

# Frequently Asked Questions



04 Sternhall lane, Peckham Rye, London SE15 5NT  
Tel: 02072778016 – Mobile: 07492051017  
E: [toddle.inn@btinternet.com](mailto:toddle.inn@btinternet.com) Web: [www.toddleoninn.co.uk](http://www.toddleoninn.co.uk)

**Q. What are your registration details?**

**A.** Ofsted are our governing body and our registration number is EY491354

**Q. What do I need to provide for my child's day at Nursery?**

**A.** 2 sets of clothing (including underwear and socks), nappies and wipes, nappy cream, a pair of slippers, sun hat, wellies, woolly hat, scarf, coat (weather dependent)

**Q. What about sun lotion?**

**A.** We offer Nursery sun lotion, which is a factor of 50 plus, sensitive skin waterproof brand. Alternatively, you could provide your own which staff will apply before outside play.

**Q. Do you accept childcare vouchers?**

**A.**We accept all forms of vouchers but we may need to register with new ones. You may need some information from us to set these up, such as Ofsted registration numbers.

**Q.What if I need someone else to collect my child?**

**A.**This is not a problem,please email us the person's details and a photograph of them. A password system will be set up if we have not met the person before.

**Q. How will I know and find out how my child is getting on?**

**A.**The child's key person will keep an up to date record on your child's progress they will share this information with you regularly using our online capture system, we will hold regular parent consultation evenings to discuss child's progress. At the end of each session, staff members will talk you through your child's day sharing vital information such as what your child has eaten if they have had a sleep, drinks etc...

**Q.What happens if I collect my child late?**

**A.**We understand this can happen as some things are out of our control such as traffic or appointments running over. We ask for you to let us know if this is going to happen as soon as you are aware. It is not a problem once or twice but if this becomes regular you will be charged for any minute after the actual collection time.

**Q.What are the Nursery meals on offer?**

**A.**We have breakfast up until 9:00 am, which is a mixture of cereals, toast, fruit and yoghurt. We then have a snack at 10:00 am, which is a choice of fruit, vegetable sticks, breadsticks and rice cakes. Our lunch is usually around midday which is a hot meal provided by our qualified chef. We then have tea at around 4.00 pm this is usually a cold meal e.g. sandwiches, pizzas, fruit and fresh vegetables. Copies of full menus are available at the nursery's main entrance and on all rooms information boards.

Milk is given to children during snack and Tea times, fresh water is available throughout the day for children.

**Q.Do we accept funding?**

**A.**We accept two and three-year-old funding. We ask for proof of eligibility for two-year-olds. All three-year-olds will gain funding automatically. We will print a form of each term and ask you to complete and return it to us.

**Q.Where do your meals come from?**

**A.**All our meals are cooked from scratch within the nursery, including bread, pizza and deserts.

**Q. What are your opening hours?**

**A.** We open from 8.00am until 6:00pm. Our morning session runs from 8.00 am until 1:00 pm and our afternoon session run from 1:00 pm until 6:00 pm. Extended hours service is also available to be booked in advance, our extended hours are 7.30am to 6.30pm.

**Q. What age ranges do you cover?**

**A.** We take children from 3 months old up until they are 5 years old.

**Q. My child was sick during the night but seems fine this morning. Can they still come to nursery today?**

**A.** No, unfortunately at the nursery we have a strict policy on exclusion periods. For sickness and diarrhoea children must be away from nursery for 48 hours after the last symptom.

**Q. Can I supply food for my child?**

**A.** No, we are very flexible with meeting special dietary requirements, due to the wide range of food allergy we have within the nursery, we are unable to accept any food that was prepared out of the nursery for children safety.

### **Q. What is EYFS?**

E.Y.F.S. stands for Early Years Foundation Stage. The EYFS is a curriculum set up by the Government that states how we as early years practitioners do things. The EYFS is split into 7 areas in total.

#### **Three Prime Areas:**

- Communication & Language,
- Personal social and emotional,
- Physical

#### **Four Specific Areas:**

- Maths,
- Understanding the world,
- Literacy,
- Expressive art and design.

Within these areas, we must ensure children are making progress in each area.

### **Q. My child is starting potty training. Can you help with this?**

**A.** Yes, we strive to help in all areas of your child's development we take this at your child's pace. We follow your routine from home as close as possible and keep you in touch at every step. The training is getting completed directly on the children's toilet as we do not use potties within the Nursery for hygiene purposes.

### **Q. What is the 'Key Person'?**

**A.** A key person is a member of staff within your child's room who your child best associates with. This member of staff will be chosen by your child; the key person will write observations and monitor your child's development. The key person will change throughout the child's transition through the Nursery's rooms,

### **Q. We are going on holiday. Do I need to let the Nursery know?**

**A.** Please let us know as soon as you can about your holiday dates. This helps us organize our staff, which in turn lets us keep to our ratios. It is very important to know where the children are and the reason for their absence and when they will be back to Nursery, for safeguarding purposes.

