

Visit our Web:

www.inceywinceys.co.uk

Tel: 020 8518 8001

10-12 Eastwood Close, South

Woodford, London, E18 1BX



Welcome Pack

February 2024

Dear Parent/ Carer,

Thank you for considering Incey Winceys to look after your little one. We know what a difficult decision choosing the right childcare is and will do all we can to help answer any questions you may have, should you choose our nursery. We are confident that we can accommodate your child as our nursery is a place where each child is loved, feels settled and secure, and is respected as an individual.

Here at Incey Winceys we actively promote working together with you as parents/ carers of the children within our care. You are the most important people in your child's life and only by working together can we ensure that your little one will flourish, achieve, and develop whilst having lots of fun and adventures during their time with us.

I hope that this welcome pack is useful to you, and should contain everything you need, but please feel free to ask if there are any questions you have that are not covered on your visit and within this pack, as every child is an individual and will have different needs and requirements.

We are looking forward to welcoming you and your child into our setting,

Kind Regards,

Hannah

Hannah Ince

Nursery Managing Director

About Incey Winceys

Incey Winceys opened in October 2009. The business as a nursery has grown steadily since then, thanks to our caring environment and good reputation. As the Managing Director I take pride in being very involved within the day to day running of the nursery, which gives Incey Winceys a personal and approachable feel. Having started out as a child-minding business in my own home, Incey Winceys has grown into the 74-place day nursery and preschool that is open today. As a parent of three children myself, I endeavour to bring to Incey Winceys the quality and high standards that I have always expected from other childcare providers. I strongly believe that, as parents and carers, we know what is best for our children and the way my nursery operates has this concept at the core of its culture. We are conveniently situated very closely to South Woodford tube station, local buses, and main roads. All the children have access to our spacious and partially enclosed garden. We also have a roofed, and fully secure buggy park for buggies, scooters, and bikes.

The nursery is open between 7.30am and 6pm Monday to Friday

We are closed on bank holidays and between Christmas and New Year: dates will be confirmed annually, although we close at 12 noon on the last working day before Christmas, and reopen at 7:30am on the first working day in January.



How We Work, Ethos & the Layout of the Nursery

Here at Incey Winceys we provide a quality and stimulating environment for the children that we care for. Every child is welcomed here and respected as an individual, with activities tailored to meet the different stages of their development. The team of nursery staff at Incey Winceys are enthusiastic about what we do and get great enjoyment from seeing the children learning, thriving, and having fun!



We believe strongly that the children that we care for should be inspired and take the lead in their learning, thus encouraging them to be confident, competent, and happy. Through a wide range of equipment and resources, we implement the **Early Years Foundation Stage (EYFS)**, which provides a curriculum covering all areas of

learning. We can often be found having fun in the park, at the library or simply experiencing 'real life' learning, out and about in our local community.



The main nursery building welcomes children from birth to three years and is divided into two age groups - babies and toddlers under two upstairs, and children over two downstairs. All the children have regular access to our large garden. Within the nursery the layout is designed to maximize the space available for all the children with bright, large, open plan spaces. We believe that children should have the freedom to explore the exciting toys and activities on offer, enabling them to choose what they want to do.

The preschool welcomes children over three, and the children move in small groups the term or half term after their third birthday. The preschool can be found in separate premises to the rear of the nursery- **Unit 1 Station Estate, Eastwood Close, South Woodford, London, E18 1BY**. The preschool shares use of the nursery garden and go on regular trips out and about. Preschool Open evenings are regularly organised to allow parents to visit and ask questions.



Early Years Funding

Currently the government offers funding 15 hours funding for all 3- and 4-years olds. The funding starts the term after the child turns three years of age (or two if eligible).

There is an additional 15 hours funding for working families with 3-4 year olds, which needs to be applied for here www.childcarechoices.gov.uk.

We are registered with our local authority to provide funded places and fees are adapted according to the early years funding criteria.

Parents **receiving some additional forms of government support with a 2-year-old** may be eligible for 15 hours funding, which must be applied for through Redbridge. If you are eligible you should forward us the acceptance email and the funding will usually begin the term after.

As of April 2024 there is a new 15 hour, 2 year funding for working families, which can be applied for at www.childcarechoices.gov.uk. If you are eligible you will be given a code, which along with your National Insurance Number, need to be provided on a parent declaration form to the Nursery.

From September 2024 the Government have extended the funding to children from 9 months old for eligible families, check online for more info and to apply for your eligibility code at www.childcarechoices.gov.uk.

From September 2025 the Government are increasing the hours to 30 hours per week for working families.

You will be sent information the term before your child is eligible for the funding to give you time to apply. For more information, please feel free to ask.

Early Years Foundation Stage (EYFS) The 'curriculum' for under 5s is a statutory framework which splits children's development into 7 areas, 3 prime areas and 4 specific areas. The prime areas are- Personal, social, and emotional development (PSED), communication and language development (CL) and physical development (PD). The prime areas are the primary focus of learning and the foundations to build upon using the specific areas to ensure every child has a balanced, varied, and interesting individually tailored, play-based learning experience with us. The specific areas are- Mathematics, Literacy, Expressive Arts and Design, and Understanding the World.

