

The Never Ending Story
Day Nursery

Parent Information Book



Your first chapter begins here.....

The Never Ending Story

Day Nursery



A warm hello and welcome to The Never Ending Story Day Nursery!!

Thank you for choosing our nursery as your childcare provider for your little one – I am sure they will be very happy and continue to thrive and develop during their time here.

We do understand that placing your child in a nursery is a difficult decision and we are here to support and show you that you have made the right choice.

Our parent handbook will give you some information on our day to day running, about us as a nursery, our sessions and government schemes to help with fees as well as importantly how we safeguard all children in our care.

Please remember we have an 'open door' policy within our setting and the nursery management and staff team are always on hand to answer any queries you may have. Please do not hesitate to get in touch, should you need to.

We hope your child has a memorable start as they begin their first chapter at our nursery.

About Us

Our setting has been opened as The Never Ending Story Day Nursery since January 2024. We are a purpose built 2 floor nursery. As a former Library, the nursery has many various rooms, and these have been transformed into the various stories we have known and loved over the years.

Our nursery is open for 48 weeks of the year closing 2 weeks in December and 2 weeks in August. We are also closed for Bank Holidays and 2 Staff Training Days in the year. Please see our termly Calendar for all our holiday dates.

Within our nursery we currently run sessions to babies and children from 3 months to 5 years

The sessions we offer are

- ★ Full and Part Time sessions
- ★ 9 Month Funded sessions
- ★ 2 year old disadvantaged funded sessions
- ★ 2 year old working families funding
- ★ 15 or 30 hour Government Funded sessions.

We also offer emergency childcare for those one-off childcare emergencies.

The Never Ending Story

Day Nursery

Our Mission

“To provide a caring, nurturing fun and safe environment for all children to thrive, ensuring they have the best foundation to their early educational years.”

Our Vision

“To be recognised as an excellent provider for children aged 0–5 years, by providing exceptional learning and development to both our children and our staff, and to provide an environment that supports each child’s individual and diverse developmental needs”

Our Values

We believe children 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 to extend their development.

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 ensuring that each child is safeguarded along the way.

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 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 to 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 Never Ending Story

Day Nursery



Our Rooms

Hungry Caterpillar Room – 0-2's

Our Hungry Caterpillar room is currently based on the lower ground floor and is dedicated to meet the individual needs of your child. At our nursery we understand the importance of the well-being of the children, which is why we work with parents to follow the routine that best meets the needs of the child.

At The Never Ending Story, we understand that babies and under 2's learn mainly through sensory play and our room is designed to stimulate children's senses and enhance their abilities and curiosity.

By the end of the year we will be moving to our own floor on the upper floor of the nursery and within this room the children have their own bespoke sleep room, and our facilities include a milk kitchen, dining area and fun learning room, to spark the imagination of all children within the room, all in a natural environment.

Jungle Book Room – 2-5's Room

Our Jungle Book room has been designed to suit the needs of your child and to encourage their development at every stage. We take pride in offering a holistic ethos where children are encouraged to develop socially, emotionally, physically and intellectually.

Within the Jungle Book room, we recognise that each child has individual needs and their own pace of learning. Our staff are highly qualified and undertake training to ensure that they follow and teach the Early Years foundation stage curriculum. Learning is developed through planned and structured activities both adult-led and child-initiated.

We also encourage flexibility and fun within the Pre-School Room as we recognise children learn through play. Our aim is to inspire awe and wonder to encourage our children to begin to love to learn, starting them on their education journey with strong foundations.

Matilda's Classroom

Matilda's classroom is a room where the staff can take children in small groups or for one-to-one learning to get each child ready as they start to take the all-important step into their next chapter, big school.

The World of Dr Suess

Our Library and computer room allows a space for children to have time to relax. We have access to a wide range of stories for the children to enjoy themselves or with a staff member. Computer access is limited, and children are encouraged to play puzzles, games and have fun during their day.

