

PARENT FAQ'S



www.kidsplanetdaynurseries.co.uk

Choosing a day nursery for the first time can be a little daunting and we understand that you will probably have lots of questions. We will be happy to answer them personally but in the meantime you may find useful answers in this booklet.

VISITING OUR NURSERIES, BOOKING A PLACE, ITEMS TO BRING AND OFSTED

How early do I need to put my child's name down to attend Kids Planet?

We recommend as soon as possible to secure your place as the nurseries can fill up very fast.

How do I book a place for my child?

There are a few options, you can contact our Nursery Managers by telephone or email to arrange a tour of the nursery and complete the paperwork. Alternatively, you can book a place via our website. To secure your place there is an administration fee of £100, this also covers your child's settling in sessions.

Can my child visit the nursery prior to starting?

To ensure a smooth transition into nursery we recommend at least 3 settling-in visits for all children to enable them to adapt to their new surroundings and to meet staff and children in the room. Where possible, we suggest this is done over 2 weeks to ensure there is time if required, to increase the number of visits.

What should I/my child bring to nursery?

- A recent photograph of your child, not passport size
- A named bag, not too large (not plastic or drawstring)
- A change of clothes, including underwear if potty training. Please include wellies, rain coats, sunscreen and hats (suitable for the season). Please label.
- EpiPen or any other type of long term medicine if your child has an allergy or medical condition which requires this. Medicine needs to be prescribed and labelled with name and instructions clear.

Additional items depending on the age of your child:

- Nappies, wipes and nappy cream
- Breast milk (in a bottle), measured formula powder and a sterile bottle
- Comforter/dummy (if used), this must be clearly labelled

Note: please ensure all clothes and shoes are labelled with your child's full name.

What are your opening times and when are you closed?

Please contact the Nursery Manager at one of our nurseries to confirm the details. The majority of our nurseries are open 52 weeks of the year and only closed for bank holidays.

How often are your nurseries inspected by OFSTED?

OFSTED inspections take place approximately once every cycle, this is normally between 2 and 5 years. New settings are usually inspected with 2½ years of opening.

STAFF QUALIFICATIONS AND SECURITY CHECKS

Are all staff DBS (CRB/police) checked?

Yes, all staff have to have a DBS check completed when they first start at Kids Planet. DBS checks are then renewed every two years.

Do all staff hold relevant childcare qualifications?

Our staff are qualified to Level 3 in childcare or higher. Staff who do not hold a level 3 qualification are currently studying towards one.

What are staff to child ratios at Kids Planet?

The ratios, as outlined by Early Years Foundation Stage, are; 0-2 years - 1 adult: 3 children, 2-3 years - 1:4 and over 3 years 1:8 or 1:13 with an EYP or teacher.

Are the same staff based in each room so there is continuity?

We have set staff in each room on a daily basis and when staff are on holiday or absent due to illness we have familiar supply staff who cover within nursery so there remains continuity for each child.

Are your staff First Aid trained?

We hold regular first aid courses throughout the nursery group for all our staff and our aim is to ensure everyone is first aid trained within a short time of starting Kids Planet.

SLEEPING TIMES AND ROUTINES AT NURSERY

How will my child sleep at nursery and where?

For younger babies we have cots and as children get older we have sleep mats. Every child has their own bedding within nursery that is laundered at least weekly and whenever they sleep this is put out for them.

How do staff get children to sleep?

Staff sit with children and rub their tummy, back or stroke their heads. This is optional, if you would like your child to go to sleep by themselves you should let a member of staff know.

How old are babies when they are moved from sleeping in a cot to a sleep mat?

Only the baby room has cots, so as part of the transition process the staff in the baby room will speak to you as a parent about moving your child from sleeping in a cot to a sleeping mat.

Do children have their own bedding at Kids Planet and how often is this washed?

Yes, Kids Planet provide each child with their own blanket and sheet at nursery. This is stored in a bag labelled with their name. We have a laundry room onsite and bedding is cleaned at least once a week.

My child has a set routine, how will this fit into nursery life?

When children start at nursery we follow their routines to ensure there is a smooth transition from home life to nursery. We work with families to ensure there is a continuity of care.

How often does the nursery hairdresser visit Kids Planet?

The nursery hairdresser visits every 6 weeks.

FOOD, MEALTIMES, DIETARY REQUIREMENTS AND WEANING

What meals and snack are provided?

