*Prospectus for*



*established in 2006*

1st Shepperton Guide Hall,

Dawson Hall, Russell Road, Shepperton

Middlesex, TW17 9HB

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**[](http://www.surreycc.gov.uk/people-and-community/family-information-service/choosing-childcare-for-children-and-young-people/paying-for-childcare/free-early-education-for-2-year-olds-feet)** [](https://www.google.co.uk/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwi0zPiZ0PbRAhVCvBQKHXlxBFoQjRwIBw&url=https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/advice.page?id%3D2v7oIng2SVk&bvm=bv.146094739,d.ZGg&psig=AFQjCNFCtfHbUYD6HpqLTyU30B83NiaWCw&ust=1486304047799613)

Welcome to Cygnets Nursery where caring for your child in a safe, free flowing and stimulating environment is our main objective. Every child is considered to be unique and should feel safe and secure whilst becoming confident, self-motivated, independent learners through their play. We understand that leaving your child in the care of others is a difficult decision to make and hope the information in our prospectus will provide you will all the information you need. However, please contact us if you need any further information.

***About us***

Cygnets Nursery is a privately maintained pre - school setting which offers early year’s education to children aged between 2 and 5 years. The day to day running of the setting is run by the management team alongside experienced trained staff. We serve the local community but welcome families from outside the local area into the setting. Our goal is to support both parents and children during their time with us, helping the children to be prepared for their transition to School.

***Our Aim***

Our aim is to provide a continuous, free-flow provision where every child is considered to be unique and where they feel safe and secure, whilst becoming confident, self - motivated, independent learners. We present a wide range of activities which promote your child’s physical, intellectual, emotional, and social skills as well as language development. These skills will be developed through both organised and child-initiated play which stimulates initiative and imagination.

We will encourage and support children to learn through play whilst having fun and work in partnership with parents/carers to enable the children to thrive.

***Working in Partnership with Parents/Carers***

Once your child begins nursery a partnership between Home and Nursery begins. By working in this way, we can increase the understanding of what we are aiming to achieve, and this provides a sound foundation on which to build. It is the policy of the Nursery to ensure that parents/carers have the opportunity to actively participate at all levels, as partners of the organisation and in the planning of services for their children.

We aim for parents/carers to feel comfortable, respected and valued.

We aim to achieve this by:

• Ensuring all parents/carers are made welcome to visit the Nursery at any time

• Ensuring that parents/carers have the opportunity to review their child’s progress as

often as requested

• Ensuring that parents/carers can meet with staff and other parents/guardians to

discuss relevant issues and concerns

• Ensuring that the Nursery values parent's/guardian's comments regarding the

strengths and areas requiring development in the Nursery

We welcome support from parents/carers and this includes:

* Dressing your child in nursery uniform and appropriate shoes.
* Helping your child to be independent with toileting and dressing.
* Updating the home diary on a regular basis.
* Returning the key group cuddly toy on time.
* Praising all attempts at drawing, writing, painting and modelling.
* Reading with your child and telling her/him stories.
* Playing literacy and numeracy games.
* Visiting the nursery and talking to the children about your occupation or festivals that your family celebrates, e.g. The Chinese New Year.
* Accompanying the children on trips.

We appreciate the importance of good communication and openness with parents. We are always available to talk through any concerns or anxieties you may have and operate an ‘open door’ policy with parents.

***Staff Structure***

*Mrs Gelver*  *Mrs Wolfe*

Qualification - Level 6 Ba Hons Qualification - Level 3 Diploma

Nursery Owner / Manager Deputy Manager

Key worker for Marvellous Monkey’s Key worker for Eager Elephants

Senco Assistant Safe Guarding Children Coordinator

First Aider Health and Safety Officer

First Aider

*Mrs Mason*

Qualification - Level 3 *Miss James*

Safe Guarding Children Coordinator Qualification - Level 3

Key worker for Delightful Dolphins  Key worker for Clever Cats

First Aider First Aider

*Mrs Blackford Mrs Debbie*

Qualification - Level 3 Volunteer – Snack

Key worker for Learning Ladybirds First Aider

Senco Lead

First Aider

***The Learning Environment***

This includes all areas of the nursery and the outside area. The nursery is organised into different curriculum areas and the children will work in all of these stimulating areas during their time at nursery.

