



Parents' Handbook

2020/21

Fledglings Pre-school
Upshire Primary School
Upshire Road
Waltham Abbey
Essex EN9 3PX

Tel: 01992 805153
Email: preschool@upshire.essex.sch.uk



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Welcome to Fledglings Pre-school

Ofsted rated 'GOOD' in September 2016

Our last Ofsted Inspection was on 15th September 2016 and the setting was rated overall as 'Good'

The following is a summary of the report:

'Staff regularly reflect on their practice. They are proactive in seeking ways to improve the pre-school for the benefit of children. For example, they have recently opened an additional room, designated for younger children. This has helped them to provide early education for wider groups of children in the community.'

Children benefit from a highly stimulating and well-organised environment, both inside and outside. This is one example of how staff help children to be motivated to learn. Children display high levels of independence as they choose their own activities.

Children enjoy stories. They have access to a good range of books, both indoors and within the story area of the garden. Staff teach children to understand how stories are structured. Children enjoy using toy animals to act out short stories, changing their voices and facial expressions to display how the characters are feeling.

The manager evaluates the learning experiences and tracks all children's progress. This helps to identify and narrow any gaps in children's learning. Children who have special educational needs or disability receive swift and targeted intervention. All children make good progress based on their starting points and capabilities.'

We reviewed the actions that were raised by the Inspector and have incorporated them into our practice.

Our Aim is to provide a safe, happy, welcoming and educationally stimulating environment in which children can "learn through play" to prepare them for school and life.

We also want you to be happy with the service we provide to both you and your child. This is what our handbook is all about.

The Pre-school is registered with OFSTED (EY546189) and Essex County Council as a provider of care and education for two, three and four year old children within the Upshire area of Waltham Abbey in Essex. The Pre-school is also a member of the Pre-school Learning Alliance. The Named Person is Mrs Lynne McPheat. All matters regarding admissions and administrative duties will be addressed by Mrs Sue Smith who is the Pre-school Manager.

The Pre-school is situated in the grounds of Upshire Primary Foundation School but for those children who attend our Pre-school it does not mean they will get an automatic place into the school's Reception Class. You must check that you live in the school's catchment area and apply through Essex County Council's website: <https://www.essex.gov.uk/apply-for-a-primary-school-place>

The Pre-school is independently run and the overall management and control of the Pre-school rests with the members of the Extended Schools Committee ("the Committee"). The committee consists of members of the Upshire Primary School Governing Board. For further information, please speak to Lynne McPheat.

To help us operate safely and effectively, we have in place a number of policies and procedures. These are outlined in this handbook. If you wish to see the full versions, they are displayed in our setting.

Our Team

Lynne McPheat
Named Person
Extended Services Co-ordinator

BTEC National Business Studies
NVQL3 Diploma Business & Admin
NVQL3 Diploma CYPW
Designated Safeguarding Lead

Sue Smith
Senior Pre-school Practitioner

Early Years Foundation Degree
SENCO/Designated Safeguarding Lead

Michelle Slaytor
Deputy Pre-school Practitioner

NVQL4 & QCA
ENCO/Equality Officer
Deputy Designated Safeguarding Lead

Sarah Berg
Pre-school Practitioner and
Room Leader

NVQL3 Diploma CYPW

Mandy Player
Pre-school Practitioner

NVQL3 & QCA
Health & Safety Officer

Sue Groves
Pre-school Practitioner

NVQL3 Diploma CYPW
Behaviour Management

Filiz Hassan
Pre-school Practitioner

NVQL3 Nursery Nurse

Jodi Torrance
Pre-school Practitioner

NVQL3 Teaching Assistant

Anya Gorzala
Pre-school Practitioner

NVQL3 Diploma Children's Care, Learning and
Development

Emma Smith
Pre-school Practitioner

NVQL3 Diploma Childcare and Education

Vicky Connor
Pre-school Practitioner

NVQL3 Diploma Childcare and Education

Anna White, Kerry Crichton,
Lesley Burns

Pre-school Relief Team

Opening Times & Fees

Sessions run Monday to Friday (term time only) at the following times:

Morning session 08:45am–11:45am

Afternoon session 12:00pm–3:00pm

A lunch club is also available at a cost of £2.00 – please provide a packed lunch, this finishes at 12.15pm.