Other rooms

We also have a designated room for meals and snacks. Within our day our children also love to discover our outdoor area. Our fully enclosed outdoor space comprises of different areas for investigation, stimulation, adventure and benefits from an all-weather surface which allows the children to get outdoors every day.

Coming Soon: Our sensory Room – Spring 2025

The Never Ending Story

Day Nursery

Meet Our Staff...

Jessica – Owner/ Manager / SENCO

Hi, I'm Jess (or Jessica, never Jessie!! Please) and I am proud to be the sole owner/manager of our nursery since January 2024. With 18 years of experience within the role and my degree within Early Years, I am able to manage and support our fantastic team as well as give all I can in ensuring every child is loved, valued, respected and well cared for. I am always on site for parents should they need advice or for a little chat. I have a passion for delivering high quality childcare and providing experiences that I hope children will always remember. In my eyes and heart a child never leaves us, they simply start a new chapter in their story but the first is always the most memorable!

Ranjeet –Nursery Deputy– Level 3 Qualified

My Name is Ranjeet and I am a great team player, and I enjoy looking after children and watching them grow. I love making the children laugh!!

Leeya – Deputy Room Leader- Level 3 Qualified – Caterpillars Group Key Person within the Hungry Caterpillars Room

My name is Leeya. I have been in childcare for 12 years and I am mummy to two girls. We love to go swimming, and I love to go clothes shopping and eating cake!!

Dimple – Room Leader – Level 2 Qualified / Studying Level 3 in Childcare

Lions Group Key Person within the Jungle Book Room

Forogh - Level 3 Qualified Early Years Practitioner -- Joint keyperson to the Zebra's Group within the Jungle Book Room

I am Forogh, one of the Never Ending story Nursery Practitioners. This is a very exciting and important job and role and one with great responsibility ensuring a child's development and well-being. It has great fun working with my team and helping here and supporting each other along the way!

Joynob - Early Years Practitioner – Level 2 Qualified

Giraffes Key Person within the Jungle Book Room

Farhana- Early Years Practitioner - Level 2 Qualified - Monkeys Key Person within the Jungle Book Room

My name is Farhana. I started my career in childcare three years ago. I have recently joined "The Never Ending Story" as an Early Year's Practitioner and I am excited to say that I have found a setting as another home for the children, so we are all in the right place.

Asia - Early Years Apprentice - Studying Level 2 in Childcare - Joint keyperson to the Butterflies Group within the Hungry Caterpillars Room

Hi, my name is Asia and I am currently working towards my level 2 childcare qualification. I enjoy going for walks and reading in my spare time. I have always loved working with children, and I find it rewarding to help them learn and grow.

Anna - Early Years Apprentice – Studying Level 2 in Childcare - Joint keyperson to the Zebra's Group within the Jungle Book Room

I love children and have two of my own. I am warm, loving and empathetic - children are always at the front of my mind. I like to teach them independence as well as believe in their own abilities and that they can do the things they say they are not able to do.

Batool - Early Years Practitioner – Level 2 Qualified

Jungle Book Room/ Hungry Caterpillars Room



The Never Ending Story

Day Nursery

Starting with us.....

Settling In

We recognise and understand the anxieties for both parents and children when starting at nursery. Some children will settle in on their first visit and others will take a little longer to get used to a new environment.

To support you and your child when settling, the nursery manager will contact you before your child's start date to arrange a convenient time for the first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit.

During the settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.

Your Child's First Day

The nursery provides all educational materials, linen and refreshments. We also provide snacks, breakfast, lunch and afternoon tea to all paid full and part time sessions or upon request to funded sessions. You only need to bring with you a spare set of clothes (or a few more if your child is toilet training) and any personal items, such as a comforter or favourite teddy, which your child may require. Parents with very young children will also need to provide nappies, wipes, nappy creams and formula milk.

Children will regularly take part in messy activities involving paint, glue, etc., so should not be brought to nursery in their best clothes. Children will also spend time in the garden every day so suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 25) in the summer months. All items must be clearly marked with your child's name. Unfortunately, we cannot take responsibility for lost personal items.