***The Early Years Foundation Stage (EYFS)***

We follow the Early Years Foundation Stage Curriculum, this is the period of learning and development from birth to the end of their first year in school (Reception). It is called the Early Years Foundation Stage because it gives children secure foundations to make the most of their abilities and talents as they grow up. The EYFS Framework describes how playgroups, day nurseries, childminders, nursery and reception classes should work with children and their families to support their development and learning. It describes how your child should be kept safe and cared for and how all concerned can make sure that your child achieves the most that they can in their earliest years of life. This framework is based on four important principles:

***A unique child***

Every child is a unique child, who is constantly learning and can be resilient, capable, confident and self-assured. This means we recognise that children develop in individual ways and at varying rates. We are inclusive and ensure that no child or family is discriminated against, and that the health, well- being and safety of the children in our care is paramount.

***Learning and Development***

Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early year’s provision, including children with special educational needs and disabilities. We recognise that play is a child’s work and that children learn best through physical and mental challenges. Playing is the child’s way of discovering the world around him/her and how it works.

Play is a natural vehicle for learning because it naturally motivates young children. Learning experiences with a variety of materials provide opportunities for exploration and experimentation, construction and representation, creation and imagination, learning skills and concepts, repetition, consolidation, socialisation and emotional security. Early experiences affect children’s attitudes to learning. They create the basis for later learning.

***Positive Relationships***

Children learn to be strong and independent from a base of loving and secure relationships.

We see parent’s as partners, when parent’s and nursery staff work together it has a positive impact on children’s development and learning. Every child has a ‘Key Person’ in Nursery who develops a warm, trusting relationship with them, giving them the reassurance to feel safe and cared for.

***Enabling Environments***

Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between the staff and parents and/or carers. By giving the children a rich and varied learning environment, making use of both inside and outside areas, we believe we support every child in their learning and development. Activities are planned by observing the children in order to understand their individual needs.

***Safeguarding and Welfare Requirements***

Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them. The Safeguarding and Welfare Requirements outlined by the EYFS Framework are designed to ensure early years settings are welcoming, safe and stimulating, and that children are able to enjoy learning and grow in confidence. Every child should receive an enjoyable and challenging learning and development experience that is tailored to meet their individual needs. Amongst other things this means that the nursery must keep children safe, employ suitable trained staff, and ensure the equipment and environment is safe and secure. They should promote good health; manage behaviour; and maintain detailed records, policies and procedures.

***How will my child learn?***

The EYFS Framework explains how and what your child will be learning to support their healthy development. Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development, all of which are important and inter connected.

The ***prime*** areas, which are crucial for building children’s capacity to learn, form relationships and thrive, are:

● Communication and language

● Physical development

● Personal, social and emotional development

These prime areas are those most essential for your child’s healthy development and future learning. These run through and support the ***specific*** areas, which include essential skills and knowledge. These are:

● Literacy

● Mathematics

● Understanding the world

● Expressive arts and design

Children learn by playing and exploring, being active, and through creative and critical thinking which takes place both indoors and outside.

***Celebrations and Festivals***

Learning about different festivals is a valuable part of the nursery curriculum and it helps children and adults alike to develop some understanding of the cultural diversity within our community. All parents are welcome to come and share any special events and help to make them a shared occasion for us all.

***Outdoor environment***

We feel very passionate about the children spending time outside and being involved in the natural environment no matter what the weather conditions are. We have a large secure and natural garden giving the children lots of scope for outdoor play, with a large, grassed area to play, an area for planting flowers and vegetables and a giant sand pit along with a mud kitchen where children can interact with earth and water. The kitchen includes elements of the much loved domestic corner and cooking from indoor play, which are then greatly enriched through the special nature of being outside. The tents provide a cosy area for the children to have quiet time when outdoors.

[](http://cygnetsnursery.co.uk/s/cc_images/cache_19776131.jpg) [](http://cygnetsnursery.co.uk/s/cc_images/cache_19776125.jpg) [](http://cygnetsnursery.co.uk/s/cc_images/cache_19776133.JPG)

We provide factual books for the children to talk about outdoors such as weather books, insect’s and bird books to inspire the children to go bug hunting. The children have free-flow access to this space throughout each day, digging, transporting, and engaging in sand and water play, all whilst maintaining a healthy mind from the constant fresh air.

***Outings***

An important part of your child’s education is to broaden their understanding of their local community and the world beyond. From time to time we may make trips to the shops or other places of interest. The children will go out in pairs with one adult per pair and are very carefully supervised. We ask parents to help us with our visits and your participation is very much appreciated. You will always be informed in advance about any excursion that your children have the opportunity to be involved in and you will be asked to complete a consent form.

***Admission***

We aim to ensure that all sections of our community have access to the nursery through open, fair and clearly communicated procedures.

In order to achieve this aim, we operate the following admissions policy.

We ensure that the existence of the nursery is widely advertised in places accessible to all sections of the community.