It is proven that children under 5 learn best through play and that is very much our ethos. While activities are planned, and adult led initially, much of what the children learn is led by them and their interests.

Each child has individualised activities planned each month by their key person, which is weaved into the main activities and observations are carried out to gauge the success, and lots of child-led play-based learning takes part. This leads to lots of unplanned games and fun, as planning in moment means you can enjoy the spontaneity! Activities are often play based around the child's interests as this is where you are most likely to get their full attention.

Activities are individually adapted and children with additional needs are full included and supported to be able to access the resources.



All the information is logged using the Family online journal system which can be accessed by parents and family members. Log in details will be provided once your child starts at nursery.

3 times each year we hold a parent's evening to allow time to meet with your child's key person and discuss their development.

Using the reports and journal information, every child's learning is tracked by the SENCo and any areas of concern are raised with parents to ensure early intervention if needed. We use IOPs (individual outcome plan) to target support.

In the Preschool the learning is still very much play based with an increase in the focussed attention type of games and building independence to eventually prepare for school.



Inclusion

Incey Winceys welcomes all children and families and strives to provide a loving and caring environment to allow each child to reach their full potential.

The EYFS shows how wide the age brackets are within expected child development and we use professional judgement and the 'Development Matters' guidance to identify development that is delayed or not expected. We tailor the activity and support every child within the setting to thrive. Activities are individually adapted, the EYFS is completely child-centred and tailored to meet the child's strengths and weaknesses and all children are able to access the resources. We value the early life of your little one and understand that every family has values and outcomes that are important to them, we welcome parental input wherever possible.

We recognise all behaviour as communication and understand that children who are pre-verbal all have different ways of communicating their needs. We do not use time out; we make sure every child feels included and welcome and have a focus on wellbeing. Behaviour trackers are used to try to find links or triggers for certain behaviours, and the environment or activity is adapted.

We welcome parents to ask questions if they have any with the SENCo, and we work closely with outside agencies such as physiotherapy, occupational therapy, speech and language therapy, The Grove (child development centre), social services and local children's centres. We can provide signposting to lots of local services and support groups for a variety of needs so please do ask.

We celebrate a range of festivals and embrace all cultures within the nursery and preschool, and we welcome families to bring music, clothing, or food (check the ingredients with the staff/chef!) to help us celebrate.

We work with parents and are always happy to share ideas for things to do at home, just ask!

Security



Security is to be taken very seriously and we have a facial recognition reader on our main front door. This is to allow contactless, fully secure entry to our registered users. We also have a fingerprint door entry system on our buggy store, and CCTV on all entry and exit points of the nursery, ensuring that we always know who is in the building at any time. We have a buzzer on the front door with a camera to allow any visitors to be identified before being allowed access to the building. When your child

starts, we will take a facial scan and a fingerprint scan from the main carers, which of course are unique to you, this registers on an encrypted system and logs each time you enter or depart from the nursery. We will only allow children to leave with another person if you have previously notified us, and upon checking the password that you have provided. A photo emailed in advance also helps. If we are ever in any doubt, you will be called to double check that you have authorised your child to be collected by someone else.

Please ensure the front door is properly shut after entering or exiting the building.

Safeguarding & Recruitment *Safeguarding is everybody's business.*

Safeguarding children is at the forefront of our practice, and we expect that all parents and staff have a commitment to ensuring that children are safe, secure, and protected from harm in every area of their wellbeing. We have stringent safeguarding policies and very robust recruitment procedures to ensure that all paid or voluntary staff looking after children are suitable to do so. This includes ensuring that every person has a current enhanced DBS (and is on the update service), references have been sought and decisions have been made on their suitability accordingly. New staff also complete a 3-month probationary period. Our lead safeguarding officer oversees keeping children safe and is the main point of contact for anyone with concerns. We welcome reports of concerns from everyone in our community and we work with families to provide support or training where needed, don't be afraid to ask if you need help!

Staffing, Key Person & Ratios

We are a team who work closely together and continuously strive to receive ongoing training to further benefit the children within our care. Most staff are qualified to either NVQ level 2 or 3 in childcare, and other relevant qualifications of staff include degrees in Early Years or Education Studies or an NNEB. Ongoing training is provided throughout the year.

When your child starts at the nursery, he or she will be assigned a key person: this is a nursery practitioner who will bond with your child and pay particular attention to them. We aim for them to be there for either when you drop off, or when you pick up, and all children also have a secondary key worker, who also knows your child very well and will be able to take care of them. The ratios are as follows:

Babies under 2: 1 adult to 3 babies

2-3 years: 1 adult to 5 children

3+ years: 1 adult to 8 children

Please note these are the minimum ratios, and we strive to always have more staff than we need. We do not use agency staff to ensure consistency of care and use cover staff from other rooms when needed. You can find our staff board displayed in the entrance hall of the nursery.

On the premises we have:

- **A Lead Safeguarding Officer – Kirstie Langford**

Their role is to ensure all the children are safe and deal with all issues surrounding child abuse and making necessary calls or referrals to Social Services. There are also deputy safeguarding officers to ensure there is always someone available to speak to in the event of having a concern.

