



victoria house
nursery

Parent Information Pack



Victoria House
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centre for early learning.



victoria house
nursery

Dear Parents

Thank you for your interest in Victoria House Nursery.

We are presently accepting applications for enrolment for children who will be at least 2 years old on or after 1st September 2019

Enclosed you will find a Parents' Information Pack with Terms and Conditions which should help familiarise you with our programmes.

Should you wish to go on the waiting list, please complete and return the enclosed registration form as soon as possible.

If you have any queries about the Nursery please do not hesitate to call or make an appointment for a visit. It will be my pleasure to show you around.

We look forward to hearing from you.

All good wishes

Yours sincerely

Carolyn Nicholson
Principal/Owner



victoria house

nursery

Staff team

Carolyn Nicholson

Principal/Owner

Physical Education/Education

(University of Wales)

Diploma in Pre-School Practice Level 3

Senior Management Team

Caroline New

Head of Business/Finance

B.Sc (Hons) Business Administration

Beth Ledingham

Nursery Manager

BSc (Hons) Practical Archaeology

Diploma in Pre-School Practice Level 3

QCF Level 5

Sally Bell

Deputy – Diploma in Pre-School Practice
Level 3

Charlotte Downward

Floor Supervisor – Diploma in Pre-School
Practice Level 3

Pre-School

Sally Bell

Head of Pre-School

Anna Shaw

Diploma in Pre-School Practice Level 3

Chloe Crittenden

CACHE Award, Certificate and Diploma
In Child Care and Education

Roseanne Cunningham

Support

Toddler Floor

Anna Moore

BA in Creative Expressive Therapies
PGCE – Primary education training with
Early Years

Bethany Counsell

Diploma in Children’s Care, Learning &
Development Level 3

Baby Wing

Charlotte Downward

Diploma in Pre-School Practice – Level 3

Dawn Redmond

Education Support

Apprentices

Lauren Kelly

Apprentice in Training

Kiera Sherrocks

Apprentice in Training

Housekeepers

Caroline Uren

Housekeeper

Sarah Thomas

Housekeeper

Bank Staff

Karen Hardman

Bank Staff/Support

Jean Smalley

Support – Woodland Learning

Niels Bertelsen

Support – Woodland Learning

Debbie Whitmore

Bank Staff/Support

Jennifer McCallion

Bank Staff – Homework/After School
Club

Please note that, whilst we may have said on the phone or in a letter that there is currently a place available for the sessions you require, no place at Nursery can be formally offered until we have received your application form and registration fee.

An offer of a place will then be made no later than 6 months before your required start date (if one is available) and will be confirmed upon receipt of your acceptance and deposit, within the specified time (a maximum of two weeks).

Immunisations - It is Victoria House Nursery policy that all children admitted to Nursery should be fully inoculated in line with the IOM Government's recommended inoculation schedule.

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Our Ethos is based upon Loving Kindness

Our philosophy at Victoria House is to strive for excellence and innovation in all areas of our practice which we hope will provide our children, parents and staff with an experience of a lifetime.

We believe every child is an individual requiring personalised care and nurture in order to learn and develop to his/her full potential. Children have the right to an environment and a curriculum that facilitates development, independence, quality relationships and learning through play and enjoyment. All children are essentially good and willing to learn, given the right opportunities and support.

Victoria House Centre for Early Learning has adopted the Revised Early Years Foundation Stage Framework 2012, which reflects our aims and is supported by a wealth of research of best practice.

Victoria House places a great deal of emphasis on the importance of working genuinely in partnership with parents.

The staff aim to develop an honest, caring and supportive relationship with parents and carers. We hope to develop and build various two-way channels of communication between us, making time to listen and share information and/or advice, whilst recognising parents as their child's first educators. It is hoped that staff, parents and carers will work together for the benefit of the child, showing respect, understanding and tolerance of one another.

Differences will be both accepted and celebrated whenever possible. Staff and parents/carers will be approachable, non-judgemental and polite at all times.

Victoria House staff aim to foster a positive working ethos of equality, tolerance and team work. Every member of the staff team will have the opportunity to share ideas, experiences and opinions which will be listened to with respect and dignity. We aim to celebrate individual and collective achievements, whilst recognising that striving for excellent practice and valuing individual strengths benefit everyone.

The Victoria House management team will support and encourage individuals to reach their full potential through professional development opportunities. Staff aim to develop professionally by continuously evaluating practice through self-evaluation, reflection and discussion.

We aim to maintain a reliable and welcoming environment for the Victoria House community to enjoy. All members of the community will be treated with respect in a non-discriminatory and unbiased relationship, so that a 'safe haven' can be created which fosters an open door policy.

Victoria House values its place within the wider local community and wishes to make a positive contribution to the life and well-being of the community, and as a result has adopted various charity initiatives. We also use local community areas to offer our children enriched and wider learning opportunities, primarily through our 'Woodland Learning' and 'Seashore School' initiatives, but also through regular visits to other venues within the local community and beyond.

At Victoria House we aim to:

- Provide high quality care and education for young children
- Work in partnership with parents to help children learn and develop
- Offer children and their parents a service which promotes equality and diversity
- Offer children a developmentally appropriate curriculum based upon sound research and recognised best practice
- Add to the life and well-being of the local community

We pride ourselves on being approachable and welcome everyone wholeheartedly into the Victoria House family which is based on loving care.

