



Think for the Future Tots

Family Handbook

Introduction

Think for the Future Tots believe that for children to receive quality care and early learning that suits their individual needs, parents and staff need to work together in a close partnership.

At TFTF Tots we have policies and procedures in place to ensure the safety and wellbeing of the children in our care, some of these policies are also applicable to the family's of the children; therefore, this handbook contains all relevant policies for parents/carers of our Nursery.

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Parents in Partnership Policy

Think for the Future Tots believe that for children to receive quality care and early learning that suits their individual needs, **parents and staff need to work together** in a close partnership.

We recognize that parents/carers play the fundamental role in a child's development as the first educators of their young children and our aim is always to support this role.

The two-way sharing of information is key to this. The nursery team welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as practitioners, can support parents in an open and sensitive manner.

The nursery wishes to ensure that parents are an integral part of the care and early learning team within the nursery. Our policy is to:

- Recognize and support parents as their child's first and most important educators, and to welcome them into the life of the nursery.
- Ensure all parents are signed up to our online learning journey "Family" app, where parents can log on and see their children's development in real time, as soon as they are uploaded.
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child.
- Ensure nursery documentation and communications can be easily adapted to a format to suit individual parent's needs, e.g., Braille, multi-lingual, electronic communications.
- Welcome all parents into the nursery at any time and be as flexible as possible.
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided, and our full policy documents will be available upon joining and is available whenever they wish to access it.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children.
- Support parents in their own continuing education and personal development and inform them of relevant conferences, workshops, and training.
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parent play and stay sessions, workshops etc.
- Operate a key person system to enable a close working relationship with all parents. Support two-way information sharing regarding each child's individual needs both in nursery and at home.
- Inform parents on a regular basis about their child's planning and progress and involve them in the shared record keeping.
- Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation.
- Provide opportunities and support for all parents to contribute their own skills, knowledge, and interests with the activities of the nursery.
- Inform all parents of the systems for the of registering queries, compliments, complaints, or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaint's procedure upon registering with us.
- Provide opportunities for parents to learn about the Early years foundation Stage (EYFS) and about young children's learning in the nursery and at home.
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment and funding.
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so.

Behaviour and SEND Policy

The EYFS framework describes 'positive behaviour' to consist of:

- **Emotional Intelligence:** Managing feelings and behaviour (self-regulation), being able to express your emotions effectively, and being empathic towards others.
- **Social Skills:** Being able to form positive, respectful relationships.
- **Cognitive Skills:** Having self-confidence and self-awareness, and the ability to understand different feelings.

Before children go to school, they learn essential skills, like the above, through play, interaction, and discussion. Nursery plays a key role in facilitating these opportunities for learning and development.

Learning Opportunities to Promote Positive Behaviour

At Think for the Future Tots we promote positive behaviour and provide children with the opportunities to learn social skills required to know what positive behaviour is.

Examples of these are:

- **Making use of activities, structured and explorative play, and games that encourage curiosity** – this develops children's reasoning and problem-solving (i.e., cognitive skills). They learn best by playing, listening, watching, asking questions, and doing, so set this in motion – for example, try setting them a challenge such as building a bridge or tower.
- **Using structured group play to encourage positive and respectful relationships** (i.e., social development). For example, you could play games where children learn to share, such as circle games or board games where they have to take turns to roll a dice. Additionally, make sure you and other adults have a trusting relationship with the children – you can be a role model for good relationships. Strong relationships also link to emotional development, making children feel more able to share their feelings with you.

Emotional Intelligence

Our behaviour policy focuses on Emotional Intelligence, the first step of gaining emotional intelligence is to understand, recognise and label emotions.

We can do this by recognising and acknowledging them through articulating them, to aid children's emotional intelligence. For example, you could say: "I understand it's hard for you to stop playing on the bike, but it's someone else's turn now." This does three things.

1. Aids the development of empathy.
2. Helps children to connect the dots between how they're feeling and what they're doing – spotting where emotions come from can help children develop self-awareness.
3. Triggers a soothing biochemical reaction. When a child feels understood, their neural pathways linked to emotional intelligence grows, and in time, children will learn to soothe themselves by accepting their emotions.

Other methods of developing emotional intelligence include accepting and listening to expressions of emotion, rather than shushing them, telling them to stop crying, or scolding them. Everyone should be allowed to express how they are feeling and know that it is valid. You might think that children often overreact, but this is because their brains are developing so quickly that they can be easily overwhelmed with emotion. In other words, this is natural, and should be accepted and accounted for.

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When faced with undesired behaviour we follow an “emotion coaching” approach. We use emotion coaching by using the following steps:

- 1- **Attend to the emotion**
This can be verbally, such as “Okay, we have some big feelings happening right now”. You are acknowledging that something is wrong
- 2- **Name the emotion**
This can help the child understand what they are feeling, you may use phrases such as “you seem angry” or “you look upset”
- 3- **Validate the emotion**
All emotions are valid; it is the behaviour attached to them that is undesired. To help build this understanding you may use phrases like “I understand why you feel angry because your toy was taken from you”
- 4- **Meet the need of the emotion**
Help the child get through the emotion until it passes. Sadness may require comfort; Fear may need safety and security; and Anger may need patience and boundaries.
- 5- **Once calm, set boundaries**
“We are allowed to be angry, but we are not allowed to push someone”
- 6- **Problem solve**
You can work together to come up with solutions “When we feel angry, we may want to hit but we are not allowed to hit, next time could we go squeeze cuddle the teddy, or do some deep breaths, you can come to me, and we can do them together next time”

When a child has been hurt or upset by another child, please ensure the hurt child gets attention first, always apologise to them (e.g., “I’m so sorry you were hit”, ensure their feelings are named and validated, once the need of the emotion has been met and the child has reached calm you can attend to the other child. (Ideally, where appropriate another member of staff can calm the hurt child whilst you speak to the child displaying undesired behaviour).