All snack boxes and water bottles must also be clearly labelled with your child's name. When sending in snacks please do not send in any items containing nuts or peanuts. We also do not allow small round foods/ berries or grapes. We are unable to heat any foods brought in.



The Never Ending Story

Day Nursery

Our Learning

The Never Ending Story Day Nursery strives to provide the highest level of care, learning and development. We have worked hard to design and develop an effective early year's curriculum to best meet the needs of all our children. This starts by working in close partnership with the parents to build on their strengths and creating a welcoming stimulating environment. We always nurture and support all children's progression with an inclusive and holistic approach to child development. Our curriculum consists of everything we want the children to experience, learn and be able to do. Our intention is for our curriculum to be ambitious and inclusive, educating all children in knowledge, skills and understanding. The Never Ending Story Day Nursery provides a safe, caring environment which enables our children to be inquisitive, curious, and independent learners.

We feel that children learn by observing the people around them and develop their attitudes from their social environment. We understand that a child's early experiences form the foundation upon which their future attitudes are formed, and that early year's education is crucial in the fight for a more equal society in modern Britain.

Our Fundamental British Values play an important role here too. These important, universal, core values are not only vital for preparing our children for life in modern Britain but are also integral to equality, diversity, and inclusion.

It is our intention that the children experience the areas of learning (EYFS Curriculum) which are centred around the three prime areas:

- Communication and Language
- Physical Development
- Personal, Social and Emotional Development.

We then support children's experiences within the four specific areas, through which the three prime areas are strengthened and applied. These are:

- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

We use the Department of Education's Development Matters curriculum guidance to form the basis of our planning and assessments, but also give regard to the Early Years Alliance document "Birth to five matters" to extend those milestones and development guidelines.

We use our planning, assessments, observations, and discussions to inform next steps and intents for each room.

At The Never Ending Story Day Nursery we ensure that every child at the setting is included. Every child is unique and will develop at their own pace, so it's not about treating all children in the same way but treating each child fairly and paying attention to their individual interests and needs. We have a range of additional intervention and support for children who may not be reaching their potential or are showing a greater depth of understanding and need further challenges. Where children are not experiencing success, they may have barriers to their learning. These barriers might be short term, or they may indicate a longer special educational need and/or disability. In these instances, more assessment will be needed to try and get to know the child better and focus on their needs. We work collaboratively with The London Borough of Hillingdon's Inclusion Team when extra support is needed.

Our Key Groups

- ★ Caterpillars
- ★ Butterflies
- ★ Parrots
- ★ Monkeys
- ★ Zebras
- ★ Giraffes
- ★ Lions



The Never Ending Story

Day Nursery

2 Year Old Progress Checks



The age of two is a significant one and it's a key age where the levels and progress of each child's learning, speech, language, cognitive, physical, social and emotional development are becoming much clearer. Optimising each area as early as possible will pay long-term dividends for children, so it is a great moment to check that everything is heading in the right direction.

Our staff carry out two-year progress checks in accordance with Government guidelines. These are carried out when your child is between the age of 2 & 2 years and 11 months. We will inform you when the progress check is about to take place and give you further information on what the check will entail.

When a two-year-old check is carried out we focus on the three 'prime' areas of the *Early Years Foundation Stage (EYFS)* curriculum and we will look to see how well your child is progressing primarily in their Communication and Language, Physical Development and Personal, Social and Emotional Development

After the check is complete, we will discuss your child's development and if needed, any extra support that your child may need. You will receive a copy of the check through Blossom Educational and a copy will be placed in your child's learning journey.

It is vitally important for you to communicate with us when you are invited to attend your child's 2 year health review with your health visitor. We will have our report ready for you to take to your appointment.

The Key Person Approach

You will often hear the phrase 'key person' in the nursery. Whilst the children are cared for in groups, it is important that we meet the individual needs of your child and ensure that he/she has an opportunity to bond with one 'special person' at the nursery. It is also important that you have a specific person whom you can get to know and share information with about your child. Each child is assigned a key person at the settling in stage.