Victoria House Nursery Celebrates Their 10th Birthday

On the 5th September 2015, Victoria House Nursery celebrated 10 years in business. Since opening its doors in 2005, with twelve children and six members of staff, the nursery's growth has been consistent and substantial. Owned and managed by Carolyn Nicholson, who drew upon her vast experience within children's Physical Health and Education, the Nursery enjoys an exceptional reputation and demand for places is high.

It is now an award-winning establishment, with fifteen fully qualified members of staff.

The Nursery possesses top facilities, including a separate Baby Wing and outdoor space within its grounds that caters for babies up to two years old.

Furthermore, the Nursery incorporates a highly successful Pre-school curriculum, which is managed and delivered by fully qualified staff.

With recent changes implemented by Tynwald, the spotlight has been shone upon Early Years Education on the Island, however, Victoria House Nursery has once again taken the lead and has been running a comprehensive Pre-school curriculum in keeping with the Department of Education for a number of years.

The culture of the organisation as a whole is to deliver a top class education in a caring environment, equipping children with inherent personal, social and cognitive development.

The dedication of its staff towards delivering exceptional care for its children, as well as an excellent service for parents, has not gone unnoticed. In 2011 the Nursery achieved the prestigious Step Into Quality award linked to Lancashire Education Authority, which recognises all round excellence in learning provision. This was followed up with verification of continuing levels of excellence in October 2012.

In addition, the Nursery was nominated at the 2011 Isle of Man Newspapers Awards for Excellence in Customer Service. Such recognition only serves to show that the Nursery has maintained its commitment to providing a quality, multi-faceted nursery experience for all the children and parents in their care.

At Victoria House your child:

- is in a safe and stimulating environment which promotes outdoor play and a healthy eating lifestyle;
- is given generous care and attention, because of our ratio of adults to children;
- has the chance to join with other children and adults to play, work and learn together;
- is helped to take forward her/his learning and development by being helped to build on what she/he already knows and can do;
- has the chance to establish the skills required for later reading and writing through phonics and well chosen stories, songs, rhymes and games;
- is helped to create habits of listening, sharing and concentration and pride in their achievements;
- is observed regularly, to ensure that your child makes satisfying progress;
- is in a setting which sees you as a partner in helping your child to learn and develop;
- is in a setting in which parents help to shape the service it offers.

Working together for your children:

Victoria House has a high ratio of adults to children in the setting. This helps us to:

- create a safe and secure environment for your child;
- give time and attention to each child;
- talk with the children about their interests and activities to facilitate planning;
- help children to experience and benefit from the activities we provide; and allow the children to explore and be adventurous in safety.

Victoria House Staff:

Victoria House values its staff very highly. All of our staff are fully qualified. In the interests of the staff and children, all staff members are given every opportunity to develop their personal and professional skills and to broaden their knowledge of child care practice. To facilitate this we hold regular staff meetings, encourage staff to attend both internal and external training courses and conduct regular staff appraisals.

At Victoria House we believe in hands-on leadership. The Management team are all fully involved in the day to day running of the Nursery. We pride ourselves on offering high standards in Child Care.

Victoria House also keeps itself up-to-date with best practice in early years care and education. There are information sheets on many topics available for parents to take; and the latest copy of many professional publications are available to read.

Victoria House has good links and relationships with both the Department of Education and Children and the Isle of Man college. These relationships help to facilitate best working practice and keeps us up to date with current practice.

Key Person

At Victoria House Nursery we have a Key Person system in operation. The role of the Key Person is responsible for establishing and maintaining a relationship between the key child and his/her family. The Key Person is responsible for helping settle the child into nursery routines and maintains records of their key children and as a result has a more in depth knowledge of each child within their group. Whilst the Key Person system is in place and works well the Ethos at Victoria House Nursery is that all the staff know all of the children and if any child needs support at any time the Practitioner nearest the child will attend to his/her needs. Other staff in his/her area will also be responsible for sharing the care. Parents can speak with any member of staff in their child's area should any concerns or issues arise. Staff are rotated on a regular basis to ensure that the staff get to know all of the children they are looking after. The Key Person is primarily responsible for their key children's "All About Me Books" but all staff produce observations on the children and support each other with the putting together of these books.

Once a child is registered and has attended taster sessions a Key Person will be allocated to your child as soon as practically possible.

In the absence of the Key Person due to holidays and sickness all of the team in your child's area will work together to ensure your child's needs are met the same as any other day. We strive at all times to provide you with a continual consistency of care.

Our services:

- We are open Monday to Friday 8am to 6pm, all year, except for the Christmas and New Year period, and Bank Holidays
-

Collection of Children:

- All children must be collected by the end of the session they are booked to attend.
- All children must be collected by an adult over the age of 16 years.
- If any person other than the parent or authorised adult known to us is to collect your child, the Office must be informed beforehand and introduced whenever possible.
- If we are at all unsure, we reserve the right to satisfy ourselves of the authenticity of the person collecting your child, before allowing your child to be taken from the nursery.

Fees:

Registration fee

There is a one off non-refundable registration fee of £40.00 payable when you apply for a place for your child at Victoria House. This covers initial administration costs and entitles you to a free Victoria House pump bag for your child.