Funded and private sessions are available.

A government grant scheme is available in the term following your child's third birthday. Private places are available on a first come first served basis for either a morning or afternoon session at a cost of £11.50 per session.



We also take children from the age of two years old in our new Hatchlings Provision for both the morning and afternoon sessions on a private basis and the cost of these sessions is £11.50 per session. Government grants are available and to see if your child is eligible please speak to our Pre-school Manager, Sue Smith who can make the application for you.



Fees are to be paid whether or not your child attends ie. sickness, holiday etc. All fees must be paid weekly in advance ie. on the first day of attendance each week. All payments must be paid via Parentmail, our on-line payment system. For further information please speak to Sue Smith or Michelle Slaytor on 01992 805153.

Please note that if your fees remain in arrears your child will not be able to attend further private funded session until full payment is made.

We do ask that you, or someone familiar to the child, stay for at least the first session if you feel your child may have trouble settling-in. Please feel free to stay for as many sessions as it takes for your child to feel comfortable and settled.

Help with Childcare Costs

Childcare can be expensive but there is help available towards the cost of childcare.

If your child is aged two, three or four you might be able to get free early education and childcare. What you get depends on how old your child is, where you live, and your family circumstances.

In England, you will usually become eligible in the term after your child's birthday. For example, if your child turns three on 13th October, you will be able to get free childcare from January.

Two year olds

You can get free childcare for a two year old if you receive certain benefits, if your child has a disability, or if they have been looked after by the local authority. If you are eligible, you can get 15 hours of free childcare a week for 38 weeks a year (570 hours in total).

Three and four year olds

All three and four year olds can get 15 hours of free childcare a week for 38 weeks a year (570 hours in total) until the child starts reception year at school. You might be able to get an additional 15 hours of free childcare a week if you are in work, giving you a total of 30 hours a week for 38 weeks a year (1140 hours in total). To be eligible for this, you must be a single parent in work, or part of a couple where both parents are in work, and:

- You, or you and your partner, must earn at least 16 hours per week at the minimum wage (if you are under 25) or the Living Wage (if you are over 25)
- Neither of you must earn more than £100,000 per year

Tax Free childcare

Tax Free Childcare is paid to help parents in work with the cost of childcare. The government will add £2 for every £8 you pay for childcare, up to a maximum of £2000 per child per year (or £4000 per year if your child is disabled). You can only use it for approved childcare. This means a registered childminder, play scheme, nursery, or club, a registered school, or a home care worker working for a registered agency.

You can apply for Tax Free Childcare if:

- Your child is aged under 12, or under 17 if they have a disability
- You are a single parent and you are earning the equivalent of at least 16 hours per week at the minimum wage (if you are under 25) or the Living Wage (if you are over 25)
- You are part of a couple and you are both earning this amount, or one of you is earning and the other is unable to work due to illness, disability, or caring responsibilities
- You (and your partner if you have one) are earning less than £100,000 per year

You cannot receive Tax Free Childcare and Universal Credit or Working Tax Credit at the same time.

Tax Credits and Benefits

Working Tax Credit has been replaced by Universal Credit for most people. Working Tax Credit is paid by HM Revenue & Customs to support people who work and are on a low income – it does not matter whether you are an employee or self-employed.

Tax Credits were closed to new applications for the majority of people from 1st February 2019.

Tax Credits is available for working families in the United Kingdom with children under 16 or under 17 if disabled. You can claim 70% of your childcare costs up to a cap.

When you apply for benefits for the first time, you will be told whether to apply for Universal Credit or Working Tax Credit: this depends on where you live. For both Universal Credit and Working Tax Credit you must use approved childcare. This means a registered childminder, play scheme, nursery, or club, a registered school, or a home care worker working for a registered agency.

If you cannot make a new claim for Tax Credits you may be able to apply for Universal Credit.

Existing tax credit claimants are expected to be moved across to Universal Credit between 2020 and 2023.

If you are receiving either Universal Credit or Working Tax Credit, it is important to report changes in your circumstances so you continue to receive the right amount.

