



Stepping Stones Nursery

Terms & Conditions

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Nursery Opening times

We currently take children aged from 6 weeks to 5 years. The nursery operates from 7.30am to 6.00pm Monday to Friday.

The nursery is closed between Christmas and New Year plus all the Bank Holidays

Nursery Places and Bookings

A fully completed, signed admissions form must be received together with all the documents requested and a registration fee of £30 (non-refundable) before we can secure a place for your child at the nursery. A minimum of three sessions must be booked in order for your child to commence nursery.

Leaving your child for the first time

We know that leaving your child for the first time can be a traumatic experience; both children and parents will need support and understanding from nursery staff to ease this transition. With preparation the initial parting can be made easier for the child. Stepping Stones Nursery offers the following support-

- Visiting sessions are arranged for all new parents and children, allowing children to be phased in gradually over a week's period.
- Parents and children can make several visits together to get used to the staff, surroundings and routines.
- Parents and children are introduced to other newcomers for support
- Enabling staff and parent communication to obtaining a clear profile of each child's needs, likes and dislikes, or special requirements.
- Allowing parents to become familiar with the staff whom will care for their child

What to bring with your child

All babies/children should be suitably dressed for indoor and outdoor play. Please do not dress your child in their best clothes, as children learn through play and therefore may get messy and dirty throughout their day. A full change of clothes therefore must be provided daily and left at the nursery. All clothing must be clearly labeled, as the nursery cannot accept responsibility for the loss of property whilst on the premises. Sun hats and sun creams must be provided by the parents during the summer months and wellington boots and waterproof coats must be provided for outside play.

In addition to the above, nappies, wipes and formula milk (babies) must also be provided by the parent/carer.

Uniform

Pre-school Children: In preparation for school, uniform for pre-school children is compulsory. We feel this will help the children feel independent and grown-up, and will ease the transition to school.

Babies & Tiddlers: Although uniform is not-compulsory for younger children, smaller sizes are available for the Tiddlers for parents to order if they wish.

Uniform as below:

- Royal Blue sweatshirt
- Royal Blue or white polo shirt or t-shirt.
- Plain Grey or black, trousers, skirts, pinafore dresses
- Dark colour shoes or trainers (slip on/Velcro fastening)

In the summer month's uniform is:

- Blue and white check summer dresses for girls
- Plain grey shorts for boys

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Samples uniforms are available for the parents to see and also try on. We also have a wide range of other nursery products available. Parents can view our products online at www.brigadeuniformdirect.uk.com

Please ensure that all uniforms are clearly labelled as the nursery will not accept liability for any lost items.

Dropping-off and Collecting

Contracted times must be adhered to. No children will be admitted before 7.30am and all children must be collected by 6pm at the latest or earlier depending on your contract. Any late collections will result in a late collection charge. On arrival children **must be** passed to a member of staff who will sign them in before the child can be left, on collection the parent should ensure a member of staff has acknowledged them & will provide feedback and signed their child out before leaving.

Parent Involvement

As working parents we know that you are entrusting us with the care of your most precious possession “your child”, we therefore encourage parents to be feel free to approach us with any issues, concerns or ideas. At Stepping Stones we continuously encourages parental involvement within the nursery through daily feedback, parent evenings, parent questionnaires, newsletters, fund raising / social events and a friendly approachable open door policy. This communication provides a feedback mechanism for information and constructive ideas, which enables us to continually appraise and update our services, according to the needs of both children and parents. Parents are also given the opportunity to view their child’s work, be involved in their development and discuss any matters with the nursery staff.

We have an opportunity once a month for parents/carers to come into nursery and “stay and play” with their child. This will help support our parent /nursery partnership, and will also give you as parents an insight into part of your child’s day, and share their experiences with them.

We also have a nursery comments & suggestion board for the parents to add any comments on what is going well or if there are any improvements we need to make. We also operate an open door policy for parents to see management at any time.

Meals

The nursery provides drinks and meals throughout the day, all children are encouraged to eat a variety of nutritious food, our daily menu ensure that your child is received at least their recommended 5 portions of fresh fruit and vegetables a day. All meals are prepared on site by our experienced cook ensuring food is fresh and homemade. Although we understand that many children have their likes and dislikes, we do encourage all children to experience different types of foods to enable a varied choice.