NEVER FOCUS ON THE CHILD, ALWAYS FOCUS ON THE BEHAVIOUR: For example you would not say “You have hurt your friend, you have made them sad” you would say “Hitting hurts your friends, Hitting makes them sad”

Taking Notes of Triggers

Certain children might display challenging behaviour regularly, and it is useful to observe what triggers this behaviour in them. You could use the ABC chart to monitor what happened directly before and after the behaviour, and see if you can spot any patterns. This will help you understand why the behaviour is occurring. For example, you might find that a child displays challenging behaviour whenever it’s time to tidy up – this might suggest that they struggle with transitions. As a result, you could put strategies in place like visual timetables to make transitions easier for them.

Looking at Additional Needs (SEND)

Some children might display challenging behaviour as a result of special educational needs and/or disabilities (SEND).

Each child will be assessed by the key person within their first term of starting at Think for the Future Tots. This will be aided by yearly assessments which will help us identify any areas the child needs support in. Key persons will meet with the SENCO (Special Educational Needs Co-ordinator) to discuss this and develop a way in which we can fully support the child and their needs.

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The SENCO and the child's key person will meet to discuss and develop a plan which may cover areas such as goals to achieve, how we will achieve them, liaisons with other health care professionals, and regular meetings with parents to foster effective communication and a regular review. The SENCO will work closely with the child's key person throughout the child's time with us.

Parental Involvement

Any incidents involving another child will be communicated to the parents. Other children's names must not be told to other parents, in following with the confidentiality procedures.

Parents must be kept informed about their children's behaviours; it is important that staff do not solely focus on undesired behaviours but also report back positive behaviour to parents too.

Parents are encouraged to follow similar steps to what we follow at Think for the Future Tots whilst at home this is because repetition and continuity is vital for the child's understanding of what behaviour is expected of them.

We work alongside parents to help them with any undesired behaviour that may be showing at home.

We work in partnership with the parents for the benefit of the child.

Key Person and Settling in Policy

What is a Key Person?

In order to ensure every child in the nursery is given the appropriate level of attention and care, a key person is appointed for each child. A key person is a named member of staff assigned to an individual child to support their development and act as the key point of contact for that child's parents or carers. The key person has special responsibilities for working with a small number of children and helps build and develop positive relationships with children and between parents, carers, and staff. The key person is the family of the child's primary, but not exclusive, point of contact with the nursery. Other staff members will also maintain contact as it is unlikely that the key person will always be on duty every time a child is brought to or collected from the nursery. If a key person is absent due to illness or on annual leave, their key children will be observed by other staff members in the room who will maintain your child's development.

The Principles of Having Key Persons

This policy will provide staff with a framework in which to operate the nursery key person system. It will define for staff the roles and responsibilities of a key person and how those roles and responsibilities translate into practice. By sharing with and gathering information from parents / carers relating to individual children, staff will be able to develop a full and accurate picture of each child's level of skill, knowledge and understanding, and their interests. This will enable staff to closely match provision to each child's individual needs.

The guiding principles by which the Key Person Policy will be managed are:

- To build a trusting relationship with the child and their parent/carer.
- To ensure the happiness and welfare of the child within a stimulating and safe environment.
- To ensure a smooth settling in procedure for all key children both into the nursery, to their next room, and ultimately onto school.
- To collect all relevant information about key children's specific needs from the parent/carer. Information should be recorded in the child's individual care plan. Management should be informed of any issues/requirements related to the child.
- To plan and provide a range of stimulating and age-appropriate activities for key children to assist with their learning and progression.
- To continually assess key children and relate the assessment to EYFS planning.
- To value linguistic diversity and provide opportunities for children to develop and use their home language in their play and learning.

The Role of a Key Person

The key person will help to ensure their key children feel safe, secure, and confident, if they are to develop to their full potential. Their parents/carers need a trusted person who they can talk to about their child's individual needs.

- When a child settles into the nursery, the assigned key person will perform a baseline assessment of that child, which will be shared with parents and carers, their first baseline assessment will be done with their parents.
- The key person is responsible for a group of children, but as a member of a room the key person is also responsible for all the children in their care.
- Where a child is attending other childcare settings at the same time as coming to Think for the Future Tots, the key person will share information with those settings.
- To complete a '2 Year Old Check' in the term the child turns 2 via the Family App, which gives parents the opportunity to comment and discuss on their child's development.
- To ensure that parents/carers are kept informed of the child's day to day experiences.
- It is the other staff member's ultimate responsibility to ensure that this happens during sickness or other key person's absences. Parents/carers are to be informed.
- The key person will assist the parent/carer and child with the settling in process, taking time to listen to questions, and provide answers.
- The key person will complete the care plan with the parent/carer at the child's first session and ensure that the other team members are aware of any allergies or special requirements.
- The key person will be the main contact responsible for greeting the parent/carers and child at all their settles, so that a bond can be established.
- The key person will be responsible for planning for their key children's activity times. This is a good opportunity to feedback assessments into the child's EYFS planning needs. The key person is responsible for providing accurate observations of their key children and linking to the appropriate stage within the EYFS Development Matters guidelines. The observations will be used to inform planning about how to enable children to progress.
- When the child is due to leave nursery, the key person must ensure that their learning journey profile is fully up to date and that it is handed to the child's parent and/or school.