Eligibility for Working Tax Credit

You can get the Childcare Element of Working Tax Credit if:

- You are a single parent and you are in work for at least 16 hours a week
- You are part of a couple and you are both in work for at least 16 hours a week

With Working Tax Credit, you can get 70 per cent of your childcare costs covered up to a maximum of £122.50 per week for one child in childcare, or £210 for two or more children. The amount you get will depend on your family circumstances.

Eligibility for Universal Credit

You can get the Childcare Element of Universal Credit if:

- You are a single parent and you are in work
- You are part of a couple and you both work, or one of you works and one is unable to work because they are ill, a carer for someone else, or absent from the household

With Universal Credit, you can get 85 per cent of your childcare costs covered up to a maximum of £646 per month for one child in childcare or up to £1108 with two or more children. The amount you get will depend on your family circumstances.

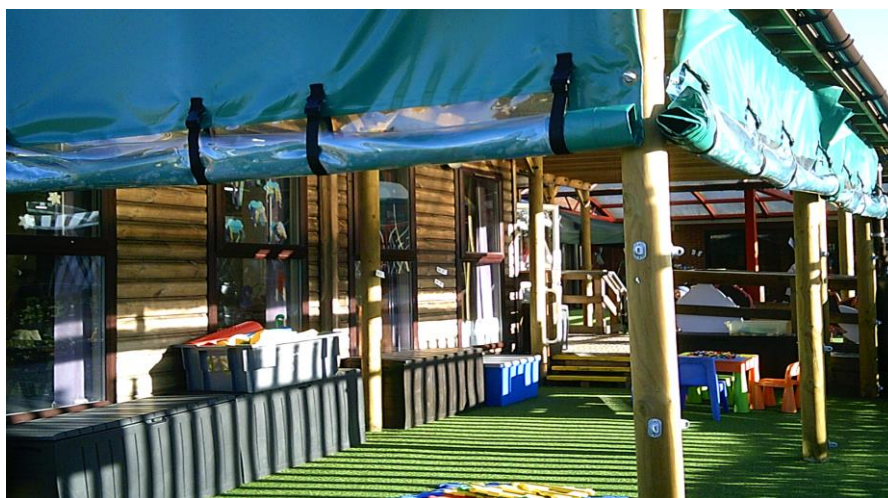
Which option is best for me?

Each family has its own unique needs and set of circumstances. If you are unsure about which option to go with towards your childcare costs, you can use the government's Childcare Choices website - <https://www.childcarechoices.gov.uk/> or come in and speak to Sue Smith our Pre-school Manager.

Admissions at Fledglings Pre-school

Please refer to the Fledglings Admissions Policy. We will contact you as soon as a place becomes available. All relevant paperwork will be sent to you once your child's place is confirmed.

As stated previously, a place at the Pre-school does not automatically guarantee a place at Upshire Primary Foundation School. You must still apply to the local authority.



Learning Through Play

At the Pre-school children learn through play whilst following carefully planned activities covering the three prime areas of the revised Early Years Foundation Stage Framework which are: communication and language, physical and personal, social and emotional development. Literacy, numeracy, essential skills and knowledge for children to participate successfully in society, understanding the world and expressive arts and design is also incorporated in the prime areas.

Open-door Policy

At the Pre-school we have an open door policy as we strongly believe in the importance of working in partnership with parents/carers and other outside agencies. These may include Health Visitors, Area SENCO (Special Educational Needs Co-ordinator Officer), SALT (Speech & Language Therapist), EYAT (Early Years Advisory Teachers) and teachers of the visually and hearing impaired to promote children's welfare and development.

Each child at the Pre-school is allocated a Keyworker who works closely with them monitoring their achievements through observations and evaluations. Parents/Carers can come in and speak with their child's Keyworker at any time. Should you have any concerns regarding your child, please speak to your child's Keyworker in the first instance.

You are also invited to attend a 'Stay & Play' session with your child.

Transition Records

When a child is leaving to move on to their Primary School the child's Keyworker will complete a 'Transition Passport'. The report is then, with the parents/carers consent, passed onto the child's new setting. This transition passport gives the child's new practitioner guidance as to the child's progress and achievements within the Foundation Stage.

Reports

At the end of the summer term you will receive your child's end of year report. Plus a copy of their Tapestry will be put on a disc for you to keep.

This is completed by your child's Keyworker.