- **A SENCO – April Rohen**

Through daily observations and generally spending time with the children, any developmental concerns the keyworker have are reported to the SENCO, who is fully trained and attends regular forums and refresher sessions. Their role is to work alongside the parent/carer to support the child wherever necessary to ensure they fulfil their learning potential, and to identify any areas that may need extra help or attention.

- **A Fire Safety Marshall – Ella Rajan**

Their role requires regularly practicing fire drills, and continually testing the fire alarm system at the nursery.

- **A Behaviour Management Co-Ordinator – Christine Payne**

Their role is to work with the parent/carer to discourage negative behaviour such as biting, fighting, or swearing.

- **Health and Safety Officers – Amber Mughal and Inga Arlauskaite**

Their role requires risk assessing the building, removing, or reporting hazards and maintaining a safe environment.

- **Finance Manager – Hannah Ince**

Hannah deals with invoicing and reconciling fees. Any problems with payments, please email her – inceywinceys@live.com

Drinks & Meals

We provide three meals a day and healthy puddings, and milk in between which are all planned to make sure that your child gets five portions of fruit and vegetables a day through a healthy, balanced diet. We are also different from all the other nurseries in the area, in that we have a full-time chef who not only prepares everything fresh and from scratch, but all of the children have both a cooked lunch and dinner: meaning you can spend more time with them when they get home, as you won't have to worry about cooking! Our onsite chef never adds salt or sugar in her recipes, making them as healthy as can be.



If your child has an allergy then please ensure that it is stated in the contract, and please be sure to tell all the staff working with your child, as well as the nursery manager who can inform our chef. We can then make sure that we provide a menu

for your child which will cater for their needs appropriately. Vegetarian, vegan and religious dietary requirements are all catered for and are many and varied, so please just let us know what works for you and your child.

If your child has an Epi-Pen for their allergies please let us know, staff are trained as and when necessary, on how to administer and a health care plan must be written prior to your child starting.

**** Please note: NUTS are not provided due to several children who have serious allergic reactions to them ** Please do not bring nuts/ nut products in from home.** Staff are provided allergy training to ensure the highest standard of food preparation. We give the children fresh water and milk to drink throughout the day and ask that juice is not provided unless your child will not drink milk or water. If this is the case it must be provided in a named cup with a spout (no juice in baby bottles please).

For young babies we ask that you provide a box of their regular formula milk and bottles that we can keep at the nursery, or breast milk stored and kept safely that we can give according to your babies' routine. It's up to you when your child is weaning: if you would like to provide your own food that is fine, or if you are happy for our nursery chef to cater for your child then please let us know.



NB: A sample of our most current 4-week menu is available upon request

All staff are food hygiene trained to make sure the food provided is served in the safest way and to ensure the safety of the children is of the utmost importance. We welcome parental input into our menus and feedback is valued. We adapt menus throughout the year to reflect celebrations and festivals and each room does 'taste testing' sessions to try new foods.

Environment & Hygiene

As part of our ethos, we have a personal commitment to being ECO Friendly. We have employed a specialist firm to dispose of our nappies, which means that they don't go to landfill and helps to save our environment. The nappies are disposed of hygienically and are incinerated and recycled: generally turned into road tarmac! We welcome children in re-usable nappies and will always accommodate your child's individual hygiene requirements.



We strive to teach the children at the nursery from an early age the importance of taking care of their world and the children tend the nursery herb garden and plants. The herbs are harvested and used in the cooking.

We have a strict 'no shoes' rule in our baby rooms to prevent unwanted germs spreading to the children. We ask all parents, staff and visitors to respect this no shoe rule so remember to wear matching socks!

All babies and older children have individual sheets and blankets which are washed on a weekly basis, or more often if required. Individual flannels are used and washed daily at each mealtime to clean faces and hands, and from a very early age children are encouraged to learn how to wash their hands, thus encouraging a strong awareness of personal hygiene.

Medication Policies & Procedures

Just to put your mind at rest all staff (as of May 2024) are fully qualified in Paediatric First Aid.... so, you can rest assured that we will know what to do in the event of an emergency or accident.



We will administer medication as outlined below, but only if your child is well enough to be at nursery.

Incey Winceys Day Nursery reserves the right to refuse entry to any child who is deemed "ill". Unfortunately, if your child is off sick from nursery, we are unable to offer an alternative day instead.

Our Administering Medication Policy can be found online and details clearly how, when and who can administer medication.

The link to all of our policies online is here:

[Policies & Procedures | Incey Winceys Day Nursery | 020 8518 8001](#)

Sickness and Contagious Illness Policy

It is part of our commitment as childcare practitioners to ensure the well-being and health of all the children within our care. It is therefore important to have a policy for sickness and contagious illness, and it is also crucial that this policy is strictly adhered to, as not only may the health of your child be affected, but also that of others. Please keep this policy for your future reference, and please make sure that you read and are familiar with the details of the policy.