### **Q. Can my child attend Nursery during school holidays?**

**A.** Yes, we are open all year round, however, we do close for the 8 bank holidays, 3 inset days and one week for Christmas. If you only pay for term time only you do not attend throughout the holidays, however, if we have space you can come in there will just be an extra session charge in accordance with our new prices.

### **Q. What if my child is ill whilst they are at Nursery?**

**A.** If your child is ill, we will give you a call to notify you if this is required (for things such as colds or sniffles this may not be needed) we can administer Calpol, paracetamol, nappy creams and teething gel. An emergency medicine form and a temperature check chart will be completed and given to you when you collect your child from the Nursery.

### **Q. Will my child be able to have a daytime sleep?**

**A.** Children stick to their home routines. We have different sleep areas within each area of the Nursery depending on the children's individual needs. We always assist in helping your child to take sleep and rest as and when needed. Each child is provided with their own sheet and blanket which is washed regularly.

### **Q. Can you administer medication?**

**A.** We can administer any medication that is prescribed by a Doctor. We use health care plans for re-occurring medicines such as inhalers. All staff are first aid trained and also drug administration trained.

### **Q. What if my child has an accident at Nursery?**

**A.** Accidents do happen at the Nursery but of course, we try our best to prevent them. If your child has an accident we will let you know upon collection or beforehand depending on the severity of the accident. We will complete an accident form to outline the incident (causes, treatments, outcomes etc). We will provide any first aid needed (all staff members are first aid trained). For any bigger incidents that we cannot deal with, we will consult professional advice through 999 or 101. We will keep you up to date throughout this process by call, text or face to face. We complete paperwork to log all accidents this, in turn, helps us avoid accidents in the future.

### **Q. Will my child get to play outside?**

**A.** We play outside at least one hour every day throughout all ages of the Nursery. The only time we will not is if the weather is terrible all day and we feel the children's safety will be at risk.

### **Q. What childcare qualifications do your staff have?**

**A.** We have a mixture of staff qualifications. Our Manager holds a Master Degree in business and a Degree with Honours in Early Years, our Deputy Manager holds QTS qualifications. Senior Practitioners hold level 3 qualifications 9 members of staff hold level 3s in Early Years. We also have 1 member of staff who are level 2 qualified and 2 staff working towards a level 3 qualification. All members of staff have Safeguarding Training, Food Hygiene training and a mixture of age-specific courses to help them in the day to day care of children.

**Q. Are all staff DBS checked?**

**A.** Yes, all members of staff full time, part time, volunteers and Learners hold a current **DBS** check, that is carried out prior to the member of staff starting with us. Staff members also sign up to the update service which keeps this check up to date at all times and this allows us to check each member of staff's DBS check to ensure no new information is received (cautions or arrests). Any people visiting the Nursery to deliver extracurricular activities must have to have a DBS check.

**Q. How do I pay for childcare?**

**A.** You can pay for your childcare through BACS, vouchers, standing order. We invoice you prior to the month so invoices go out towards the end of the month ready for the following month to be paid by the first of each month. Funding for those eligible (2-year-old and 3+ years) will be taken off within the invoice so you can see how this works.

**Q. What do I need to do if I want to withdraw my child from the Nursery?**

**A.** If leaving due to unhappiness within the setting we urge you to talk to us about any issues as we strive to solve most issues swiftly. However, we understand that changes sometimes must be made when wishing to leave we ask for one month's notice in writing which helps us organize staff.

**Q. My child is new at Toddle On Inn Nursery. What processes are in place to help my child settle in?**

**A.** We understand that leaving your child is one of the hardest things to do. We work very closely with you to ensure we know your child as well as possible ready for this big day. We have many strategies that we use to help, such as our key person system whereby one of our staff will take the lead in your child's care and build a strong relationship with them to help with transitions into the Nursery.

We also work to your timescale so do not encourage anything to move faster than you are ready for (if you do not feel comfortable with any of the steps do not hesitate to let us know and we can have a rethink). We use the CCTV to view the children (when leaving your child you could go to the office to view how the children are coping without you in the room). We pride ourselves in being very adaptable to any situation so we will try new strategies to help children settle and get to love nursery as quickly as possible.

### **Q. What my child need to wear for the Nursery?**

**A.** Whilst at the Nursery your child needs to be comfortable. You may like to send your child's slippers for them to wear during their time at the Nursery. All the staff members wear indoor shoes within their rooms and shoes are not allowed within the under 2's rooms. Aprons will be used for messy activities however we still advise against the children wearing their best clothes for the Nursery. Bibs will be provided and used within the under 2 's.

