

## **Parent Partnership Policy**

It is important that parents/carers read the following information, as this forms part of the terms and conditions at The Beehive.

### **Statement**

*“A secure, safe and happy childhood is important in its own right. Good parenting and high quality early learning together provide the foundation children need to make the most of their abilities and talents as they grow up”. (Statutory Framework for the Early Years Foundation Stage, April 2017)*

The Beehive Day Nursery values parental involvement and we aim to work in close partnership with parents.

### **Management and Running of the Setting**

The Beehive Day Nursery is a Limited company with four directors; Richard Goring, Chloë House, Mark House and Elaine Goring. Chloë House is responsible for the day to day running of the business whilst the remaining three Directors are mainly involved with annual meetings where budgets, staffing costs and nursery developments are discussed. The Directors are on-site regularly and are familiar faces to both the staff and children. The Childcare Manager works alongside the Nursery Director to develop and implement policies and procedures, arrange staffing, organising planning ensuring that there is adequate coverage of the seven (prime and specific) areas of learning and to oversee the work of Nursery staff. The Childcare Manager also ensures that daily practice at The Beehive is of a high quality which adheres to the Early Years Foundation Stage (EYFS) and Ofsted requirements.

### **Aims**

*“At The Beehive, all practitioners are committed to providing an exceptional childcare service. We strive to build strong partnerships with parents and carers; working alongside one another to support children in their development and growth, whilst preparing them for their next steps. The Beehive promotes a safe, secure and enriching learning environment where the children feel confident and motivated to explore, create and let their imaginations run free!”* Mission Statement  
(November 2011)

The Beehive Team are always willing to talk to parents, to share our daily practice and to discuss children's development. The office space, Daisy Room or Meeting room in Colourtone can be made available for confidential discussions as needed. Parents/carers are welcomed into The Beehive at mutually convenient times to learn a little more about their child's progress and to discuss any concerns. There are numerous opportunities throughout the year (both formal and informal) for parents to meet the Key Person and other members of staff at The Beehive. Each term (Autumn, Spring and Summer) staff will share each child's ongoing Learning and Development targets with their parents at The Parents Evening. The child's online Learning Pathway which contains observations and photographs of the child's achievements is available for parents to view through the online Tapestry system at any time.

### **Understanding of and involvement in the setting**

The settling in (or induction) process at The Beehive encourages children to gradually gain confidence within our nursery environment. The most important part of the settling in process is making sure children are comfortable at all times, allowing them to experience the fun and exciting surroundings that The Beehive can offer. Our settling in sessions are always personalised to

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suit the needs of each individual child/family and will include a home visit by the Key Person on request (See Children`s Induction Policy for more information).

### **Key Person System**

Once parents have registered with the nursery, their child will be allocated a Key Person, a special person who gets to know their child really well. The settling in/induction sessions provide a good opportunity for both the parent/carer and child to get to know the Key Person.

### **Sharing information with other professionals**

To enable each child`s learning and development to be consistent, we will gain the consent of parents to share information about their child with any other setting they may attend. Each term the child`s Key Person will make contact with the other setting(s) to share termly targets and other relevant information.

### **Specialist training or support**

We work closely with parents on all aspects of the child`s care and education. This is essential for implementing intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs (see Intimate Care Policy).

### **Welcome Pack/Parent/Carer Handbook**

The Beehive`s registration pack and parent/carer handbook are available on request and are provided to any new parent/carer visiting for the first time. These are sometimes posted out in advance of the visit to enable parents to understand more about who we are before coming to have a look around.

Parents are encouraged to visit our website for information about the setting and to access our online Policies and Procedures.

### **Early Years Foundation Stage-Parental Involvement and Your Child**

#### **Availability of staff**

A member of management will always be available throughout key arrival and collection times for parents to discuss any issues with. We promote an 'open door' policy and parents are always welcome into the office to speak to the Nursery Director or Manager. We really value parent`s/carer`s views and appreciate honest feedback about our nursery. Any updates to staffing are included in our newsletters and in addition to this, individual letters are sent as deemed appropriate by Management for changes to the child`s key or co-Key Person. In the summer letters are sent to parents explaining which area their child will be in and who their new Key Person will be in September. Parents requests for a specific Key Person for their child are met as far as it is relevant and practical to do so.