We ensure that information about our nursery is accessible, in written and spoken form and, where appropriate, in different languages. We arrange our waiting list in first come first served order in addition our policy may take into account the following

1 - Siblings already attending the nursery

2 - Length of time on the waiting list

3 - Whether a child is attending another nursery

We welcome children regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English. We will liaise fully with parents and professionals to ensure that it is in the child’s best interests to attend the group. Parents/carers are encouraged to visit with their child shortly before admission and should be prepared to stay with their child if necessary, for the first session. We operate a flexible admissions procedure and where appropriate a child may attend for brief periods at first; gradually building up to a full session.

We recommend that younger children start with 2 or 3 sessions per week and increase their sessions when parents and staff feel they are ready and able to benefit from more sessions, regrettably we are unable to reserve places for a later date all places are subject to availability.

***Opening Hours***

We are open 38 weeks per year providing term time care and we follow the Surrey County Council term time dates. We offer morning, afternoon or all-day session.

*Morning session (with lunch)* *Afternoon session (2 year olds only)*

Monday 8:30am – 12:30pm Monday 12:30pm – 4:pm

Tuesday 8:30am – 12:30pm Tuesday 12:30pm – 4:pm

Wednesday 8:30am – 12:30pm Wednesday 12:30pm – 4pm

Thursday 8:30am – 12:30pm Thursday 12:30pm – 4pm

Friday 8:30am – 12:30pm Friday 12:30pm – 3:30pm

*All day*

Monday 8:30am – 4pm

Tuesday 8:30am – 4pm

Wednesday 8:30am – 4pm

Thursday 8:30am – 4pm

Friday 8:30am – 3:30pm

We ask that you ensure that your child is collected and dropped off promptly at the designated session. We ask parents to allow the morning session children to be seen out at the end of the session before we great afternoon session children.

If you need to collect your child before 12:30pm or 3:30pm please inform a member of staff so that your child can be prepared to leave early.

All children should attend the sessions they are booked in for unless they are unwell. Please contact the nursery and let us know the reasons for their non-attendance. We are required to keep a register of attendance and record every non-attendance.

***Late collection***

The nursery reserves the right to charge for late collections - £5 for the first 1-5 minutes and £1 a minute thereafter.

***Changing Sessions***

The staffing team will make every effort to be flexible and will endeavour to accommodate any changes in your circumstances but unfortunately due to maintaining staff ratios this cannot always be possible.

***Daily routine***

The Daily Routine gives the children opportunities to make choices and plan activities, within the boundaries of acceptable behaviour.  We want the children to learn respect for each other and also the environment within which they live. The routine is consistent from one day to the next, so the child knows what to expect.

***Fees***

***Free Early Education for 3 and 4 year olds***

The term after your child’s third birthday they will be eligible for up to 30 hours free early years provision a week.15 hours universal entitlement is available to all children with an additional 15 hours available to families where both parents are working (or the sole parent is working in a lone parent family), and each parent earns, on average, a weekly minimum equivalent to 16 hours at national minimum wage (NMW) or national living wage (NLW), and less than £100,000 per year. Working will include employed and self-employed persons. Parents do not necessarily need to actually work 16 hours a week, but rather their earnings must reflect at least 16 hours of work at NMW or NLW, which is £107 a week at the current NMW rate. This includes those parents on zero contract hours who meet the criteria.

This funding will continue until the child starts reception class. The hours can be shared between three settings however if you wish to withdraw your child a full terms notice is required as funding cannot be transferred to another provider within a school term unless agreed by Surrey County Council. Go it [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) to apply.

***When***

If the child is 3 between September and December, they will be eligible for the grant from the following January.

If they are 3 between January and March they will be eligible for the grant from April. If they turn 3 between April and August, they will be eligible for the grant from the following September.

We will give you the forms to complete at the necessary time, and we will need you to show us the Birth Certificate of your child as proof of date of birth.

If a child is to leave our setting before moving on to school, or to reduce the number of sessions attended, parents must give at least two weeks’ notice of the leaving date in writing. Fees will be payable (or grant claimed by us), until that date.

We are flexible about attendance patterns and wherever possible accommodate the needs of individual children and families. The nursery education funding rules state that 'I understand my child could lose their funded place if they do not attend regularly without a reason being provided for their absence'. Therefore, if your child has not attended half of their sessions in any half term period (usually 6 or 7 weeks) they will lose their place at the nursery unless they have a valid reason (e.g. letter from doctor in the case of serious illness or holiday).