Although we have a small range of spare wellies ideally you will send your child with their own wellies and waterproof clothing for use during the winter months so they can enjoy puddle jumping and playing in the snow. During the summer you can opt to use nursery sun cream.

### **Q. Are there any Nursery rules for the children?**

**A.** Within the Pre-school Room, the children are encouraged to follow our Golden rules, these are:

- We have kind hands and feet.
- We share and take turns.
- We use indoor feet (walking feet).
- We use indoor voices.
- We have listening ears.
- We use kind words.

We use these rules to help the children understand boundaries at the Nursery, these enforce life lessons which will hopefully improve the child's transitions into school life.

### **Q.Are there any rules for parents & carers?**

**A.** There are a few rules that we ask parents and carers to abide by these are in the interest of safeguarding and keeping the children safe. One thing we ask is that you do not let anybody onto the premises this may happen when you are exiting the Nursery we ask you to apologise and ask people waiting to ring the bell or alternatively get a member of staff to come and see the person at the front door.

Another thing we ask is that you do not use your mobile phone whilst on the premises, there are areas within the Nursery that you may go to if you need to answer a call such as in the office or the main entrance (areas where the children are not using).

### **Q.How do you recruit your staff?**

**A.** We advertise for staff using websites such as Indeed website but usually get most interest through word of mouth. Fortunately, our staff turn over is very low so we do not need to advertise regularly. For apprentices, we use our training provider to place job opportunities on their website.

Once we have applicants our recruitment process we ask for application forms and CVs.

Then we shortlist the right candidates and invite successful applicants to a formal interview with two members of the management team. Successful applicants then move onto stage three where a panel interview takes place consisting of three members of the management team this interview is a little more formal due to ensuring we know the applicant's motivations. with the children across all areas of the Nursery. Our staff that have been through this process speak about how the different interviews and trial helped in their integration into the Nursery. Once a decision is made staff take part in a full day induction and carry out a full DBS check and receive two references before they start.

### **Q.Do you allow Learners/Apprentices?**

A.Yes, we have a few Learners working with us at different stages through their careers all Learners carry out a full induction in which we outline what they are allowed and not allowed to do. Within this, we talk through our Learners policy which is available in our policy folder.

Learners are never left alone with the children and also are not allowed to carry out other tasks such as administration of medication or toileting. We see the education of new practitioners as vitally important so enjoy having learners and giving them positive role models to learn from.

### **Q.What are the ratios of staff to children?**

- Under 2 the ratios are 1:3
- 2- year -olds 1:4
- 3 and over 1:13 where a person with Qualified Teacher status, Early Years Professional status or Early Years Teacher status is working directly with children or 1:8 where they are not.

You might like to look at the EYFS Statutory Framework for more detail.

### **Q.How do you ensure the safety of the children in your care?**

A.The Nursery required to carry out risk assessments both of the premises and outdoor space whenever we take the children out. We are also required to record any accidents or incidents and any medication that is given to the children, and any marks on the children bodies when they arrive to the Nursery.

### **Q.What activities do you provide?**

A.The Nursery provides a wide range of activities both within the setting and out in the community. These should meet the needs of the children of all ages. Make sure you share your children's particular interests and find out how they could be catered for.

### **Q.How do you support children's learning and development?**

A.The Nursery required to deliver the Early Years Foundation Stage and provide activities that are based on each child's interests and individual needs. That help the children to make

**Q.How do you keep parents informed of their child's progress?**

**A.**Staff members will carry out observations on children that help them to ensure each child is making progress and also identify an area of need. They are required to provide ongoing feedback and at the age between 2 and 3 years we provide a progress check. We also provide Development report twice a year, and a comprehensive report when leaving the nursery for school to given to the primary school.

Parents can arrange a meeting with their child key person at whenever they wish, also parents have access to their children records and can request to take it home and return it back to nursery when they wish.

**Q.How do you manage children's behaviour?**

**A.**The Nursery has a behaviour policy. The staff members are trained on behaviour management and will be using positive methods such as distraction and must not threaten or give corporal punishment.

**Q.What do your fees include?**

**A.** Fees includes 3 meals and 2 snacks, resources and learning materials.

**Q.What types of meals and snacks do you provide?**

**A.**The Nursery usually provide meals and snacks and must maintain good food hygiene and provide information on any allergens contained in the food they provide. We work closely with parents to meet the dietary requirements of their children.

**Q.Can I collect my child from the Nursery early?**

**A.**Yes, no problem you may collect your child whenever you wish, however, if appropriate it may be best to let us know of early collections in order to prepare the child as some children.