If a child is deemed sick within our care, we will contact the parent or carer immediately and inform them of the nature of the illness, actions taken and recommendations.

PLEASE KEEP YOUR CHILD AT HOME IF YOU SUSPECT THAT THEY MIGHT BE ILL.

The exclusion period for various illnesses can be found in our Sickness and Contagious Illness Policy online, but we are guided by the Public Health England exclusion periods which can also be found online : [Children and young people settings: tools and resources - GOV.UK \(www.gov.uk\)](#)

As a nursery we have many pregnant parents, and sometimes staff, so we ask that any infectious illnesses are reported, so necessary steps can be taken to best protect everyone from harm.

Within our policies we also have a list of diseases that must be reported to the department of health and Ofsted, which you are welcome to view should the need arise.

Settling In and Starting Day: What to Bring, What to Expect

So finally, the big day is here! You have made your decision, and you are happy to start settling your little one into the fun and exciting days that they will spend at nursery.... What happens now?

Settling in....

A convenient time will be arranged 2 weeks before starting to begin gradual sessions that will enable your child to bond with their key worker and explore this new environment. The first session will involve a home visit and an informal discussion around your child's routines, needs, like and dislikes.

This is an important opportunity for both you and your child to get to know the key person (and secondary key person if they are available) and ask questions before coming in to the nursery. From there settling sessions will be arranged to ensure that we have covered each aspect of your child's routine, until eventually the first full day has arrived!

We increase the time spent with us by around an hour each day, but as with everything, we are flexible and can adapt the schedule to meet the child's needs. Some little ones cry when they are left and others are happy to come straight in and start playing: it all depends on their personality! It can be hard to leave your child if they are crying but you are more than welcome to call as often as you like, to find out how they are – contact details can be found within this pack or on our website www.inceywinceys.co.uk If we have reason to think they are unwell or very upset we will call you. On your child's first day you will more than likely be dropping them off at the peak time of the day, so please be prepared for a bustling and busy environment within the breakfast rooms! Before the first full day you will need to have provided:

- * A packet of nappies (if used) or enough washable nappy pants
- * A couple of packets of baby wipes, or cotton wool
- * Nappy or barrier cream if you would like us to use it
- * Sun cream, **high factor** (minimum 25 spf, but we recommend 50 + spf)
- * Suitable outdoor clothing e.g. Sun hat or coat, hat, scarf & gloves
- * If possible, a pair of wellies, a rain mac and an umbrella where appropriate
- * A couple of changes of clothes
- * Lots of spare pants, trousers and socks (and washable shoes! eg crocs) for those who are toilet training
- * A box of formula milk or expressed breast milk if required.
- * 2-3 bottles if required.
- * A sleeping bag/ gro-bag or a favourite toy or comforter such as a teddy or *dummy (if used) *Please note that we as a nursery support the use of dummies during the settling period and sleep times. However due to the impact dummies can have on a child's speech we discourage dummies during play.



Settling between rooms

The same process is used when the child moves to a new room. We offer two weeks settling, with the child will first meet their key person and spend an hour or so in the new environment, gradually building to a full day. This is arranged between the old and new key person in agreement with the parent to ensure everyone is happy with the move. During the move to preschool (which is done the term after turning 3) we offer a week of settling which the children do as a group. Termly Parent Open Evenings are scheduled to allow parents and children to visit the Preschool, which is located in **Unit 1 Station Estate, Eastwood Close, E18 1BY** (to the rear of the nursery). To ensure a smooth transition should your child's key person leave, we have a secondary key person who knows your child very well who can take over.

To support our little ones during the move to preschool at the age of 3 we hold termly Open Evenings. The Pre-schoolers move over in small groups every half term or term following their 3rd birthday and settling is planned over a one-week period. As with everything the moving date is flexible and can be arranged with your child's key person if you feel they would need more than a week.

Fees and Payments We do not charge for the first two working weeks of settling, however after the first two weeks fees become payable as per your contracted days and hours. **Nursery Bank Details: Incey Winceys Childcare Limited (Barclays Bank)**
Account number – 73838064 Sort code – 20 57 06

Please include your child's name as a payment reference on all bank transfers.

Although we are willing to consider accepting children for one day per week we have experience that it doesn't work for everyone and we would like to be clear that if your children is unsettled or unhappy attending only one day per week we will arrange to meet with you and discuss increasing the days. Every child is different but usually two days per week as a minimum provides a more stable bond between child and key person.

We are part of the Tax-Free Childcare Scheme where the Government pay 20% towards the cost of the fees, for more information and to apply visit www.childcarechoices.gov.uk . We accept all childcare vouchers too.

Force Majeure

There may be reasons beyond the nursery's control that prevents the safe opening of the setting, such as extreme weather conditions, Government enforced closures, riots, civil unrest or strike action, loss of power or heating, or a high staff sickness rate meaning it is unsafe to operate, we reserve the right to charge a retainer fee of up to 50% of the usual monthly fees. However, depending on the individual situation and duration of the closure we may offer additional days in lieu of the days lost, or offer

reimbursement for those parents unable to take days in lieu, eg. full time attendees.

