bread and Eton mess	Pork casserole with veg and cake and custard	Chicken casserole & couscous & choc cake custard	Pork dinner with cake and custard
Snack	Tomatoes and crackers with cheese	Pepper and breadsticks	Cheese cucumber and hummus	cheese and pear	Rice cake and grapes	Carrot sticks and cheese	Rice cakes and banana
Tea	Buttered crumpets plus toppings & crispy cakes	Homemade cheese scones and salad plus fruit and yogurt	Egg or ham sandwiches with salad and cake	Beans on toast with cheese and salad with biscuits and milk	Homemade pizza and salad with pineapple and yogurt	Pizza wraps and salad and yogurt	Scrambled egg on toast

**Childcare support options available to parents towards funding childcare costs are explained here and includes links to government websites for further support. Please ask if you need further guidance**

## How the government childcare offers interact

Parents are encouraged to check the Childcare Choices website for more information and to use the childcare calculator to find out which support is best for their individual circumstances.

With...	Can you get...					
	Tax-Free Childcare	15 hours	30 hours	Tax credits	Universal Credit	Childcare vouchers
Tax-Free Childcare		✓	✓	✗	✗	✗
15 hours	✓		✓	✓*	✓*	✓
30 hours	✓	✓		✓*	✓*	✓
Tax credits	✗	✓*	✓*		✗	✓*
Universal Credit	✗	✓*	✓*	✗		✓*
Childcare vouchers	✗	✓	✓	✓*	✓*	

\* 15 and 30 hours childcare and childcare vouchers will reduce a parent's tax credit or universal credit award

## Tax-Free Childcare

Get up to £2000 per child

For **working families**, including the self-employed, **in the UK** with **children under 12 (or under 17 if disabled)**

For every £8 you pay in, the government will add an extra £2, **up to £2,000 per child per year**

If you're a working parent with children under 12 (or under 17 for disabled children), you can open an online account to pay for registered childcare.

The government will top-up the money you pay into the account. For every £8 you pay in, the government will add an extra £2. You can receive **up to £2,000 per child per year** - that's up to £500 every three months. If you have a disabled child, you can receive up to £4,000 per child - that's up to £1,000 every three months.

### Am I eligible?

You, and any partner, must each expect to earn (on average) at least £125 per week (equal to 16 hours at the National Minimum or Living Wage).

If you, or your partner, are on maternity, paternity or adoption leave, or you're unable to work because you are disabled or have caring responsibilities, you could still be eligible.

You **can't** get Tax-Free Childcare if **either** you, or your partner, each **individually** expect to earn £100,000 or more.

### How can I benefit?

You can use Tax-Free Childcare all year round to help pay:

Registered childminders, nurseries and nannies

Registered after-school clubs and playschemes

Registered schools

Home care workers working for a registered home care agency

You **can** use Tax-Free Childcare at the same time as:

[15 hours free childcare](#)

[30 hours free childcare](#)

You **can't** use it with:

[Universal Credit](#)

[Tax Credits](#)

[Childcare Vouchers \(closed to new entrants\)](#)

### **15 hours free childcare for 2 year olds**

For families **in England**, receiving some forms of support with **2-year-old children**

**15 hours of free childcare** or early education for **38 weeks**

A total of **570 hours per year**, that you can use flexibly with one or more childcare provider  
Some providers will allow you to 'stretch' the hours over 51 weeks, using fewer hours per week

#### **Am I eligible?**

To be able to take up 15 hours of free early education for your two-year-old you must meet the eligibility criteria. Please visit [GOV.UK - external link](#) for further information.

#### **Where can I use it?**

It's available at participating:

Full day care (e.g. nurseries)

Schools

Childminders

Sessional providers (e.g. playgroups)

Sure Start Children's Centres

From 1 January, 1 April or 1 September following your child's 2nd birthday.

#### **What isn't covered?**

The 15 hours of free childcare/early education for two-year-olds is not intended to cover the costs of meals, other consumables (such as nappies or sun cream), additional hours or additional activities (such as trips). Providers may charge a fee for these additions. If you choose to pay for these it is an arrangement between you and the childcare provider. However, you must not be required to pay any fee as a condition of taking up a 15 hours place, and must be offered alternative options.