The key worker will be responsible for keeping records and monitoring your child's progress. Whilst all staff will be familiar with your child, their key worker will be your point of contact in the nursery. You will be able to discuss your child's progress and receive regular updates from this member of the team.

Key workers work closely with parents to ensure the child's needs are being met and that you the parent are updated regularly as to how your child is settling in and developing in the nursery.

Parents receive regular updates about their child's progress and are invited in during the year to meet their child's key person. Parents are also encouraged to take part in nursery life where possible.

Parents As Partners

At The Never Ending Story Day Nursery, it is important for us to work closely and share a good relationship with you as parents/carers. We therefore believe in an open-door policy where you are always welcome to come and speak to us. We promote our parent partnerships through open communication, parents' information evenings and we use Blossom Educational (parent share app) to share experiences in the setting.

We value and respect all festivals and celebrations within our setting, hosting many cultural days and celebrations. We also plan social events during the year and encourage all parents and siblings to attend. All parents are welcome to suggest ideas for our setting. We also encourage you to share any information/ news about your child's progress at home, through our Blossom Educational parent app. These contributions are sought, valued, and highly respected.

We are proud of the trusting relationships our parents have with us and by us working together with parents ensures every child progresses during their time here. Through this partnership we endeavour to enhance the skills they need for future success, enabling them to fulfil their potential.



Safeguarding Children

Safeguarding the children in our care is of extreme importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect. If in the event that we have concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the Designated Safeguarding Officer. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken. Where it is decided further action is necessary, this may be to seek advice or make a referral to children's social care, the designated social worker or, if appropriate, the police.

Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child. All staff in the nursery are aware of their responsibilities regarding safeguarding children and receive regular training in safeguarding children. To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. These checks are updated every three years. In addition, no member of staff is permitted to commence employment until satisfactory written references have been obtained.

Collection of Children

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must name the individual on your nursery contract and provide photographs of them. A password will also be required. If an unauthorised person comes to collect your child, we will endeavour to contact you. If we have any doubts, then your child will not be released. We can only allow persons over the age of 18 to collect your child.

In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be informed immediately.

Late Collection of a Child

If you are going to be late collecting your child, please let us know as soon as possible. We charge £10.00 per 30 minutes before 5.30pm and £1 per minute for every minute that you are late after 5.30pm. In the event that you do not collect your child by the normal closing time, two members of staff will remain with your child. After thirty minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contact, the nursery manager and/or the senior manager will assess the situation and contact social services.

Equal Opportunities

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion. Wherever possible, those designated disabled or disadvantaged will be considered for a place at the nursery, considering their individual circumstances and the ability of the nursery to provide the necessary standard of care.

Special Educational and Additional Needs

At the Never Ending Story Day Nursery we recognise that finding a nursery to support your child's learning and development can be a daunting task, and that trying to choose the right one can sometimes seem overwhelming. We fully understand that this can also be increased when trying to support a child with additional needs.

Working so closely with your child from such a young age and from making detailed observations and assessments, we are well placed to observe a child who may need additional support in one or more areas. Any member of staff who has a concern regarding your child's development will raise this with the nursery special educational needs co-ordinator (SENCO), who will then discuss this with you. Between you, the SENCO and your child's key person, a course of action will be agreed. If following this course of action, it is felt it may be necessary to seek further advice and assistance from outside professionals, we will obtain your consent to do so. In this eventuality, we respectfully request that you seriously consider this input, as we are all working towards supporting and encouraging your child to allow them to reach their full potential. Confidentiality will be maintained at all times and no decisions will be made without your prior consent. More detailed information can be found in our special and additional needs policies and procedures, available at the nursery.



The Never Ending Story

Day Nursery

Promoting Positive Behaviour

At The Never Ending Story we believe that children flourish best when they feel safe and secure and have their needs met by supportive practitioners who act as good role models, show them respect and value their individual personalities.

