



Parent Handbook 2026

Chapter 1 – Welcome to Little Friends Nursery

Welcome from the Managing Director

Dear Parents and Families,

Welcome to Little Friends Nursery.

Thank you for choosing us to be part of your child's early years journey. We understand that selecting the right nursery is one of the most important decisions you will make as a parent, and we are honoured that you have entrusted us with your child's care, learning and development.

At Little Friends Nursery, we believe every child is unique, capable and full of potential. Our role is to provide a safe, nurturing and inspiring environment where children feel happy, secure and confident to explore, learn and grow.

We are committed to delivering high-quality early years education through meaningful play, strong relationships and engaging learning experiences. Our experienced team works closely with families to ensure that every child receives the individual care and support they need to flourish.

Children learn best when parents and educators work together. We value open communication, mutual respect and positive partnerships with families. We encourage parents to share their knowledge of their child and to take an active role in their learning journey throughout their time with us.

This Parent Handbook has been developed to provide clear information about our nursery, our policies, our expectations and the services we provide. Please take the time to read it carefully, as it forms part of the agreement between your family and Little Friends Nursery.

Should you have any questions, concerns or suggestions, our team will always be happy to assist you.

We look forward to welcoming your family and sharing many wonderful milestones together.

Kind regards,

Dilek Aygun

Managing Director

Little Friends Nursery

Our Vision

To create a nurturing, inspiring and inclusive environment where every child feels valued, develops confidence, and reaches their full potential through high-quality early years education.

Our Mission

At Little Friends Nursery we are committed to:

- Providing exceptional childcare in a safe and stimulating environment.
 - Supporting every child's emotional, social, physical and intellectual development.
 - Promoting independence, resilience and curiosity through play-based learning.
 - Building strong partnerships with parents and carers.
 - Celebrating diversity and ensuring every child feels respected and included.
 - Preparing children with the confidence and skills they need for their transition to school.
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Our Values

Our nursery is built upon the following values:

Respect

We treat every child, family and member of staff with kindness, dignity and respect.

Care

Children's wellbeing is at the centre of everything we do.

Inclusion

We welcome families from all backgrounds and celebrate diversity within our nursery community.

Learning

We encourage curiosity, creativity and a lifelong love of learning.

Partnership

We believe children achieve the best outcomes when parents and practitioners work together.

Excellence

We continually strive to provide the highest standards of early years education and care.

Our Commitment to Families

When your child joins Little Friends Nursery, we promise to:

- Provide a safe, welcoming and stimulating environment.
- Employ qualified, caring and experienced practitioners.
- Support your child's individual learning journey.
- Maintain open and honest communication.
- Respect your family's culture, beliefs and values.
- Safeguard your child's wellbeing at all times.

- Deliver childcare in accordance with the Early Years Foundation Stage (EYFS) and all relevant statutory requirements.

Chapter 2 – About Little Friends Nursery

Little Friends Nursery is an **Ofsted Outstanding** early years setting located at **Woodside Pavilion, High Road, Wood Green, London N22 8JZ**. We provide high-quality childcare and early education for children aged **9 months to 5 years** in a safe, nurturing and stimulating environment where children are encouraged to become confident, curious and independent learners. The nursery operates Monday to Friday from **8:00 am to 6:00 pm**, for **48 weeks of the year**; however, a **term-time** option is also available.

Our Story

Little Friends Nursery was founded with one simple ambition:

To provide exceptional childcare where every child feels loved, respected and inspired to achieve their full potential.

Since opening, we have built an excellent reputation for delivering outstanding early years education through strong relationships with families, highly qualified practitioners and a curriculum that places children's wellbeing and development at its heart.

An Outstanding Nursery

We are extremely proud that Ofsted judged Little Friends Nursery to be **Outstanding** in every area of the inspection. The inspector highlighted the exceptional quality of education, leadership, children's behaviour, personal development and the outstanding partnerships developed with parents.

During the inspection, Ofsted recognised that:

- Children are exceptionally happy, safe and secure.
- Staff form extremely close relationships with children.
- Teaching is inspirational.
- Children make rapid progress.
- Parents receive an outstanding service.
- Children are exceptionally well prepared for school.

These comments reflect the values that guide our nursery every day.

Our Learning Environment

Our nursery has been carefully designed to create exciting learning opportunities both indoors and outdoors.

Children benefit from:

- Bright and welcoming classrooms.
- High-quality learning resources.
- Purpose-built learning areas.
- A large outdoor garden.
- Nature-based learning experiences.
- Daily physical activity.

- Quiet spaces for rest and wellbeing.

The outdoor environment is an important extension of every classroom, allowing children to investigate nature, develop physical confidence and enjoy fresh air every day.

Learning Through Play

We believe children learn best when they are actively engaged in meaningful play.

Our curriculum encourages children to:

- ask questions
- investigate
- solve problems
- create
- imagine
- communicate
- become independent thinkers

Practitioners carefully observe each child's interests before planning exciting learning experiences that build upon their next developmental steps.

Communication and Language

Communication and language sit at the heart of everything we do.

Children are encouraged to:

- develop confidence
- express themselves
- build vocabulary
- enjoy books
- sing songs
- participate in conversations
- listen carefully

Ofsted recognised communication and language as a particular strength of our curriculum and praised staff for introducing rich vocabulary and supporting children to become excellent communicators.

Outdoor Learning

Outdoor play is an essential part of everyday life at Little Friends Nursery.

Children enjoy opportunities to:

- explore nature
- care for living things

- investigate seasonal changes
- develop physical skills
- take appropriate risks
- build confidence
- improve coordination

The Ofsted inspection praised the wide-open garden space and the opportunities children have to learn about nature and animals while developing curiosity, imagination and concentration.

Inclusion

Every child is welcomed, respected and valued.

We celebrate diversity and believe that every family enriches our nursery community.

Children are supported regardless of their:

- culture
 - religion
 - language
 - disability
 - ethnicity
 - family circumstances
-

Children Learning English as an Additional Language

We recognise that many children speak more than one language.

Children are encouraged to value their home language whilst developing confidence in English.

Our practitioners support multilingual development through:

- songs
- stories
- visual resources
- conversations
- partnership with families

The Ofsted inspection recognised that children who speak English as an additional language receive exceptional support and make excellent progress.

Children with SEND

We are committed to ensuring every child reaches their full potential.

Our experienced team works closely with:

- parents

- Health Visitors
- Speech and Language Therapists
- Educational Psychologists
- SEND specialists
- Local Authority professionals

Where appropriate, individual support plans are developed to meet each child's needs.

Ofsted praised the immediate support provided to children with SEND and recognised the excellent interventions that enable all children to make rapid progress.

Partnership with Parents

Parents are our partners.

We believe children achieve the very best outcomes when parents and practitioners work together.

We communicate through:

- Family App
- face-to-face discussions
- parents' meetings
- newsletters
- telephone
- email

Parents are encouraged to share information about their child's interests, routines and achievements so we can work together to support every stage of their development.

Ofsted described our partnership with parents as **outstanding**, noting that families value the caring, flexible and supportive approach of the nursery team and appreciate being able to follow their children's learning through the online learning platform.

Our Staff

Our staff are our greatest strength.

We employ caring, experienced and qualified practitioners who are passionate about early years education.

Every member of staff is committed to:

- safeguarding children
- continuous professional development
- reflective practice
- building positive relationships
- maintaining the highest professional standards

Ofsted recognised the leadership team as inspirational and highlighted the extensive training, coaching and professional development that helps maintain outstanding teaching.

Our Commitment

Every decision we make is guided by one simple question:

"Is this in the best interests of the child?"

That principle underpins our curriculum, our policies and our relationships with families and ensures that every child receives the very best start in life.

Chapter 3 – Admissions, Registration and Settling-In

3.1 Our Admissions Policy

Little Friends Nursery welcomes applications from all families regardless of race, ethnicity, religion, disability, gender, family structure or background.

Places are offered based on:

- Availability within the appropriate age group.
- Staffing ratios required under the Early Years Foundation Stage (EYFS).
- The individual needs of the child.
- The nursery's ability to provide appropriate care and support.
- Any additional funding or support available for children with SEND.

Admission to the nursery is at the discretion of the Nursery Management Team.

3.2 Equal Opportunities

Little Friends Nursery is committed to providing equal opportunities for every child and family.

We do not discriminate on the grounds of:

- Race
- Religion or belief
- Disability
- Sex
- Gender reassignment
- Pregnancy or maternity
- Sexual orientation
- Marriage or civil partnership
- Ethnic or national origin

We actively promote diversity and inclusion throughout our curriculum and nursery environment.

3.3 Visiting the Nursery

We encourage all prospective parents to visit the nursery before making a decision.

Visits provide an opportunity to:

- Meet our staff.

- View our learning environments.
- Learn about our curriculum.
- Discuss your child's individual needs.
- Ask questions about our routines and policies.

Visits are by appointment to minimise disruption to children's learning.

3.4 Applying for a Place

Parents wishing to register their child should complete the Nursery Registration Form and provide all requested documentation.

Submitting an application does not automatically guarantee a place.

Places are confirmed only when the nursery issues a written offer and all registration requirements have been completed.

3.5 Registration Requirements

Before a child starts attending, parents must provide:

- Completed Registration Form.
- Child's full legal name and date of birth.
- Parent(s) or legal guardian details.
- Emergency contact information.
- Medical information.
- Allergy information.
- Dietary requirements.
- Details of any additional needs.
- Information regarding any court orders relating to the child.
- Collection permissions.
- Funding eligibility codes (where applicable).
- Home address.
- GP details.
- NHS number (if requested).
- Immunisation information (where parents wish to provide this).

The nursery reserves the right to request supporting documentation where necessary.

3.6 Parent Responsibility

Parents are responsible for ensuring that all information provided remains accurate and up to date.

This includes notifying the nursery immediately of any changes to:

- Home address
- Telephone numbers
- Emergency contacts
- Medical conditions
- Allergies
- Medication
- Family circumstances affecting the child
- Court orders or parental responsibility arrangements
- Collection arrangements

Failure to provide accurate information may affect the nursery's ability to care for your child safely.

3.7 Registration Fee and Deposit

Where applicable, a non-refundable registration fee and/or refundable deposit may be required to secure a nursery place.

Details of current charges are available in the Nursery Fees Schedule.

The nursery reserves the right to amend these charges with appropriate notice.

(If you decide not to charge a registration fee or deposit, this section can simply state that none is currently payable.)

3.8 Acceptance of a Nursery Place

A nursery place is considered accepted when:

- The registration process has been completed.
- Required documentation has been received.
- Any applicable registration fee or deposit has been paid.
- Parents have accepted these Parent Terms and Conditions.
- A confirmed start date has been agreed.

The nursery reserves the right to withdraw an offer if registration requirements are not completed within the requested timeframe.

3.9 Settling-In Sessions

Starting nursery is an important milestone for every child.

We believe that a gradual settling-in process helps children develop secure relationships with practitioners and feel confident within their new environment.

The settling-in programme will be tailored to each child's individual needs and may vary depending upon:

- Age.
- Previous childcare experience.

- Individual temperament.
- Parent preferences.
- Emotional readiness.

The Nursery Manager or Key Person will discuss and agree the settling-in arrangements with parents.

3.10 Extended Settling-In

We recognise that some children may benefit from additional settling-in sessions.

Where appropriate, extended settling-in may be offered to support children's emotional wellbeing.

Ofsted recognised our extended settling-in arrangements as an important strength in helping children feel secure and settle quickly into nursery life.

3.11 Key Person

Every child will be allocated a Key Person before or shortly after starting nursery.

The Key Person is responsible for:

- Building a secure relationship with the child.
- Supporting emotional wellbeing.
- Monitoring development.
- Planning learning experiences.
- Maintaining communication with parents.
- Completing observations and assessments.