### **15 hours free childcare for 3 & 4 year olds**

**For all families in England** with **3 and 4-year-old children**

**15 hours of free childcare** or early education for **38 weeks**

A total of **570 hours per year**, that you can use flexibly with one or more childcare provider  
Some providers will allow you to 'stretch' the hours over 51 weeks, using fewer hours per week.

#### **Am I eligible?**

15 hours of free childcare is available for **all** families in England.

#### **Where can I use it?**

It's available at participating:

Full day care (e.g. nurseries)

Schools

Childminders

Sessional providers (e.g. playgroups)

Sure Start Children's Centres

After school clubs

From 1 January, 1 April or 1 September following your child's 3rd birthday.

#### **What isn't covered?**

The 15 hours free childcare/early education offer is not intended to cover the costs of meals, other consumables (such as nappies or sun cream), additional hours or additional activities

(such as trips). Providers may charge a fee for these additions. If you choose to pay for these it is an arrangement between you and the childcare provider. However, you must not be required to pay any fee as a condition of taking up 15 hours place, and must be offered alternative options.

### **30 hours free childcare**

For **working families in England** with **3 and 4-year-old children**

**30 hours of free childcare** or early education for **38 weeks**

A total of **1,140 hours per year**, that you can use flexibly with one or more childcare provider

Some providers will allow you to 'stretch' the hours over 51 weeks, using fewer hours per week

#### **Am I eligible?**

You, and any partner, must each expect to earn (on average) at least £125 per week (equal to 16 hours at the National Minimum or Living Wage).

If you, or your partner, are on maternity, paternity or adoption leave, or you're unable to work because you are disabled or have caring responsibilities, you could still be eligible.

You **can't** get 30 hours free childcare if **either** you, or your partner, each **individually** expect to earn £100,000 or more.

#### **When can my child start?**

Your child can start in their childcare place the term after they turn 3 years old and have received a valid 30 hours code, **whichever is later**. Term start dates are 1<sup>st</sup> September, 1<sup>st</sup> January and 1<sup>st</sup> April.

To keep your 30 hours free childcare place, you need to check your details are up to date every 3 months.

#### **Where can I use it?**

It's available at participating:

Full day care (e.g. nurseries)

Schools

Childminders

Sessional providers (e.g. playgroups)

Sure Start Children's Centres

After school clubs

#### **What isn't covered?**

The 30 hours free childcare offer is not intended to cover the costs of meals, other consumables (such as nappies or sun cream), additional hours or additional activities (such as trips). Providers may charge a fee for these additions. If you choose to pay for these it is an arrangement between you and the childcare provider. However, you must not be required to pay any fee as a condition of taking up 30 hours place, and must be offered alternative options.

### **Tax credits for childcare**

For working families, **in the UK** with **children under 16** (or **under 17 if disabled**)

70% of childcare costs, up to a cap

#### **Am I eligible?**

You must be entitled to Working Tax Credit, and you, and any partner, must each be working at least 16 hours a week.

You may also be eligible for Child Tax Credit, even if you're not working.

#### **How can I benefit?**

You can claim back up to 70% of your eligible childcare costs for children under 16 (or under 17 for disabled children).

Depending on your income, you could get up to £122.50 a week for one child or £210 for two or more. You can use tax credits for childcare to help pay:

Registered childminders, nurseries and nannies

Registered after-school clubs and playschemes

Registered schools

Home care workers working for a registered home care agency

### **What's happening to Tax credits?**

[Universal Credit](#) is being phased in over the next few years. It will replace a number of existing benefits, including tax credits. If you are already receiving tax credits, you don't need to do anything now.

You **can't** claim tax credits at the same time as:

[Universal Credit](#)

[Tax-Free Childcare](#)

### **Universal Credit for childcare**

For working families claiming Universal Credit, **in England, Scotland and Wales**

With **children under 16**

85% of eligible childcare costs, up to a cap

#### **Am I eligible?**

You, and any partner, must be working, or you're due to start work, and are claiming universal Credit.

Whether you can claim will depend on where you live and your personal circumstances.

#### **How can I benefit?**

You can claim back up to 85% of your eligible childcare costs for children under 16. You could get up to £646 a month for one child, or £1,108 for two or more.

You can use it to help pay:

Registered childminders, nurseries, and nannies

Registered after-school clubs and playschemes

Registered schools

Home care workers working for a registered home care agency

**If you are already receiving tax credits then you don't need to do anything now.**

You **can't** claim Universal Credit at the same time as:

[Tax credits](#)

[Tax-Free Childcare](#)