***Free Early Education for 2 year olds (FEET)***

Feet funding offers children aged two years old from the term after their second birthday up to 15 hours free early years provision a week. Applications for FEET funding can be made via [www.Surreycc.gov.uk/](http://www.Surreycc.gov.uk/) and searching for FEET.

***For sessions outside of your free entitlement’s fees are charged at £8.20 an hour***

*For Example –* your child attends 4 morning sessions a week.

4 mornings x 4 hours = 16 hours

16 hours – 15 hours free entitlement = 1 hour

1 x £8.20 Therefore you will be invoiced £8.20 a week.

***For those not eligible for funding our fees are:-***

Morning session - 8:30am to 12:30pm - £32.80

Afternoon session - 12:30pm to 4pm - ££28.70

All day session - 8:30am to 4pm - £61.50

***A non-refundable registration fee is payable when your child is offered a place.***

***The registration fee includes a T – shirt, sweatshirt, water bottles and two bags.***

***Snack***

The nursery regards snack and mealtimes, as an important part of the Nursery day. Eating represents a social time for children and adults and helps children to learn about healthy eating. Heathy snacks consisting of seasonal fruits and vegetables are available daily to the children at morning snack time along with breadsticks and raisons.

You will be invoiced at the beginning of each term for your child’s snack at a cost of 50p a day, this is non-refundable. If you wish to provide your child with their own snack, then this must be placed in a named container.

**Consumables Charge** We ask for a voluntary donation to help cover the cost of our consumables which is not covered by the Surrey Early Years funding. This includes, craft supplies, sand, messy play, your child’s learning journal, and personal care. A charge of 50p per morning session, 50p per afternoon session and a £1.00 for all day sessions will be charged at the start of each term.

Invoices will be sent out at the beginning of each half term for that term, and payment is due within two weeks. We encourage parents/carers to speak to the nursery manager if there are any issues with payment, in which case alternative arrangements will be made. Payment can be made by cash, bank transfer and childcare voucher scheme (please check with us that we are signed up to your employment scheme).

***Absence***

We appreciate that from time to time children are absent from Nursery and this can be for various reasons such as a holiday, illness and family commitments. Regrettably if you child is absent, we are unable to reduces the fees for your child as your child’s space is reserved for them and therefore, we are unable to fulfil the space for the period that they are absent.

***Late payment/ Non-payment of fees procedure:***

After one week of non-payment or late payment, you will receive a verbal reminder of the contract.

After two weeks of non-payment, we will suspend the childcare place, and children will not be allowed to come into the nursery until the fees are paid in full. Fees will still be applicable during the two weeks the nursery suspends the place.

If the fees are not paid in full after four weeks, the nursery will terminate the contract and send a letter to confirm this.

All costs incurred in the collection of unpaid fees including administration costs and costs from using solicitors or debt collection agencies where needed will be recoverable in full.

***Sickness***

With the welfare of the sick child in mind and in the interests of the remaining children in the nursery, if in the opinion of the staff a child is ill, then the parent/carer will be contacted and requested to collect him/her as soon as possible. We will endeavour to do all we can to comfort and reassure your child by taking them to a quiet place to rest whilst they are waiting to be collected. The staff of the nursery must be convinced that the child has returned to good health before re-admitting him/her.

Whilst at nursery, if a child’s temperature reaches 38.5oC parents will be contacted and asked to collect their child as soon as possible. In the event of us being unable to contact parents, emergency contacts will be called. If a child is unwell at nursery a note will be made in the register as to why they have been sent home. We are aware that if a child had a temperature of over 39oC there is an increased risk of having a seizure.

***Prescribed Medicines***

Parents will be asked to sign a ‘Medication Form’ for staff to administer prescribed medicines during the day. If a child has a high temperature during the day, parents will be contacted and the child will need to be collected within one hour.

Any child on prescribed medication will be admitted to nursery in accordance with the medication policy.

***COVID-19***

***Safe Operating Procedures***

It is important that everyone complies with the latest Government guidance on Coronavirus and that children do not attend nursery if unwell for their own wellbeing and for the safety of others. Children will not be accepted to nursery if they have been given Calpol or any other medication.

Anyone who is experiencing any symptoms cannot return to nursery until they have completed the required isolation period, in line with government guidelines, and be symptom free or have achieved a negative test result (we politely request evidence of this to be sent to the nursery). Prompt exclusion is essential to preventing the spread of infection. Children and employees who are classed as clinically vulnerable should follow their own medical advice before attending nursery.

It is preferable that your child only attends one setting to avoid mixing with different groups of children.