Settling in Policy

- We aim to ensure every child's introduction to our setting is as stress free as possible.
- Once a place is offered to a child, we aim to achieve this by inviting parents and child to visit the nursery prior to the child's official start date. This helps to familiarise the child and the parents to the nursery, the staff, and other children.
- The procedure for settling sessions is for parents to stay for a short time, if they wish to, whilst the child becomes familiar with the new area and then for parents to leave as quickly as possible. If more visits are necessary, they will be offered, we offer up to two settling in visits before their official start date.

- We recommend giving parents extra time in the morning for their first few sessions as this will help their child adjust slowly to the new setting, this extra time can be reduced slowly once the child has settled.
- We will also ask parents for their child's interests, that way we can provide stimulating and exciting activities which their children can enjoy from the very beginning of their nursery transition. We will also ask for any comforters a child may have or any soothing techniques the parents use to make their transition into the nursery as smooth as possible.
- A child who is tense or unhappy will not be able to play or learn properly therefore it is important for parents/carers and staff to work together to help each child feel confident and secure in the group.
- The settling in period may take longer for some children and parents/carers should not feel worried if their child takes a while to settle in. Parents must be prepared to accept that it may take some time for their child to adjust to the nursery however very few children fail to settle eventually.
- The more time a child comes and experiences the activities on offer and sees parents interacting with staff the more settled they will feel at the nursery.

Daily Outing Policy

“Providers must provide access to an outdoor play area or, if that is not possible, ensure that outdoor activities are planned and taken on a daily basis (unless circumstances make this inappropriate, for example unsafe weather conditions).” - EYFS

At Think for the Future Tots we understand and believe in the importance of outdoor play. Although we do not have an outdoor area within the grounds of the building, we take the children outdoors every day, unless the weather or other critical incident deems this unsafe to do so.

Benefits of outdoor play on a child’s development

Benefit	How
Encourages Independence	The extra space offered by being outdoors will give children the sense of freedom to make discoveries by themselves. They can develop their own ideas and create games with their friends without feeling like they’re being directly supervised. They’ll begin to understand what they can do by themselves and develop a ‘can do’ attitude, which will act as a solid foundation for future learning.
Nature Connection and Understanding of the World	Learning in an outdoor environment allows children to gain an understanding of the world we live in. They can experience animals in their own surroundings and learn about their habitats and lifecycles.
Develops Social Skills	Indoor spaces can often feel overcrowded to children and naturally, they may feel intimidated in this type of environment. More space outdoors can help children to join in and ‘come out of their shells’. Giving children outdoor learning experiences offers them a chance to talk about what they have done with their friends, teachers, and parents
Better Sleep	Research shows that babies sleep better at night if they’ve had some fresh air and sunshine during the day. It is worth a walk or play outdoors to help a baby sleep better.
Developing motor skills	Young children need the opportunity to use their whole body and develop their gross motor skills. Playing outdoors lets babies crawl or toddle further. As they get older, they’ll have space to run and jump outside. They can also develop their fine motor skills as they pick up natural treasures like leaves and fir cones.
Understanding Risk	Being outdoors provides children with more opportunities to experience risk-taking. They have the chance to take part in tasks on a much bigger scale and complete them in ways they might not when they’re indoors. They can learn to make calculated decisions such as ‘should I jump off this log?’ or ‘can I climb this tree?’

Safety Procedures for Outings

Think for the Future Tots ensure that there are procedures in place to keep children safe on outings. All staff and volunteers, including temporary/agency staff are aware of and follow the procedures as laid out below.

- Parents are to sign a “general outing consent” which is done on registration; this is to give permission for their child to be taken out as part of our daily activities of the setting. This consent form gives details for the venues used for daily activities and permission to use transport such as the tram.
- There is a separate risk assessment for each type of venue visited.
- If the outing is to a venue not on the general outing consent form, then additional consent must be attained; this is to be done via family or by a signed consent form. IT MUST NOT BE VERBAL CONSENT.
- The Daily Outing checklist is filled out prior to leaving the setting.
- A minimum of two staff accompanies children on outings. If there are no staff members remaining at the Nursery then a the Nursery outing sign must be placed on the door stating

where you are going and when you will return in case of an emergency (e.g., during a fire the fire warden will check to see if this sign is on the door to know we are not in the nursery).