We also cater for special dietary requirements as required for your child. Please ensure the nursery staff are made aware of any allergies or dietary problems that your child may have. This will be adhered to when preparing meals. The Menu is displayed on the parent board, and is a four weekly rotating menu. New menus are introduced at different times of the year, e.g. summer menu, winter menu.

Meals and drinks are provided include:

- Breakfast- Cereal – 7.30-8.00
- Morning Snack/ fruit station is available from 9.00-10.00
- Hot freshly prepared lunch, followed by dessert-11.30-12.00
- Fruit Station 2.00-2.45
- Afternoon tea-3.30-4.00

Cow’s milk is offered during morning and afternoon fruit stations and water is available at all times.

Babies under 12months- Formula milk must be provided by parents/carers

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Extras

We arrange for a professional photographer to visit the nursery annually and parents will be given the opportunity to purchase the photographs.

On your child's birthday parents may bring in a birthday cake which will be cut with your child's group during lunchtime or afternoon tea. Due to individual dietary requirements please ensure ingredients are clearly displayed.

We have regular visits from the community, including the police and fire services, the lollipop lady and others.

Outings are organised and are arranged to fit into certain theme & activities which the children may be focusing on. We feel that outings are an important and effective way of reinforcing children learning, parents are welcome to come along. A permission slip must be signed by the parents, and sometimes a small fee may be charged to cover the costs.

In addition to the above we also take children on spontaneous walks within the local area on a regular basis. Part of our curriculum is teaching children about the outside environment, we feel that the children will benefit from going outdoors regularly, and that it would enhance their understanding of the real world. Safety is our utmost at all times, therefore we do adhere to strict conditions when the children are taken out, and they are only taken out with prior consent from parents/carers. (Please see permission section of the admissions form)

Nursery Policies

All of our policies and procedures have been devised to ensure the safety, protection and well being of your child. We aim to provide the very highest standard of care and ensure this by regular reviews and updating of policies. Our full policies and procedure are available to parents to view at all times, please ask a member of staff. Copies are also available upon request.

Some of our key policies/procedures are summarised below;

Child Protection & Safeguarding Policy

At Stepping Stones we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We also expect everyone working within the nursery to take responsibility for child protection and to follow procedures in line with national and local authority policies and guidelines.

As good practice and in line with OFSTED recommendations, we will ask parents to provide details of about any injuries, bumps, bruises scratches etc that your child may have when they arrive at nursery. We will ask you to provide details of this within our existing injuries book. This is good practice and in no way means we suspect your family of child abuse. The nursery takes every step to ensure our families are supported and have a Designated Safeguarding Leader available at all times should you need advice and support.

Under the statutory framework and guidance documents we are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern. Parents are therefore required to inform the nursery prior to their child having a day off or on holiday. In the event of your child being off sick, parents must call the nursery on the day so that management are able to account for a child's absence. This should not stop parents taking precious time off with their children, but enables children's attendance to be logged so we know the child is safe.

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Data Protection and Confidentiality Policy

At Stepping Stones Nursery we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the office computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy will work alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR).

Behaviour Management Policy

We have an inclusive setting that supports all children as they take increasing responsibility for themselves and their actions, and consider the welfare and wellbeing of others. We use a behaviour management programme called framework for intervention. The principles we follow are:

- Children's behaviour is central to the learning process and is an intrinsic element of education
- Problems with behaviour in educational settings are usually a product of a complex interaction between the individual, school, family, community and wider society.
- Social interaction based on mutual respect is a fundamental basis of an optimal educational environment.

Our nursery rules are concerned with safety, care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who behave inappropriately, for example, by physically abusing another child or adult e.g. biting, hitting, or through verbal bullying, are encouraged to talk through their actions and apologise (age appropriate). We make sure that the child who has been upset is comforted first, staff will then reiterate with the other child that the behaviour is not acceptable. We always acknowledge when a child is feeling angry or upset and reinforce that it is the "behaviour" that is not acceptable, not the child. We also have a sensory/quiet areas within the rooms which allows the child time to think and to reflect on their negative behaviour and gives the child time to reflect and change their behaviour.

We also operate a positive rewards system within the nursery, offering children verbal praise and positive reinforcements for appropriate behaviour. Children receive stickers, medals and even a reward bear to take home for the weekend as part of recognising and reinforcing positive appropriate behaviour.