Where the Key Person is absent, another familiar practitioner will support the child.

3.12 Transition Between Rooms

Children move between rooms when they are developmentally ready rather than solely based on age.

Transitions are carefully planned to ensure children feel secure and confident.

Parents will be consulted throughout the process.

Transition arrangements may include:

- Short visits.
 - Meeting new practitioners.
 - Joint observations.
 - Shared handovers between staff.
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3.13 Transition to School

Preparing children for school is an important part of our curriculum.

During their final year at nursery we support children to develop:

- Independence.
- Confidence.
- Communication.
- Early literacy.
- Early mathematics.
- Emotional resilience.
- Self-care skills.

Where appropriate and with parental consent, we work closely with receiving schools to ensure a smooth transition.

3.14 Starting Dates

Children normally begin nursery on an agreed Monday; however, alternative arrangements may be made where appropriate.

Parents are expected to commence attendance on the agreed start date.

If a child does not start within two weeks of the agreed date and no alternative arrangement has been agreed in writing, the nursery reserves the right to withdraw the place.

3.15 Waiting List

Where no places are available, families may request to join our waiting list.

Being placed on the waiting list does not guarantee a future nursery place.

Places become available based on vacancies, staffing capacity and operational requirements.

3.16 Refusal or Withdrawal of Admission

Little Friends Nursery reserves the right to refuse or withdraw admission where:

- Required registration information has not been provided.
- The nursery cannot safely meet the child's needs with available resources.
- Parents have provided false or misleading information.
- Outstanding fees remain unpaid from previous attendance.
- Admission would compromise statutory staffing ratios or the safety and wellbeing of other children.

Where appropriate, the nursery will discuss concerns with parents before making a final decision.

Chapter 4 – Attendance, Sessions and Daily Procedures

This chapter explains how nursery sessions operate and outlines the responsibilities of both the nursery and parents in ensuring children attend regularly and safely.

4.1 Our Opening Hours

Little Friends Nursery operates **48 weeks per year**.

Opening Hours

Monday to Friday

8:00 am – 6:00 pm

The nursery is closed on:

- Saturdays and Sundays
- Bank Holidays
- Christmas Closure
- Two weeks during the Summer Closure
- Staff Training Days (where applicable)

Parents will receive advance notice of all planned closure dates.

4.2 Session Times

We offer a variety of childcare options to meet the needs of working families.

These include:

- Full Day Sessions
- Morning Sessions (where available)
- Afternoon Sessions (where available)
- Funded Sessions 9 am – 3 pm
- Ad-hoc Sessions (subject to availability)

Session availability may change according to demand and staffing requirements.

4.3 Contracted Sessions

Parents agree to purchase a regular childcare schedule through a Childcare Agreement.

Your agreed sessions are reserved exclusively for your child.

Fees remain payable whether or not your child attends.

4.4 Changes to Contracted Sessions

Parents wishing to permanently change their booked sessions should submit a written request to the Nursery Manager.

Requests are subject to:

- Availability
- Staffing ratios

- Operational requirements
- Management approval

The nursery cannot guarantee requested changes.

4.5 Temporary Session Swaps

Occasionally parents may request to swap sessions.

The nursery will always try to accommodate these requests; however, swaps:

- cannot be guaranteed
- depend upon availability
- must maintain statutory staffing ratios
- must be approved in advance

Unused sessions cannot normally be exchanged or carried forward.

4.6 Ad-hoc Sessions

Additional childcare may be booked where places are available.

Ad-hoc sessions:

- must be booked in advance
 - are subject to availability
 - are charged at the current published rate
 - must normally be paid for before attendance
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4.7 Attendance

Regular attendance is essential for children's learning, development and emotional wellbeing.

Parents should ensure children attend their agreed sessions consistently.

Where attendance becomes significantly irregular, the Nursery Manager may discuss continued attendance arrangements with the family.

4.8 Arrival at Nursery

Parents should bring their child into the nursery and hand them directly to a member of staff.

Children should never be left unattended at the entrance or in the garden.

Parents should ensure practitioners are aware that the child has arrived before leaving.

4.9 Collection

Children will only be released to:

- a parent with parental responsibility
- an authorised adult named on the Registration Form
- another adult authorised by the parent in advance

Identification may be requested if the collecting adult is unfamiliar to staff.

The nursery reserves the right to refuse collection where identity cannot be confirmed.

4.10 Collection Password

For additional safeguarding, parents may be asked to provide a collection password.

Where an unfamiliar adult is collecting, staff may request this password before releasing the child.

4.11 Changes to Collection Arrangements

Parents must notify the nursery as soon as possible if someone different will be collecting their child.

Notification should include:

- Full name
- Relationship to the child
- Contact number
- Approximate collection time

Where appropriate, photographic identification may be requested.

4.12 Late Collection

Children must be collected promptly at the end of their contracted session.

Late collection affects staffing ratios and staff working hours.

Where a child is collected after their agreed collection time, late collection charges will apply in accordance with the current Fees Schedule.

Repeated late collection may result in a review of the childcare agreement.

4.13 Failure to Collect a Child

If a child has not been collected:

1. Staff will attempt to contact parents.
2. Emergency contacts will be contacted.
3. The Designated Safeguarding Lead will be informed.
4. If no responsible adult can be contacted, Children's Services and/or the Police may be contacted in accordance with safeguarding procedures.

The welfare of the child will always remain our priority.

4.14 Absence from Nursery

Parents should notify the nursery before the start of the session if their child will be absent.

Absence should be reported via:

- Family App
- Telephone

Parents should provide the reason for the absence where possible.

4.15 Holidays

Parents are welcome to take family holidays during the year.

However:

- Fees remain payable during holidays.
 - Holiday credits are not available.
 - Funded hours are administered in accordance with Local Authority funding rules.
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4.16 Sickness Absence

Fees remain payable during periods of illness.

Parents should notify the nursery if their child has an infectious illness.

Children must remain away from nursery for the recommended NHS exclusion period.

A copy of our Illness Exclusion Guide is included within the Parent Handbook.

4.17 Emergency Closure

Occasionally, the nursery may need to close unexpectedly due to circumstances beyond our reasonable control.

Examples include:

- Severe weather
- Utility failure
- Fire
- Flooding
- Public health emergencies
- Government restrictions
- Structural damage

Every effort will be made to notify parents immediately through the Family App, telephone or email.

Where closures are beyond the nursery's reasonable control, refunds or fee reductions will not normally be offered.

4.18 Child Protection Concerns

Where staff have concerns about a child's welfare at arrival or collection, the nursery has a legal duty to follow safeguarding procedures.

This may include delaying collection while advice is sought from the Designated Safeguarding Lead or relevant statutory agencies.

Parents will be treated respectfully throughout this process, but the child's safety will always take priority.

4.19 Court Orders and Parental Responsibility

Parents must inform the nursery of:

- Child Arrangements Orders
- Prohibited Steps Orders
- Specific Issue Orders
- Care Orders
- Any other legal restrictions affecting collection or parental responsibility

The nursery will only act on official court documentation.

Copies must be provided before restrictions can be implemented.

4.20 Children's Personal Belongings

Parents should clearly label:

- Coats
- Bags
- Bottles
- Lunch items (where applicable)
- Comforters
- Spare clothing

The nursery cannot accept responsibility for loss or damage to personal belongings unless caused by the nursery's negligence.

Children should not bring valuable toys, jewellery or electronic devices unless requested for a planned activity.

4.21 Clothing

Children should arrive wearing clothing suitable for active play, both indoors and outdoors.

Parents should provide:

- At least two complete changes of clothes
- Appropriate outdoor clothing
- Waterproof coat
- Hat and gloves during colder months
- Sun hat during warmer weather
- Suitable footwear that allows safe movement

As part of our curriculum, children engage in creative, messy and outdoor play every day. We therefore recommend that children wear practical clothing that parents are happy for them to get messy.

4.22 Communication During the Day

The **Famly App** is our primary method of communication with parents.

Through Famly, parents can:

- Receive daily updates.
- View observations and photographs.
- Send messages to staff.
- Report absences.
- Access invoices.
- Receive important nursery announcements.

Parents are responsible for checking Famly regularly to ensure they remain informed about nursery communications.

Chapter Summary

A consistent daily routine provides children with security, confidence and a strong foundation for learning. By working together and following these procedures, families and staff help create a safe, organised and positive environment where every child can thrive.

Chapter 5 – Fees, Funding and Financial Terms

This chapter forms part of the contractual agreement between Little Friends Nursery ("the Nursery") and the Parent(s)/Legal Guardian(s). It explains how fees are charged, how payments should be made, and each party's responsibilities regarding childcare funding and financial matters.

5.1 Our Commitment

Little Friends Nursery is committed to providing transparent, fair and consistent charging arrangements.

Our fees are reviewed regularly to ensure we can continue providing high-quality childcare, maintain appropriate staffing levels and invest in children's learning environments.

5.2 Nursery Fees

Current nursery fees are published separately within the **Little Friends Nursery Fees Schedule**.

The Fees Schedule forms part of these Parent Terms and Conditions.

The Nursery reserves the right to review fees annually.

Parents will normally receive **at least one calendar month's written notice** of any fee changes.

5.3 Fees Include

Private childcare fees include:

- Professional childcare
- Early Years education
- Daily observations
- Learning assessments
- Parent communication through Family
- Indoor and outdoor learning experiences
- Planned activities
- Access to nursery equipment and resources

Certain optional items and consumables may be charged separately.

5.4 Government-Funded Childcare

Little Friends Nursery offers funded childcare in accordance with current Government and Local Authority funding guidance.

Funding may include:

- Universal funded entitlement
- Working Parent Entitlement
- Eligible Two-Year-Old Funding
- Expanded childcare entitlements introduced by Government

Funding arrangements are subject to Government legislation and Local Authority funding rules.

5.5 Government Funding Does Not Cover

Government funding is intended to pay for childcare and education only.

Parents understand that funding does **not** necessarily cover the full cost of operating a high-quality nursery.

Where permitted by law and Local Authority guidance, additional charges may apply for items that are not covered by Government funding.

These may include:

- Meals
- Snacks
- Consumables

- Nappies
- Wipes
- Sun cream
- Special events
- Educational visits
- Optional enrichment activities

A separate Consumables Schedule is available to parents.

5.6 Funding Eligibility

Parents are responsible for ensuring that:

- eligibility codes remain valid
- reconfirmation deadlines are met
- information provided is accurate
- funding codes are supplied before Nursery deadlines

Failure to provide valid funding information may result in private childcare fees becoming payable.

5.7 Grace Periods

Where Government guidance provides for a funding grace period, the Nursery will administer funding in accordance with Local Authority requirements.

Once the grace period expires, full private fees become payable unless alternative funding is approved.

5.8 Private Hours

Any childcare provided outside funded entitlement will be charged at the Nursery's current private hourly rate.

Private hours are charged in accordance with the Fees Schedule.

5.9 Consumables

Little Friends Nursery provides high-quality meals, resources and daily experiences that support children's learning and wellbeing.

Parents agree to pay any applicable consumables charges as set out in the Nursery's current Consumables Schedule.

These charges are reviewed periodically.

5.10 Invoices

Invoices are normally issued monthly in advance through the **Famly App**.

Parents are responsible for:

- checking invoices promptly

- notifying the Nursery of any queries without delay
- ensuring payment is made by the due date

Failure to receive an invoice does not remove the parent's responsibility to make payment.

5.11 Payment Due Date

Unless otherwise agreed in writing, all invoices are payable **in advance** by the due date shown on the invoice.

5.12 Accepted Payment Methods

The Nursery currently accepts:

- Bank Transfer
- Tax-Free Childcare
- Childcare Grant Payment Service
- Employer Childcare Schemes (where accepted)
- Childcare Vouchers (where applicable)

Cash payments are accepted only by prior agreement.