- Staff members are assigned specific children, this is to ensure that each child is well supervised, that no child goes astray and that there is no unauthorised access to children.
- Staff must take the nursery phone AND the emergency phone with them, as well as supplies such as tissues, wipes, spare clothing, nappies, first aid kit, water cups/beakers, ice pack, sun cream. If needed staff will also take medicines required for individual children, their health care plan and a completed medication form.
- The nursery phone will contain the contact details of the children's parent/carers on. The Emergency phone is for calling the emergency services on ONLY.
- All ratios must be maintained when on an outing.
- The children will all wear high-vis vests (unless they are sat in the pram) the high-vis vests have the nursery name and the nursery phone number visible on them.
- The amount of equipment needed will vary and be consistent with the venue and number of children, as well as how long they will be out for.
- Staff will take a copy of the outing policy, nursery and emergency phone, as well as spare accident/incident form and a copy of the "Missing Child Policy"
- When alternative modes of transport are used (e.g., bus or tram) this is to be included on the Daily outing risk assessment, and where possible, approx. times of the transport and what stop they will be departing from.
- In the event of a child being lost, the Missing Child Procedure will be followed. Any incidents or accidents will be recorded in writing and Ofsted will be contacted and informed of any incidents.
- In the event of an emergency (including a terrorist attack) whilst out on a visit, we encourage staff to find a 'safe haven' and remain there until the danger passes. Each outing will have a detailed risk assessment, which covers all these risks ahead of time. We will contact parents as soon as it is safe to do so. This could cover other issues such as extreme weather, emergency (such as an ill or injured child) etc.
- In the event of an accident, staff will assess the situation. If required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery, staff are to call TFTF if they need assistance to return to nursery.



Mobile Phone and Camera Policy

We are a mobile phone and camera free nursery

What is a mobile phone and camera free nursery?

A mobile phone free nursery means that anywhere in the nursery area mobile phones are not permitted. Staff are required to lock their phones in a secure place and are not allowed their phones inside of the nursery. If staff wear a smart watch this must be disconnected from their phone so calls/messages etc cannot come through their watch, watches with a camera feature are not allowed.

Staff are not permitted to bring cameras, or any device with a camera on it, into work with them.

Children are not allowed to bring phones into nursery with them, even if they are only used for playing games on them because they have a camera feature on them. Children are not allowed to bring in any device which holds a camera on it, including smart watches with cameras.

The nursery itself has a mobile phone as it's nursery phone, and an emergency mobile phone. These phones remain at nursery and do not go home with any staff member.

Parents are not allowed to have their phones out at nursery. Parents are not allowed to take their phone out for calls, texts or photo taking whilst they are in nursery.

THIS IS A SAFEGUARDING POLICY AND IS IN PLACE FOR THE SAFETY OF THE CHILDREN

Why are we a mobile free nursery?

The welfare, protection and safety of every child in our care is of paramount importance, we take our responsibility to safeguard children seriously. We have procedures in place which we as everyone to respect and to help promote the safety of the children in our care.

It is our intention to provide an environment in which children, parents and staff are safe from images being recorded and inappropriately used in turn eliminating the concern of staff being distracted from their work with children and the inappropriate use of mobile phone cameras around children.

Additional

Under no circumstances does the nursery allow a member of staff to contact a parent/carer using their personal device.

Staff are permitted to use their mobile phones during their lunch breaks away from the children.

Staff smart watches must not contain a camera and must be on silent, so they are only using them as a traditional watch.

It is the responsibility of all members of staff to be vigilant and to report any concerns to the nursery manager. (See whistleblowing policy)

During group outings a nominated staff member will take the allocated nursery mobile phone out with them in case of emergency. This should only be used for emergency calls and incoming calls from the nursery, under no circumstances must a member of staff take a personal call whilst caring for children. It is the responsibility of all staff members to be vigilant and report any concerns to the Nursery Manager or Deputy Manager.

Using nursery devices to capture photographs and videos

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form of recording their progression in the Early Years Foundation Stage. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

- Only the designated nursery phone/camera/nursery ipads are to be used to take any photo within the setting or on outings.
- Images taken on this camera must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.

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- All staff are responsible for the location of the camera; this should be placed within the lockable room when not in use.
- The camera must be locked away at the end of every session.
- Images taken and stored on the camera must be downloaded as soon as possible, ideally once a week.
- Parental permission is obtained from the parent/carer on joining the setting to the use of photographs in the setting.
- Photos taken on nursery cameras/ipads can be uploaded to our closed Family app that only approved relatives of that child have access to the individual child profiles. This will only occur when we have obtained all the parents' permission. Any child whose parent has not signed the permission form for photos on social media will not have their photo uploaded.

This policy is in place to protect and safeguard both children and staff.

Bottle Feeding and Packed Lunch Policy

Bottle feeding

Parent and Practitioner Formula Milk Preparation and Feeding Guidelines

Staff at Think for the Future Tots follow guidelines for preparing formula milk for infants in accordance with policy published by The Food Standards Agency, The Department of Health, and the NHS.

We ask that parents help with this in the following ways:

- If you are providing your own bottles, please bring in your infant's bottle - sterilized and fully assembled with the teat and lid in place. This prevents the inside of the sterilised bottle and the inside and outside of the teat from being contaminated. Alternatively, the Nursery can provide a fully sterilised Tommee Tippee Closure to Nature bottle for feeding.
- Provide the formula powder inside its original container to ensure practitioners have full instructions, and the expiry date of the formula. However, we prefer milk powder to be provided in a measured out, labelled container (i.e., 4oz) to avoid any mistakes, as this is the best way for practitioners to ensure they are preparing feeds correctly. This therefore takes away practitioner responsibility of measuring out powder, as this will have already been done by a child's parent/carer.
- Label the formula container with child's full name, and date of opening. According to the Food Standard Agency, Department Of Health and the NHS the best way to prevent a baby becoming ill is to make up all formula feeds fresh, as and when they are required by the baby. Therefore, we will not accept bottles that have been pre-made (with the exception of shop bought and sealed pre-made milk).