Children are supported through co-regulation, where adults and children work together towards a common purpose, including finding ways to resolve upsets from stress in any domain and return to balance leading on to a path to self-regulation. The nursery actively promotes British values and encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

We implement the early year's curriculum supporting children to develop their personal, social and emotional development. This involves helping children to understand their own feelings and others and beginning to regulate their behaviour. We support children to do this through working together with parents, having consistent approaches, structure, routine and age/stage appropriate boundaries. We help build confidence and self-esteem by valuing all children and giving lots of praise and encouragement.

Biting

At The Never Ending Story we follow a positive behaviour policy at all times. We understand that children may use certain behaviours, such as biting to communicate their feelings and needs. Biting is a common type of behaviour that some children use to help them make sense of the world around them, and to manage interactions with others. It can be triggered when they do not have the words to communicate their anger, frustration or need. It can also be used to fulfil an oral stimulation need, such as during periods of teething or developmental exploration. Sometimes biting can be due to a Special Educational Need and/or Disability.

Our procedures

The nursery uses the following strategies to help prevent biting:

- Individual, one-to-one and small group times so that each child is receiving positive attention
- Quiet/cozy areas for children who are feeling overwhelmed to go to,
- Stories, puppets, discussion about emotions and feelings including Activities and stories that help support children to recognise feelings and empathise with characters and events. Additional resources for children who have oral stimulation needs, such as, biting rings. Vigilant staff that know the children well and are able to identify where children need more stimulation or quiet times. Adequate resources are provided and, where possible, more than one resource or toy is sought to minimise conflicts.

Every child is treated as an individual and we work with families to support all children's individual needs. With this in mind, it will be necessary to implement different strategies depending on the needs of the child carrying out the biting.

In the event of a child being bitten we use the following procedures.

The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visible injury. Administer any paediatric first aid where necessary and complete an accident form once the child is settled again. If deemed appropriate the parents will be informed via telephone. Staff will continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad.
- Ask the child what they can do to make the 'child that has been bitten' feel better (this could be fetching them a toy or sharing toys with them, a rub on the back etc.)
- Log the incident on a behaviour monitoring form to share with the parents at the end of the child's session. This is used to see if there are any patterns in the behaviour.
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration
- Arrange for a meeting 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
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten.

If a child or member of staff sustains a bite wound where the skin has been severely broken, arrange for urgent medical attention after initial first aid has been carried out.

In cases where a child may repeatedly bite and/or if they have a particular special educational need or disability that lends itself to increased biting, for example, in some cases of autism where a child doesn't have the communication skills, the nursery manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

PROMOTING
POSITIVE
Behavior



The Never Ending Story

Day Nursery

Health Matters

Please keep your child at home if they are unwell. We follow Department of Health guidelines on exclusion for infectious or contagious illness, and we are always happy to advise you. To clarify our exclusion policy for some common diseases/ailments:

Disease	Incubation	Infectivity	Exclude Until	Comments
Adenovirus gastroenteritis	8-10 days	6-16 days	2 clear days from last episode of diarrhoea or vomiting.	Exclude for 2 clear days in all cases
Chickenpox	11-20 days	Up to 4 days before (usually only 1 day) to 5 days after. Cases often transmit before appearance of rash.	5 days from start of skin eruption and lesions crusted over.	Traditionally excluded until all lesions are crusted but no transmission recorded after day 5. Contacts with a weak immune system need prevention.
Conjunctivitis	3-29 days Mean = 8	While active (direct contact). Infective up to 2 weeks.	None, But must be treated	Transmission more likely in young children by direct contact - very few data.
Fifth disease (slapped cheek)	13-18 days	30% in families. 10-60% in schools.	None.	Avoid infection in pregnant women and people with a weak immune system.
Glandular fever	33-49 days	At least 2 months.	None.	None.
Hand, foot and mouth disease	3-5 days	Up to 50% in homes and nurseries.	None - good hygiene helps.	Stool excretion continues for some weeks. Avoid infection in pregnant women.
Head lice	n/a	While harbouring lice.	Must be treated before attending	Note need for treatment of cases and contacts shown to have head lice.
Hepatitis A	15-50 days	From 2 weeks before to 1-2 weeks after jaundice onset.	Exclude until 7 days after onset of jaundice (or 7 days after symptom onset if no jaundice).	Good hygiene needs emphasising.
Herpes simplex virus (cold sores)	1-6 days	While lesions are moist.	None.	Highly infectious, especially amongst young children. Avoid kissing.
Impetigo	Skin carriage 2-33 days before development of impetigo (streptococci).	High (streptococci). Low (staphylococci). (Variable infectivity depending on causative bacteria.)	Until lesions healed or crusted or 2 days after starting antibiotic treatment.	None.
Measles*	6-19 days	Highly contagious in non-immune population. A few days before to 6-18 days after onset of rash.	7 days from onset of rash.	Check immunisation. Risk of serious infection in people with a weak immune system (give preventative treatment).
Mumps*	15-24 days	10-29 days. Moderately infective in non-immunised population.	5 days from onset of swelling.	Outbreaks reported in vaccinated secondary school children.
Ringworm	Varies	Until lesions resolve.	No exclusion once treated	Good hygiene helps.
Rubella*	13-20 days	1 week before to approximately 4 days after onset of rash.	6 days from onset of rash.	Check all female contacts are immune.
Scabies	Varies	Until mites and eggs are dead.	Can return after first treatment.	Risk of transmission is low in schools but outbreaks do occur. Close contacts should also be treated.
Scarlet fever*	1-3 days	Moderate within families. Low elsewhere. Infective first 3 days of treatment.	24 hours after starting antibiotic treatment.	Moderate within families. Low elsewhere.
Threadworms	n/a	Until all worms are dead.	None.	Good hygiene helps. Case and family contacts should be treated.
Tuberculosis*	n/a	Until 14th day of treatment.	Variable.	See 2nd Reference below.
Whooping cough*	7-10 days	Mainly early catarrhal stage, but until 4 weeks after onset of cough paroxysms. Shorten to 7 days if given antibiotics.	5 days from commencing antibiotic treatment; otherwise 21 days from onset of illness.	Check immunisation of contacts. Highly infectious in non-immune populations

Children who are unwell and have a temperature of 38.5 ° C (101° F) or over must be kept at home. You will be asked to collect your child if they have a temperature, or become unwell also If your child requires 1:1 attention they should be kept in the home environment

The Never Ending Story

Day Nursery



Medicines

We require written consent to administer any prescribed medication. We will not administer any paracetamol suspension or 'over the counter' medicines. We also do not administer any cough medicines. Any child requiring antibiotics must be on them for 2 clear days. Any child requiring any medications must be kept at home until they are well enough to attend. All children must be free from Calpol and Ibuprofen for 24 hours before attending the nursery (with the exception of under 2's teething)



Vaccinations

We would recommend that children are fully vaccinated for their own protection and for the protection of those that cannot be vaccinated due to their age or for other reasons. Please note, however, that vaccination is not a condition of admission to the nursery and thus there may be children attending that have not been fully vaccinated.



Accidents

Rest assured; within our setting we have a high number of staff who are paediatric first aid trained to deal with any accidents that may happen during the day. If a child has an accident at nursery, staff will administer First Aid. All accidents are recorded, and you will be asked to read and sign the accident sheet. In the case of an accident requiring urgent medical attention, we will contact you, and, if necessary, take your child to hospital and meet you there. You are asked to state your wishes on this matter and give your consent on your child's admission form.

Parents will be informed at once of any head injury sustained by a child.

The Never Ending Story

Day Nursery

Policies and Procedures

Copies of our policies and procedures are displayed throughout the nursery. The nursery will normally be inspected by Ofsted every three to four years. We are still awaiting our first inspection and will notify you when the time comes for our inspection. Once we receive our report, you will receive a copy via Blossom. This will also be published on our website.

We aim to give parents as much information about the nursery as possible. You will find various information boards in the nursery, such as 'Safeguarding, and 'our team'. Additional notice boards are also located in the children's rooms giving more specific information about planning and our curriculum.