5.13 Tax-Free Childcare

Parents using Tax-Free Childcare remain responsible for ensuring sufficient funds are available within their childcare account.

If payment is delayed because funds have not been transferred, the parent remains responsible for any outstanding balance.

5.14 Late Payments

If payment is not received by the due date, the Nursery may:

- issue payment reminders
- temporarily suspend additional bookings
- refuse ad-hoc sessions
- require payment before future attendance
- suspend childcare where appropriate
- commence debt recovery proceedings where necessary

The Nursery will always seek to resolve payment difficulties fairly and reasonably before taking formal action.

5.15 Payment Plans

Parents experiencing temporary financial difficulty should contact the Nursery Manager immediately.

Where appropriate, the Nursery may agree a temporary written payment arrangement.

Such arrangements are entirely at the Nursery's discretion and may be withdrawn if payments are not maintained.

5.16 Returned Payments

Any bank charges incurred due to failed payments, returned transfers or unpaid transactions may be charged to the parent.

5.17 Debt Recovery

Where fees remain outstanding despite reasonable attempts to recover payment, the Nursery reserves the right to:

- instruct debt recovery agents
 - commence legal proceedings
 - recover court fees where permitted
 - recover reasonable legal costs where awarded by the court
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5.18 Suspension of Childcare

The Nursery reserves the right to suspend childcare where significant fees remain unpaid.

Where possible, reasonable notice will be given before suspension.

Suspension does not remove the parent's responsibility to pay outstanding fees.

5.19 Nursery Closure

Fees remain payable during:

- family holidays
- child illness
- temporary absence
- public holidays
- planned nursery closures
- Christmas closure
- Summer closure

These periods are reflected within the Nursery's annual fee structure.

5.20 Emergency Closure

Where the Nursery is forced to close due to events beyond its reasonable control, including:

- severe weather
- flooding
- fire
- utility failure
- infectious disease outbreak
- Government restrictions
- structural damage

the Nursery will make every effort to reopen as quickly as possible.

Fee arrangements during prolonged closures will be considered based on the specific circumstances.

5.21 Refunds

Fees are generally non-refundable.

Refunds will only be considered where:

- the Nursery has charged incorrectly
 - an administrative error has occurred
 - the Nursery agrees in writing
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5.22 Notice to Leave

Parents wishing to terminate their child's place must provide **one calendar month's written notice**.

Notice must be submitted in writing to the Nursery Manager.

Fees remain payable throughout the notice period whether or not the child attends.

5.23 Reduction of Sessions

Requests to reduce contracted hours are treated as a variation to the Childcare Agreement.

Approval is subject to:

- availability
- staffing
- operational requirements

The Nursery cannot guarantee approval.

5.24 Additional Charges

Additional charges may apply for:

- late collection
- ad-hoc sessions
- optional outings
- special events
- replacement lost items
- additional services requested by parents

Current charges are published within the Nursery Fees Schedule.

5.25 Review of Charges

The Nursery reserves the right to review:

- fees
- consumables
- optional charges
- late collection fees

Parents will normally receive one month's written notice of significant changes.

5.26 Financial Queries

Any queries relating to invoices or fees should be raised within **14 days** of the invoice date.

The Nursery will investigate all genuine queries promptly.

Undisputed amounts remain payable by the due date.

5.27 Transparency

Little Friends Nursery believes that clear financial arrangements help maintain positive partnerships with families.

We are committed to ensuring:

- transparent charging
- fair administration
- timely communication
- respectful resolution of financial concerns

Chapter 6 – Government-Funded Childcare

This chapter explains how Government-funded childcare is delivered at Little Friends Nursery. It should be read alongside the Nursery Fees Schedule, Funding Agreement and Parent Terms and Conditions.

Our aim is to ensure that all parents clearly understand what Government funding covers, what it does not cover, and the responsibilities of both the nursery and parents.

6.1 Our Commitment

Little Friends Nursery is committed to providing high-quality early education that is accessible to all eligible children.

We deliver Government-funded childcare in accordance with:

- The Department for Education (DfE)
- Haringey Council Early Years Funding Agreement
- The Early Years Foundation Stage (EYFS)
- The Childcare Act 2006
- Any subsequent statutory guidance

Where Government guidance changes, the Nursery will amend its procedures accordingly.

6.2 Types of Government Funding

Depending on eligibility and Government policy, children may qualify for:

- Universal funded entitlement
- Working Parent Entitlement
- Eligible Two-Year-Old Funding
- Expanded childcare entitlements

Parents are responsible for confirming their own eligibility.

The Nursery cannot determine eligibility on behalf of parents.

6.3 Funding Eligibility

Parents must:

- Apply through the Government childcare service where applicable.
- Provide valid eligibility codes before the Nursery's deadline.
- Reconfirm eligibility every three months (or as required by Government).
- Inform the Nursery immediately if circumstances change.

Failure to provide valid information may result in private childcare fees becoming payable.

6.4 Funding Periods

Government funding is available only during approved funding periods.

Funding cannot normally be backdated if parents fail to provide eligibility information on time.

6.5 Stretched Funding

Little Friends Nursery operates for **48 weeks each year**; however, we also offer a term-time option.

To provide continuity of care, funded hours may be stretched across the Nursery year where permitted by Local Authority guidance.

Parents will receive written confirmation of:

- funded hours allocated;
 - the number of weeks over which funding is stretched;
 - any privately funded hours.
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6.6 Childcare Agreement

Before funded childcare begins, parents will be asked to sign a Childcare Agreement confirming:

- funded hours;
- privately funded hours;
- agreed attendance pattern;
- additional services selected;
- consumables arrangements.

This agreement forms part of the contract between the Nursery and parents.

6.7 Government Funding Covers

Government funding contributes towards:

- early education;
- childcare during funded hours;
- delivery of the EYFS curriculum.

Funding does **not** necessarily meet the full operating costs of delivering outstanding-quality childcare.

6.8 Additional Charges

Little Friends Nursery believes parents should always receive clear and transparent information regarding any additional charges.

Where permitted by law and Local Authority guidance, parents may choose to purchase additional services, including:

- meals;
- snacks;
- nappies;
- wipes;
- sun cream;
- optional outings;
- enrichment activities;

- celebrations;
- additional childcare hours.

Parents will receive full details before accepting these services.

6.9 Voluntary Charges

Little Friends Nursery is committed to complying with Government guidance regarding funded childcare.

Parents will never be required to purchase optional services as a condition of accessing funded childcare.

Where optional services are offered:

- participation remains voluntary;
 - alternative arrangements will be discussed where appropriate;
 - children accessing funded places will not receive less favourable treatment.
-

6.10 Meals

The Nursery provides freshly prepared, nutritious meals and snacks throughout the day.

Parents may:

- purchase nursery meals;
- provide a packed lunch where this is permitted by Nursery policy;
- discuss dietary requirements with the Nursery.

Menus are regularly reviewed to support healthy eating.

6.11 Consumables

Children use a wide range of consumable resources each day.

These may include:

- tissues;
- soap;
- hand towels;
- arts and crafts materials;
- cooking ingredients;
- gardening materials;
- sensory resources;
- learning materials;

- nappies (where selected);
- wipes (where selected);
- sun cream (where selected).

Current consumables charges are published separately.

6.12 Additional Hours

Where parents require childcare beyond funded entitlement, additional hours will be charged at the Nursery's current private hourly rate.

Additional hours are subject to availability.

6.13 Changes to Eligibility

Parents must notify the Nursery immediately if:

- eligibility ends;
- employment changes;
- funding codes expire;
- family circumstances change.

Where funding ceases, private fees become payable from the date specified by Government guidance.

6.14 Grace Periods

Where applicable, the Nursery will follow Government grace period arrangements.

Parents will be informed:

- when the grace period begins;
 - when it ends;
 - when private fees become payable.
-

6.15 Shared Funding

Parents may choose to split funded hours between more than one childcare provider where permitted.

Parents are responsible for:

- informing each provider;
 - ensuring total funded hours claimed do not exceed Government entitlement;
 - completing any required declaration forms.
-

6.16 False Information

If parents knowingly provide false information relating to funding eligibility, the Nursery reserves the right to:

- recover unpaid fees;
 - notify the Local Authority;
 - terminate the Childcare Agreement where appropriate.
-

6.17 Audits

The Nursery may be required to share funding information with:

- Haringey Council;
- the Department for Education;
- Government agencies responsible for administering childcare funding.

This information will be shared only where required by law.

6.18 Funding Reviews

Government childcare funding changes regularly.

The Nursery reserves the right to amend its funded childcare procedures in accordance with revised legislation or Local Authority guidance.

Parents will be notified of any significant changes.

6.19 Parent Responsibilities

Parents agree to:

- provide accurate funding information;
 - meet Government deadlines;
 - pay invoices promptly;
 - notify the Nursery of changes;
 - comply with the Childcare Agreement;
 - work in partnership with the Nursery.
-

6.20 Nursery Responsibilities

Little Friends Nursery agrees to:

- administer funding fairly;
- provide transparent invoices;
- explain additional charges clearly;

- comply with Local Authority funding agreements;
 - treat all funded children equally;
 - maintain accurate funding records.
-

Chapter 7 – Health, Wellbeing, Illness and Medication

The health, safety and wellbeing of every child attending Little Friends Nursery is our highest priority. We work in partnership with parents to promote healthy lifestyles, prevent the spread of infection and ensure children receive appropriate care while attending the nursery.

This chapter should be read alongside our Medication Policy, Health & Safety Policy, Infection Control Policy, First Aid Policy and Safeguarding Policy.

7.1 Promoting Children's Health

Little Friends Nursery is committed to promoting children's physical, emotional and mental wellbeing.

We achieve this by providing:

- A clean, safe and stimulating environment.
 - Freshly prepared nutritious meals and snacks.
 - Daily outdoor play.
 - Opportunities for physical activity.
 - Good hygiene practices.
 - Emotional support through secure relationships.
 - Rest and sleep appropriate to each child's needs.
 - Access to drinking water throughout the day.
-

7.2 Children Arriving at Nursery

Parents should only bring children to nursery if they are well enough to participate fully in normal nursery activities.

On arrival, staff may carry out a visual wellbeing check.

If staff believe a child is too unwell to attend, the Nursery reserves the right to refuse admission in order to protect the health and wellbeing of the child, other children and staff.

7.3 If a Child Becomes Unwell

If a child becomes unwell during the day, parents will be contacted and asked to collect their child as soon as reasonably possible.

While waiting for collection, staff will:

- Keep the child comfortable.
- Monitor their condition.
- Offer fluids where appropriate.

- Administer first aid if required.
- Contact emergency services if the child's condition deteriorates.

Parents must ensure that emergency contact details are always kept up to date.

7.4 Infectious Illness

To reduce the spread of infection, children must not attend nursery if they have a contagious illness.

Parents should inform the nursery as soon as possible if their child has been diagnosed with an infectious disease.

The nursery follows current NHS and UK Health Security Agency (UKHSA) guidance on exclusion periods.

Examples include:

- Chickenpox
- Measles
- Scarlet Fever
- Norovirus
- Hand, Foot and Mouth Disease
- Conjunctivitis (where exclusion is advised)
- Impetigo
- Influenza
- COVID-19 (where current guidance applies)

A separate Illness Exclusion Guide is available to parents.

7.5 Temperature

As a general guide, children with a temperature of **38°C or above** should remain at home until they are well enough to return.

If a child develops a high temperature during the day, parents will be contacted immediately.

The Nursery may ask that the child remains away until they have been free from fever without medication for an appropriate period, in line with current public health guidance.

7.6 Vomiting and Diarrhoea

Children who have vomited or had diarrhoea should not attend nursery.