We do not and will not tolerate corporal punishment in any form, and this includes the threat of corporal punishment.

Medical and Emergencies

We will administer **prescribed** medicines only to children, providing the child is well enough to be in the nursery. A record will be kept of all medicine administered to children, which will include the medication given, the dose given, the time and the member of staff who administered it. We will also require a parent's signature stating that they have seen the record.

If a child needs to take regular (daily) medication due to a specific medical need, a regular medication form must be signed by parent/carer giving details of medication to be given, dosage and when it is to be administered. The medication will then be administered as per the parents/carers instructions. It is the responsibility of the parent/carer to update this information as and when is necessary.

Some children keep an inhaler for Asthma or breathing difficulties. If your child needs an inhaler please complete the details on the form. All inhalers must be prescribed to the child and must come to nursery in the original box showing the original pharmacy sticker detailing child's name, date prescribed and dosage.

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Calpol will not normally be given unless prescribed.

If your child becomes ill whilst at nursery and requires medication to bring their temperature down, then parents/carers will be contacted to collect their child. If a parent cannot be contacted, all other emergency contacts will be contacted to collect the child.

For full day session children only - If nursery are unable to make contact with all emergency contacts provided on the admissions form, and your child's temperature continues to rise, Calpol will be administered as an emergency. This will only be given when prior consent from parent/carer (see permissions on admissions form) has been given. Calpol will only be given in this instance after the child has been at nursery for more than four hours, as we will not always know if a child has had a dose before coming to nursery. Morning or afternoon children will not be given Calpol, unless we have been given prior consent from parents/carers (see permissions on admission form) on that day.

There is no objection to parents arriving during the day to administer the medicine to their own child, **as long as the child is well enough to remain in nursery**

Allergies and Allergic Reactions

If a child has an allergic reaction for example to food, a bee or wasp sting, plants while at nursery, a practitioner will make every attempt to contact the child's parent. Where parents or other Emergency contacts on the child admission form cannot be contacted then the Nursery Manager/Deputy will take the decision as to whether the child is safe to have Emergency Piriton based on the information/consent form provided by parents. If the Nursery Manager decides that it is appropriate to administer a dose of nursery Piriton a Medication form will be completed and parents must sign it when they collect their child to acknowledge that medication has been given. We will still continue to make contact with the parents/emergency contacts provided to advise parents of the situation and for them to collect their child and seek medical advice.

Emergency Contacts

Emergency Contacts should always be available and updated with relevant contact numbers (e.g. family or friend) in case of illness or emergency. We rely on the details given to contact you in the case of an emergency.

Please advise of any changes to information provided (in particular mobile numbers) at any time throughout the year, it is your responsibility to advise us immediately, as your child's safety is at risk.

Hospital Admission or Medical Emergency

If a child needs to be admitted to hospital, or there is a medical emergency, the parents will be informed as soon as possible. The child's admission form, which includes emergency medical consent, will be taken to the hospital with the child. It is therefore vital that we have up-to-date contact numbers that are contactable at all times, along with current and accurate medical information.

Illness/Exclusion

The welfare of all children in our care is our first priority, so there are some occasions when children have to be excluded from the nursery to prevent the spread of infection. We realise this can be hard for working parents, but it is very necessary to adhere to the strict guidelines, in order to prevent infection from spreading and being passed to others. **Please see the attached list of infectious diseases and the time scale of absence which needs to be adhered to.** Should your child contract an infectious illness, please inform the nursery as soon as possible.

Individual Medical Needs

If a child has a specific medical need, sufficient information about the medical condition **MUST** be provided by the parent/carer in order to provide sufficient care. This information will be shared with the Room Leader who will work in partnership with the parent/carer and devise an information sheet about the condition and procedures for all staff

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



to follow. This is known as an individual care plan. This information sheet must be signed by both parent/carer and the Room Leader. This information will be updated as and when required as per parent/carer. A copy of the care plan will be placed within the child's base room so all working within them know what to do.

Accidents/Incidents

All parents will be informed of any accidents/incidents involving their child, these will all be recorded within the accident or incident book. Details recorded will include the nature of the incident/injury, the time, any first aid administered and any witnesses. This will be shown and discussed with the parent/carer who will be required to sign the form on collection.