***Drop off and collection of children***

On occasion we may give parents an allocated drop off and collection times, this is to help with social distancing. Whilst parents are waiting, it is important to maintain social distancing by keeping a distance of two metres apart. It is preferable if only one parent carries out drop off and collection.

***Personal Protection Equipment***

Government guidance is that PPE is not required for general use in nurseries to protect against COVID-19 transmission. Hand washing, effective cleaning and social distancing are the most effective measures. However, the staff on the door have the option of wearing a face shield as they have direct contact with adults.

Gloves and aprons will be used for nappy changing and first aid.

If a child develops symptoms of COVID -19 staff will wear full PPE, this includes, face masks, face visors, gloves and Apron.

***Start and end of the session***

*For safety reasons, the main entrance doors will be locked during the day, if you arrive outside of normal drop off and collection times please ring the bell for attention.*

***Arriving***

We welcome children into nursery from 8:30am

You and your child will be met by a member of staff in the entrance hall and will be signed in, lunch boxes and water bottles will be wiped down by the staff member on the door and placed in the relevant locations.

***Departing***

At the end of the session a member of staff will meet you in the entrance hall where your child will be signed out when you collect them.

If another member of the family or a friend is collecting please inform a staff member at the beginning of the session, if it is there first time collecting we will issue you a passcode. If we have any concerns, we will hold on to your child and check authorisation with you. A person aged 16 years or older must collect your child.

The nursery reserves the right to charge for late collections - £5 for the first 1-5 minutes and £1 a minute thereafter.

***Parking***

Parents are asked to park in the free car park and walk along the lane to the building. Cars are not permitted to drive up the lane to the building to drop off or collect children. Cars are not permitted to park in front of the barriers.

***Settling in***

The settling in period is paramount to your child feeling safe and secure in the Nursery environment. The Nursery wants parents/carers to have confidence in both their child’s well - being and their role as active partners with the Nursery and therefore each child will be allocated a Key Person, this is a member of our staff who will take prime responsibility for your child. It is their job is to ensure that each child’s individual needs are met, and to form a secure relationship with your child as well as an open, honest relationship with you.

We offer flexible admission procedures where appropriate, this enables us to meet the individual needs of the child. For example, parents may need to leave their children for brief periods at first, gradually building up to longer absences. Every child and family are unique, subsequently their induction visits will be different. Some children may require a couple of visits others may require more. The Nursery will support all families to ensure that every child feels safe and secure before their parents/carer leaves them in the Nursery.

Parents are also welcome to telephone/text the Nursery as frequently as you like to enquire how your child has settled. Parents/carers will always be contacted if their child becomes distressed during the Nursery session.

***Key Worker Groups***

When your child begins nursery, they will be allocated a ‘key person’ and although all the nursery staff will work with your child, their key person will be responsible for observing, recording, planning and assessing for the children in their key worker group. The children will spend time with their key person and the other children in their key worker group which provides opportunities for them to develop relationships with children and staff. Observations are completed through an online learning journal called Tapestry which enables you to log on and view your child’s learning through a secure online system.

We have four key worker groups, and each group has a cuddly toy which will go home once a term with your child

 

 

***Personal Belongings***

In order to avoid undue distress during the course of the day, please try to persuade your child not to bring in treasured toys from home. Nursery is a large place and small items can easily be mislaid, or other children might want to play with them which sometimes can be upsetting for your child. However, for children who wish to bring toys in from home we have a home box where the children’s treasured belonging can be left for safe keeping until the end of the session.

Every child will have a bag depicting their name and a peg to place their bag and coat on as well as a cubbie to place their work in.

***Jewellery***

The Nursery respects that some families want their children to wear jewellery, but for health and safety reasons the Nursery strongly advises that children do not wear necklaces, bracelets or hoop earrings these can so easily get caught and cause an accident or injury.

***Food and Drinks***

***Snacks***

The nursery regards snack and meal times as an important part of the Nursery day. Eating represents a social time for children and adults and helps children to learn about healthy eating. Heathy snacks consisting of seasonal fruits and vegetables are available daily to the children at morning snack time along with breadsticks and raisons.

You will have the choice to opt in or out of having the nursery snack, if you choose to opt out then you will need to provide a snack for your child to have at snack time. If you choose to have the nursery provide the daily snack then you will be invoiced at the beginning of each term for your child’s snack at a cost of 50p a day, this is non-refundable. Your child will be offered milk and water at snack time and will have access to drinking water throughout the day.

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***Lunch***

We highly recommend healthy foods, for example sandwiches, pitta bread, cheese,

yogurt, fruit, vegetables etc. Crisps, chocolate bars and cakes are permitted but your child will only be allowed to eat them after they have had a sandwich/wrap, sausage roll etc.

It is important that food is stored at the correct temperature and therefore we request that a cool pack is placed in your child’s lunch box.

***Nuts***

Some children have a life-threatening allergy to nut’s; therefore, we have a no nut policy and request that no nut products are brought into the nursery environment. This includes Peanut butter, Nutella, Cereal bars and Pesto sauce.

***Grapes/Olives***

We request that all grapes and olives are cut in half, we are very conscious that these can cause a choking hazard and therefore if these are not cut up a staff member will cut them before allowing the child to eat them.

***Dress Code***

***Uniform***

We feel that having a uniform gives the children a sense of belonging.

The children wear a Cygnets T - shirt in the summer months and a sweatshirt in the winter months. One T - shirt and sweatshirt is included in the registration fee. Additional T- shirts and sweatshirts are available to purchase.

***Weather***

The nursery provides a continuous free flow provision this gives the children the opportunity to move freely from the indoor to the outdoor environment independently. Therefore, we request that children are provided with appropriate clothing for all types of weather. This includes coat, hat, wellington boots and gloves for the cold and wet weather and a sunhat (don’t forget the sun cream) during the warmer weather.

***Toilet facilities***

There is a disabled toilet in the entrance hall and a toilet off the main room. In additional there are two individual self – contained compost toilets in the outside area with access to a portable hand basin that produces warm water for hand washing.

***Potty training***

It is an important for your child’s routine that parents/guardians and nursery staff work closely together. When you think that your child is ready for toilet training, please discuss this with your child’s Key Person.

Signs to look for:

• Nappy is frequently dry.

• Child is able to tell you if they have wet/soiled their nappy.

***Policies and Procedures***

The welfare of all children in our care is paramount. Our room, equipment and garden are assessed several times a day; new activities or outings are also risk-assessed prior to engagement. In line with the statutory EYFS (2012) requirements, we practise Safe Recruitment including DBS checks. We have two named Safeguarding Officer’s, and all staff are committed to keeping children safe, healthy, and happy. The policies and procedures are in place to ensure that the service we provide is of a high quality. Each policy helps to make your families time with us beneficial. We request that all parents/carers adhere to the settings policies which are available to view at any time in the entrance hall and the nursery web site.

***Promoting British Values***

The Department for Education has recently reinforced the need “to create and enforce a clear and rigorous expectation on all schools to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.” The Government set out its definition of British values in the 2011 Prevent Strategy.

At Cygnets, we understand that the society we live in is diverse and therefore, our curriculum and life within nursery reflects this. For our children, we aim to continually weave the thread of social, cultural, moral and spiritual British values throughout day to day nursery life. Underpinning this are the values and understanding of democracy, law, liberty, respect, tolerance, tradition and heritage. The ‘Equality Act 2010’ protects all individuals from discrimination, and it is the nursery’s duty to ensure that all individuals have equal access and opportunity to all that is on offer. Funding, including that for pupils with special educational needs and disabilities (SEND) and disadvantaged pupils, is used to target inequalities, to ensure equality.

We uphold and teach the children about British Values which are defined as:

*Democracy*

*Rule of Law*

*Individual Liberty*

*Mutual respect*

*Tolerance of those of different faiths and beliefs*

These values are taught explicitly through Personal Social and Emotional Development and Social and Emotional Aspects of Learning. We teach British Values through planning and delivering a broad and balanced curriculum. We take the opportunities to actively promote British values through our daily activities. We also actively promote British values through ensuring that our curriculum planning and delivery includes real opportunities for exploring these values. Actively promoting British values means challenging children, staff or parents expressing opinions contrary to fundamental British values including extremist views.

British Values are reinforced regularly and in the following ways:

***Democracy -*** Democracy is embedded within the nursery. Pupils are always listened to by adults and are taught to listen carefully and with concern to each other, respecting the right of every individual to have their opinions and voices heard. Children also have the opportunity to voice their opinions and ideas and have their voices heard through small and large group times

***The Rule of Law -*** The importance of Laws, whether they are those that govern the nursery, or the country are consistently reinforced throughout nursery life. The children are aware of the consequences of not following the rules and learn to understand the difference between right and wrong in all aspects of nursery life throughout the session and are taught the value and reasons behind the laws, the responsibilities that this involves and the consequences when laws are broken. Visits from authorities such as the Police and Fire Service are regular part of our calendar and help reinforce this message.

To encourage and promote good behaviour, attitude and work, we have devised a reward system. As a nursery, we are committed to praising children’s efforts. We endeavour to praise the children informally, individually, during the session or in front of the all the children at carpet time. Children are rewarded not only for achievement in curriculum areas, but for behaviour. Rewards are given in the form of stickers, marbles in the jar and certificates. Children’s achievements are also recognised in the home diaries and through our Open-Door Policy with parents/carers.

***Individual Liberty -*** The children are actively encouraged to make choices, knowing that they are in a safe and supportive environment. We educate and provide boundaries for the children to make informed choices, through a safe environment and an empowering education. Our children are encouraged to give their opinions and share these ideas with due regard for the feelings of others. We celebrate achievements both at nursery and at home through the giving of certificates and stickers.

***Mutual Respect -*** Mutual respect is at the heart of our values. Children learn that their behaviours have an effect on their own rights and those of others. We promote respect for others and this is reiterated through our nursery and learning rules, as well as our behaviour policy. Children will challenge each other when not showing respect and encourage each other to be respectful and inform nursery staff.

***Tolerance of those of Different Faiths and Beliefs -*** This is achieved through enhancing the children’s understanding of their place in a culturally diverse society and by giving them opportunities to experience such diversity. Members of different faiths or religions, especially parents and other family members are encouraged to share their knowledge to enhance the children’s learning. Children have the opportunity to dress-up in clothes and try different foods from other cultures. The broader a child’s experiences, the more confident and effective they are likely to be at contributing to Britain’s diverse society. Throughout nursery life the children are encouraged to discuss differences between people such as their faith, ethnicity, disability, gender or sexuality (where appropriate). They also discuss differences in family life such as looked after children or young carers.

***British Traditions and Heritage -*** We celebrate the role of Britain both historically and in the present. We want the children to have knowledge of and be proud of their British heritage and the cultural and historical traditions that we are renowned for the world over. This involves celebrating Royal events, Remembrance Day, festivals such as Harvest, Christmas, and Easter.

***Safeguarding for Parents/Carers***

At Cygnets Nursery, we work together to safeguard children. This means protecting their safety and welfare through policies, procedures and good practice. Reflecting our commitment to parental partnerships, we aim to keep you informed and included in all aspects of the care and education of your child. With regard to safeguarding, this entails developing two-way information sharing, openness, trust and honesty. On a day-to-day basis this will involve telling each other about concerns, or accidents/incidents that have happened in the nursery, at home or elsewhere. This is standard procedure and, in-line with local authority expectations, we will also record the incident in order to protect you, us and most importantly, your child. A copy of the settings Safeguarding Policy and Procedures can be found in the entrance hall in the Policies and Procedures file and in the Policies and Procedures pack which you will receive when you child joins Cygnets.

***Confidentiality***

Staff members are easily identified by their uniform and the distinctive logo on their tops, please ensure that you discuss any private matters concerning your child/ family with staff only. The Nursery aims to ensure that all parent/guardians can share their information in confidence, and that it will be used to enhance the welfare of their child.

We respect confidentiality in the following ways:

• To ensure that General Data Protection Regulations is maintained, personal information about children, families and staff is securely kept and the retention periods are adhered to.

• Information containing children’s personal details and development are not accessible to other parents.

• Staff will not discuss personal information given by parents with other members of staff, except on a need to know basis when it affects the well-being of the child.

• Staff will not discuss children/families with work experience students.

The Nursery works closely in partnership with other childcare providers. For the benefit of the child, staff from different settings will exchange information. If you do not want your child’s information shared, please discuss this with the Nursery Manager.

***Social Media* -** Although the Nursery appreciates that Facebook and other forms of media such as Twitter are an excellent way for people to keep in touch and communicate, the nursery does not see this as good practice between staff and parents/carers. Please do not be offended if a member of staff declines to accept your request to become friends whilst your child is at the nursery.

***General Data Protection Policy***

The General Data Protection Regulations (GDPR) states that personal data should be ‘processed fairly & lawfully’ and ‘collected for specified, explicit and legitimate purposes’ and that individuals’ data is not processed without their knowledge and are only processed with their ‘explicit’ consent. GDPR covers personal data relating to individuals. Cygnets Nursery Limited is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors and staff personal data.

The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

Cygnets Nursery Limited is registered with the ICO (Information Commissioners Office) and the certificate is on display on the parent’s information board.

*Rights for individuals*

●*The right to be informed*

Cygnets Nursery Limited is a registered Childcare provider with Ofsted and as so, is required to collect and manage certain data. We need to know parent’s names, addresses, telephone numbers, email addresses, date of birth, National Insurance number and Tax code. We need to know children’s’ full names, addresses, date of birth, birth Certificate number and/or passport number. For parents claiming the free nursery entitlement we are requested to provide this data to Surrey County Council; this information is sent to the Local Authority via a secure electronic file transfer system. We are required to collect certain details of visitors to our setting. We need to know visits names and where appropriate company name. This is in respect of our Health and Safety and Safeguarding Policies.

Cygnets is required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID such as passport and driver’s license, bank details. This information is also required for Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK.

● *The right of access*

At any point an individual can make a request relating to their data and Cygnets Nursery will need to provide a response (within 1 month). Cygnets Nursery can refuse a request, if we have a lawful obligation to retain data i.e. from Ofsted in relation to the Early Years Foundation Stage, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

*● The right to erasure*

You have the right to request the deletion of your data where there is no compelling reason for its continued use. However, Cygnets Nursery has a legal duty to keep children’s and parents details for a reasonable time, Cygnets Nursery retains records in accordance with the legal retention periods. This data is archived securely offsite and shredded after the legal retention period.

● *The right to restrict processing*

Parents, visitors and staff can object to Cygnets Nursery processing their data. This means that records can be stored but must not be used in any way, for example reports or for communications.

● *The right to data portability*

Cygnets Nursery requires data to be transferred from one IT system to another; such as from Cygnets Nursery to the Local Authority, in order to share child and parental information to claim the nursery education grant funding. The recipient uses secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

*● The right to object*

Parents, visitors and staff can object to their data being used for certain activities like marketing or research.

*●* The right not to be subject to automated decision-making including profiling

Automated decisions and profiling are used for marketing-based organisations. Cygnets Nursery does not use personal data for such purposes.

***Storage and use of personal information***

All paper copies of children's and staff records are kept in a locked cupboard at Cygnets Nursery. Members of staff can have access to these file’s but information taken from the files about individual children is confidential. These records are shredded after the retention period.

Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period.

Cygnets Nursery collects a large amount of personal data every year, including; names and addresses of those on the waiting list. These records are shredded if the child does not attend or added to the child’s file and stored appropriately. Information regarding families’ involvement with other agencies is stored both electronically on an external hard drive and in paper format, this information is kept securely. These records are shredded after the relevant retention period and deleted off the hard drive. Upon a child leaving Cygnets Nursery and moving on to school or moving settings, data held on the child may be shared with the receiving school. Such information will be given to the receiving school in person by a member of staff. For children attending school outside the area the parent/carer will be given the data to deliver to the receiving school.

The nursery needs to collect and use certain types of information about staff, children and other individuals who come into contact with the nursery in order to operate. In addition, it may be required by law to collect and use certain types of information to comply with statutory obligations of Local Education Authorities (LEAs), government agencies and other bodies. This personal information must be dealt with properly however it is collected, recorded and used – whether on paper, in a computer or recorded on other material – and there are safeguards to ensure this meets the GDPR requirements.

We regard the lawful and correct treatment of personal information as very important to successful operations, and to maintaining confidence between those with whom we deal and ourselves. We ensure that our organisation treats personal information lawfully and correctly.

To this end we fully endorse and adhere to the Principles of The General Data Protection Regulations.

All personal data relating to staff, children (parents of) or other people with whom we have contact, whether held on computer or in paper files, are covered by the DGPR.

* Only relevant personal data may be collected and the person from whom it is collected should be informed of the data’s intended use and any possible disclosures of the information that may be made.

Data Storage:

* Personal data will be stored in a secure and safe manner.
* Electronic data will be protected by standard password and firewall systems operated by the nursery.
* Particular attention will be paid to the need for security of sensitive personal data.

Data Checking:

* Staff and parents will be reminded to inform the nursery if personal data changes

Data Disclosures:

Personal data will only be disclosed to organisations or individuals for whom consent has been given to receive the data, or organisations that have a legal right to receive the data without consent being given. When requests to disclose personal data are received by telephone it is the responsibility of the nursery to ensure the caller is entitled to receive the data and that they are who they say they are. If a personal request is made for personal data to be disclosed it is again the responsibility of the nursery to ensure the caller is entitled to receive the data and that they are who they say they are. If the person is not known personally, proof of identity should be requested. Personal data will not be used in newsletters, websites or other media without the consent of the data subject.

At Cygnets Nursery we take our privacy responsibilities seriously and as such we will only use your personal information to manage our responsibilities towards your child – all personal information will only be used in accordance with this goal. From time to time, we will need to get in touch with you, either via email, letter or telephone, to update you about the nursery, any generic developments and to inform you of any issues relating to your child’s health and wellbeing. We will manage this data in a professional, ethical and secure way to maintain the integrity of our records – so that we can run the nursery accordingly.