Children may return **48 hours after the last episode** of vomiting or diarrhoea, unless medical advice states otherwise.

This policy helps protect all children and staff from infectious illness.

7.7 Medication

Little Friends Nursery will administer medication only where it is safe and appropriate to do so.

Medication will normally only be administered where:

- It has been prescribed by a registered healthcare professional.
- It is in the original container.
- It is clearly labelled with the child's name.
- It is within its expiry date.
- Written parental consent has been provided.

Where long-term medication is required (for example, inhalers or EpiPens), an Individual Healthcare Plan will normally be agreed with parents.

7.8 Non-Prescription Medication

The Nursery does not routinely administer non-prescription medicines.

Exceptions may be made in exceptional circumstances and in accordance with the Nursery's Medication Policy, following discussion with the Nursery Manager and completion of the appropriate consent forms.

7.9 Administration of Medication

Whenever medication is administered:

- Two members of staff will check the medication where practicable.
- The time and dosage will be recorded.
- Parents will be informed.
- Parents may be asked to sign the medication record.

Medication records are retained in accordance with legal requirements.

7.10 Allergies

Parents must inform the nursery of:

- Food allergies.
- Drug allergies.
- Environmental allergies.
- Any previous allergic reactions.

Parents must provide written medical information where appropriate.

Failure to disclose known allergies may place the child at risk.

7.11 Anaphylaxis

Where a child has a severe allergy, parents must provide:

- An in-date adrenaline auto-injector (if prescribed).
- An Individual Healthcare Plan.
- Emergency contact details.

- Clear medical instructions from an appropriate healthcare professional.

Staff receive appropriate training where required.

7.12 Dietary Requirements

We respect all dietary requirements, including those arising from:

- Medical needs.
- Allergies.
- Religious beliefs.
- Cultural preferences.

Parents should discuss dietary requirements before their child starts nursery.

The Nursery will make reasonable adjustments wherever possible.

7.13 Accidents

Despite careful supervision, accidents occasionally occur as children explore and learn.

Where an accident occurs:

- Appropriate first aid will be administered.
- Parents will be informed.
- An Accident Record will be completed.
- Parents will normally be asked to sign the record.

Where appropriate, the Nursery will review the circumstances to reduce the likelihood of similar accidents occurring.

7.14 Head Injuries

All head injuries are treated seriously.

Parents will always be informed if their child receives a bump to the head.

Staff will monitor the child carefully and may recommend that parents seek medical advice.

Emergency medical assistance will be sought where necessary.

7.15 First Aid

Little Friends Nursery maintains appropriately trained Paediatric First Aiders in accordance with EYFS requirements.

First aid equipment is regularly checked and maintained.

7.16 Emergency Medical Treatment

In the event of a medical emergency:

- Staff will immediately assess the situation.

- Emergency services will be contacted where necessary.
- Parents will be informed as soon as reasonably practicable.
- Staff will act in the child's best interests until parents arrive.

By registering with the Nursery, parents authorise staff to seek emergency medical treatment if they cannot be contacted immediately.

7.17 Sleep and Rest

Children who require sleep during the day will be provided with a safe, comfortable sleeping environment.

Staff will:

- Follow safe sleep guidance.
- Monitor sleeping children regularly.
- Respect individual routines agreed with parents.

Parents should discuss their child's sleep routine before they start nursery.

7.18 Toileting and Intimate Care

Little Friends Nursery supports every child with dignity, respect and sensitivity.

Staff will:

- Encourage independence.
- Maintain children's privacy.
- Follow agreed intimate care procedures.
- Communicate with parents regarding toileting progress.

Children will never be made to feel embarrassed or pressured during toilet training.

7.19 Sun Safety

During warmer weather:

- Children will have access to shade.
- Drinking water will always be available.
- Outdoor activities will be adapted where appropriate.
- Parents should provide a clearly labelled sun hat.

Where parental consent has been given, nursery staff may apply sun cream supplied by the nursery or provided by the parent, in accordance with the Nursery's Sun Safety Policy.

7.20 Emotional Wellbeing

We recognise that emotional wellbeing is fundamental to children's learning and development.

Practitioners support children by:

- Building secure relationships.
- Providing consistent routines.
- Encouraging positive friendships.
- Helping children recognise and manage emotions.
- Supporting resilience and confidence.

Where additional support is required, we will work in partnership with parents and, where appropriate, other professionals.

7.21 Health Records

The Nursery maintains confidential records relating to:

- Accidents.
- Medication.
- Allergies.
- Healthcare plans.
- Medical incidents.

These records are processed and stored in accordance with UK GDPR and the Nursery's Privacy Notice.

7.22 Working in Partnership with Parents

Parents play a vital role in supporting their child's health and wellbeing.

Parents agree to:

- Keep emergency contact details up to date.
- Inform the Nursery of any illness or diagnosis.
- Provide accurate medical information.
- Supply prescribed medication where required.
- Notify the Nursery of changes to healthcare needs.

Working together helps ensure that every child receives safe, consistent and appropriate care.

Chapter Summary

At Little Friends Nursery, children's health and wellbeing underpin everything we do. By working closely with families and following robust health, hygiene and medication procedures, we create an

Chapter 8 – Safeguarding and Child Protection

At Little Friends Nursery, safeguarding is everyone's responsibility.

The welfare, safety and protection of every child is our highest priority. We are committed to creating a safe, secure and nurturing environment where children are protected from harm, respected as individuals and supported to achieve their full potential.

Our safeguarding procedures comply with:

- The Early Years Foundation Stage (EYFS)
- The Children Act 1989 and 2004
- Working Together to Safeguard Children
- Keeping Children Safe in Education (where applicable)
- Prevent Duty Guidance
- Local Safeguarding Partnership Procedures

The effectiveness of our safeguarding arrangements was recognised during our **Ofsted Outstanding** inspection, which found that staff demonstrate excellent safeguarding knowledge, receive regular training, implement robust recruitment procedures and prioritise children's safety at all times.

8.1 Our Commitment

Little Friends Nursery is committed to ensuring that every child:

- feels safe;
- is protected from abuse and neglect;
- is listened to and respected;
- is treated fairly and equally;
- has their wellbeing promoted at all times.

Every decision made by the Nursery will place the child's best interests first.

8.2 What Safeguarding Means

Safeguarding includes protecting children from:

- physical abuse;
- emotional abuse;
- sexual abuse;
- neglect;
- domestic abuse;
- exploitation;
- online abuse;
- radicalisation;
- bullying and discrimination.

Safeguarding also involves promoting children's health, wellbeing and development.

8.3 Designated Safeguarding Lead (DSL)

Little Friends Nursery has a trained **Designated Safeguarding Lead (DSL)** who is responsible for overseeing safeguarding practice.

The DSL is responsible for:

- receiving safeguarding concerns;
- making referrals where appropriate;
- supporting staff;
- maintaining safeguarding records;
- liaising with external agencies;
- ensuring safeguarding training remains up to date.

A Deputy DSL is also appointed to provide cover when required.

8.4 Staff Training

All staff receive safeguarding training appropriate to their role.

Training includes:

- recognising abuse;
- responding to disclosures;
- record keeping;
- Prevent Duty;
- online safety;
- whistleblowing;
- safer working practices.

Training is regularly refreshed to ensure staff remain confident and knowledgeable.

8.5 Recognising Concerns

Staff are trained to recognise signs that may indicate a child is at risk.

These may include:

- unexplained injuries;
- significant behavioural changes;
- persistent neglect;
- concerning comments made by a child;
- changes in emotional wellbeing;
- indicators of exploitation or abuse.

Any concerns are taken seriously.

8.6 Responding to Concerns

Where staff have concerns regarding a child's welfare they will:

- record factual information;
- report concerns immediately to the DSL;
- follow Nursery safeguarding procedures;
- seek advice from Children's Services where appropriate.

The Nursery has a legal duty to act where concerns arise.

8.7 Confidentiality

Safeguarding concerns are handled confidentially.

Information will only be shared with those who need to know in order to protect the child.

Absolute confidentiality cannot be promised where sharing information is necessary to safeguard a child.

8.8 Working with Parents

Little Friends Nursery believes that working openly with parents usually provides the best outcomes for children.

Where appropriate, safeguarding concerns will be discussed with parents before referrals are made.

However, if informing parents could place a child or another person at increased risk, or prejudice a police or social care investigation, the Nursery may make a referral without prior discussion.

8.9 Referrals to Children's Services

Where the Nursery believes a child may be suffering, or is likely to suffer, significant harm, a referral may be made to Children's Services and/or the Police.

The Nursery is legally required to do this where appropriate.

Parents acknowledge that safeguarding responsibilities take precedence over confidentiality in such circumstances.

8.10 Prevent Duty

As required by law, Little Friends Nursery has a duty to prevent children from being drawn into terrorism or extremist ideology.

Staff receive Prevent Duty training and remain vigilant to concerns that may affect children's safety or wellbeing.

The Nursery promotes:

- respect;
- tolerance;
- democracy;
- individual liberty;
- the rule of law.

These values are embedded within everyday practice.

8.11 Online Safety

Children increasingly encounter digital technology from an early age.

The Nursery promotes safe and responsible use of technology through age-appropriate learning experiences.

Children accessing digital resources are supervised by staff at all times.

8.12 Mobile Phones

To protect children's privacy:

- Personal mobile phones must not be used in children's areas.
- Staff store personal phones securely during working hours.
- Visitors may be asked to refrain from using mobile phones within the Nursery.

Parents are asked not to photograph other children whilst on Nursery premises.

8.13 Cameras and Recording Devices

Photographs and videos may only be taken using Nursery-authorised devices.

Personal cameras, tablets and recording devices must not be used within the Nursery without prior permission from management.

This protects the privacy of all children and families.

8.14 Social Media

Parents, staff and visitors are expected to use social media responsibly.

Parents must not:

- post photographs of other children without permission;
- publish confidential Nursery information;
- make abusive or defamatory comments about staff, children or families;
- record staff without consent.

Concerns should be raised directly with the Nursery through the Complaints Procedure rather than through social media.

8.15 Collection Passwords

To enhance safeguarding, the Nursery operates a secure collection procedure.

Parents may be asked to provide a collection password.

Where an unfamiliar adult collects a child, staff may request:

- photographic identification;

- the agreed password;
- confirmation from the parent.

Children will not be released until staff are satisfied that collection is authorised.

8.16 Visitors

All visitors must:

- report to Reception;
- sign the visitor record;
- wear visitor identification where required;
- remain supervised unless authorised otherwise.

Visitors are not permitted unsupervised access to children unless appropriate safeguarding checks have been completed.

8.17 Whistleblowing

Little Friends Nursery encourages staff to report any concerns regarding poor practice or safeguarding.

Staff will never be disadvantaged for raising genuine safeguarding concerns in good faith.

8.18 Safer Recruitment

The Nursery operates robust recruitment procedures.

These include:

- enhanced DBS checks;
- identity verification;
- employment references;
- qualification checks;
- right to work checks;
- induction training.

These procedures help ensure that only suitable individuals work with children.

8.19 Missing Child Procedure

Although extremely unlikely, the Nursery maintains a Missing Child Procedure.

If a child cannot immediately be located:

1. Staff will conduct an immediate search.
2. The Nursery Manager will be informed.
3. Parents will be contacted.

4. The Police will be contacted without delay if appropriate.
5. The incident will be fully investigated.

The safety of the child will remain the absolute priority.

8.20 Children Leaving the Premises

Children are supervised at all times.

Security measures include:

- controlled access;
 - secure gates and doors;
 - regular head counts;
 - robust collection procedures;
 - risk assessments for outings.
-

8.21 Safeguarding Culture

Safeguarding is not simply a policy—it is part of the culture of Little Friends Nursery.