#### **Children`s progress update**

All of the staff at The Beehive work hard each day to support all children in their learning and development. They do this by making regular observations of the children`s interests and achievements using the online Learning Pathway – Tapestry. The planning of activities is then based on the child`s stage of development and the Key Person`s individual knowledge of the child. We also ensure there is breadth and balance of the EYFS curriculum. We believe that information sharing is crucial in supporting children`s development. When the Key Person shares the child`s Next Steps with a parent/carer, we ask for some comments and a signature to show that we have taken time to discuss this information with parents; this may be at our termly Parents Evening, or at a planned appointment time.

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Parents are invited to contribute to their child's online Learning Pathway by recording home observations themselves, which are then forwarded to the Key Person. Also by the parent writing in the child's yellow or red 'Special Book' the Key Person can use the information within their planning. We also encourage parents to email photos of a day out or holiday for us to print to be added to our WOW boards. Our holiday bears also encourage the children to talk about their travels and to bring in some photos of their time away in the bear's holiday books.

### **Information sharing**

There are numerous parent/carer noticeboards within the reception area at The Beehive. Next to the front door you will see our family tree which displays the staff and their key children (where applicable) and the management structure within the nursery. A display board show the results of our most recent Parent Survey and the information board includes details of our WOW days and pictures of our Area SENCo and EAL advisor. Our weekly menus are also displayed in the hallway. Another display links photos to the Letters and Sounds programme, enabling parents to see the links to our planning and resources. Our whiteboard in the hallway provides information for parents about upcoming events and reminders for parents are usually placed here too. Each area of the nursery has a whiteboard which is used to inform parents of activities that have taken place that day. There is also a planning board which details how we implement the EYFS curriculum (2017) and a little more information about each area and how our observations and planning link in with these.

### **Newsletters**

Newsletters will be sent out regularly, giving parents any current feedback about events we have held, informing parents of diary dates, detailing our up and coming themes and events at The Beehive. Any staffing changes or announcements are also included.

**Social events** Parents will be informed of any events that we believe may be of interest.

### **Concerns regarding a child**

If a child is unwell in the morning and therefore unable to attend nursery, parents are asked to call The Beehive to inform them. Should a child become unwell during the day, parents will always be contacted. Parents are able to bring in medication where required for a child and are required to complete a medication form each time (Please refer to the Administering Medicine policy for more information). If a member of staff notices that a child has a mark (e.g. bump or bruise) on them before the parents have departed, they are required to make a record of this on our Child Wellbeing Sheet which parents are then required to sign (see Child Protection policy). Should a child have a bump/minor accident during the day, this will be recorded on our accident forms and parents will be shown and asked to sign it at the end of the day. Should a child have a bump to the head, parents would be contacted by a member of management to discuss the next steps. If a child has a more serious accident, parents would be contacted immediately and it would be recorded as a serious incident (see Emergency Procedure in the event of a child becoming ill or when they have had a serious accident).

### **Changes to a child's personal circumstances**

In order to safeguard both the staff and children within the setting, The Beehive regularly checks and updates the children's information at termly meetings with parents. Where parents/carers have changed address or emergency contact information has been altered, parents are required to write/email to the Nursery Director at their earliest convenience to ensure that we have the most up to date information on file. Where changes to sessions are required parents/carers are requested to speak to Management for availability in the first instance, any

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changes are normally made from the start of the following month. It states in our terms and conditions that parents/carers are required to give one full month's notice for any changes to sessions.

## **Confidentiality**

### **Recording and Storage**

All children's files and records are stored in a lockable filing cabinet in the office. All of the children's registration information is also stored on the computer system software 'Nursery Manager' which can only be accessed by the Nursery Director and Management. Tapestry online Learning Journals are encrypted on a secure web site and both staff and parents require a login to access them. All ipads are locked in the filing cabinet at night.