Accidents and incidents are reviewed at regular intervals in order to risk assess any reoccurrences and implement new procedures where required.

Authorised Collection Policy

Under NO circumstances will the child be allowed to leave Nursery with anyone unknown to Nursery staff unless the parent/carer has made prior arrangements and a password is given. A list of responsible adults who are authorized to collect the child should be provided on the admissions form, along with their photograph or a description and a chosen password (see admissions form). If you or any of your authorised collectors are unable to collect your child and you need to send someone else, you must inform the nursery at the earliest opportunity. You will need to provide us with a detailed description of the person who will collect, along with their name. You will also need to ensure this person is given the password, as without the password your child will NOT be released.

Health & Safety Policy

The nursery has public liability insurance. Health and Safety standards are a major priority and in order to facilitate these, everyone including staff, parents, visitors and children are expected to adhere to the following general safety rules:

- Regular fire drills.
- All practitioners are fully qualified in First Aid
- Well stocked first aid box on the premises which are checked monthly and restocked accordingly.
- Regular review of all policies and procedures
- Regular risk assessments and a detailed risk assessment policy.
- Regular room checks which include equipment checks for breakages and temperature record

Equal Opportunities Policy

At Stepping Stones Nursery we believe in valuing and celebrating the diversity within our community. We aim to develop good practice and positive attitudes in the early years, and encourage an anti-discriminatory approach to the world in general and other human beings in particular. We believe that everyone should have equal opportunities to learn, develop and grow with dignity in a community of mutual respect.

SEND Policy

At Stepping Stones we believe that every child should have the best possible learning opportunities and we therefore promote inclusive practice. We recognise that some children may have particular needs or disabilities and we take specific action to support and encourage these children within a caring environment to the best of our abilities. We enable all children to participate fully in learning activities and experiences by providing a curriculum that responds to the individual development of each child. We work closely with parents and other agencies to monitor the child's progress carefully, and provide effective, additional support to meet the child's needs. We follow the guidance from the SEN code of practice and the local authority guidelines.

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



The setting could also receive additional funding to support your child's additional needs through the EEE funding, however this is subject to eligibility. Therefore please ask a member of staff for further details.

Technology Policy

Mobile phones/Smartwatches– We do not allow mobile phones/Smartwatches to be used within the setting anywhere around the children. Staff mobile phones are stored in the office to ensure they cannot be used near the children.

Parents are asked not to use their mobile phones/Smartwatches anywhere within the setting either to take photos or to receive or make phone calls. If a member of staff sees you using your phone/smartwatch within the nursery, you will be asked to take it outside until you have finished your call.

CCTV- cameras are located within the nursery premises. Cameras are installed to the front and rear of the building, and also within all main rooms. No cameras will be installed within the changing/ toileting areas.

Footage will be stored for approx 1 week on a recording device, after which the footage will automatically be recorded over. Footage will only be accessible by the Nursery Owners/ Managers. There is also a monitor located in the office which will display live footage of the areas as stated above.

Babysitting

Stepping Stones nursery does not offer an out of hours babysitting services. If parents wish to ask a nursery employee to babysit their child, then this is a private arrangement for which the nursery will not be held responsible. The nursery will not be held responsible for any health and safety issues or grievances that may arise from private babysitting arrangements.

Out of hours babysitting must not interfere with the employee's commitments and role at nursery.

Confidentiality must be maintained by employees with regards to colleagues, children and nursery matters. Failure to adhere to this may result in disciplinary action being taken.

An employee will only be able to take a child from nursery if they are authorised to do so by the parent and are named on the authorisation forms.

Early Years Foundation Stage (EYFS)

The Nursery provides a curriculum for the foundation stage of education. This curriculum is set out in a document, published by the Qualifications and Curriculum Authority and the Department for Education and Skills, and called *The Early Years Foundation Stage*. All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Staff at Stepping Stones Nursery use the "Development Matters" guidance statements throughout the EYFS as a guide to making 'best fit' judgements about whether a child is showing typical development for their age, or may be at risk of delay or is ahead for their age, these are then recorded onto a individual Progress Tracker and are kept within the children's individual learning journals.

Children develop at their own rate, and in their own way. The Development Matters statements and their order should not be taken as necessary steps for individual children to develop, and they should not be used as checklists. The age/stage bands overlap considerably because these are not fixed age boundaries but only suggestions to a typical range of development. We must all remember every child is an individual, and they will develop at their own individual potential.