The following fees apply from 1st February 2024:

Age	From February 2024
Under 2 years	£80 per day
2-5 years	£78 per day

Baby Room Monthly Fees

2 days per week	3 days per week	4 days per week	5 days per week
£ 693.33	£ 1,040.00	£ 1,386.67	£ 1,733.33

Ants Room / Pre-School Monthly Fees (No funding applied)

(charged from the month after a child turns two years of age.)

2 days per week	3 days per week	4 days per week	5 days per week
£ 676.00	£ 1,014.00	£ 1,352.00	£ 1,690.00

Monthly Fees having deducted 11 hours of Early Years Funding

commencing the **term after** your child turns 3 years of age (or 2 years for 2-year funding) The funding *must* be spread across a minimum of two days. Term dates begin in January, April and September. This is the equivalent to 15 hours funding term time only.

2 days per week	3 days per week	4 days per week	5 days per week
£ 328.73	£ 666.73	£ 1,004.73	£ 1,342.73

From 1st September 2024 we will be offering 11 hours funding for children from 9 months of age. The fees for children under 2 with 11 hours funding will be as following:

2 days per week	3 days per week	4 days per week	5 days per week
£ 346.07	£ 692.74	£ 1,039.41	£ 1,386.08

Pre-School Monthly Fees having deducted 22 hours of Early Years Funding

Commencing the **term after** your child turns 3 years of age. The funding *must* be spread across a minimum of three days. Term dates begin in January, April and September. This is equivalent to 30 hours funding term time only.

Please apply online at www.childcarechoices.gov.uk and provide the office with your eligibility code the term **before** the funding commences.

3 days per week	4 days per week	5 days per week
£ 319.45	£ 657.45	£ 995.45

As a full time setting that opens 51 weeks of the year we spread the funding over the full year, so currently the funding is equivalent to 11 hours a week (rather than a school nursery doing 15 hours per week over 38 weeks of the year and not operating in school holidays). This is called a “stretched offer”. Therefore, the extended hours

would be spread over the full year and be equivalent to 22 hours per week. The funded hours are deducted from the monthly balance.

Fees are payable one month in advance, to be cleared funds by the 1st of the month. Fees can be paid by standing order and childcare vouchers. Please note, we do not have a card machine. We are registered with the majority of childcare voucher companies, and if we are not registered with your provider, we will gladly register with them at your earliest convenience. We are part of the **TAX FREE CHILDCARE** (www.childcarechoices.gov.uk).

Fees are calculated evenly over the year and weekly fees are multiplied by 52 (weeks) and divided by 12 (months). Incey Winceys is open all year round except for bank holidays and the days between Christmas and New Year. Fees are payable for these days and have been calculated accordingly on a pro-rata basis. **Fees are payable even if your child does not attend.** We do not offer swap days but subject to availability we may be able to offer additional days which are charged at the daily fee. Monthly invoices are sent via email so it is important to provide the best email contact for you, and to update us if this changes as soon as possible. **Non-Payment or Late Payment of fees:** Incey Winceys reserves the right to exclude any child whose fees are not paid. If fees are not paid, we will make arrangements to reclaim any outstanding fees and costs that have been incurred through non-payment. Late payment of fees will result in a penalty of £15 per day for every day that the fees remain unpaid.

Fee Increases

Fees are subject to reasonable increases, normally once per year, and usually in February. You will be given at least one month's written notice of any fee increase. This is in line with rising costs and inflation.

Late Collection

In the unfortunate instance that a situation arises which causes a late pick up of your child, please inform us as soon as possible so that we can ensure that we have sufficient staff in place to look after your little one. Preferably your emergency contact will be available to collect your child, however please keep us informed as our uncollected child policy states that we must have contact with a parent within 10 mins of closing time. If we have not heard from the parents after 30 minutes, Social Services will be contacted. We charge £15 per 15 minutes after 6pm for late collection.



Deposits

We take half of the usual monthly fee to guarantee your child a place at the nursery. This is refundable when your child leaves providing there are no fee arrears, and the required amount of notice has been given (FOUR WEEKS, in writing). The deposit is to retain your child's place and is only refundable after your child has taken the place. **Unfortunately, it is not refundable if your plans change, and you no longer require the place.**

We appreciate that most families cannot wait for a place, so we do not operate a waiting list. We will only take deposits for places we can guarantee and can only advise if a place comes up earlier.

Deposits for under 2 years:

2 days per week	3 days per week	4 days per week	5 days per week
£346.67	£520.00	£693.34	£866.67

Deposits for 2 years:

2 days per week	3 days per week	4 days per week	5 days per week
£338.00	£507.00	£676.00	£845.00

Deposits for Preschool:

Funded hours	2 days per week	3 days per week	4 days per week	5 days per week
11	£164.37	£333.37	£502.37	£671.37
22	/	£159.73	£328.73	£497.73

OFSTED

Our OFSTED Reports can be found on the OFSTED website www.ofsted.gov.uk using our registration number **EY394970** for the main nursery and **EY432979** for the Preschool.

Keep In Touch

Please visit our web: www.inceywinceys.co.uk

Keep an eye out for our blog, which gets updated with photos and events.