### **Social Networking**

No confidential discussions about children, families or staff in the setting should be discussed on any social networking site. No children's or staff photographs from the nursery are to be uploaded to any social networking site.

**Online friends** – Staff are advised not to accept friend requests from parents of children attending the nursery and are reminded of their commitment to The Beehive's confidentiality policy which they have signed. Where staff are already friends with parents (of children attending the setting) on social networking sites, they must declare which parents so a central log can be kept. They are reminded not to share any of the above confidential information about the nursery or child in line with the confidentiality policy. Any breaches of this agreement will be a cause for disciplinary action.

### **Mobile phone and camera usage**

Mobile phones and their cameras are not allowed to be used by staff whilst in the nursery, with the exception of the nursery ipad cameras. Phones may be used in the office or staff room areas. Parents are reminded in the parent/carers handbook and by signs in the Hallway that mobile phones are not to be used within the nursery at any time. Parents using their phones will be challenged and will be reminded by staff that the use of mobile phones is not permitted in the setting and they will be asked to leave the nursery to answer a call.

### **Use of cameras**

All parents attending events such as our Nativity or Sports Day will be advised if photos and videos are permitted on the day. Parents who do not wish their child to be photographed in the background of other parents' photos at these times will be advised that they should not attend the event.

## **Volunteering at nursery**

### **Parents volunteering**

We always encourage parents to partake in nursery life and welcome parents to 'stay and play' with us at any time. Our 'WOW' days are promoted to parents and grandparents as times when they can join us and engage with the children during a planned event.

### **Sharing skills and knowledge**

We will sometimes approach individual parents to request their help with a relevant theme. If parents are interested in a theme we are exploring in nursery, we encourage them to share their

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knowledge and skills with us. We invite parents to inform staff and at times may be approached by nursery staff to come and share their roles with us.

### **Younger and older siblings whilst parents/carers volunteering**

The Beehive Day Nursery is registered with Ofsted to provide childcare for children aged between 3 months to 5 yrs. We appreciate parents/carers volunteering within the setting and therefore where ratios permit, parents are able to bring their other child/children with them.

## **Policies, Procedures and paperwork**

### **Policies and Procedures**

Parents will be able to access our Policies and Procedures via the nursery website.

### **Informing parents of changes to policy**

Where we make changes to our key policies which directly affect the parent/nursery agreement- all parents will be informed. Parents will be given one month's notice when changes occur.

## **Financial Management**

Fees will be calculated by taking the annual fee based on 51 weeks and dividing this by 12 calendar months. Each month's fees will therefore be based on 4.25 weeks. Fees are paid in accordance with the tariff at The Beehive Day Nursery. The fees quoted are per child. Sibling discount and a discount for twins are available for the eldest child. Neither discount will apply once the Early Years Entitlement (EYE) is being claimed.

### **Registration Fee**

In order to secure a place for your child, a registration/admin fee is required at the time of booking. The registration part of the fee (£100) will be deducted from the first month's invoice. The balance is the admin fee which is non-refundable. Where a child does not subsequently take up a place, both the admin fee and £100 registration fee will be non-refundable.

If your child is only accessing EYE entitlement and no additional hours, no registration fee will be charged, however, additional fees will apply for meals and snacks. See EYE section for more information.

### **When is payment to The Beehive due?**

Fees are payable by the fifteenth day of each calendar month. For example March fees would be due by February 15<sup>th</sup>. To avoid any late fees, payment must be received and cleared by 15<sup>th</sup> of the month.

### **How can I pay?**

Fees can be paid by standing order or electronic transfer direct to our account. Our bank details are **HSBC, Taunton 40-44-04 22038307**. Fees may also be paid using a debit or credit card. We also accept cash or cheque (made payable to The Beehive Day Nursery) and childcare vouchers. In order to claim your childcare vouchers, you will need to inform the Nursery Director of the childcare voucher company that your employer uses to ensure we are registered with them.

### **Do I have to pay for my holidays and nursery closures?**

Fees are payable in full for all periods of children's absences, holidays and sickness.

No charges will be made during the Christmas period when the nursery will be closed. Please refer to our regular newsletter for bank holidays, staff training and closure dates.