Every member of staff shares responsibility for creating an environment where children:

- feel safe;
- are listened to;
- are respected;
- know they can seek help.

Parents play an important role in this partnership by sharing relevant information and working collaboratively with the Nursery.

8.22 Parent Responsibilities

Parents agree to:

- provide accurate emergency contact details;
 - inform the Nursery of any court orders or legal restrictions affecting their child;
 - keep collection arrangements up to date;
 - notify the Nursery of any significant changes affecting their child's welfare;
 - support the Nursery's safeguarding responsibilities.
-

Chapter Summary

Safeguarding is central to everything we do at Little Friends Nursery. Our aim is to ensure that every child is protected, valued and able to thrive in a safe and nurturing environment. We work in partnership with families while recognising our legal responsibility to act whenever a child's welfare may be at risk.

Chapter 9 – Behaviour Management, Positive Relationships and Parent Code of Conduct

Little Friends Nursery believes that children thrive in an environment where they feel safe, respected, valued and understood. We promote positive behaviour through strong relationships, consistent expectations and developmentally appropriate guidance.

Our aim is not simply to manage behaviour, but to help children develop the emotional skills, confidence and resilience they need throughout life.

Our approach is consistent with the **Early Years Foundation Stage (EYFS)** and reflects our commitment to nurturing every child's personal, social and emotional development.

9.1 Our Behaviour Principles

At Little Friends Nursery we believe that:

- Every child deserves to be treated with dignity and respect.
 - Behaviour is a form of communication.
 - Positive relationships encourage positive behaviour.
 - Children learn best through encouragement rather than punishment.
 - Every child develops emotional regulation at their own pace.
-

9.2 Promoting Positive Behaviour

Our practitioners encourage children to:

- develop kindness and empathy;
- build friendships;
- share and cooperate;
- solve problems together;
- respect differences;
- become increasingly independent;
- understand boundaries.

Positive behaviour is recognised through encouragement, praise and celebrating children's achievements.

9.3 Supporting Emotional Development

Young children are still learning to understand and manage their emotions.

Practitioners help children by:

- naming emotions;
- modelling calm behaviour;
- encouraging children to express their feelings;

- teaching simple conflict-resolution skills;
- helping children understand the impact of their behaviour on others.

We believe that developing emotional literacy is fundamental to children's future wellbeing.

9.4 Managing Challenging Behaviour

Where behaviour becomes challenging, practitioners will:

- remain calm;
- use positive language;
- redirect attention where appropriate;
- provide reassurance;
- help children make positive choices;
- support children to repair relationships where appropriate.

Behaviour is always managed in a way that is appropriate to the child's age, understanding and stage of development.

9.5 Physical Intervention

Little Friends Nursery does **not** use corporal punishment under any circumstances.

Physical intervention will only ever be used:

- to prevent a child from injuring themselves;
- to prevent injury to another child or adult;
- to prevent serious damage to property.

Any such incident will be:

- proportionate;
 - reasonable;
 - recorded;
 - discussed with parents.
-

9.6 Bullying

Although very young children are still developing social skills, repeated behaviour that intentionally hurts or excludes others will always be taken seriously.

Staff will:

- investigate concerns;
- support all children involved;
- work with parents;
- encourage positive relationships.

Children are never labelled as "bullies."

9.7 Inclusive Practice

Children develop at different rates.

Where behaviour may be linked to:

- SEND;
- communication difficulties;
- medical needs;
- trauma;
- emotional wellbeing;
- developmental delay,

staff will work closely with parents and, where appropriate, external professionals to provide appropriate support.

9.8 Partnership with Parents

Positive behaviour is most effectively supported when parents and practitioners work together.

Parents are encouraged to:

- share information;
- discuss concerns openly;
- support agreed strategies at home;
- attend meetings where appropriate.

Our aim is always to work collaboratively in the child's best interests.

9.9 Respect for Staff

Our staff are dedicated professionals who deserve to work in a safe, respectful and supportive environment.

Parents and visitors are expected to treat all members of staff with courtesy and respect at all times.

Constructive feedback is welcomed and valued.

9.10 Parent Code of Conduct

To maintain a positive environment for children, parents and visitors agree to:

- treat staff with courtesy and respect;
- communicate calmly and appropriately;
- respect the confidentiality of other families;
- follow nursery procedures;
- support safeguarding arrangements;

- work cooperatively with the Nursery.
-

9.11 Unacceptable Behaviour

The following behaviour is not acceptable on Nursery premises, during Nursery events or in communications with staff:

- aggressive behaviour;
 - threatening language;
 - intimidation;
 - harassment;
 - discrimination;
 - abusive or offensive language;
 - shouting at staff;
 - deliberate damage to Nursery property;
 - being under the influence of alcohol or illegal drugs while collecting a child;
 - behaviour that places children, staff or visitors at risk.
-

9.12 Violence or Threats

Little Friends Nursery operates a zero-tolerance approach towards violence or threats of violence.

Where necessary, the Nursery reserves the right to:

- refuse entry to the premises;
- require collection by another authorised adult;
- contact the Police;
- terminate the Childcare Agreement where appropriate.

The safety of children and staff will always take priority.

9.13 Respect for Other Families

Parents are expected to respect the privacy of all children and families attending the Nursery.

Parents must not:

- discuss another child's development with other parents;
 - photograph other children without consent;
 - disclose confidential information learned through the Nursery.
-

9.14 Social Media

Parents are asked to use social media responsibly.

Parents must not:

- publish confidential Nursery information;
- make defamatory comments about the Nursery, staff or other families;
- share photographs of other children without permission;
- post content that may damage the reputation of the Nursery.

Concerns should always be raised directly with management through the Nursery's Complaints Procedure.

Nothing in this clause prevents parents from exercising their lawful rights or making protected disclosures to regulators or authorities.

9.15 Recording Staff

Parents and visitors must not make audio or video recordings of staff, children or Nursery activities without the prior permission of the Nursery Manager, except where required by law.

This protects the privacy and safeguarding of everyone within the Nursery community.

9.16 Complaints About Staff

If parents have concerns regarding a member of staff, they should:

1. Raise the matter with the Nursery Manager.
2. Allow the Nursery the opportunity to investigate.
3. Follow the Nursery Complaints Procedure where appropriate.

The Nursery is committed to investigating concerns fairly, impartially and promptly.

9.17 Confidentiality

Parents should respect the confidentiality of:

- other children;
- families;
- staff;
- safeguarding matters;
- internal Nursery procedures.

Information relating to another child will never be discussed without lawful authority.

9.18 Working Together

Little Friends Nursery believes that respectful communication benefits everyone.

Where disagreements arise, we will seek to:

- listen carefully;
- understand concerns;

- explain decisions;
- find constructive solutions wherever possible.

We ask parents to approach discussions with the same commitment to mutual respect.

9.19 Breach of the Parent Code of Conduct

Where parents repeatedly fail to comply with this Code of Conduct, the Nursery may take appropriate action.

Depending on the seriousness of the situation, this may include:

- an informal discussion;
- a written reminder of expectations;
- a formal meeting with management;
- written warning;
- restrictions on access to the premises where appropriate;
- termination of the Childcare Agreement in cases of serious or persistent misconduct.

Any action taken will be fair, proportionate and based on the circumstances of the case.

9.20 Our Commitment

Little Friends Nursery is committed to creating an environment where:

- children feel secure;
- parents feel welcomed;
- staff feel respected;
- everyone works together in partnership.

Mutual respect is essential in achieving the best outcomes for children.

Chapter Summary

Positive relationships are the foundation of everything we do at Little Friends Nursery. By promoting respectful behaviour, open communication and strong partnerships with families, we create a calm, inclusive and supportive environment in which every child can thrive.

Chapter 10 – Special Educational Needs and Disabilities (SEND), Inclusion and Additional Support

Little Friends Nursery is committed to providing an inclusive environment where every child is welcomed, valued and supported to achieve their full potential.

We recognise that children develop at different rates and have different strengths, interests and needs. Our aim is to remove barriers to learning so that every child can participate fully in nursery life.

Our inclusive practice reflects the requirements of:

- The Early Years Foundation Stage (EYFS)
- The Equality Act 2010
- The SEND Code of Practice (0–25 years)
- The Children and Families Act 2014

Our commitment to inclusion was recognised during our **Ofsted Outstanding** inspection, which praised the immediate support provided to children with SEND, the strong partnership working with professionals, and the excellent progress made by children.

10.1 Our Inclusive Ethos

Every child deserves the opportunity to:

- feel safe;
- develop confidence;
- build positive relationships;
- enjoy learning;
- participate fully in nursery life;
- achieve the best possible outcomes.

We celebrate diversity and recognise that every child brings unique experiences, talents and perspectives to our nursery community.

10.2 Equality of Opportunity

Little Friends Nursery welcomes children regardless of:

- disability;
- additional needs;
- race;
- religion;
- language;
- gender;
- family background;
- culture;
- ethnicity.

We actively promote equality, respect and inclusion throughout our curriculum and daily practice.

10.3 Our SENDCo

The Nursery has a qualified **Special Educational Needs and Disabilities Coordinator (SENDCo)** who supports children, families and practitioners.

The SENDCo's responsibilities include:

- supporting early identification;
- advising practitioners;
- developing Individual Support Plans;
- coordinating referrals;
- liaising with external professionals;
- monitoring children's progress;
- supporting families.

The SENDCo works closely with the Nursery Manager and Key Persons to ensure children receive appropriate support.

10.4 Early Identification

Children develop at different rates.

Staff continually observe children's development through everyday play and learning.

Where practitioners identify concerns regarding a child's progress, they will:

- gather observations;
- discuss concerns with parents;
- monitor development;
- consider appropriate support strategies.

Early identification allows children to receive support at the earliest opportunity.

10.5 Individual Support

Where additional support is required, the Nursery may develop an **Individual Support Plan (ISP)** in partnership with parents.

Support plans may include:

- agreed learning targets;
- communication strategies;
- sensory support;
- behaviour strategies;
- environmental adjustments;
- regular reviews.

Plans are reviewed with parents to ensure they remain effective.

10.6 Graduated Approach

Little Friends Nursery follows the graduated approach recommended within the SEND Code of Practice.

This involves:

Assess

Understanding the child's strengths and needs.

Plan

Agreeing appropriate strategies and outcomes.

Do

Implementing the agreed support.

Review

Evaluating progress and planning next steps.

Parents are involved throughout this process.

10.7 Working with Parents

Parents know their children best.

We believe successful support depends upon genuine partnership with families.

Parents will be encouraged to:

- attend review meetings;
- share information;
- contribute to planning;
- discuss concerns openly;
- celebrate progress.

Our aim is to ensure parents feel fully involved in every decision affecting their child.

10.8 Working with Professionals

Where appropriate, the Nursery works collaboratively with:

- Health Visitors;
- Speech and Language Therapists;
- Educational Psychologists;
- Occupational Therapists;
- Physiotherapists;
- Early Years Inclusion Teams;
- Paediatricians;
- Family Support Services;
- Children's Services where appropriate.

Parents will normally be consulted before referrals are made unless safeguarding concerns require otherwise.

10.9 Education, Health and Care Plans (EHCPs)

Where a child has an Education, Health and Care Plan (EHCP), the Nursery will work closely with parents and professionals to implement the agreed provision.

The Nursery will:

- contribute to reviews;
- monitor progress;
- participate in multi-agency meetings;
- provide information requested by the Local Authority.

10.10 Reasonable Adjustments

Where required, the Nursery will make reasonable adjustments to support children's participation.

Examples may include:

- adapting activities;
- modifying resources;
- providing additional visual support;
- adjusting routines;
- adapting the learning environment.

Adjustments will always be proportionate and based upon individual need.

10.11 Supporting Communication

Communication underpins every area of learning.

Practitioners support communication through:

- conversation;
- storytelling;
- singing;
- visual resources;
- role play;
- small group activities;
- one-to-one interaction.

Where appropriate, communication programmes recommended by professionals will be incorporated into everyday practice.

10.12 English as an Additional Language (EAL)

Many children attending Little Friends Nursery speak more than one language.

We recognise multilingualism as a strength.

Children are encouraged to:

- value their home language;
- develop confidence in English;
- communicate using a range of methods;
- share their culture with others.

Practitioners work closely with families to understand each child's language experiences.

Our Ofsted inspection recognised the exceptional support provided to children who speak English as an additional language and noted that children confidently communicate in both English and their home language.

10.13 Inclusion Within Daily Practice

Children with additional needs participate fully in Nursery life.

Activities are planned so that all children can:

- join group experiences;
- access outdoor learning;
- participate in celebrations;
- build friendships;
- develop independence.

Inclusion is embedded throughout our curriculum rather than delivered separately.

10.14 Behaviour Support

Where behaviour may be linked to additional needs, staff will seek to understand the underlying cause before considering behaviour strategies.

Support focuses upon:

- communication;
- emotional regulation;
- environmental adjustments;
- positive relationships.

Children are never labelled because of their behaviour.

10.15 Transitions

Transitions are carefully planned for all children, particularly those requiring additional support.

Transition planning may include:

- additional visits;
- visual timetables;

- transition books;
- meetings with receiving settings;
- sharing information with parental consent.

Our aim is to ensure every child feels secure during periods of change.

10.16 Confidentiality

Information relating to a child's additional needs is treated confidentially.

Information will only be shared:

- with parental consent; or
- where required by law or safeguarding responsibilities.

The Nursery processes personal information in accordance with UK GDPR.

10.17 Our Commitment

Little Friends Nursery believes that inclusion benefits every child.

We are committed to creating an environment where every child:

- feels respected;
- feels included;
- develops confidence;
- experiences success;
- reaches their full potential.

By working closely with families and professionals, we strive to provide every child with the best possible start in life.

Chapter Summary

Little Friends Nursery is proud to provide an inclusive environment where children of all abilities, backgrounds and cultures learn together. Through early identification, strong partnerships with families and collaborative working with professionals, we ensure that every child receives the support they need to thrive.

Chapter 11 – Curriculum, Learning and Assessment

Little Friends Nursery provides a rich, ambitious and inspiring curriculum that encourages every child to become a confident, curious and independent learner.

Our curriculum is based upon the **Early Years Foundation Stage (EYFS)** and is carefully designed to help every child develop the knowledge, skills and confidence they need for lifelong learning.

The quality of our curriculum was recognised during our **Ofsted Outstanding** inspection, where inspectors praised our ambitious educational programme, language-rich environment, inspirational play opportunities and children's exceptional progress.

11.1 Our Curriculum Vision

At Little Friends Nursery, we believe that every child deserves an education that inspires curiosity, builds confidence and develops a lifelong love of learning.

Our curriculum aims to:

- nurture happy, confident children;
- encourage curiosity and creativity;
- promote independence;
- develop resilience and perseverance;
- foster positive relationships;
- prepare children for school and beyond.

Learning is planned around each child's individual interests, developmental stage and next steps.

11.2 The Early Years Foundation Stage (EYFS)

The EYFS provides the statutory framework for learning, development and care for children from birth to five years.

Our curriculum supports all seven areas of learning and development.

Prime Areas

The Prime Areas provide the foundation for all future learning:

- Communication and Language
- Personal, Social and Emotional Development
- Physical Development

Specific Areas

As children grow in confidence, we support development in:

- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

These areas are interconnected and are promoted through meaningful play and everyday experiences.

11.3 Learning Through Play

We believe that children learn best through play.

Play allows children to:

- investigate;
- experiment;
- solve problems;
- communicate;

- negotiate;
- imagine;
- create;
- build resilience.

Practitioners carefully balance child-led learning with thoughtfully planned adult-guided experiences.

11.4 Communication and Language

Communication and language underpin every aspect of our curriculum.

Throughout the day, practitioners:

- engage children in meaningful conversations;
- introduce new vocabulary;
- encourage questioning;
- share stories;
- sing songs and rhymes;
- model rich language.

Our Ofsted inspection praised communication and language as being at the heart of our curriculum and recognised the excellent vocabulary development supported by our practitioners.

11.5 Literacy

Children develop early literacy skills through enjoyable experiences including:

- daily story sessions;
- rhyme and song;
- mark making;
- drawing;
- role play;
- recognising print in the environment;
- early writing opportunities.

We encourage a love of books from the earliest age.

11.6 Mathematics

Mathematics is introduced naturally through play and everyday routines.

Children explore:

- counting;
- number recognition;

- sorting;
- measuring;
- comparing;
- patterns;
- shapes;
- problem solving.

Practitioners encourage mathematical language throughout the day.

11.7 Understanding the World

Children develop an understanding of the wider world through exploration and investigation.

Experiences include:

- caring for living things;
- gardening;
- seasonal changes;
- science investigations;
- cultural celebrations;
- technology;
- local community visits;
- learning about different occupations.

Ofsted highlighted children's enthusiasm for learning about nature and animals within our outdoor environment.

11.8 Expressive Arts and Creativity

Creativity is encouraged every day.

Children enjoy opportunities including:

- painting;
- drawing;
- music;
- dance;
- imaginative play;
- construction;
- craft activities;
- drama.

Creative experiences allow children to express their ideas, thoughts and emotions.

11.9 Outdoor Learning

Outdoor learning is an essential part of daily life at Little Friends Nursery.

Children benefit from opportunities to:

- climb;
- balance;
- run;
- investigate nature;
- grow plants;
- explore wildlife;
- develop physical confidence.

Outdoor learning supports both physical and emotional wellbeing.

Our Ofsted report recognised the exceptional quality of our outdoor learning experiences and children's enthusiasm for exploring the natural environment.

11.10 Music and Movement

Music forms an important part of our curriculum.

Children participate in activities such as:

- singing;
- musical instruments;
- rhythm games;
- movement;
- dance;
- action songs.

Ofsted recognised children's enjoyment when participating in music sessions alongside children of different ages.

11.11 School Readiness

Preparing children for school is woven throughout our curriculum rather than being limited to their final months at nursery.

Children develop:

- independence;
- confidence;
- early literacy;
- early mathematics;
- self-care skills;
- emotional resilience;

- listening and attention;
- problem-solving skills.

We aim to ensure every child leaves nursery feeling excited and confident about starting school.

11.12 The Key Person Approach

Every child has a designated Key Person.

The Key Person:

- develops secure relationships;
- understands the child's interests;
- monitors progress;
- plans learning experiences;
- communicates regularly with parents.

Strong relationships help children feel secure and ready to learn.

11.13 Observation and Assessment

Practitioners continually observe children's learning during everyday play.

Observations are used to:

- understand children's interests;
- identify achievements;
- assess progress;
- plan next steps.

Assessment is ongoing and forms part of everyday practice rather than formal testing.

11.14 Learning Journals

Each child has an individual learning journal maintained through the **Famly App**.

Parents can view:

- observations;
- photographs;
- achievements;
- learning milestones;
- next steps.

We encourage parents to contribute observations from home, helping us build a complete picture of each child's development.

11.15 Planning

Planning is responsive and flexible.

Activities are planned using:

- children's interests;
- observations;
- developmental assessments;
- seasonal opportunities;
- cultural events;
- children's ideas.

Our curriculum evolves continually as children grow and develop.

11.16 Diversity and Inclusion

Our curriculum reflects the diversity of modern Britain and the wider world.

Children are encouraged to:

- value differences;
- celebrate cultures;
- respect others;
- develop empathy;
- appreciate different languages and traditions.

Resources, books and activities are selected to reflect a diverse and inclusive society.

11.17 Working with Parents

Parents are children's first educators.

We work closely with families by:

- sharing observations;
- discussing progress;
- holding review meetings;
- encouraging home learning;
- celebrating achievements together.

This partnership helps children make the best possible progress.

11.18 Continuous Improvement

We continually review and develop our curriculum through:

- staff training;

- reflective practice;
- children's interests;
- parent feedback;
- current educational research;
- quality assurance.

This commitment ensures our curriculum remains ambitious, engaging and responsive to children's needs.

11.19 Our Promise

At Little Friends Nursery, we are committed to providing a curriculum that is:

- ambitious;
- inclusive;
- inspiring;
- child-centred;
- play-based;
- evidence-informed.

Every experience is designed to help children become confident, capable learners who are well prepared for the next stage of their education.

Chapter Summary

Our curriculum is carefully designed to inspire curiosity, foster independence and develop a lifelong love of learning. By combining high-quality teaching, meaningful play, strong relationships and close partnerships with families, we provide children with the best possible start in life. The strengths of this approach were recognised in our **Ofsted Outstanding** inspection, which praised our ambitious curriculum, language-rich environment, inspirational learning opportunities and the excellent progress made by children.

Chapter 12 – Partnership with Parents and Communication

Little Friends Nursery believes that parents and carers are a child's first and most important educators. We recognise that children achieve the best outcomes when families and practitioners work together in a relationship built on trust, mutual respect and open communication.

Our commitment to working in partnership with parents was recognised during our **Ofsted Outstanding** inspection, where inspectors noted that our partnerships with parents are outstanding and that parents value the caring, flexible and supportive service provided by our staff.

12.1 Our Partnership Promise

We are committed to building positive relationships with every family by:

- Treating all families with dignity and respect.
- Listening to parents' views and concerns.
- Sharing information openly and honestly.

- Supporting children together.
- Celebrating children's achievements.
- Respecting each family's culture, beliefs and values.

We believe that successful partnerships help children feel secure, confident and ready to learn.

12.2 Communication

Good communication is essential to providing high-quality childcare.

Little Friends Nursery aims to ensure that communication is:

- Open
- Honest
- Respectful
- Timely
- Confidential
- Professional

We encourage parents to speak with us whenever they have questions or concerns.

12.3 The Family App

The **Family App** is our primary communication platform.

Parents are expected to use the Family App to:

- Receive invoices.
- Make payments (where applicable).
- View observations and photographs.
- Read daily diaries.
- Receive newsletters.
- Receive nursery announcements.
- Report absences.
- Update emergency contact details.
- Access nursery policies.
- Communicate with practitioners.

Parents are responsible for ensuring notifications remain enabled and for checking the App regularly.

12.4 Daily Feedback

Depending on the age of the child and their attendance pattern, parents may receive daily information regarding:

- Meals and snacks.

- Sleep.
- Nappy changes.
- Toileting.
- Activities.
- Learning experiences.
- Emotional wellbeing.
- General observations.

Our aim is to ensure parents remain fully informed about their child's day.

12.5 Learning Journals

Every child has an individual online Learning Journal through Family.

Parents can view:

- Observations.
- Photographs.
- Videos (where appropriate).
- Learning achievements.
- Next steps.
- Development updates.

We encourage parents to contribute observations from home to create a richer picture of each child's learning and development.

12.6 Parent Meetings

We regularly invite parents to discuss their child's progress.

Meetings may include:

- Settling-in reviews.
- Progress meetings.
- SEND review meetings.
- School readiness discussions.
- Transition meetings.
- General wellbeing discussions.

Additional meetings can be arranged whenever required.

12.7 Home Learning

Learning continues beyond the nursery environment.

We encourage parents to support learning at home through:

- Reading together.
- Singing songs.
- Outdoor play.
- Everyday conversations.
- Counting and number games.
- Creative activities.
- Cooking together.
- Exploring nature.

Our practitioners are happy to provide ideas and suggestions tailored to each child's interests.

12.8 Sharing Information

Parents should inform the Nursery about any significant changes that may affect their child, including:

- Changes to home circumstances.
- Medical information.
- Allergies.
- Sleep routines.
- Dietary requirements.
- Family bereavement.
- Separation or divorce.
- Court Orders.
- Changes to emergency contacts.