For a better understanding parents can view the "Parents Guide to the EYFS" by using the following link

http://www.under5s.co.uk/uploads/4/7/5/4/47544249/eyfs_parents_guide.pdf

Please follow the link for a parent's guidance on how to support your child's learning and development.

http://www.foundationyears.org.uk/files/2015/09/4Children_ParentsGuide_Sept_2015v4WEB1.pdf

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Outdoor Learning

Outdoor learning offers great opportunities to early learning and development, therefore all children access the outdoor area at least once a day. Children will get the opportunity to experience the outdoor learning environment in all weathers so it is important that you ensure they are dressed appropriately. For cold weather, you **MUST** ensure your child has a warm coat, hat scarf and gloves along with wellington boots. For the summer weather you **MUST** ensure your child has a factor 50 sun-cream and a sun hat to keep them safe. Please note if the correct clothing or suncream is **NOT** provided your child may not be able to participate in our outdoor activities and therefore miss out on great learning opportunities.

Early Education Entitlement (EEE) Funding

Stepping Stones Nursery is registered to accept EEE for two, three and four year olds. All three and four year old children qualify for the EEE funding the term after their 3rd birthday.

Two year old children however EEE funding is available subject to eligibility (please follow the link below to confirm eligibility).

Please note two, three and four year old EEE funding where applicable, is an Early Education Entitlement of 15 hours of early education per week for 38 weeks per year (term time only - not during school holidays).

ADDITIONAL CHARGES WILL APPLY for additional services provided e.g. snacks, lunch, breakfast, additional hours, school holidays, extra curriculum activities etc. Any additional charges will be advised when your application is accepted, if you require any further clarification of additional charges, please ask a member of the management team.

30hrs EEE - Some three and four year olds may also be eligible for an additional 15 hours per week (30hrs EEE funding), however this is subject to eligibility (please follow the link below to confirm eligibility). Please note 30hrs EEE funding is offered over 51wks **ONLY**, this will mean childcare sessions that have been booked on your application form will need to continue throughout the school holidays in order for the 30hrs EEE funding to apply, this will result in charges for additional hours throughout the school holidays. Please speak to management for clarification.

All Parents/ Carers will be asked to fill & sign an EEE Parent Declaration form each term to confirm eligibility; this will include parent/ carer personal details including National Insurance numbers etc. This information is a requirement in order to confirm eligibility of EEE funding, without this information your child's place will **NOT** be accepted. The information collected is shared with Birmingham City Council in order to confirm eligibility, and to enable the local authority to carry out specific functions for which it is responsible.

All settings that receive EEE are required to plan activities and experiences which help children make progress in their development and learning. Planning for the individual child/ children is available for you as parents/ carers to view at any time.

IN ORDER TO CONFIRM YOUR CHILD IS ELIGIBLE FOR EEE FUNDING PARENTS WILL NEED TO ACCESS THE FOLLOWING WEBSITE:

www.childcarechoices.gov.uk

Additional Support with Childcare Fees

The government is also offering support to parents with childcare costs in various ways. We strongly advise all parents to check on the following website to see if they are eligible for any of the following:-

www.childcarechoices.gov.uk

- 15 hours free childcare for children aged 2yrs, 3yrs & 4yrs

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



- 30 hours free childcare aged 3 & 4yrs
- Tax-free childcare
- Tax credits for childcare
- Universal Credits for childcare
- Childcare Vouchers
- Support while you study

Fees

Invoices will be provided to incorporate sessions booked for your child at nursery (please see the current fee sheet for current charges). All fees are subject to an annual review and are liable to increase.

A registration fee of £30 is required on receipt of your application form and is a nonrefundable fee to secure a place for your child.

Fees for contracted sessions are **payable monthly in advance**. The first month is payable immediately after receiving confirmation of your booking and must be cleared funds before your child commences. At Stepping Stones Nursery we use standing orders to take monthly payments for your child. Standing orders are processed on the first business day of each calendar month.

Monthly fees are calculated at a fixed monthly rate based on your child's normal weekly sessions i.e. weekly sessions x 51 weeks (one week nursery closure during the Christmas period) divided by 12 = monthly fee.