Powdered Formula

TFTF Tots will follow the routine below to ensure best practice when carrying out making formula bottles:

- Clean the surface thoroughly on which to prepare the feed;
- Wash hands with soap and water and then dry;
- Following the instructions on the Tommee Tippee Closer to Nature Perfect Prep Machine, staff members are able to accurately prepare a bottle at body temperature in under two minutes. There are set guidelines (manufacturer's instructions) in which staff must read and follow before using the machine, a copy of the manufactures instructions is kept alongside the machine.

The perfect prep machine filter must be changed monthly.

Pre-Prepared Milk

We are unable to reheat or serve pre-prepared formula brought in from home, however we do recognise that parents may wish to provide pre- prepared milk in sealed cartons so when re-warming milk feeds for babies, the practitioners will carry out the following guidelines for warming up pre-prepared milk:

- Transfer the formula to a sterile bottle;
- Re-warm using a bottle warmer (in accordance with The Food Standards Agency and the Department Of Health: Microwaves should never be used for re-warming a feed);
- Shake the bottle to ensure the feed has heated evenly;
- Check the feeding temperature by shaking a few drops onto the inside of the wrist - it should be lukewarm, not hot;
- It is bad practice to leave a bottle warming for longer than 15 minutes. Therefore, any feed that is accidentally left to heat for longer than 15 minutes will be discarded.

Breast Feeding

We welcome parents who are breast feeding their children into the nursery and make every effort to accommodate their needs. We can also accept breast milk that has been expressed and are able to store this milk as advised by the parent. We ask that breast milk is brought in daily.

Steriliser

TFTF Tots has a steamed steriliser which is in the bottle prep stations to sterilise any bottles or feeding equipment as necessary. Staff are to follow the set guidelines (manufacturer's instructions) when using the steriliser.

Best Practice for Staff

- Staff are to always disinfect any bottle prep or food preparation areas immediately before and after use. This will prevent the risk of infection and cross contamination.
- Discard any feed that has not been used within one hour.
- Staff are encouraged to use feeding times to support their positive attachments with babies and young children. Special Carers are to facilitate these mealtimes where possible for their children. Feeding times are to be nurturing and joyful experiences for the child.
- Children should not be left with their bottle unsupervised.

Main meals and times

Parent and Practitioner Packed Lunch Preparation and Feeding Guidelines

Breakfast

- Breakfast is served 8:00 – 8:45
- We provide cereal for your children. The cereal provided is considered healthy and not a sugar or chocolate-based cereal (e.g., cheerio's or shreddies). We will provide baby porridge for those weaning.

Lunch

- Lunch is served: 11:15 – 12:00
- We ask parents to provide their child with a packed lunch.
- The lunch must comply with the allergy and health list below and be suitable for your child's own age.
- We provide plates, bowls, and cutlery for us to serve your child's lunch on, we ask that you cut up your child's lunch into bite sized pieces ready for us to serve so your child is not waiting for their lunch. For more information about mealtimes see our Food Policy.

Snacks

- We provide a variety of fresh fruit or vegetable sticks which are available for your child throughout the day for snacks.

Fresh water and milk (for those over 12 months) is available at mealtimes for the children. The NHS states that children under 12 months old should not have cow's milk to drink due to it not containing enough iron.

Packed Lunch Guide

We recommend that parents use the "always, sometimes, never" approach to creating a Healthy Packed Lunch. Please ask for our weaning guide if your child is under the age of 10 months.

Packed lunches should '**always**' include:

- At least one portion of **fruit** and one portion of **vegetables** every day. Grapes and cherry tomatoes should be halved lengthways for nursery age children.
- **Protein** - Meat, fish, eggs, or a non-dairy protein (e.g., lentils, kidney beans, chickpeas, houmous, falafel) every day.
- Oily **fish**, such as salmon or tuna, at least once every three weeks.

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- A **carbohydrate** food such as any type of bread (white or wholegrain rolls, pitta bread or wraps), pasta, couscous, noodles, potatoes, or another cereal every day.
- A **dairy** food such as milk, 'proper' cheese (i.e., not Dairy lea lunchables or similar), yoghurt, fromage frais or custard every day. **Dairy-free** alternative for those with allergies.

Packed lunches can '**Sometimes**' include:

- A process meat product such as a sausage roll or an individual pie or corned meat.

Packed lunches should '**Never**' include:

- Any crisps (items such as melty sticks are allowed).
- Any sugary soft drinks, such as a fizzy drink (even if labelled as 'sugar-free', 'no added sugar' or 'reduced sugar' as these drinks can contribute to tooth decay and provide little nutritional value).
- Chocolate, cake or sweets.

Staff will, within reason, send any uneaten packed lunch food items back home. This is so that parents can also monitor what their child has consumed during the day and then raise any concerns over their child's food intake with the nursery.

It is our legal responsibility to encourage healthy eating for all children, so please do not add any of these processed foods to your child's lunchbox as we will not give them. This includes chocolates, chocolate bars, chocolate biscuits, any crisps, any foods containing Nuts, drinks high in sugar, fizzy drinks, sweets, and cakes. Please do not bring takeaway foods such as burgers, chips, and kebabs to nursery as we will send them home with you. If you wish to provide a cake for a birthday celebration this is allowed however it must not contain nuts.

Allergies and Dietary Requirements

- **Please note that we are a nut free nursery**
- If your child has any dietary requirements or allergies, please state this on your registration form.
- All our staff are food and hygiene trained and have had additional allergy training to ensure the safety of the children.