Sharing this information enables us to provide appropriate care and support.

12.9 Confidentiality

The Nursery treats all personal information confidentially.

Staff will not discuss one child with another family.

Parents are asked to respect the privacy of:

- Other children.
- Other families.
- Staff.
- Safeguarding matters.

Information is shared only where lawful and appropriate.

12.10 Parents' Responsibilities

Parents agree to:

- Keep contact details up to date.
 - Inform the Nursery of absences.
 - Notify the Nursery if someone different will collect their child.
 - Read communications sent through Famly.
 - Pay invoices by the due date.
 - Inform the Nursery of changes affecting their child.
 - Work respectfully with Nursery staff.
-

12.11 The Nursery's Responsibilities

Little Friends Nursery agrees to:

- Keep parents informed.
 - Respond to reasonable enquiries promptly.
 - Share children's progress.
 - Respect confidentiality.
 - Treat families fairly.
 - Listen to parents' views.
 - Work in partnership to support every child.
-

12.12 Concerns

We encourage parents to raise concerns as early as possible.

Most concerns can be resolved quickly through open discussion.

Parents should initially speak with:

1. Their child's Key Person.
2. The Room Leader (where appropriate).
3. The Nursery Manager.
4. The Managing Director, if the matter remains unresolved.

Our aim is always to resolve concerns professionally, fairly and respectfully.

12.13 Compliments and Feedback

We value feedback from families and continually strive to improve our service.

Parents are encouraged to:

- Share compliments.

- Complete surveys.
- Suggest improvements.
- Participate in consultations.
- Attend parent events.

Your feedback helps us continue to provide the highest standards of childcare and education.

12.14 Complaints Procedure

If a parent wishes to make a formal complaint, the Nursery's Complaints Procedure should be followed.

We will:

- Acknowledge the complaint promptly.
- Investigate fairly.
- Keep parents informed where appropriate.
- Respond within the timescales set out in our Complaints Policy.

Where a complaint relates to safeguarding, legal obligations or regulatory requirements, the Nursery will follow the relevant statutory procedures.

12.15 Respectful Communication

We expect all communication between parents and Nursery staff to remain respectful and professional.

We recognise that difficult conversations may occasionally arise; however, abusive, threatening or discriminatory language or behaviour will not be tolerated.

The Nursery reserves the right to take appropriate action where communication falls below the standards expected within our Parent Code of Conduct.

12.16 Working Together During Difficult Circumstances

We understand that families sometimes experience significant life events, such as:

- Illness.
- Bereavement.
- Family separation.
- Financial hardship.
- Changes in employment.

Where possible, we will work sensitively with families to support children through these periods while remaining mindful of our legal and operational responsibilities.

12.17 Community and Family Events

Throughout the year, Little Friends Nursery may organise events to strengthen relationships between children, families and staff.

These may include:

- Stay and Play sessions.
- Parent workshops.
- Cultural celebrations.
- Graduation ceremonies.
- Seasonal events.
- Charity fundraising activities.

Participation is voluntary, and we encourage all families to get involved where possible.

12.18 Our Commitment to Families

When your child joins Little Friends Nursery, you become part of our nursery community.

We are committed to providing:

- A warm and welcoming environment.
- Honest and open communication.
- High-quality care and education.
- Professional and approachable staff.
- Respect for every family's individual circumstances.
- A partnership focused on achieving the very best outcomes for your child.

We believe that together, parents and practitioners can provide children with the strongest possible foundation for lifelong learning and success.

Chapter Summary

Strong partnerships with parents are at the heart of Little Friends Nursery. By communicating openly, respecting one another and working together, we create a positive, supportive environment where children feel secure, valued and able to thrive. This collaborative approach was recognised in our **Ofsted Outstanding** inspection, which highlighted the exceptional relationships we build with families.

Chapter 13 – Complaints, Concerns and Dispute Resolution

Little Friends Nursery is committed to providing the highest possible standards of care and education. We value feedback from parents and carers and view concerns and complaints as opportunities to improve our service.

We encourage concerns to be raised as early as possible so that they can be resolved quickly, fairly and respectfully.

This chapter should be read alongside the Nursery's Complaints Policy.

13.1 Our Commitment

Little Friends Nursery is committed to:

- Listening to parents' concerns.
- Treating everyone fairly and respectfully.

- Investigating complaints impartially.
- Resolving issues promptly where possible.
- Learning from feedback to improve our service.
- Maintaining confidentiality throughout the process.

Parents will never be disadvantaged because they have raised a genuine concern in good faith.

13.2 Raising a Concern

Many concerns can be resolved quickly through informal discussion.

Parents are encouraged to speak with:

1. Their child's Key Person.
2. The Room Leader (where appropriate).
3. The Nursery Manager.
4. The Managing Director.

Most concerns can be resolved without the need for a formal complaint.

13.3 What Is a Complaint?

A complaint is an expression of dissatisfaction regarding:

- the quality of care;
- education provided;
- communication;
- nursery procedures;
- staff conduct;
- administration;
- contractual matters;
- any aspect of the nursery service.

Complaints may be made verbally or in writing.

13.4 Formal Complaints

If a concern cannot be resolved informally, parents may submit a formal complaint.

Complaints should include:

- Parent's name.
- Child's name.
- Date of incident.
- Details of the complaint.

- Any supporting evidence.
- The outcome sought.

Where possible, complaints should be submitted within **three months** of the event giving rise to the complaint, unless there are exceptional circumstances.

13.5 Acknowledgement

The Nursery will normally acknowledge receipt of a formal complaint within **five working days**.

The acknowledgement will explain:

- who is investigating;
 - the next steps;
 - expected timescales.
-

13.6 Investigation

Every complaint will be investigated fairly.

The investigation may include:

- discussions with staff;
- review of records;
- review of CCTV (where available and lawful);
- review of policies;
- discussions with parents;
- consultation with external agencies where appropriate.

The Nursery may request additional information from parents where necessary.

13.7 Outcome

Following the investigation, parents will receive a written response explaining:

- the findings;
- any actions taken;
- any improvements identified;
- whether the complaint has been upheld, partially upheld or not upheld.

Our aim is to provide a written outcome within **28 calendar days**, although more complex investigations may take longer. If additional time is required, parents will be kept informed.

13.8 Confidentiality

Complaints are handled confidentially.

Information will only be shared with those directly involved in investigating or resolving the matter, or where disclosure is required by law.

Parents are expected to respect the confidentiality of the process and avoid discussing complaints involving other children, families or members of staff.

13.9 Record Keeping

The Nursery maintains a confidential record of all formal complaints.

Records include:

- the complaint;
- investigation notes;
- evidence considered;
- correspondence;
- the outcome;
- any actions taken.

Complaint records are retained in accordance with legal requirements and our Data Protection Policy.

13.10 Complaints About a Child

If concerns relate to another child attending the Nursery, confidentiality obligations mean we cannot discuss that child's personal information or any action taken.

Parents will be informed that the matter has been considered and managed appropriately, but detailed information about another child or family cannot be shared.

13.11 Complaints About Staff

Complaints relating to members of staff will be investigated fairly and confidentially.

Where appropriate:

- the staff member will be informed of the concern;
- they will have an opportunity to respond;
- management will consider all available evidence before reaching a decision.

If the complaint involves safeguarding, the Nursery will follow statutory safeguarding procedures.

13.12 Complaints Relating to Safeguarding

Where a complaint raises concerns regarding the safety or welfare of a child, safeguarding procedures will take precedence over the standard complaints process.

The Nursery may:

- consult the Local Authority Designated Officer (LADO);
- contact Children's Services;

- notify the Police;
- notify Ofsted where required by law.

Parents acknowledge that safeguarding responsibilities may require the Nursery to share information without prior consent where legally permitted or required.

13.13 Complaints to Ofsted

Parents have the right to contact Ofsted if they believe the Nursery is not meeting the requirements of the Early Years Foundation Stage (EYFS).

Where appropriate, parents are encouraged to raise concerns with the Nursery first so that we have the opportunity to resolve them.

Nothing in these Terms prevents a parent from contacting Ofsted or any other regulatory authority.

13.14 Anonymous Complaints

Anonymous complaints will be considered where sufficient information is provided.

However, the Nursery's ability to investigate may be limited if we cannot seek clarification or additional information.

13.15 Malicious or Vexatious Complaints

The Nursery recognises that the vast majority of complaints are made genuinely and in good faith.

However, where a complaint is found to be deliberately false, malicious, abusive or intended to harass or intimidate members of staff or the Nursery, we reserve the right to:

- end correspondence on the matter once it has been fully investigated;
- take appropriate steps to protect staff and the Nursery from harassment;
- consider whether continued provision of childcare remains appropriate where there has been a serious breakdown in trust.

This clause does **not** prevent parents from making genuine complaints or protected disclosures to regulators or public authorities.

13.16 Learning from Complaints

Complaints help us improve our service.

Following investigations, we may:

- review policies;
- improve procedures;
- provide additional staff training;
- update risk assessments;
- introduce new systems.

Our goal is continuous improvement for the benefit of all children and families.

13.17 Respectful Resolution

Little Friends Nursery believes that most disagreements can be resolved through respectful communication.

We ask all parties to:

- remain courteous;
- listen carefully;
- focus on the child's best interests;
- work towards constructive solutions.

Where relationships become difficult, meetings may be arranged to support resolution.

13.18 Our Commitment

We are committed to dealing with all concerns fairly, promptly and professionally.

Parents can be confident that:

- their concerns will be taken seriously;
 - complaints will be investigated impartially;
 - confidentiality will be respected;
 - lessons will be learned where improvements can be made.
-

Chapter Summary

Little Friends Nursery welcomes feedback from families and views concerns as an opportunity to strengthen our practice. By maintaining a fair, transparent and respectful complaints process, we aim to resolve issues promptly while protecting the wellbeing of children, supporting our staff and maintaining the positive partnerships that are central to our nursery community.

Chapter 14 – Data Protection, Privacy and Confidentiality

Little Friends Nursery is committed to protecting the privacy and personal information of every child, parent, employee and visitor.

We recognise the importance of maintaining confidentiality and handling personal information responsibly. We process all personal data fairly, lawfully and transparently in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations (where applicable)
- The Early Years Foundation Stage (EYFS)

This chapter should be read alongside the Nursery's Privacy Notice, Data Protection Policy, CCTV Policy (where applicable) and Information Security Policy.

14.1 Our Commitment

Little Friends Nursery is committed to:

- Protecting personal information.
- Respecting individuals' privacy.
- Maintaining secure records.
- Processing information fairly and lawfully.
- Being transparent about how information is used.
- Keeping information only for as long as necessary.

We will never sell parents' personal information to third parties.

14.2 Why We Collect Personal Information

To provide safe, effective childcare, the Nursery must collect and process certain personal information.

This enables us to:

- Safeguard children.
 - Meet legal obligations.
 - Deliver childcare and education.
 - Communicate with parents.
 - Maintain children's records.
 - Administer Government funding.
 - Process invoices and payments.
 - Support children's learning and development.
 - Respond to emergencies.
-

14.3 Information We May Collect

We may collect information relating to:

Children

- Full name
- Date of birth
- Home address
- NHS number (where provided)
- GP details
- Medical information
- Allergies
- Dietary requirements
- Development records

- Learning assessments
- Attendance records
- Accident records
- Photographs (where consent has been given)

Parents and Carers

- Names
- Addresses
- Telephone numbers
- Email addresses
- Emergency contacts
- Funding eligibility information
- Payment information
- Court Orders affecting the child
- Persons with Parental Responsibility

Employees

Information relating to employees is processed separately under the Nursery's Staff Privacy Notice.