Deposit

There is a deposit of 4 weeks' fees payable when you accept the place offered to your child. **The deposit must be paid, and the offer of a place accepted, within 2 weeks of the offer being made or the offer of a place may be forfeited.**

This deposit is held, and offset against the final month's fees that your child attends nursery. **The deposit is not refundable** if you decide at a later date (but before the due start date) not to take up the place.

Details of our Current Sessional fees are shown below.

Full day 8am – 6pm	Morning 8am – 1pm	Short Day 9am – 4pm	Afternoon 1.30pm – 6pm	Extra Hours (or part thereof)
£ 45.00	£ 30.50	£ 38.50	£ 25.75	£ 6.00

Please remember that our sessions times are the start and finish times, so for example for a morning session your child should arrive at or after 8am and leave by 1pm

Payment:

- Fees are payable monthly in advance by standing order – please complete the form which is part of the application form. Fees must be paid by the last working day of the previous month to the month to which they apply.
- Fees must still be paid if children are absent with or without notice (includes family holidays or sickness). Please notify us if your child is ill, or going on holiday.
- Failure to pay fees on time will incur penalty charges and persistent non-payment may result in your child losing his/her place.
- If you decide to withdraw your child, you must give one month's notice in writing. Fees are payable in full until the end of the notice period
- If you withdraw your child without notice, a month's fees are payable in lieu of notice.
- At least one month's notice will be given of any increase in fees.



Play and the Early Years.

During the day, your children will have opportunities to ride tricycles, build castles, climb, play catch, paint pictures, dress up, squish clay, sand and soap between their fingers, listen to stories and sing their hearts out.

But there is more to their play than meets the eye. Through carefully and thoughtfully designed activities, children are learning positive social behaviours, developing large and small motor control and problem-solving skills, and practicing good eating habits, cleanliness, safety, and much, much more.

Through play in a secure environment with effective adult support children can:

- Explore, develop and represent learning experiences that can help them make sense of the world
- Practice and build up ideas concepts and skills
- Learn how to control impulses and understand the need for rules
- Be alone, be alongside others or cooperate as they talk or rehearse their feelings
- Take risks and make mistakes
- Think creatively and imaginatively
- Communicate with others as they investigate or solve problems
- Express fears or relive anxious experiences in controlled and safe situations.

Victoria House has adopted the Early Years Foundation Stage Framework, which emphasizes the importance of learning through play. The Early Years Foundation Stage applies to children from birth to the end of the reception year. It is based upon four principles:

- **A Unique Child** – At Victoria House Nursery we recognise that every child is a competent learner and we endeavour to support children in becoming resilient, capable, confident and self-assured. We value the diversity of individuals and recognise that children develop in individual ways and at varying rates.
- **Enabling Environments** – Victoria House Nursery recognises that the environment plays a key role in supporting and extending children’s development. Learning areas are organised to allow children to explore and learn, and to locate equipment and resources independently. There is an enclosed outdoor area, which has a positive effect on children’s development. It offers children opportunities to explore, use their senses and be physically active and exuberant.
- **Positive Relationships** - We recognise children learn to be strong and independent from secure relationships. We aim to develop caring, respectful, professional relationships with children and their families. We recognise the role that parents have played, and their future role, in educating their children and value the contribution they make.
- **Learning and Development** - This is divided into the 6 main areas as shown. We value all areas of learning and development equally because we understand that they are inter-connected. We offer learning through play-based, fun experiences. In this way, children have the opportunity to think creatively alongside other children as well as on their own. They actively communicate with each other as they investigate and solve problems. Children’s learning and development is assessed by their progress in achieving the Early Learning Goals.
 - Personal, Social & Emotional Development
 - Communication, Language & Literacy
 - Physical Development
 - Understanding the World
 - Mathematics
 - Literacy
 - Expressive Arts and Design

Our staff have an excellent understanding of how children develop and learn. The children have the opportunity to experience both free choice and planned activities both indoors and outdoors. Through observations our staff will use assessments to plan an appropriate curriculum and next steps for each child. Observations may highlight a child’s specific interest or schema. A schema is ‘A pattern of repeatable behaviour in which experiences are assimilated and gradually co-ordinated.’ (Chris Athey, *Extended Thought in Young Children*, 1989). Once identified, the Nursery will then plan experiences and curriculum opportunities to match children’s interests, actions and play patterns. We may use a theme or topic linked to a group of children’s identified interests to facilitate the learning. For example, Dinosaurs, People who help us, Jungle and rainforests, Transport, Fairy stories etc. We also celebrate many festivals including Chinese New Year, Easter, Christmas, Hanukah and Diwali.

How parents can become involved:

Victoria House recognises parents as the first and most important educators of their children. All of the staff see themselves as co-workers with you in providing care and education for your child. There are many ways in which parents take part in making the setting a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children’s needs, activities, interests and progress with the staff;
- helping at sessions of the setting;

- sharing their own special interests with the children;
- helping to provide, make and look after the equipment and materials used in the children's play activities;
- taking part in events and informal discussions about the activities and curriculum provided by the setting;
- joining in community activities in which the setting takes part; and
- building friendships with other parents

Joining in:

You can offer to take part in a session by sharing your own interests and skills with the children as a parent volunteer. For example gardening, knitting, woodwork or helping out with off site trips..

Feel free to arrange to drop into the setting, if you would like to see it at work or to speak with the staff.

We will also be offering a variety of drop in sessions, dress-up days, parent and child sessions and other informal evening drop in sessions. Many evening sessions may be based on topics of interest, such as Early Years Education and Care, Behavioural Problems, or Potty training; as well as fun nights for all the family.

You can always suggest ideas for forthcoming sessions.

Records of achievement:

We keep a record of achievement for each child. Staff and parents working together on their children's records of achievement is one of the ways in which Victoria House and parents work in partnership. Your child's record of achievement helps us to celebrate together their achievements and to work together to provide what your child needs for their well-being and to make progress.

In order for us to maintain this record we will collect information about your child's needs, activities, interests and achievements. This information will enable the staff team to identify your child's stage of progress. You can add to this record of achievement, by providing copies of any certificates, photos of any medals or cups they have won, or any other little achievements your child may have made.

Our timetable and routines

Our setting believes that care and education are equally important in the experience we offer children. The routines and activities that make up the session/day are provided in ways that:

- help each child to feel that she/he is a valued member of the nursery;
- ensure the safety of each child;
- help children to gain from the social experience of being part of a group; and
- provide children with opportunities to learn and help them to value learning.

We organise our sessions so that the children can choose from — and work at — a range of activities and, in doing so, build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in adult-led small and large group activities which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others.

- We have a large garden, so that children can enjoy outdoor activities, such as ball skills, bikes etc. They will also have opportunities to try growing flowers and vegetables; enjoy digging and exploring in the garden environment as well as experiencing the different effects of weather (wellingtons, raincoats and sunscreen permitting).
- We have a large Garden Room, where the children will be able to take part in simple cooking activities, and in making their own snacks. These activities help contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity — and are encouraged — to take part in child-chosen and adult-led activities.

Clothing:

We do provide aprons for the children when they play with messy activities.

We would ask that you bring your child to nursery in clothes that they can feel free to enjoy themselves in, without worrying about keeping clean. Payment of your registration fee entitles you to a free pump bag for your child. We do also have a Victoria House uniform available to purchase.

Please supply weatherproof clothing, hat, gloves, indoor pumps or slippers, and a pair of wellingtons for your child to change into as needed at Nursery. **As we have a great emphasis on outdoor activity, please also supply waterproof clothing for outdoor play (trousers or all in one suit).**

Please also supply a sun hat during the summer months. Victoria House will supply sun cream unless your child has allergies etc. in which case you will need to supply a named bottle.

All clothing and shoes must be labelled with your child's name.

Toilets:

The nursery policy for children going to toilet is that the child must tell a member of staff if they wish to go to the toilet, and a member of staff will take the child. If a child has an 'accident', the child will be treated with respect, sympathy and understanding.

We actively encourage the children to gain the skills which help them to be independent and look after themselves. These include taking themselves to the toilet and washing hands. Clothing which is easy for them to manage will help them to do this. If your child is at this stage, please ensure adequate change of clothing is provided as accidents may be frequent.

Soiled clothing is rinsed and wrapped in a plastic bag, and hung on your child's peg.

Parents should supply clean nappies and wipes.

Shoes and Jewellery:

In the interest of safety, please provide a pair of plimsolls or slippers for your child to change into when they arrive.

Please ensure that your child wears appropriate shoes for playing, and for him/her to be able to learn easily to change themselves. Please don't let them wear high fashion shoes; they need good support such as trainers (with velcro fastening, not laces) or shoes with buckles. In the summer, Crocs are not appropriate footwear for the activities at Nursery.

For safety reasons, children should not wear jewellery, with the exception of stud earrings. Cultural/religious requirements will be respected, but please discuss these with the Manager. In this case the parent/carer must provide a signed waiver of liability to the setting. This will state that Victoria House **will not be held responsible for loss or injury caused to or by the jewellery.**

The nursery does not accept any responsibility for lost or damaged property.

- Please ensure all clothing / footwear worn to nursery is clearly marked with your child's name.
- Please ensure your child does not bring money, other valuables or sweets to nursery.

Our Approach to Living a healthy Lifestyle:

At present we ask that you provide your child with a packed lunch only.

We would ask that the lunch does not contain sweets or chocolate.

At Victoria House we have a holistic approach to healthy living and it is an integral part of our curriculum. The children are encouraged to participate in the preparation of their own snacks on a regular basis. At Victoria House we look at a broad range of different cuisines from across the world which is linked into planning for the early years and foundation to develop an understanding of the world.

The Early Years Foundation Curriculum now places a significant emphasis on play based learning and this is wholeheartedly embraced at Victoria House.

This approach has proven to

- Help children manage risk, safety and hazard.
- Promote engagement and achievement and this in turn motivates children to persevere in learning.
- Fosters conflict resolution, decision-making and assists in developing a sense of belonging.
- Facilitates our pupils to develop flexible and creative approaches to learning and problem solving

Positive appraisal has proved to have a significant impact and increases development success rate. Since Victoria House has been operating Carolyn has wholeheartedly adopted this approach becoming a true convert to it and the aforementioned success, which it can bring about.