The following email addresses can be used to reach members of Management:

Hannah (Managing Director and Finance Officer)– inceywinceys@live.com

April (Manager and SENCo)- inceywinceys@rocketmail.com

Please note, we may not always be in the office, call your child's room directly if you cannot get through to us or send a message through Family.

The main nursery contact number is **0208 518 8001**

Then press 1 for the Office, 2 for Baby room, 3 for Ants room, 4 for Preschool

Complaints and Compliments

We welcome feedback from parents at every opportunity.

Most concerns can be dealt with verbally between staff and we strive to address issues quickly and efficiently. If issues are serious, please put them in writing to be formally addressed. You can always email the management team with any queries, issues or complaints.

If you feel that your complaint is serious enough to be directed to OFSTED then they can be contacted on **0300 123 1231**, or via the website: www.ofsted.gov.uk/parents

We hope that this situation never arises, and that you will always feel that your children are receiving an excellent quality experience within our setting.

What to do next?

Now you've read through the paperwork and decided to book a place, you need to complete the pages 20-29 and return to Incey Winceys for countersigning, along with a form of ID for your little one.

After this, we will confirm the place is available and ask you to make a BACS payment of the deposit amount to secure the place, just remember to put your child's name as a reference.

We will confirm receipt and secure the place, ready for the settling period.

A member of the team will be in touch to arrange the 2-week settling period nearer the start time, and in the meantime if you have any queries just give us a call or drop us an email.

If your child is coming from another nursery, please share any developmental records you may have that will help us plan and meet their needs.

If any of the details change in the time between booking in and starting, we would really appreciate an email us to update the information.

You can see our full list of policies and procedures on our website:

www.inceywinceys.co.uk/policies_procedures/

Please keep this part of the welcome pack for future reference.

To book a place, return pages 17-27 and bring your child's birth certificate along to the nursery. Once the place is confirmed you will be advised to make a payment of the deposit (half of one month's fee and shown on page 15). The deposit can be paid via BACS, the bank details are highlighted on page 12.



CONTRACTUAL TERMS

Incey Winceys Day Nursery agrees to:

- Care for the child during the contracted hours *with the exception of force majeure*.
- Comply with all requirements of registration as laid down by the regulatory body (Ofsted) and the care standards act part 10A.
- Comply with all requirements laid down by his/her insurance company
- Provide suitable developmental experiences appropriate to the age and stage of the development of the child named.
- Give at least four weeks' written notice of annual holiday and as much notice of other leave as possible.
- Notify the parent/guardian of any accident or injury occurring whilst the child is in the care of the nursery.
- Be available to discuss with the parent/guardian the care and development of the child, to be arranged if either the parent/guardian or nursery requests it, at a mutually convenient time if so required by them.
- To provide the child with meals, and such meals will be nutritionally balanced and prepared with due regard to the dietary, cultural and social requirements of the child.
- Ensure that the child has the opportunity to take part in activities in and around their local community.
- Maintain appropriate insurance cover, including public liability, content and motor insurance
- If a child acts in a way that puts any other child or adult at serious risk of harm, we may terminate the contract with immediate effect, and without notice

The Parent (s)/ Carer (s) agree to:

- Arrive and collect the child on time
- Adhere to the policies and procedures of the nursery
- Be available to discuss with the nursery the care and development of the child if so requested by the nursery at a mutually convenient time.
- Inform the nursery of any medicine prescribed by the child's doctor and give written permission for a senior member of the nursery team to administer the medicine if such administration is required. Written permission will be required each time medicine is administered. Notify the nursery at the beginning of each contracted period of any accident or injury the child may have suffered since last in the care of the nursery, as the nursery is required to record details of injuries to the child.
- Period of notice to end the contract:: FOUR WEEKS (notice of termination of the contract must be given in writing)

Signed
parent/carers _____ Date _____

Manager
Sign _____ Date _____

Child's Name _____
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Child Contract and Registration Form

Personal Details

Child's Full Name:

Date of birth: _____ Place of birth: _____

The child is Male (please tick)

The child is Female (please tick)

Ethnicity _____

Religion _____

Language(s) Spoken at home _____

Who has parental responsibility of the child? _____

Who will normally bring and collect your child? _____

Home address of child _____

_____ Postcode _____

Home Tel No _____

Who does the child live with? Including siblings _____

Are there any residence or contact/ legal arrangements including any restraining orders in place that affect your child? _____

Is there or has there ever been any involvement with Social Services, including adoption or child protection orders?

Has the child got a Common Assessment Framework in place (CAF)? Y / N

We are now required to confirm the identity of all children. **Please provide one of the following documents** (please note this may be photocopied and kept on their file)

Passport Birth Certificate Child Benefit Form (If ticked, please provide!)

I confirm the personal details above to be correct. I understand I must inform the nursery of any changes. Signed _____

Child's Name _____
Page 19

Mother/ Carer 1 Details

Name _____

Date of Birth _____

Occupation _____

Mobile _____

Work Tel _____

Email Address _____

Father/ Carer 2 Details

Name _____

Date of Birth _____

Occupation _____

Mobile _____

Work Tel _____

Email Address _____

Emergency Contact Details

Please nominate below 1 or 2 people who in the event we cannot get hold of you has your express permission to make decisions on your behalf and to collect your child if necessary.