Late payments are subject to a late payment charge as detailed below:

Payments not received by the 5th of the month will automatically receive a £25 late payment charge, followed by an additional £5 per week late, thereafter.

All sessions booked must be paid for, regardless of whether the child attends or not. No refunds will be given for sessions missed due to holidays, sickness or Bank Holidays

PLEASE NOTE - We are not liable for collections from third parties e.g. colleges, grant funding, voucher providers. Although we do accept funding from third parties, if we are unable to collect funds, the parent/carer remains liable for all outstanding payments.

PLEASE NOTE - Stepping Stones Nursery reserves the right to suspend a childcare place with immediate effect if nursery fees are outstanding. Therefore if you experience difficulties in keeping up with your nursery fees at any point, please contact management immediately in order to make suitable arrangements and avoid late payment charges being incurred.

Late Collections

If your child is collected after 6pm or as agreed on your contract, then a charge will be made. The nursery appreciates that delays can be inevitable on occasions and genuine reasons will occur. Please contact the nursery as soon as possible if you are going to be late.

If you are late collecting your child from Nursery, a **late** collection charge of £1 for every minute will be imposed. This is at the company's discretion.

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Extra Sessions or additional Charges

Any Extra sessions or additional charges for meals etc will need to be paid in advance for the additional service to be provided.

Discounts

A sibling discount of 10% is given where two or more children are registered at the nursery, this discount will apply to nursery fees for the oldest child.

Termination/Cancellation

We require one months notice, in writing, should you wish to terminate or to permanently change sessions for any reason. Parents are still liable for fees throughout the notice period. If a parent withdraws their child during this notice period, the fees shall still remain payable.

We reserve the right to terminate a Nursery place with immediate effect if any fees are not paid by the due date, or if a child or carer displays abusive, threatening, or otherwise inappropriate behaviour.

In all other circumstances, Stepping Stones Nursery we will give you one months notice in writing, should we wish to terminate a Nursery place for your child, for any reason.

If a start date is postponed by the parent for any reason, we reserve the right to charge from the original start date on the application form.

Complaints Procedure

If you have any cause to complain about the service in the nursery, please speak to a Senior Member of staff – Room Leader / Deputy Manager/ Nursery Manager. All major complaint will be referred to the Nursery Manager and replied within 7 days of the course of action.

If you are not satisfied with the action taken at this level, the problem can then be taken to the Nursery Manager / Proprietor. A response

Any major complaints are to be addressed directly to the nursery proprietors in writing.

The nature of the complaint and the action taken will be recorded in the Complaints Record Book and actioned within 7 days.

Complaints may also be addressed to Ofsted direct.

OFSTED

Royal Exchange Buildings

St Ann's Square

Manchester

M2 7LA

Ofsted Helpline: 0300 123 1231

An Ofsted inspection takes place regularly to inspect the quality of the education provided. Reports are available please ask a member of staff, alternatively they are available from the Ofsted website www.ofsted.gov.uk.

Ofsted Registration Number - EY405710 for Stepping Stones Birmingham

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Parents Responsibility

Parents are responsible to inform the Nursery of any changes to any of the information provided and kept in the Nursery. (Details recorded on application forms, consent forms or any other details they feel will affect the care of their child)

It is the Parents responsibility to inform and update the Nursery of any circumstances that may affect your child's individual need e.g. medical needs, dietary requirements such as allergies relating to food, medicine, activity or any other circumstance.

Parents must advise a senior member of staff immediately, in order for us to make the necessary adjustments to your child's care immediately. Details must then follow in writing, providing as much detail as possible in order to update your child's personal records.

Car Parking

There is strictly **NO PARKING** on the nursery driveway; this is to ensure the safety & well being of the children attending the setting. Please be mindful of other drivers when parking on the slip road, we ask all parents to ensure that they do not block the nursery driveway, slip road entrance or the neighbour's driveways.

Liability

Stepping Stones Nursery cannot accept liability for any personal property on the premises. The certificate of employer's liability insurance and public liability insurance is on display on the parent's notice board. This is renewed annually during January. We accept no responsibility for any loss suffered by parents, arising directly or indirectly, as a result of the Nursery being closed or non-admittance of your child to the Nursery for any reason, this applies to absence due to sickness, holidays, Bank Holidays. We accept no responsibility for children whilst in their parents/carers care on Nursery premises i.e. prior to arrival or after pick up.