Parent Consultation Meetings

We hold regular meetings with you to discuss your child's progress. Appointments will be made with you for a convenient date and time. Daily feedback about your child's day at nursery is provided through daily diaries on Blossom and/or verbal feedback. Please feel free to discuss any issues with your child's key person at any time. A concern can often be easily resolved by talking about it at an early stage. In addition, the nursery manager should be able to address any concerns that you may have.

Nursery Events

We hold regular events at the nursery such as open days, fun days, charity days and seasonal events. All parents and children are welcome at these events and we welcome help from parents in organising activities.

Suggestions

We welcome any suggestions or feedback from you regarding all aspects of the nursery. Please feel free to discuss any ideas with us.

Nursery Staff

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours or take children to/from the nursery on your behalf. If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc. within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request. Parents must not at any time add or follow any staff member on social media platforms including but limited to Facebook, Instagram, TikTok, Snapchat etc. Our staff deserve the right to a private life outside of the nursery. Also, please do not make contact with management after hours. All queries and questions must be made during working hours. Anything received after working hours will be acted upon the following working morning.

Fees and Payment Information

General Information

The nursery is closed on all bank holidays as well as 2 weeks in December and August. Fees will be charged as normal for bank holidays but not for any non-bank holiday dates in August and December.

Fees

Fees are invoiced monthly in advance and are due for payment by the first of the month. Payment received after the 5th of the month will be subject to a charge of £30 per month.

Parents who are unable to pay the invoice monthly may, under written agreement, pay on a weekly basis. These fees are due on a Monday and any payments made later than noon on a Friday will incur a £10.00 late payment charge.

You will be charged for each session that you have booked, regardless of whether your child attends. Refunds or replacement sessions cannot be given for unattended sessions and booked sessions cannot be swapped for alternative sessions.

Parent Contracts

When your child has started with us and your sessions are agreed, you will receive a parent contract to agree and sign. This will show you

- Your sessions offered and timings
- Any funded hours allocated
- Any costs to pay
- Held deposit (if applicable)

It will also ask you for your preferred Method of payment and if you prefer weekly or monthly payments.

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the nursery manager if you have any questions. The terms and conditions are not negotiable. Once your contract is returned to us and signed by management, you will receive a copy. After this, amendments can be made if needed but an addendum of contract will be issued.

Funded sessions will also be asked their preferred method of payment in the event of late collection and any fees need paying.

Fees are also payable if the nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions as well as our training days.

Payment Methods

The preferred method of payment is by Bank Transfer. Your invoice will show our bank details. Cash payments are also accepted. Deposits and registration fees must be paid in cash. Once you start paying via the agreed method, please do not change without notifying us to enable us to keep track of payments coming in.

Please speak to management in confidence should you find yourself in any payment difficulty.

Notice Period

Six weeks written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice. Non-paying Funded sessions must give a minimum of 4 weeks' notice in writing to terminate their funded space.

The Never Ending Story

Day Nursery

Help with Childcare Costs

Free Early Education

All children are entitled to up to 15 hours (and under certain circumstances, 30 hours) of free early education per week during term time from the beginning of the term after their third birthday until they either go into a reception class or reach compulsory school age (the term following their fifth birthday). Some children may qualify for 15 hours, subject to parents' earnings from the term after a child turns 9 months old.

To find out if you qualify, go to www.childcarechoices.gov.uk and fill in the short form to check your entitlement.

The following dates show from which term your child will be eligible for the 'free early education entitlement'. Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made.

Birthday on or between	Eligible to start
1 January – 31 March (inclusive)	Spring term
1 April – 31 August (inclusive)	Summer term
1 September – 31 December (inclusive)	Autumn term

Children accessing free early education can claim up to 570 hours per year (or up to 1,140 hours where eligible for the extended 15 hours). This may be either 15 (or 30) hours per week over 38 weeks of the year term time only.

The free hours must be claimed over a minimum of 3 sessions per week, which cannot be less than 3 hours per day or more than 10 hours per day

For more information or further clarification of the funding please see the 'Help Paying for Childcare' section on <https://www.hillingdon.gov.uk/families> or call the Families Information Service on 01895 556 489.