14.4 Lawful Basis for Processing

Little Friends Nursery processes personal information because it is necessary to:

- Perform the childcare contract with parents.
- Comply with legal obligations.
- Protect children's vital interests.
- Perform tasks in the public interest.
- Pursue legitimate interests in operating the Nursery.

Certain information may also be processed with parental consent, such as marketing photographs.

14.5 Confidentiality

All personal information is treated confidentially.

Information will only be accessed by staff who require it in order to carry out their duties.

Staff receive training regarding:

- Confidentiality.
- Data protection.
- Information security.
- Professional conduct.

14.6 Sharing Information

The Nursery may share information where necessary with:

- Haringey Council.
- Ofsted.
- The Department for Education.
- Health professionals.
- Children's Services.
- Schools.
- Emergency services.
- Other professionals supporting the child.

Information will only be shared where:

- required by law;
- safeguarding responsibilities apply;
- parental consent has been obtained where appropriate.

14.7 Safeguarding Overrides Confidentiality

Where the Nursery believes a child may be at risk of harm, information may be shared without parental consent where permitted or required by law.

The safety and welfare of the child will always take priority.

14.8 The Famly App

Little Friends Nursery uses the **Famly App** to communicate with parents and maintain children's learning journals.

Parents may use the App to:

- Receive observations.
- View photographs.
- Receive invoices.
- Make payments (where enabled).
- Report absences.
- Receive newsletters.
- Access nursery documents.
- Communicate with staff.

Parents are responsible for:

- Keeping login details secure.

- Not sharing their account with unauthorised individuals.
 - Informing the Nursery if they believe their account has been compromised.
-

14.9 Photographs and Videos

Photographs and videos may be taken to support children's learning and development.

Images may be used for:

- Learning Journals.
- Observations.
- Assessment.
- Displays within the Nursery.

Separate written consent will always be obtained before images are used:

- on the Nursery website;
- on social media;
- in promotional materials;
- in printed publications.

Parents may withdraw consent at any time.

14.10 CCTV

(Only include this section if CCTV is installed.)

Where CCTV operates:

- It is used for security and safeguarding purposes.
- Appropriate signage is displayed.
- Images are stored securely.
- Recordings are accessed only by authorised persons.
- Recordings are retained only for an appropriate period unless required for investigation.

Parents may request further information through the Nursery's CCTV Policy.

14.11 Learning Journals

Each child has an individual Learning Journal documenting their development.

Learning Journals may include:

- observations;
- photographs;
- assessments;
- examples of children's work;

- developmental summaries.

Learning Journals belong to the Nursery while the child is attending but parents have access through the Family App.

A copy of the child's records may be provided when they leave the Nursery.

14.12 Record Storage

Records are stored securely.

The Nursery uses a combination of:

- secure electronic systems;
- password-protected software;
- locked storage for paper records where required.

Access is restricted to authorised personnel.

14.13 Record Retention

The Nursery retains records only for as long as necessary to:

- comply with legal obligations;
- protect children's welfare;
- meet insurance requirements;
- manage contractual responsibilities.

Records are securely destroyed once retention periods expire.

14.14 Parents' Rights

Under UK GDPR, parents may have the right to:

- request access to personal information;
- request correction of inaccurate information;
- request deletion where appropriate;
- restrict processing in certain circumstances;
- object to certain processing activities;
- request information regarding how data is processed.

Some rights are subject to legal exemptions.

14.15 Subject Access Requests

Parents wishing to access personal information held by the Nursery should submit a written Subject Access Request.

The Nursery will respond within the statutory time limit unless an extension is permitted by law.

Requests relating to information about other children or families may be restricted to protect their privacy.

14.16 Data Breaches

The Nursery takes information security seriously.

If a personal data breach occurs, the Nursery will:

- investigate immediately;
- contain the breach;
- assess any risks;
- notify affected individuals where required;
- report to the Information Commissioner's Office (ICO) where legally necessary.

14.17 Website

Parents using the Nursery website should also read:

- Website Privacy Notice.
- Cookie Policy.
- Website Terms of Use.

These documents explain how information is collected when visiting the website.

14.18 Marketing

The Nursery will only send marketing communications where:

- parents have consented; or
- another lawful basis applies.

Parents may withdraw marketing consent at any time.

14.19 Social Media

Parents are reminded that:

- photographs of other children should not be shared online;
- confidential Nursery information should not be published;
- safeguarding and privacy must always be respected.

The Nursery reserves the right to request the removal of material that unlawfully infringes the privacy or rights of children, families or staff.

14.20 Our Commitment

Little Friends Nursery is committed to maintaining the highest standards of privacy, confidentiality and information security.

Parents can be confident that personal information will be handled responsibly, respectfully and in accordance with the law.

Chapter Summary

Protecting personal information is an essential part of safeguarding children and maintaining the trust of our families. Little Friends Nursery processes personal data transparently, securely and lawfully, ensuring that information is used only for legitimate purposes while respecting the rights and privacy of every child and family.

Chapter 15 – Legal Terms and Conditions

This chapter forms the legally binding agreement between **LFN Limited trading as Little Friends Nursery ("the Nursery")** and the Parent(s) or Legal Guardian(s) ("the Parent").

These Terms should be read together with:

- The Childcare Agreement
- Parent Handbook
- Fees Schedule
- Privacy Notice
- Nursery Policies
- Funding Agreement (where applicable)

By accepting a nursery place, signing the Childcare Agreement, or allowing a child to attend Little Friends Nursery, parents agree to be bound by these Terms and Conditions.

15.1 Definitions

For the purposes of this Agreement:

Child means the child named on the Registration Form.

Parent means any person with parental responsibility or legal authority to enter into this agreement.

Nursery means **LFN Limited trading as Little Friends Nursery**.

Childcare Agreement means the signed agreement confirming the child's attendance pattern.

Fees Schedule means the current published nursery fees and additional charges.

15.2 Acceptance of the Agreement

This agreement becomes legally binding when:

- the Nursery confirms a place;
- the Parent accepts the place;
- the child attends the Nursery;
- or payment is made towards childcare.

A signed paper copy is not essential for these Terms to take effect where acceptance can reasonably be demonstrated.

15.3 Duration of the Agreement

This agreement continues until:

- the child leaves the Nursery;
 - the Parent gives notice;
 - or the Nursery terminates the agreement in accordance with these Terms.
-

15.4 Childcare Provision

The Nursery agrees to:

- provide childcare with reasonable skill and care;
 - comply with the EYFS;
 - maintain appropriate insurance;
 - employ suitable and qualified staff;
 - safeguard children's welfare;
 - maintain required staffing ratios.
-

15.5 Parent Responsibilities

Parents agree to:

- provide accurate information;
 - pay all fees on time;
 - comply with nursery policies;
 - keep emergency contacts updated;
 - notify the Nursery of changes affecting their child;
 - collect their child promptly;
 - work respectfully with Nursery staff.
-

15.6 Fees

Parents remain responsible for payment of:

- private childcare fees;
- additional hours;
- optional services selected;
- consumables (where applicable);

- late collection charges;
- any other agreed charges.

All fees are payable in accordance with the current Fees Schedule.

15.7 Suspension for Non-Payment

Where fees remain unpaid, the Nursery reserves the right to suspend childcare after giving reasonable written notice.

During any period of suspension:

- outstanding fees remain payable;
 - the Nursery is not obliged to reserve additional sessions beyond the existing contract unless required by law.
-

15.8 Termination by Parents

Parents may terminate this agreement by giving **one calendar month's written notice**.

Notice must be sent:

- by email;
- through the Family App (where available); or
- in writing to the Nursery Manager.

Fees remain payable throughout the notice period.

15.9 Termination by the Nursery

The Nursery may terminate this agreement where:

- fees remain unpaid;
- false information has been provided;
- safeguarding concerns require immediate action;
- Parent behaviour seriously breaches the Parent Code of Conduct;
- trust and confidence have irretrievably broken down;
- continued attendance is no longer compatible with the safe operation of the Nursery.

Except where immediate termination is necessary (for example, safeguarding or serious misconduct), the Nursery will normally provide written notice and explain the reasons for its decision.

15.10 Immediate Termination

The Nursery reserves the right to terminate childcare immediately where:

- violence occurs;
- threats are made against staff;
- safeguarding requires immediate action;

- fraud is identified;
 - deliberate damage occurs;
 - criminal activity affects Nursery safety.
-

15.11 Changes to Sessions

The Nursery cannot guarantee requested changes to:

- attendance;
- funded hours;
- additional sessions;
- room allocation.

Changes remain subject to:

- availability;
 - staffing;
 - operational requirements.
-

15.12 Force Majeure

The Nursery shall not be liable for failure or delay in performing its obligations where caused by circumstances beyond its reasonable control.

Examples include:

- severe weather;
- flooding;
- fire;
- utility failure;
- pandemic;
- industrial action by third parties;
- Government restrictions;
- terrorism;
- structural damage.

Where possible, parents will be informed promptly.

15.13 Limitation of Liability

Nothing in these Terms excludes or limits liability where such limitation is prohibited by law, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;

- any other liability that cannot lawfully be excluded.

Subject to the above, the Nursery shall not be liable for indirect or consequential losses arising from the provision of childcare.

15.14 Personal Property

Children's belongings remain the responsibility of parents.

The Nursery cannot accept responsibility for loss or damage unless caused by the Nursery's negligence.

Parents are encouraged to label all belongings clearly.

15.15 Insurance

The Nursery maintains appropriate:

- Public Liability Insurance;
- Employer's Liability Insurance;
- other insurance required by law.

Copies of insurance certificates are available for inspection upon reasonable request.

15.16 Intellectual Property

All nursery documents, policies, learning materials, photographs, logos and branding remain the intellectual property of Little Friends Nursery unless otherwise stated.

They may not be copied, reproduced or distributed without prior written permission, except where required for the child's care or education.

15.17 Changes to these Terms

The Nursery reserves the right to amend these Terms and Conditions to reflect:

- changes in legislation;
- Local Authority funding requirements;
- operational improvements;
- safeguarding requirements;
- regulatory guidance.

Parents will normally receive at least **one calendar month's written notice** of significant changes.

The latest version will always be available on the Nursery website and the Family App.

15.18 Entire Agreement

These documents together form the complete agreement between the Nursery and parents:

- Parent Handbook;

- Parent Terms and Conditions;
 - Childcare Agreement;
 - Fees Schedule;
 - Funding Agreement (where applicable);
 - Privacy Notice;
 - Registration Form.
-

15.19 Severability

If any provision of these Terms is found by a court to be unlawful, invalid or unenforceable, the remaining provisions shall continue in full force and effect.

15.20 Waiver

If the Nursery chooses not to enforce any part of these Terms on one occasion, this does not prevent it from enforcing that provision or any other provision in the future.

15.21 Governing Law

These Terms and Conditions are governed by the laws of **England and Wales**.

Any dispute arising from this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15.22 Contact Details

Little Friends Nursery

Operated by **LFN Limited**

Address:

Woodside Pavilion
High Road
Wood Green
London N22 8JZ

Telephone: 020 8888 1999

Email: admin@littlefriendsnursery.co.uk

Website: www.littlefriendsnursery.co.uk

15.23 Parent Declaration

I/We confirm that:

- I have read and understood this Parent Handbook and Terms and Conditions.
- I have had the opportunity to ask questions before signing.
- I agree to comply with the Nursery's policies and procedures.
- I understand my financial responsibilities.
- I understand the Nursery's safeguarding responsibilities.
- I understand that this document forms part of the contractual agreement between myself and Little Friends Nursery.

Parent/Guardian

Name: _____

Signature: _____

Date: _____

Child

Child's Name: _____

Start Date: _____

Nursery Representative

Name: _____

Position: _____

Signature: _____

Date: _____