Packed Lunch Reheating Guide

At our nursery, we prioritise providing nutritious meals for our children. We offer the option for parents to provide packed lunches that can be reheated for their child. This policy outlines the guidelines and instructions for both staff and parents regarding reheating food in our microwave. We ensure that the packed lunch is stored in the fridge from your child's arrival in the morning until lunchtime to maintain its freshness and prevent spoilage.

Staff Instructions for Reheating Food:

- Ensure that the microwave is clean and in proper working condition before use.
- Wash your hands thoroughly before handling any food.
- Check the packed lunch for any signs of spoilage or contamination. If in doubt, do not proceed with reheating.
- Remove any packaging or wrapping from the food container before placing it in the microwave.
- Set the microwave to the appropriate power level and time as indicated on the food container or as instructed by the parent.
- Stir or rotate the food halfway through the reheating process to ensure even heating.
- After reheating, use a food thermometer to check the internal temperature of the food. It should reach a minimum of 165°F (74°C) to ensure it is safe to consume.
- Allow the food to cool down to a safe temperature before serving it to the child.

- Dispose of any uneaten or leftover food properly, following our food waste disposal guidelines.

Parent Instructions for Packed Lunch:

- Ensure that the packed lunch includes a balanced meal with vegetables, carbohydrates, and protein. **We recommend including a portion of fruit and a dairy product alongside the reheated meal.**
- We **do not allow fried foods** such as chicken nuggets, chips, burgers etc. We **do not allow ready meals** food should be homemade (weaning pouches are allowed for those children weaning).
- We do not allow for rice to be contained within meals that are reheated due to the increased risks associated with the reheating of rice.
- Cook any meat before packing it in the lunch, as we only have facilities for reheating food and not for cooking raw meat.
- Avoid sending frozen food, as we are unable to thaw or cook frozen items.
- Pack the lunch in a **microwave-safe container** that is clearly labelled with your child's name.

Parents Complaints Policy & Procedure

Whilst aiming to achieve the highest standard of care and education for children attending Think for the Future Tots, and to foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Our setting believes that children and parents are entitled to expect courteous, prompt, and careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

Complaints Procedure

Any parent who has a concern about an aspect of the setting's provision will first discuss their concerns with the Nursery Director. Hopefully, this will be resolved, if not, then please write a letter of complaint and hand in the complaint in writing to the office/management. A meeting discussing the outcome will be arranged after the complaint has been investigated in full. If you are still not satisfied with the outcome, then another meeting with all managers and a witness of your choice will be arranged. Written records will be taken at the meeting and all present will sign. If we can still not resolve the situation, then an external mediator will be invited (acceptable on both sides). Throughout this process, the discussions will be kept confidential. A final meeting will be called with the mediator to reach a decision on the action to be taken to deal with the complaint. Written records will be taken, and all present will sign and receive a copy. At any stage of this process, parents are within their rights to approach Ofsted directly. Ofsted's complaints & Enforcement Team can be contacted by phone or in writing at the address outlined in this policy.

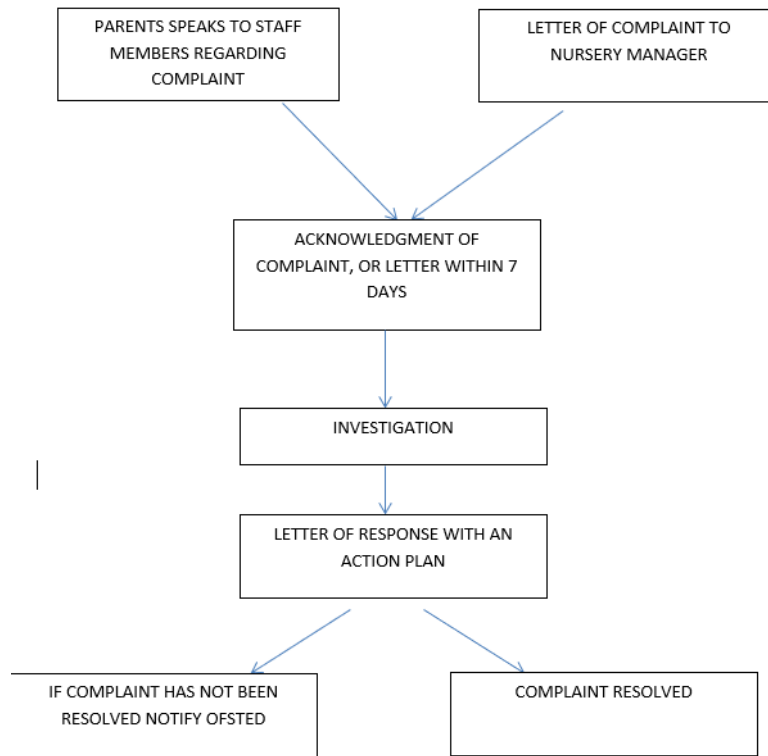
The outcome of all complaints is recorded in the Summary Complaints Record file and is available for parents and OFSTED inspectors on requests. The below diagram outlines our complaints procedure to be followed in all circumstances that a complaint is raised.

In the event of a parent/carer wanting to complain about a member of staff or an incident at Think for The Future Tots, we would follow the following guidelines.

- Speak to a member of staff, or directly to management, providing as much information as possible.
- If it is discussed with a member of staff, then they will report the complaint to the Director and complete a complaint form immediately.
- The Director will confirm receipt of this within 24 hours.
- The complaint will then be investigated, and an action plan will be drawn up to address the issue.
- Once made aware of the complaint, the director must record the complaint and file away.

Should parents feel they cannot speak to a member of staff; the complaint can be written and sent directly to the Director.

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Contacting Ofsted

Ofsted cannot resolve disputes between parents and the provider. Their role is to make sure that the childcare provider is following all registration requirements and take action if necessary. To complain to Ofsted about a childcare provider, you can contact them at enquiries@ofsted.gov.uk or 0300 123 4666.

If you complain to Ofsted, they will review the information you provide and decide what to do. They may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues. However, they will not contact you to let you know the outcome.

GDPR Privacy Notice

Think for the Future Tots is committed to protecting the privacy of all individuals it works with, including parents/carers and children. This Privacy Policy explains the type of personal information we collect about you when you interact with us, how we obtain this information, why we collect it, how we use and store this information and finally your data protection rights and how to contact us about your information.

All of Think for the Futures operations involving data are managed in accordance with General Data Protection Regulation (2018).

GENERAL DATA PROTECTION PRINCIPLES

In collecting and processing your personal information, we will comply with the data protection law in force at the time. This requires that the personal information we hold about you must be:

- a. Used lawfully, fairly and in a transparent way
- b. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes
- c. Relevant to the purposes we have told you about and limited only to those purposes
- d. Accurate and kept up to date
- e. Kept only as long as necessary for the purposes we have told you about
- f. Kept securely

WHAT DO WE DO WITH THE INFORMATION WE COLLECT?

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- The data needs to be processed so that the nursery can fulfil a contract with the individual, or the individual has asked the nursery to take specific steps before entering into a contract.
- The data needs to be processed so that the nursery can comply with a legal / Ofsted obligation.
- The data needs to be processed to ensure the vital interests of the individual e.g., to protect someone's life.
- The data needs to be processed so that the nursery can carry out its official functions.
- The data needs to be processed for the legitimate interests of the nursery or a third party (provided the individual's rights and freedoms are not overridden).
- The individual (or their parent/carer when appropriate in the case of an enrolled child at the nursery) has freely given clear consent.

We will not normally share personal data with anyone else, but may do so where:

- There is an issue with a child or parent/ carer that puts the safety of our staff at risk.
- We need to liaise with other agencies – we will seek consent as necessary before doing this.

- Our suppliers or contractors need data to enable us to provide services to us – for example, IT companies. When doing this, we will only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law. We will also share personal data with law enforcement and government bodies where we are legally required to do so, including for:
 - The prevention or detection of crime and/or fraud.
 - The apprehension or prosecution of offenders.
 - The assessment or collection of tax owed to HMRC.
 - In connection with legal proceedings.
 - Where the disclosure is required to satisfy our safeguarding obligation
- We use the Family App which holds information you provide us on the app. You can view Family's Data Processing policy here: <https://www.family.co/terms/data-processing-agreement>

HOW DO WE STORE INFORMATION GIVEN TO US?

- All paper copies of children's and staff records are kept in a locked filing cabinet in our nursery. Members of staff can have access to these files, but information taken from the files about individual children is confidential and apart from archiving, these records remain on site at all times. These records are shredded after the retention period.
- Papers containing confidential personal data will not be left on desks/sides, on staffroom tables, pinned to notice/display boards, or left anywhere else where there is general access.
- Where personal information needs to be taken off site, staff must sign it in and out from the nursery office, staff may access personal information on the Family app whilst outside of the nursery to contact parents when on a daily outing or in an emergency. This app is on a key-coded device, additionally staff require the log-in code for the app as well.
- Passwords will be at least 8 characters long containing letters and numbers, these are used to access nursery computers, laptops, and other electronic devices. Staff are reminded to change their passwords at regular intervals.
- Staff do not store any personal information in relation to the nursery on their personal devices (phones), they are expected to follow the same security procedures as per our mobile phone policy.
- Where we need to share personal data with a third party, we carry out due diligence and take reasonable steps to ensure it is stored securely and is adequately protected.
- Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it. For example, we will shred or incinerate paper-based records, and overwrite or delete electronic files. We may also use a third party to safely dispose of records on the nursery's behalf. If we do so, we will require the third party to provide sufficient guarantees that it complies with data protection law.
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We hold information in our archive for the following amount of time, as per legal requirements:

- Staff Files 7 years
- Records of complaints 5 years
- Accident and incident forms 3 years
- Children's Information (incl. medical) 3 years
- Attendance Registers 3 years
- Nappy Rotas 6 months

Think for the Future Tots

- Staff and Child sign-in registers 3 months

DATA SECURITY

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used, or accessed in an unauthorised way, altered, or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from the DPO. We have also put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

YOUR RIGHTS IN CONNECTION WITH PERSONAL INFORMATION

Under certain circumstances, the law grants you specific rights. These are summarised below. Please note that your rights may be limited and subject to restrictions in certain situations:

- a. Request access to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it
- b. Request correction of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected
- c. Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below)
- d. Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- e. Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it
- f. Request the transfer of your personal information to another party. If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the DPO.

RIGHT TO WITHDRAW CONSENT

Think for the Future Tots

In any circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Nursery Director. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

RECORDING OF FORMAL MEETINGS

We reserve the right to record any formal meetings whether conducted by us or a third party, a copy of the recording can be made available on request. All personal data collected for this purpose will be processed in line with the current Data Protection Act.