Childcare Grant

Full time students with dependent children may be eligible for a childcare grant, subject to income. For further details, please visit www.gov.uk/childcare-grant or, if you are aged under 20, www.gov.uk/care-to-learn.



Universal Tax Credits

Nine out of ten families are eligible for some financial assistance through Universal Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit www.gov.uk/child-tax-credits

Tax Free Childcare

Fees may be partly/fully paid using Tax Free Childcare, whereby the government will contribute £2 for every £8 of childcare costs. This enables you to claim up to £2,000 per annum for each of your children. To access Tax Free Childcare, please follow these steps:

- Go to www.childcarechoices.gov.uk
- Scroll down to the 'Tax-Free Childcare' section and click on 'Apply Now'. This will redirect you to the tax free childcare page of the gov.uk website.
- Scroll down to the last section entitled 'Apply' and click on 'Apply Online for Tax Free Childcare'.
- Ensure that you have all the required information to hand. Click on 'Start Now' and set up a government gateway account.
- Follow the online instructions. This will generate a reference number for your child.
- Please email your account details to nesnursery@yahoo.com to ensure that your payments are allocated correctly.
- Add your nursery location as your childcare provider – this can be searched by the postcode.
- You will need to transfer 80% of your invoice from your bank account into your Tax Free Childcare account by the 1st of each month. The government will then contribute a further 20% to cover the remaining invoice balance.

Once the funds are available in your Tax Free Childcare account, your childcare invoice must be settled by transferring the funds from this account to our setting by the 1st of the month. Please note that we cannot collect the funds on your behalf



The Never Ending Story

Day Nursery

Term Dates 2024 – 2025

Autumn Term 2024	
Nursery Reopens After Summer	Tuesday 3rd September
Funded term starts	Monday 9th September
October Half-Term – No Funded Sessions	Monday 28th October to Friday 1st November Nursery will open from 8am
Funded Term Restarts	Monday 4th November
Funded Term Ends	Friday 13th December <i>Full Session Fees will apply 16th – 20th December</i>
Staff Training Day – Nursery Closed	Friday 20th December
Christmas Holidays – Nursery Closed	Monday 23rd December to Friday 3rd January 2025 <i>Bank Holiday's - Wednesday 25th, Thursday 26th, Tuesday 31st December</i>

Winter Term 2025	
Nursery Reopens after Christmas	<i>Bank Holiday 1st January</i>
Funded term restarts	Monday 6th January 2025
February Half Term	Monday 17th February – Friday 21st February Nursery will open from 8am
Funded Term restarts	Monday 24th February
Funded term ends	Friday 4th April
Staff Training Day – Nursery Closed	Monday 7th April
Good Friday – Bank Holiday Nursery Closed	Friday 18th April
Easter Monday – Bank Holiday Nursery Closed	Monday 21st April

Spring Term 2025	
Funded Term Restarts	Tuesday 22nd April
May Day – Bank Holiday – Nursery Closed	Monday 5th May
Staff Training Day – Nursery Closed	Friday 23rd May
May Half-Term	Monday 26th May to Friday 30th May Nursery will open from 8am
Spring Bank Holiday - Nursery Closed	Monday 26th May
Funded term ends	Friday 25th July
Summer Holidays start	Monday 28th July <i>Nursery start time TBC</i>
Last Day before Summer Break	Friday 15th August Closure Time TBC Bank Holiday: Monday 25th August

Please Note

Dates may change subject to government changes or cancellations

Our nursery is open for 48 weeks of the year. We close for 2 weeks at Christmas and 2 weeks over the summer. We also close for all bank holidays and 2 staff training days per year.

There is no charge for sessions over our Summer and Christmas Holiday however, all bank holidays and training days will still be invoiced as per our terms and conditions

Our funded term is 38 weeks of the year and funding is allocated as
Spring Term: 12 weeks - **Summer Term:** 13 Weeks - **Autumn Term:** 13 Weeks