At Kids Planet, we believe in a healthy approach to bodies and appetites, with sociable mealtimes, balanced nutrition and fresh, varied menus. Our menus are healthy and well-balanced. Each nursery setting has an on-site, qualified chef with an in-depth understanding of nutrition, food hygiene, and menu planning. Water and fresh fruit is available in all of the rooms throughout the day. Please contact the nursery for a copy of their menu.

What happens if my baby is not yet weaned when they start nursery?

At Kids Planet we would work with you as a parent to discuss weaning stages and we would follow your routine from home as you introduce new foods to your child. We also have a weaning menu in place for children who are just starting the weaning process.

Is the food cooked freshly on the nursery premises on a daily basis?

All our nurseries have a Nursery Chef, who prepares all the food on the nursery premises with fresh ingredients, with no added salt or sugar. We have a 4 or 6 weekly menu in all of our nurseries. Our Nursery Chef is qualified in food preparation and food safety.

Where do children eat their meals?

Children sit around the tables within their age specific room. Mealtimes are very sociable times and the staff will sit with the children and model good table manners.

Do you have a Halal or Kosher options on your menus?

At all our nurseries we offer a vegetarian option daily. Where there is sufficient demand, we also cater for other dietary needs in certain nurseries, this includes a Halal menu. Our Higher Broughton nursery also has a separate Kosher kitchen.

EDUCATION AND CARE

How will my child's progress be tracked throughout nursery?

Every child is allocated a key person and it is this person which develops a special bond with that child. They are based in the room that the child attends and completes the child's learning development journal through observation and link each child's progress within the EYFS.

How often does Kids Planet hold parents evening?

We hold 2 parents evenings per year but you can book an appointment or have a chat with your child's key person at any time. You are also able to take home your child's file at any time to have a peek and see what they are enjoying at nursery.

My child has special educational needs and disability (SEND), can they still attend Kids Planet?

Of course, we are a fully inclusive nursery and will adapt our care to the individual needs of each child who attends, where possible.

Do you have connections and relationships with surrounding schools?

All our nurseries work in partnership with other childcare providers and local school to ensure a smooth transition from nursery to school.

SAFE AND SECURE

Do you have CCTV in your nursery and can I view it?

The majority of our nurseries have CCTV in the indoor and outdoor play areas. CCTV is not accessible through the internet, but parents are able to watch their child from the monitor in our nursery receptions. This is a good tool for settling in visits, checking your child is settled in after drop off or have a sneak peek into what they're up to just before you collect them.

How secure is the nursery?

Each of our nurseries have a secure door entry system, a number of nurseries have fingerprint recognition software which only allows designated people entry into the main entrance.

OUTSIDE PLAY, TRIPS AND EXTRA-CURRICULAR ACTIVITIES

How often will my child go outside to play?

We go outside in all-weather within nursery and where children have direct access to the outdoors they go out very frequently throughout the day. Where children do not have direct access to the outdoors we have timetabled times for children to go out to play both in the morning and the afternoon.

Do you go for trips/walks?

Yes, we go out on local walks often to the local parks, to feed the ducks or to visit the library. We have an annual trip each year for parents to attend and we also arrange group specific trips throughout the year.

Does Kids Planet hold extra-curricular activities?

We have lots of extra-curricular activities throughout our nurseries these can include things like ballet, French, drama and sports sessions.

FEEES, ADMIN FEE, FUNDED PLACES, DISCOUNTS AND WAYS TO PAY

How can I pay my childcare fees?

A direct debit form is included with your application form, to be completed with your payment details for childcare fees. Additionally we accept payment by bank transfer, childcare vouchers, cash and we have a card machine on site to make payments by debit/credit card.

When are childcare fees due to be paid?

Fees are payable in advance, and are due to be paid by the first day of the calendar month, for that month. The first invoice is due to be paid prior to your child's attendance.

Do you accept childcare vouchers?

Kids Planet are registered with most childcare voucher companies for parents who receive childcare vouchers through work and this amount will come off your monthly invoice.

Do I need to pay a deposit/admin fee to secure my child's place?

We take a £100 Admin Fee to secure a child's place at Kids Planet, this covers all settling in sessions when your child starts nursery.

Do you offer funded places for 2, 3 and 4 year olds?

Yes, we offer FREE funded places for eligible 2 year olds and 3-4 year olds are eligible for 15 and 30 hours free childcare.

Is there any family discount available if you have more than one child attending the nursery?

Yes, if you have siblings at nursery, the eldest sibling will have a 10% reduction in fees.

How is my invoice calculated?

The number of sessions or days each child does per week is added together and then multiplied by 52 weeks and then divided by 12 to generate a set monthly invoice which has a fixed value each month.