We will not be liable to parents and/or children for any economic loss of any kind, for damage to the child's or parents property, for any loss resulting from a claim made by any third party or for any special, indirect or consequential loss or damage of any kind.

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



Communicable Diseases & Exclusion Timescales	
Your child should not attend Nursery if they are suffering from any of the following. Our recommended <i>minimum</i> exclusion days are:-	
CHICKEN POX	Minimum five days from the onset of the rash. All blisters must be crusted over before coming back to nursery.
CONJUNCTIVITIS	The child can be readmitted to nursery once prescribed antibiotic drops and they have been administered for 24 hours
SICKNESS	For 48 hours from the last episode of Sickness
DIARRHOEA	For 48 hours from the last episode of Diarrhoea
DIPHTHERIA	Exclusion necessary-consult HPA please note that any family contacts (such as siblings) must be excluded until cleared by local HPU
E-COLI	Exclusion necessary – Consult HPA
GERMAN MEASLES/RUBELLA	Six days from onset of rash
HAND, FOOT AND MOUTH	None
HEPATITIS A	Exclusion necessary – Consult HPA
HEAD LICE	Once treatment has been carried out successfully
IMPETIGO	Until lesions are crusted and healed or 48 hours after commencing antibiotic treatment
MEASLES	Four days from onset of rash
MENINGITIS	Exclusion necessary – Consult HPA
MUMPS	Five days from onset of swollen glands- consult HPA
RINGWORM	Can return after first treatment
SHIGELLA (DYSENTERY)	Exclusion necessary- consult HPA
SCABIES	Can return after first treatment
SCARLET FEVER	Can return 24 hours after commencing appropriate treatment
THREADWORM	Can return after first treatment
TUBERCULOSIS	Exclusion necessary – Consult HPA
WHOPPING COUGH	Five days from commencing antibiotic treatment or 21 days from onset if not antibiotic treatment
ANTIBIOTICS	CHILDREN ONLY 24 hours from the first dose of antibiotics
TEMPERATURE	If a temperature cannot be lowered within half an hour, parents will be asked to collect their child
IMMUNISATION	Excluded from nursery for 24hrs after immunization has taken place

*****DISEASES ARE NOTIFIABLE TO THE HEALTH PROTECTION AGENCY (HPA) *****

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710

Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



CONTRACT

Main terms of this contract on which
Smarteenies Birmingham Ltd T/a Stepping Stones Nursery,
322 Coleshill Road, Birmingham B32 8BG
Offers a place within the Nursery to your child as detailed below

FULL NAME OF CHILD.....

D.O.B..... START DATE.....

NAME OF PARENT/CARER.....

HOME ADDRESS.....

.....
.....
.....

TELEPHONE NUMBER.....

I HAVE READ AND UNDERSTOOD IN FULL THE TERMS & CONDITIONS OF THIS CONTRACT DOCUMENT AND HEREBY AGREE TO ADHERE TO ITS CONTENTS

PARENTS/CARER SIGNATURE.....

DATE.....

PROPRIETOR/NURSERY MANAGER SIGNATURE.....

DATE.....

PARENTS COPY

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710
Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org



CONTRACT

Main terms of this contract on which
Smarteenies Birmingham Ltd T/a Stepping Stones Nursery,
322 Coleshill Road, Birmingham B32 8BG
Offers a place within the Nursery to your child as detailed below

FULL NAME OF CHILD.....

D.O.B..... START DATE.....

NAME OF PARENT/CARER.....

HOME ADDRESS.....

.....
.....
.....

TELEPHONE NUMBER.....

I HAVE READ AND UNDERSTOOD IN FULL THE TERMS & CONDITIONS OF THIS CONTRACT DOCUMENT AND HEREBY AGREE TO ADHERE TO ITS CONTENTS

PARENTS/CARER SIGNATURE.....

DATE.....

PROPRIETOR/NURSERY MANAGER SIGNATURE.....

DATE.....

NURSERY COPY

Smarteenies Birmingham Ltd. T/A Stepping Stones Nursery,
322 Coleshill Road, Birmingham B36 8BG TEL: 0121 7486666
Company No: 07075455 OFSTED No: EY405710
Email: birmingham@steppingstonesnurseries.org Web Address: www.steppingstonesnurseries.org