TFTF Tots Fees and Charges Policy, 2023/24

Early Years Free Entitlement

"It is not intended to cover the costs of meals, other consumables, additional hours or additional activities. Parents can therefore expect to pay for any meals offered by the provider alongside their free entitlement. Parents can also expect to pay for other consumables or additional activities offered by the provider, such as nappies or trips."

- Early years entitlements: operational guidance For local authorities and providers

Will my child receive any Early Years funding?

AGES 0-2: Most children aged 0-2 years do not receive any Early Years funding so full fees are payable as per the prices below.

AGES 2-3: Some eligible 2-year-old children receive means-tested "2-year old funding." This begins the term after their second birthday. We offer 2-year-old funding on a year-round stretched basis which means an eligible child will receive up to 11 funded hours per week for 51 weeks.

UNIVERSAL FUNDING FOR CHILDREN AGED 3-4: all children aged 3-4 are eligible to receive Early Years funding. We offer this funding on "stretched" basis only which gives up to 11 funded hours per week for 51 weeks per year. This funding begins the term after the child's third birthday.

EXTENDED FUNDING FOR WORKING FAMILIES (AGES 3-4): eligible working families with children aged 3-4 can apply for extended funding (sometimes known as the "30 hours funding"). We offer this funding on "stretched" basis which gives up to 22 funded hours per week for 51 weeks per year. It is the responsibility of parents to apply for this funding in the term before funding begins. It is also the responsibility of parents to reconfirm their eligibility every 3 months (Government requirement). This funding begins the term after the child's third birthday.

STRETCHED FUNDING: Please be aware the stretched funding is only for 51 weeks per year and excludes one week over Christmas, no fees will be charged for the week over Christmas as we are closed. This will be calculated into your monthly invoices over the year.

ADDITIONAL HOURS: Parents are welcome to book additional sessions. These are charged at our standard most up to date rates.

SESSION AVAILABILITY: We try to be as flexible as possible with our sessions but, due to demand, we only offer "all day sessions" and do not offer "morning" or "afternoon" sessions. All sessions are subject to availability and there may be a waiting list for popular sessions. We do not usually offer term-time only places.

FUNDING START DATE: please note that all Early Years funding starts the school term after the child's 2nd or 3rd birthday and does not therefore apply immediately after the child's birthday.

MINIMUM SESSION LENGTH: Our minimum session is 9 hours and we cannot register children for shorter sessions. This means for example, that if you receive 11 hours of funding per week and you wish to book 2 sessions per week (18 hours in total), your funding will cover 11 hours and you will be charged an hourly rate for 7 hours.

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The following websites provide detailed information on the childcare funding available:

childcarechoices.gov.uk

gov.uk/childcare-calculator

gov.uk/help-with-childcare-costs/free-childcare-and-education-for-2-to-4-year-olds

gov.uk/free-early-education

- 1.1 All additional hours and services will be charged at the rates below. Funded hours for children aged 3+ are usually subject to consumables charge as per below.
- 1.2 TFTF Tots is open year-round from 08.00-17.00 Monday to Friday. We close for approximately 1 week over Christmas / New Year and we are also closed on Bank Holidays.
- 1.3 The minimum booking is 1 session per week. We only offer all day sessions, at 08:00-17:00. We recommend that children attend a minimum of 2 settling in sessions of 2 hours before starting.
- 1.4 Please note that due to demand, it is not possible to book morning/afternoon sessions only. Please also note that we do not usually accept children on a term-time only basis.
- 1.5 All sessions are subject to availability, and we may operate a waiting list for some sessions. Please see our Parental Contract for full information.

Fees and Charges 2023/24

FEES PER SESSION Hourly rates for children adding extra hours in addition to funded hours.	All Day Sessions (£6.33 per hour) £57 for 9 hour session (08:00-17:00)
CONSUMABLES CHARGE This charge covers breakfast, snacks, milk, arts & crafts, cookery, outings, extra-activities, nappies and wipes.	£11 per week for those on 15 free hours. £22 per week for those with 30 free hours. The consumables charge only applies to funded sessions for ages 3+ and does not apply to "paid sessions" or to Funded 2's. If you do not wish to pay this charge and would like your child to opt out of these activities / services, please contact us to discuss alternatives. This may mean your child is unable to attend of days we do trips or certain activities.
Registration fee (applies to children who pay for some or all of their sessions)	£30(non-refundable).
Administration fee for fully funded children	£30 (refundable) Applies to all fully-funded children, refundable in line with the parental contract.
Food/Snacks	We provide breakfast with milk suitable your child's dietary requirements, we provide healthy snacks throughout the day. Snacks are included in the fees / consumables charge
Late collection charge	Collection after closing time – a surcharge of £10 per 10 minutes
Sun-cream (April to September inclusive)	From April to September inclusive, parents MUST apply sun cream before their child comes into the setting (even on cloudy days). Staff will re-apply a sensitive skin, high factor sun cream to all children as required through the day. This is included in your fees / consumables. If your child is allergic to sun-cream, please contact us to discuss.

Payment options

- Please kindly note that fees are payable in advance and by the 1st of the month. An invoice will be sent over to parents via email.
- TFTF Tots is a registered provider for the government [Tax-free Childcare Scheme](#). Please ask us for details.
- Payment by [online banking / BACS transfer](#): Please see your invoice for bank details.