## **Emergency Closure Policy**

See Emergency Closure Policy for more information.

## **How can I change my child's sessions?**

You can request to book occasional extra sessions for your child by phone, email or in person. However requests for permanent extra sessions or changes to sessions should always be given in writing. We will try to accommodate your needs where we can, but may need to put your child on a waiting list until the session becomes available.

## **Notice to terminate contract**

A month's notice in writing is required to terminate a child's place at the nursery.

## **Late payment fee and debt collection procedure**

If your payment is not received and cleared on or before the fifteenth day of the month, as in our fee structure above, this is deemed as a late payment. If your nursery fees are late, you will be charged £5 per day late payment charge for each day until cleared payment is received. This includes any child voucher payments.

## **Debt Recovery**

We unfortunately have to cover the risk to nursery of parents not paying for a pre-booked space, their invoice in full or for their notice period. Whilst we will always work with you to cover periods of hardship you may have, once a goodwill arrangement becomes an obvious debt, we will if required hand over your non-payment to an outside debt recovery specialist.

## **Early Years Entitlement for 2, 3 and 4 year olds**

The Beehive Day Nursery works in line with the 'Somerset Code of Practice' to provide Early Years Entitlement for children who are two, three and four. A child's entitlement begins from the start of the next funding period following their 3<sup>rd</sup> birthday (and if applicable at 2 years, see below).

| <b>Children born between:</b>        | <b>Funding can be claimed from:</b>             |
|--------------------------------------|---|
| 1st April – 31st August              | <b>September</b> following their third birthday |
| <b>1st September – 31st December</b> | <b>January</b> following their third birthday   |
| 1st January – 31st March             | <b>April</b> following their third birthday     |

All 3 and 4 year-olds, along with eligible 2 year olds in England already receive the Universal 570 hours per year of funded early education. From September 2017, the 30 hours (Extended Entitlement) was introduced where some children are also eligible to receive an additional 570 hours per year. Although the Government advertise the funding as 15 or 30 'free' hours, this is not the case as we are significantly underfunded and therefore make an Additional Charge during our funded hours (See attached guidance 'Information regarding the Additional Services charge').

We offer the **stretched** entitlement as we are open all year round. This means that although the funding is advertised as 15 or 30 hours per week, the maximum that we can claim per week is 11.25 or 22.5 hours. Therefore eligible children are able to receive a maximum of 47.5 or 95 funded hours per month. This is calculated by taking 570 or 1140 hours and dividing the hours by 12. We are only able to claim a maximum of 10 hours each day.

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Any hours above the 570 or 1140 will be subject to our normal fee rate based on half day or full day sessions only. We **do not** offer childcare by the hour. An Additional Service Charge per funded hour will be added to the invoice total before the funding deductions have been made. In order to abide with Somerset Code of Practice, we must refund parents' funded hours at their usual hourly rate.

Funding can be shared between more than one setting and parents do not need to access all of the funded hours. If a child is claiming funding at another setting parents must advise us so that we can ensure that our calculations are correct.

**Sickness**

Any child who has, or develops, an infectious illness **must** be kept at home. This includes conditions such as vomiting, diarrhoea and obvious rashes. In order to prevent the spread of illness, any child suffering from vomiting or diarrhoea must be kept at home until clear of symptoms for a minimum of 48 hours from the last episode. Fees are payable at the full rate during the period of sickness absence from the nursery. Please refer to Guidance on Infection Control in schools and other childcare settings for more details (On office noticeboard and in all medicine baskets).

**Late collection charges**

Late collection has a significant impact on staff costs and will be charged at a rate of £10 for every 15 minutes late or part thereof.

**Notice of change**

Terms and conditions are subject to change with one month's notice.

**Links to other policies**

Settings policies:

- Behaviour policy
- Child Protection policy
- Complaints policy and procedure
- Confidentiality policy
- Fees policy
- Intimate Care Policy
- Key Person policy
- Mobile phone policy
- Sick Child Policy
- Guidance on Infection Control in schools and other childcare settings

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Signed Nursery Director .....

Signed Nursery Manager .....