The nursery will additionally provide:

- **A Healthy Morning and Afternoon Snack**

This will vary from week to week, depending on topics, themes or the time of year. Such snacks may include one that the children have made themselves through simple cooking. We have a comprehensive menu of snacks that vary season to season, based on a healthy eating lifestyle. It is our firm belief that we can introduce a variety of new foods to your

child in a relaxed and sociable setting where he/she may be encouraged to experiment by friends and the Staff Team. The Snack Menu is on display in the Kitchen area.

Special diets due to allergies or religions will be catered for with pleasure. Cold drinks will be provided throughout the day.

We make snack time a social time where children and adults eat together. We have a healthy eating policy in place, and will encourage children to try healthy and nutritious foods. Do tell us about your child's dietary needs and we will make sure that these are met.

Parking:

A dropping off area has been designated at the front of the building for your use. Please exercise great care when bringing and collecting your children.

Anyone using the car park does so at their own risk. The company does not accept responsibility for any injury, damage or loss to persons.

Please park responsibly in the parking bays.

Policies:

Copies of our policies are readily available for you to view, and copies can be requested. Each floor has a policy folder available to parents. Please ask to view.

We are governed by the Registrations and Inspections department of the Department of Social Care and it is mandatory for us to have Terms and Conditions and a Policies file. These policies enable us to:-

- Be transparent
- Continue to review and update
- Continue to strive for excellence
- Provide the best possible quality care for child, parents and staff alike.

Special needs:

As part of the Pre-school's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs which a child may have.

Please speak to Carolyn if you have any concerns regarding Special Educational Needs. We have an excellent working relationship with the Pre-School Assessment Centre and from 2012 it is mandatory in the UK for all Nurseries to carry out the 2-3 years Early Assessment checks. Please ask for details.

Birthdays:

It is our pleasure to share with you in the celebrations of your child's birthday. If you would like to bring in a birthday cake for your child to share with their Nursery friends, please do so. We will of course entertain your child with a rendition of 'Happy Birthday'.

Newsletters:

Regular newsletters are produced to let parents know of planned themes for the forthcoming weeks/months, fundraising activities, and other information that parents should be aware of.

We arrange events for parents and children to be involved in. Please check our notice boards for further information.

We also have a Facebook page and website www.victoriahousenursery.com

Sickness:

If your child becomes ill whilst at Nursery, we will take care of him/her until we make the appropriate arrangements for you to come and collect.

If your child is ill at home, please DO NOT bring him/her into Nursery. We have to adopt a zero tolerance stance on this for the protection of all the children in our care, and the staff. A child may return to Nursery 48hours after starting a course of antibiotics and we will continue to administer that for you.

We are not licensed to give Calpol. If your child requires this, then perhaps they really need to be at home.

Please refer to the exclusion guidelines for the various symptoms.

Victoria House Child Protection Policy

Statement of intent

Victoria House works with children, parents and the community to ensure the safety of children and to give them the very best start in life.

Aim.

To ensure the protection of all children in our care, both inside and outside the setting. The welfare of the child is always considered to be paramount.

Methods.

In the event of any parent or member of staff having concerns regarding the welfare of any child in our care, staff will notify a member of the Senior Staff Team immediately.

- Where appropriate, in the first instance, a member of the Senior Staff Team will discuss any concerns with the parent /guardian. In such circumstances the child's records are to be annotated accordingly.
- The law allows the Senior Staff to inform the appropriate authorities as necessary without the consent of the parent or guardian of the child.

ALL allegations against any member of staff responsible for the care of children will immediately be referred to the Senior Staff Team.

- All allegations will be investigated, initially by the Senior Staff Team.
- Should it prove necessary, further investigation / action will be taken.
- Depending on the nature of the allegations Social Services will be informed by the Manager.
- This is a two way process.

Staffing.

- All potential staff will be subject to Police checks and other clearance required under the terms of the Childrens and Young Persons Act 2001, the Regulation of Care Act 2014 and by the Isle of Man Registrations and Inspections Department.
- Staff / Child ratios will at all times adhere to those laid down in statutory guidance.
- **A minimum of 2 members of staff will always be available.**
- Every effort is made to ensure that all staff undergo appropriate training and are aware of the latest issues.

Visitors.

All visitors to Victoria House must sign in and out stating their name, time of arrival / departure and reason for visit.

Local Authority Guidelines

Child protection guidelines, issued by the relevant authorities will also be included in the overall child protection policy.

These are available on request

Accident/Incident on Arrival Policy

Victoria House Nursery staff and managers have a duty of care for the children and employees attending Nursery. As part of this duty of care, and in line with statutory safeguarding policies, we have a legal obligation to note and record all incidents or accidents that occur outside of Nursery staff care.

Standard 13

Safeguarding Outcome: The protection of the child must be the registered person's first priority.

13.2 The registered person must ensure that all staff are aware of possible signs and symptoms of children at risk; and are aware of their responsibility to report, without delay, concerns to police or social services in accordance with the Safeguarding Children Board procedures; and to keep concerns confidential. Protocols are in place regarding confidentiality which will include reference to ongoing safeguarding investigations.

It is also the responsibility of all employees to monitor the numeracy and nature of these accidents/incidents and refer any concerns, following correct protocols for referral to Social Services, as well as Registrations and Inspections unit.

If, upon arrival, parents inform us of an accident or incident that has occurred outside of Nursery; or if marks/cuts/bruises etc are discovered shortly after arrival that have not been the result of an accident/incident at Nursery, an accident/incident on arrival form must be completed.

Management/Owner must be made aware of the accident/incident and sign the form.

Definition of an accident: *“an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury” (Oxford Dictionary)* and normally requires first aid and or leaves a mark on individual.

Definition of an incident: is an event or action that may be deemed as dangerous or unwanted behaviour that would possibly cause damage, loss injury or emotional upset to either a child or adult. For example

- Unsettled or Loss of housing/shelter/accommodation
- Witnessing Arguments
- Temper tantrum that is out of character
- Stranger trying to gain access to building in which child is present
- Witnessing unacceptable behaviour

These forms **must be completed in full** and any descriptions of what happened **accurately recorded** and signed by both staff and parents.

Copies are to be retained in the **accident files** stored in the office.

Victoria House - Photographic Equipment Policy **Safeguarding Children**

Victoria House believes that to effectively observe the children at play, photos/videos may be used to record this.

Victoria House has 1 camcorder and cameras/IPads on each of the three floors, together with printing facilities. . This enables Victoria House to evidence the planning and learning that has taken place under the Early Years Foundation Stage.

The Floor Supervisor is responsible for overseeing that the photos taken by a member of the team are appropriate. Practitioners are aware that it is inappropriate to take photos of children, for example in the bathroom or when being changed.

At no time are the Nursery cameras/IPads to be removed from the premises.

Ink and photo paper are handed out every half term and any requirements are logged and checked by a Floor Supervisor or a member of the Senior Management Team.

Victoria House – use of Mobile Phone Policy

Our telephone server is Manx Telecom. Victoria House has three telephones in use during the working day for the use of the office and business requirements.

Staff are respectfully asked to seek permission if the need arises to use a telephone. Use of a personal mobile phones is not permitted at any time during the working day in the children's accessible areas.

Please Note – Baby Wing

There is a mobile telephone connection in the baby wing to the main office.

Also staff are allowed to take the Victoria House mobile phone off site when taking the children for a walk/outing. Personal mobiles are not permitted during these visits.

Contravening this policy is a disciplinary offence.

Starting at Victoria House.

Admissions Policy:

When we receive your application form your child will go on our waiting list for the sessions and start date you have requested. By 6 months before the requested start date, if we have a place available we will write to offer you that place. To **accept and secure** the place you must reply to confirm and pay your deposit within 2 weeks. If you do not accept the place within 2 weeks, we cannot continue to hold it for you and it will be offered to the next person on the waiting list.

Please note our minimum attendance – we firmly believe that to benefit the most from their time at Nursery it is advised that your child has at least 3 sessions on 3 separate days per week.

Children joining us at age 2 will start upstairs on the Toddler Floor. Children normally move from the Toddler Floor downstairs to Pre-School around their 3rd birthday, depending on the staff team's assessment of his/her development. **Your child will also need to be fully toilet trained before moving into Pre-School.**

Immunisations:

It is Victoria House Nursery policy that all children admitted to Nursery should be fully inoculated in line with the IOM Government's recommended inoculation schedule.

The first days:

We want your child to feel happy and safe. To make sure that this is the case, the staff will work with you to decide on how to help your child to settle. We will ask you to complete a profile of your child to give us the information we need to help your child settle happily into nursery. We will also set up two 'taster' sessions before your child's due start date. This will be an opportunity to join in with the other children and staff.

Children should be accompanied to the taster sessions by a parent/guardian. At the first session you will stay with your child on their Floor getting to know the staff, children and seeing what goes on. Depending how he/she settles, the staff may suggest later in the session that you go to the kitchen to have a cuppa while your child stays and takes part in the activities....it may be an idea to bring a book/magazine! At the second session, they will probably suggest you leave the floor earlier, to give your child more time to be with the others without you right there.

N.B. Please ask for a copy of the Victoria House Guide to Settling Your Child.

Changes to Sessions

If you wish to change any of the sessions your child attends, these changes **must** be requested in writing or via email.

If you wish to increase your child's sessions or change the days on which your child attends, this will be arranged as soon as a vacancy arises.

If you need any extra ad hoc sessions on a one off basis, these should also be requested in writing and will be accommodated wherever possible. These sessions must be paid for as or before the child attends.

Victoria House requires one month's written notice if you wish to reduce the number of sessions your child attends, or if you no longer require the place. Remember that we cannot reduce your session to fewer than 2 days per week. Please also remember to give one month's written notice when your child leaves to start at school.

Insufficient notice will result in a full charge being made for a decrease in sessions or place.

TERMS, CONDITIONS AND POLICIES



APPLICATION FOR NURSERY PLACE.

Application forms must be completed and returned with a £40.00 registration fee before a child can be considered for entry into the nursery. The registration fee covers initial administration costs and entitles you to a free Victoria House pump bag.

SESSIONS.

When requesting sessions please bear in mind our minimum requirement that a child attends on at least 2 different days per week. This is to ensure that they benefit the most from their time at Nursery and are able to break into the friendship groups. .

SECURING PLACES.

When we receive your application form your child will go on our waiting list for the sessions and start date you have requested. By 6 months before the requested start date, if we have a place available we will write to offer you that place. At this time a deposit equivalent to four weeks' fees will also be requested

To secure the place, you will need to return your acceptance of the place, and your deposit, within 2 weeks. Failure to do this will result in the offer being withdrawn and the place offered to another child.

On receipt of your written notice to terminate your child's place, the deposit will be set against any outstanding fees due and any credit balance remaining will be repaid to you.

ADMISSION/REMOVAL OF CHILDREN

Victoria House reserve the right to refuse to offer a place to any applicant at any time without recourse, **or** to withdraw the offer of a place at any time before the child is due to start **or** to give a month's notice of the withdrawal of a place already in use.

IMMUNISATIONS

It is Nursery policy that all children admitted to Nursery should be fully inoculated in line with the IOM Government's recommended inoculation schedule.

DEPOSIT

Your deposit, once paid, is held and offset against the final month's fees, that your child attends nursery.

The deposit is not refundable if you decide at a later date (but before the due start date) not to take up the place.

ANY CHANGES IN YOUR CHILD'S SESSIONS MUST BE REQUESTED IN WRITING.

- If you wish to increase your child's sessions or change the days on which your child attends, you will go on a waiting list and the changes will be arranged as soon as a suitable vacancy arises.

- If you need any extra ad hoc sessions on a one off basis, these should also be requested in writing and will be accommodated wherever possible.
- Victoria House requires one month's written notice if you wish to reduce the number of sessions your child attends, or if you no longer require the place. Bear in mind our minimum requirement that a child attends on at least 3 different session days per week.
- If you reduce your child's sessions at any stage, the sessions will be made available to other families on the waiting list so you may not necessarily be able to pick them up again at a later date.
- Please remember to give one month's written notice when your child leaves to start at school.
- Insufficient notice will result in a full charge being made for a decrease in sessions or place.

SESSION TIMES

Children should arrive at Nursery no earlier than their session start time, and should leave no later than their session end time. Fees for early drop off or late pick up are charged at £6.00 per hour or part thereof.

HOLIDAYS

Victoria House will only be closed during the Christmas and New Year period and on Bank Holidays. No charge is made when the nursery is closed on these days.

ALL OTHER DAYS ARE TO BE PAID IN FULL, i.e. when your child is absent due to family holidays or sickness. A copy of current holiday dates is included with your information pack.

Please ensure that you advise us in advance, when your child is going to have a planned absence such as a holiday, hospital appointment etc.

PAYMENT OF FEES

Fees are Payable monthly in advance by standing order, with payment to be received by the last working day of the previous month. We do not have the facilities to handle cash payments. Invoices are issued mid-month for the following month's fees and must be paid before the first day of the month to which they relate. There is a post box on the right of the hall for you to 'post' your payment when paying by cheque.

Failure to pay your fees on time will incur our standard penalty fee of £20.00 per week, with the initial fee being applied on the first day of the new month if payment has not been received by the end of the last working day of the previous month. It may also result in our having to refuse your child entry to nursery until all the outstanding fees are paid. We reserve the right to pass on any charges we incur as a result of unpaid cheques or excessive administration of your account.

INCREASE IN FEES

Victoria House reserves the right to review fees regularly. This is normally done annually in September but may be done at any time. At least one month's notice will always be given of increases at any time.

ILLNESS

If a child becomes unwell during the day, it is Victoria House's policy to inform the parents as soon as possible, and discuss the best course of action to take. Victoria House can cater for many problems, but a child who is running a temperature or suffering from sickness or diarrhoea cannot be catered for in the nursery. This is for the protection of the other children who attend. Parents are requested not to send their child to nursery if they are suffering from any infectious diseases. Victoria House staff must be informed of any illness which may prove to be dangerous to other children. Victoria House will advise all parents of any outbreaks of illness in the Nursery, and give advice on exclusion periods and possible treatments. If your child needs Calpol he/she should remain at home. This will help prevent the spread of infection.

If your child has been prescribed medication by a Doctor (e.g., antibiotics), please ensure that any medicines that need to be administered during the day at Nursery are clearly labelled and handed to the Manager or Floor Supervisor.

ACCIDENT PROCEDURE

If an accident occurs requiring medical attention, you will be contacted immediately. As this is happening, a staff member will be with your child, and either an ambulance will be called or the child will be taken by car to Casualty. The nursery will advise you to meet them at the hospital in this instance. All accidents will be recorded and filed, you will be asked to read and sign the record. You can request a copy of the accident form.

Please refer to the Policies Folder placed on each floor.

PROPERTY AND BELONGINGS

Victoria House will provide an extensive range of toys for children of all ages. It is therefore not necessary and not advisable for children to bring toys from home. Children's comforts and toys of special interest are acceptable. Victoria House cannot be held responsible for loss or damage to children's property; although every effort will be made by the staff to ensure that children's belongings are not lost or damaged. Practical inexpensive clothing is strongly recommended. Victoria House polo shirts and sweatshirts are available to purchase – order forms are available on request.

Please supply all weatherproof clothing, hats, gloves, indoor pumps or slippers, and a pair of wellies for your child to change into as needed at Nursery. Please also supply a named bottle of sun cream during the summer months if your child needs special cream.

INSURANCE

Victoria House has extensive Insurance cover, which is displayed in the entrance hall.