1. Name / relationship _____

Work/Home Tel _____

Mobile _____

Child's Name _____
Page 20

2. Name /
relationship _____

Work/Home
Tel _____

Mobile _____

Please provide a memorable password for other's to collect your child.

I confirm the contact details above are correct. I understand I must inform the nursery of any changes. Signed _____

Emergency Permission

I/We _____ (parent/carer), in the event of an emergency, give permission for staff at Incey Winceys Day Nursery to authorise admittance to hospital of my child, authorise emergency treatment and to travel in an ambulance with them if necessary. In such circumstances the parent/carer will be contacted after an ambulance has been called.

Parent/Carer sign _____

I/We _____ (parent/carer) when I/we cannot be contacted, give consent for staff at Incey Winceys Day Nursery to administer an emergency dose of Calpol appropriate to their age to my child should their temperature reach or exceed 39°C.

I will inform the nursery if my child has been given Calpol within 4 hours prior to attending nursery to avoid overdosing.

Parent/Carer Sign _____

Medical Information

Doctors Name _____

Surgery _____

Telephone
number _____

Health Visitor _____

Tel _____

Is your child registered with a dentist? Y / N

Child's Name _____
Page 21

(It is now recommended for all babies to have a dental check-up before or by the age of 1)

Are your child's immunisations up to date? Y / N

Has your child had chickenpox? Y / N

Does your child suffer from any ongoing medical condition or are they allergic to:-

Asthma	Y / N	Eczema	Y / N
Diabetes	Y / N	Hayfever	Y / N
Nut Allergy	Y / N	Bee/wasp sting	Y / N

Other

Please advise treatment for any of the above (a medication consent form must be completed)

Please describe any **medical** needs and give details of the child's symptoms. It is considered medical if a doctor has diagnosed the problem. Please provide a doctor's note for any allergies. If it is an intolerance or personal preference, please fill in the details below and indicate it as such.

Does your child have an Epi-Pen? Y / N

If yes, please be aware that we require a health care plan for your child before we can look after them. Please speak to your health visitor to receive a health care plan and provide a copy to nursery along with this paperwork.

Please note, except in the case of Calpol or Nurofen, the nursery will only administer medicine providing it has been prescribed by a doctor, is in its original container and has the name, dosage, and frequency of administration clearly visible. A medicine consent form must be completed by the parent/carer as appropriate. Calpol and/or Nurofen must be provided by parent/carer and labelled with the child's name. Please keep your child at home if you suspect that they might be ill. **Do not bring your child to the nursery if they have had sickness or diarrhoea in the last 48 hours.** The nursery reserves the right to refuse entry to any child who is deemed "ill".

Child's Name _____
Page 22

Please refer to the sickness policy found on our website for exclusion periods
<https://www.inceywinceys.co.uk/policies-and-procedures>

Does your child have any dietary requirements? Y / N

If yes, please indicate _____

I confirm the medical information above to be correct. I understand I must inform the nursery of any changes. Signed _____

Child's History

To help us with monitoring your child's development and planning for their next steps please give a brief history of their time before they started Incey Winceys: -

Were they born at full term? Y / N _____

Does your child have a disability? Y / N _____

Do they have any visual or hearing impairments? Y / N _____

Do they have any mobility restrictions? Y / N _____

Are there any agencies involved in assisting in your child's development? Y / N

If yes, please provide details _____

Has the child ever been to another nursery? Y / N

If yes, please give details of the setting and please bring in any Learning Journals, EYFS progress trackers or Early Years information from the previous nursery to ensure we get a clear understanding of the child's development to date.

Does your child attend any other sessions e.g. Tumble Tots, music class? Y / N

If yes, please give details

Are you registered with your local children's centre? Y / N

I confirm the history details above to be correct. I understand I must inform the nursery of any changes. Sign

Child's Name _____
Page 23

Permissions

Photographs

We regularly take photographs and video recordings of the children to record events, activities, and the children's progress. These are used on the Tapestry learning journals and for display purposes. We also sometimes invite local press to the nursery if we are holding a special event or activity. During events attended by parents, some parents may take photographs of the activities of all the children involved.

I agree that any photographs I take or are shared with me, that have children other than my own in, are for personal viewing only and must not be shared on any social networking sites or online at all.

Parent/Carer Sign

I give consent for images of my child to be used on the nursery website and/or on social media platforms including but not limited to Instagram and Facebook.

Y / N Parent/Carer sign

Outings

We regularly take the children out and about in the South Woodford area, including trips to the shops, library, playgroups, and parks. We adhere to all safety requirements during these outings and notice is not always given as often they can be spontaneous.

Any trips further afield will require additional consent; letters will be given out in advance to notify you of these as required and appropriate risk assessments carried out.

I agree to my child leaving the nursery with staff at Incey Winceys Day Nursery.

Parent/Carer Sign

First Aid

Every member of the team is trained in paediatric first aid. Accident forms and health/illness forms are completed by a member of staff as necessary and must be counter signed by a parent/carer.

I agree to notify the nursery at the beginning of each day of any accident or injury that the child may have suffered since last in the care of the nursery.

Child's Name _____
Page 24

I agree to first aid trained staff administering first aid assistance when necessary.

Y / N

I agree to first aid trained staff removing a splinter if possible. Y / N

I agree to first aid trained staff applying a plaster to my child if necessary. Y / N

I agree to first aid trained staff checking my child's hair for head lice if necessary.

Y / N

Parent/Carer Sign

Creams

I agree that I will provide and give consent for the nursery staff to apply sun cream and or nappy/ barrier creams to my child as and when necessary.

Parent/Carer Sign

Attending the Nursery

What is the date of your child's first full day at the nursery?

_____ What days will your child be attending? *Please tick as appropriate*

Monday	Tuesday	Wednesday	Thursday	Friday

The Nursery is open from 7:30am-6:00pm Monday to Friday.

We are closed on bank holidays and between Christmas and New Year (dates will be confirmed annually).

If you require any extra days, please check with the office for availability.

The nursery offers a settling period, usually two weeks, for your child to gradually build up the hours they attend until they are comfortable attending for a full day. This begins with an initial parent and child visit of about an hour, where you will meet your child's key person and fill in the settling paperwork. Your child will then attend by themselves for approximately an hour the following day and building up to a full day throughout the two weeks.

The welcome pack provides details of what your child will require during their time at the nursery such as nappies etc.

We require four weeks' notice to be given in writing to terminate the contract. This also applies for a reduction in the days of attendance. Subject to space, increasing days may be accommodated with less notice.

Payment

Deposit

The nursery requires a deposit to secure your child's place of half a month's fee. It is returned in full upon your child's final invoice as long as all contractual obligations are met and 4 weeks' notice is given. If your child does not attend or you decide to give up your child's place during the first 2 weeks this deposit will be kept by the nursery in lieu of notice. The deposit will be used to cover the notice period if you fail to provide and pay for 4 weeks' notice.

Fees

Fees are payable in advance and cleared payment must be received by the first of every month to avoid late payment charges. Fees are calculated on a pro-rata basis and monthly invoices are issued. Fees are payable even if the child does not attend e.g. due to illness or holidays etc. We accept most childcare vouchers. Please ask in the office for further details. Cash and cheques are no longer accepted as payment of funds.

Additional Charges

Any extra days will be charged at the daily rate in arrears and added to your monthly invoice.

Late payment charges are £15.00 per day, payable for each day after the 1st that cleared funds are not received. These charges will be added to your monthly invoice.

Late collection charges are £15.00 per 15 minutes after 6pm. These charges will be added to your monthly invoice.

In the event of an emergency please telephone as soon as possible to ensure suitable arrangements can be made. If possible, please arrange for someone to collect your child. The nursery understands that on certain occasions late collection is unavoidable and charges may be waived.

Child's Name _____
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Uncollected Children

Our uncollected child policy states we must have contact from a parent/carer within 10 minutes of closing time. If no contact has been made after 30 minutes we have a legal obligation to report the incident to social services if the child remains uncollected. The child would then be collected by the police or social services.

Data Protection

All personal details are filed and kept securely at the nursery. We comply with the General Data Protection Regulations and if you wish to access your child's files please request this in writing. We also adhere to child protection legislation which supersedes GDPR, data will be shared when necessary to keep a child safe.

In providing your email and contact details you are agreeing to being contacted by Incey Winceys. Incey Winceys will contact you in moderation with reminders, newsletters and general information as deemed necessary.

In providing 1 or 2 emergency contact details you are agreeing that you have their express consent to do so, nursery has consent to contact them and they have your consent to collect the child if necessary.

Every term as part of our agreement with the local authority, we provide a children's progress tracker to Redbridge, for monitoring purposes. I agree to this.

I agree to update the nursery with any changes to the information provided.

Parent/Carer Sign

Safeguarding Children

The nursery has a duty to report any suspected neglect or abuse to the Redbridge Multi-Safeguarding Hub (MASH).

Signatures

I understand and agree to all points in this contract, unless otherwise stated, as well as noting all information in the welcome pack.

Signed parent/carer _____ Date _____

Print name _____

Manager sign _____ Date _____

Child's Name _____
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FOR OFFICE USE ONLY

Deposit taken £ _____ Date _____

Method _____ Signed _____

Settling dates:-

First parent/child settling meeting date _____

Period of settling from _____ to _____

First full payable day _____

Settling booked and confirmed? YES / NO

Days offered _____

Key Person _____

Any other information of significant importance:

Confirm receipt of identification

Passport Birth Certificate Child Benefit Form

Copy taken? YES / NO Signed _____

In receipt of DLA? Y / N

2 year funded? YES / NO Copy of proof provided? YES / NO*

3 year funded? YES / NO Funding form completed? YES / NO*

Eligibility code and NI number provided? YES / NO 11 / 22 HOURS

*** - funding cannot be given until this is provided**