Keeping in Touch

We warmly welcome parents/carers who want to become involved with our Pre-school.

Parents/carers can come in at any time to speak to the Manager or a member of staff regarding your child's progress. They will be more than happy to see you.

Should you wish to call us you can do that too but if we are unable to answer your call please leave a clear message with your name and the number you wish us to call you back on and we will get back to you as soon as possible.

Tel: 01992 805153

Email: preschool@upshire.essex.sch.uk

At the Pre-school we use the on-line learning journeys. We create individual 'learning journeys' for each child through educational software called 'Tapestry'. We will set up an account for you to enable you to access your child's learning journey where you will be able to view all of your child's observations, photographs and even video from their time in the Pre-school.

Staff will reference your child's learning in the EYFS Profile so you will know which areas of learning your child is achieving in.

In addition to viewing our contributions, we encourage parents to add to it by uploading photos and comments about their child and their achievements at home.

Website

Please visit our website where you will find all our up to date information.

<https://www.fledglingspre-school.co.uk>

Collecting your Child

Your child must be collected promptly at the end of each session.

If you are delayed you must telephone us immediately and inform us of the arrangements you will make for the collection of your child.

If you do not contact us and you are late collecting your child we will call your named person. It is important that you keep us up to date with any changes to telephone numbers or contact person details.

Your child can only be picked up by one of those named on your child's registration form. If someone other than those named is going to collect your child please inform the Manager in advance.

We operate a 'password' scheme. This means that in the event of a parent/carer phoning to explain that a relative or close friend is picking up their child we will ask for a password from the parent/carer. We will expect the adult who is picking up the child to know this password. A child cannot be collected by anyone under the age of 16 even if they have been given permission to do so by the parent/carer.

In the event of the children having to vacate the building for safety reasons they will be taken to the Main School.

Smoking

We operate a no smoking policy. Smoking is not permitted in the building or in the outside play area at anytime.

Mobile telephones

We ask that parents and carers do not use their mobile phones whilst coming into the setting. MOBILE FREE ZONE signs will be displayed in the outside area to remind parents and visitors.

Photographs

We sometimes take photographs for display purposes and to promote our activities to the wider community. Should you have any queries or questions regarding the taking of photographs, please speak to the Pre-School Practitioner before signing the agreement slip at the back of this handbook.

Festivals & Cultures

Throughout the year different ethnic festivals will form part of the curriculum programme that is offered to your child.

All children are included in these activities to help them explore and gain a knowledge and understanding of the world around them.

Equal Opportunities

The Pre-school positively promotes an Equal Opportunities policy and Special/Additional Education Needs and Inclusion policies.

These policies are intended to include all children, parents/carers, students, volunteers and staff. We are committed to offering equal opportunities to everyone.

We ask that you embrace and support our policies to help us to provide equality of opportunity for all.

Toys & Personal Items

We do not encourage children to bring in their own toys, as lost or broken toys can cause distress. Toy guns, knives and other toys of an offensive nature are strictly prohibited.

Whilst we understand that your child may have personal belongings with them we will encourage all the children to respect other people's property.

We take no responsibility for toys, money or jewellery brought into the Pre-school.

Sick & Unwell Children

Please do not bring your child to the Pre-school if they are unwell or suffering from an infectious condition and telephone us as soon as possible to let us know that your child will be absent.

Children suffering from sickness and/or diarrhoea will only be allowed back once the symptoms have ceased for 24 hours.

If your child becomes unwell whilst in our care we will comfort them and if they are feverish we will monitor their temperature every 15 minutes. We will also ask you to come to collect your child.

If we are unable to contact you we will call your named emergency contact person and ask them to come to collect your child.

Snacks

We provide a drink of either milk or water and a piece of fruit or veg daily.

Please ensure that you complete all the relevant paperwork sent to you as this will inform us of any food allergies your child may have. Please do not let your child bring sweets into the Pre-school.

Clothing

Your child will take part in many different activities during a session so we please make sure that they are dressed in comfortable, practical clothing. Please ensure that you label your child's clothing.

We have a Pre-school uniform, which comprises of:

- A red sweatshirt, cardigan or fleece
- White/red polo shirts
- Black or grey trousers/shorts; skirts/pinafores
- Black or grey joggers
- White shirt or blouse
- Red/white checked dress

(Fleeces, polo shirts and sweatshirt are also available with our name and logo embroidered on the front and can be purchased these at the main school office).