SECURITY

Under no circumstances will a child be allowed to leave nursery with anyone unknown to the nursery staff unless previously arranged by the parent or guardian. If parents make prior arrangements, by phone, the nursery will require the name, address and telephone number of the chosen guardian and they will require proof of identity, on arrival.

FIRE SAFETY

We regularly carry out fire drills, at various times of the day, ensuring that staff and children know the procedure. Each drill is recorded, and the staff present are required to sign the record.

Smoking is not allowed in the nursery or in the surrounding grounds.

DISCIPLINE

No nursery worker may, under any circumstances, smack a child, at nursery, regardless of the wishes or views of the parents. A parent smacking their child in the nursery could upset the other children and spoil their enjoyment of the session. (This paragraph is taken from the Childrens Act 1989)

POLICIES

Health and Safety, Equal Opportunities, Behavioral and Special Needs policies will be shown to you at the time of your nursery visit and can be found displayed on the Parent's Notice Board. A complete set of policies relating to Victoria House is freely available for you to look at, or request copies of.

EQUAL OPPORTUNITIES

Victoria House is an Equal Opportunities Nursery and everyone is of equal worth, whatever their gender, race, social class, religion, culture, ability or disability.

EDUCATION

All children are entitled to an education, which is a valid part of their quality of life, within their nursery life and is more than a preparation for later stages of education. We follow the Foundation Stage Curriculum. We do make observations and keep "records" of all of the children. These records can be viewed, and added to by parents / carers and discussed with staff at any time.

TRANSITION FROM TODDLER FLOOR TO PRE-SCHOOL

Your child will normally move from the toddler floor to pre-school around about the time he/she turns 3, depending on the staff team's assessment of his/her development. Your child will also need to be fully toilet trained before moving into Pre-School.

NEWSLETTER

You will receive regular copies of our Newsletter.

MEALS

At Victoria House we endorse a healthy eating policy and, would ask that packed lunches do not contain sweets, chocolate or fizzy drinks. Information and ideas relating to healthy lunches can be found on the Parent Information boards, and copies can be requested. The children are given a healthy mid-morning and mid afternoon snack. Details of these snacks will be posted on the information boards. If the children have cooked that day, they may have the opportunity to eat their goodies!

YOU MUST MAKE THE NURSERY AWARE OF ANY SPECIAL DIETARY REQUIREMENTS, FOOD ALLERGIES AND INTOLERANCES, SO THAT THE STAFF CAN PLAN ACTIVITIES AND SNACKS.

Please do not let your child bring sweets into the nursery.

COMMUNICATION

Here at Victoria House we recognise that the care of young children is an extension of, and must complement, family life. To further this end parents are encouraged to take a close interest in the day to day activities of the nursery and to talk to staff whenever they feel the need. There is also a suggestion box available in the entrance hall of the nursery, where you can place any suggestions. This box is emptied and your suggestions reviewed on a regular basis.

COMPLAINTS PROCEDURE

If you are worried or upset about anything, concerning your child/family, or the nursery and you wish to discuss it, please make an appointment with the office.

Victoria House Nursery have a Complaints Procedure in place and details of this can be found in the entrance hall of the Nursery or in any area of the Nursery. Parents may approach the Registrations and Inspection Unit at any stage of a complaint procedure and the address and the telephone number are as follows:-

Registrations and Inspection Unit, 4th Floor Markwell House, Market Street, Douglas, Isle of Man. IM1 2RZ

Telephone number 01624 642426 and Fax 01624 642412

DATA PROTECTION

In line with General Data Protection Regulation to ensure that we are not in breach of any regulations we will require consent from all parents, carers, emergency contacts and authorised persons to collect your from nursery, to hold personal details, photographs and reports on all written and computerised systems; as well as consent to call and email you using the details that have been supplied and hold these records of a period of time as stipulated in our data retention policy.

If you or any persons detailed on the application and 'All about me' forms **do not** agree to the above please can you mark the box opposite and discuss with the management team before your child starts at Victoria House Nursery

BEHAVIOUR

It is not acceptable for our staff or children to face, or witness, verbal or physical abuse and we therefore reserve the right to refuse entry to the building to anyone we believe may cause upset or disturbance. We reserve the right to ask anyone to leave at any given time.

Victoria House Nursery June 2018



victoria house
nursery

Holiday Dates for 2017/2018/2019

2017 dates

Close for Christmas – Friday 22nd December 2017

2018 dates

Re-open – Tuesday 2nd January 2018

Good Friday – Friday 30th March 2018

Easter Monday – Monday 2nd April 2018

May Day - Monday 7th May 2018

Spring Bank Holiday – Monday 28th May 2018

Senior Race Day – Friday 8th June 2018

Tynwald Fair Day – Thursday 5th July 2018

August Bank Holiday – Monday 27th August 2018

Close for Christmas – Friday 21st December 2018

2019 dates

Re-open – Wednesday 2nd January 2019

Good Friday – Friday 19th April 2019

Easter Monday – Monday 22nd April 2019

May Day - Monday 6th May 2019

Spring Bank Holiday – Monday 27th May 2019

Senior Race Day – Friday 7th June 2019

Tynwald Fair Day – Friday 5th July 2019

August Bank Holiday – Monday 26th August 201

Close for Christmas – Friday 20th December 2019