In the summer please ensure that you send your child to Pre-school with a hat and sun cream.

Footwear

For health and safety reasons we do not allow children to wear unsuitable footwear such as flip flops, heeled shoes and sandals.

Jewellery

For health and safety reasons children **MUST NOT** wear jewellery other than small studs for those children who have pierced ears. If you have any questions please feel free to discuss this with a member of staff.

For Your Child's Protection

It is the responsibility of any staff member or volunteers to report to our Safeguarding Children Officer any incidents where they feel that a child may be at risk, either witnessed or disclosed. The Safeguarding Children Officer has at all times the duty to pass this information onto their line manager whose duty in turn is to pass this information onto Social Services who will then decide on any action to be taken.

At Fledglings the welfare of the child is paramount at all times.

Managing Behaviour

In the first instance we will talk to the child who is displaying challenging behaviour. If this is ineffective and the child cannot be distracted s/he will be taken away from the situation to a quieter area and given the opportunity to calm down.

Staff may feel that a reward system is appropriate and will sometimes use this to encourage positive behaviour. Positive behaviour is encouraged and praised by all members of staff.

If a child has behavioural difficulties our Manager will discuss with staff, parents/ carers strategies to promote positive behaviour with the individual child.

In the event that a child displays excessive violence, aggression or disruptive behaviour resulting in the disruption of other children and the session in general we will ask the parent/carer to meet with the child's Keyworker and the Manager to discuss how the situation can be resolved.

With the permission of the parent/carer the Area SENCO can be called in to carry out observations on the child to help with strategies to promote positive behaviour.

Accidents

We will do our very best to prevent accidents but they do happen from time to time. All childcare staff members are qualified in First Aid and/or Paediatric First Aid and should your child suffer a minor injury such as a bump or a bruise we will comfort them and administer first aid if necessary.

When you collect your child at the end of the session you will be informed of any accidents.

If your child has an accident requiring significant medical attention we will contact you immediately.

If you cannot be contacted we will call your named emergency contact person. The staff member who witnessed the accident or who is dealing with your child will complete an accident form. Once completed the form will be shown to the parent/carer and they then will sign it.

In the event of your child needing emergency treatment an ambulance will be called immediately, you will then be contacted and given instructions as to where to go, ie. to Fledglings Pre-school or directly to the hospital.

Medication

We can only administer medication prescribed individually to your child by a doctor. We will not administer over-the-counter medicines such as cough mixture.

Medication for your child must be clearly labelled with the original pharmacist's label outlining the child's name and dosage. All medications must be handed to a member of our staff. A medication consent form must be completed and signed by the parent/carer for all medicines needing to be administered.

Complaints Procedure

We sincerely hope that you will have no cause for complaint but we do have a system in place should you wish to do so.

Step 1:

You are welcome to speak to staff about any queries or concerns you may have. If you would rather speak to the Manager then you may do so.

Step 2:

In the event of you not being satisfied with the outcome you can speak to the Named Person of the Pre-school, Lynne McPheat.

Tel: 01992 805157

Email: lmcpheat@upshire.essex.sch.uk

Step 3:

If you are still dissatisfied you can speak to Ofsted, with whom we are registered. Their telephone number for suggestions, complaints and whistleblowing is:

Tel: 0300 123 4666

All complaints will be recorded on a 'Provider Complaints Record' form, which outlines the source of the complaint, the nature of the complaint, how it was dealt with and the actions and outcomes.

These forms are part of the revised complaints procedures issued by Ofsted (November 2011).

Activities and Topics

Our activities and topics change each term and are linked to a theme, for example, space, the sea-side or relates to a book, such as the Gruffalo.

Inside and outside play, child lead and adult lead activities, messy play and cooking are an example of the activities that your child will take part in.



Agreement

I confirm that I have read the Fledglings Pre-school Parents Information Handbook and agree with its contents. I am happy for my child to attend Fledglings Pre-school.

NB: Please use BLOCK CAPITALS

Child's Name:

Address:

Contact Number:

Email:

Name of Parent/Carer:

Signature:

Date: