



## *Complete Childcare*



### **Prospectus 2016 / 17**

#### **Looby Lou's Nursery**

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Manager: Emma Stockill

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## **Dear Parent / Carer**

Welcome to Looby Lou's nursery where we care for children from birth to twelve years. We are looking forward to meeting you and your child, who we hope will settle happily in the nursery and enjoy their early learning experience with us.

We will aim to achieve the goals set by the Early Years Foundation Stage (EYFS). We also aim to provide a safe, warm, loving and caring environment where your child can progress steadily through the various stages of development in the early formative years. Our Staff have a professional approach and share experiences and knowledge together with training opportunities to deliver and share the values of our organisation.

We would like to extend a warm welcome to you and your child. We hope this prospectus will provide useful information about our nursery.

We look forward to building a strong and effective working relationship with you so that you can be confident that your child is happy, safe well cared for and stimulated at all times.

Should you require further information please do not hesitate to contact us.

Yours faithfully



**Emma Stockill**  
*Nursery Manager*

## A Little Something About Us

Established in 1990 and fully refurbished in 2004, Looby Lou's Nursery is conveniently situated in Northallerton, North Yorkshire at Finkills Industrial Estate, across the road from B&Q.

We are a family run day care nursery which provides complete childcare for all children from birth to five years. We also provide wraparound care during school term time for children aged 4 - 12 years and also run a Kids Club during the holidays.

From the moment your child first enters our state of the art, fully equipped nursery, you can be assured our fully trained and professional team of staff will provide them with a happy, loving, secure and stimulating environment in which every child steadily progresses and develops through the various stages of their formative years.

We aim to provide home from home surroundings where everyone's valued, respected and supported. By continually striving towards the development of an idyllic environment in which all children are provided with support, time and space, enables children to grow and develop their self confidence, self esteem and overall enjoyment of life. We also aim to provide a nurturing environment for young children through the highest standards of care and education.

Our nursery is structured to suit the needs and requirements of each individual age group. For this purpose the nursery is split into six purpose built rooms, each one catering for a specific age group. Additional rooms include two sleep rooms, the General Office, Kitchen, Utility Room and Staff Room. We also have a fully equipped, safe, spacious, garden play area with a wide range of exciting outdoor equipment.

We pride ourselves on building strong and effective working partnerships with all Parents and Carers which helps ensure that Parents are confident that their child is happy, safe, well cared for and stimulated at all times. Parents and Carers are welcome to come into the nursery at any time to see how their child is progressing. We also provide you with regular feedback on your child's development which helps you make sure they gain the most from their experience in the nursery.

With our own resident Chef, we also place great pride on our delicious, healthy, nutritious meals and snacks.

We offer a daily intake of 137 registered places and are registered with Ofsted who regularly inspect our premises. We also work in partnership with North Yorkshire County Council.

We hope you enjoy reading our Prospectus and look forward to catering for all your childcare needs.

### Our Opening Hours are:

- Morning Session 7.30 am - 1 pm
- Breakfast Club 7.30 am - School Drop Off
- Afternoon Session 1 pm - 6 pm
- After School Club Collected From School - 6 pm

Children can attend nursery for either morning, afternoon or full day sessions. We also offer an Early Bird service when we open from 7.15 am for those who pre book. This carries a small extra fee (see nursery fees for details on costs). We are closed on Bank Holidays and for the period between Christmas and New Year. We appreciate if children do not arrive before the start of their session, or are picked up later than the end of their session.

## Our Mission Statement

*"We aim to provide a safe, stimulating, encouraging and inspiring environment in which all children can grow, develop and flourish at their own individual pace.*

*In order to ensure learning is of maximum value to each individual child, all our Staff are quick to respond to each child's particular interests and needs.*

*We also value input and the views of all Parents and Carers as this helps ensure our Staff provide children with a safe, enjoyable stimulating and encouraging environment throughout their stay at Looby Lou's Nursery."*

## Aims and Objectives

- To provide a high quality service for children and their families.
- To provide a safe, secure and stimulating environment through a balance of directed and free choice activities aimed at all round child development.
- To encourage children to develop independence, self direction and self control.
- To develop self expression through various activities including drama, music, storytelling, science and other forms of play and activities.
- To provide a warm and welcome atmosphere through the development of excellent child, staff and Parent partnerships.
- To ensure a safe environment which protects children from harm, abuse and neglect at all times.
- Develop mutual respect for individual and cultural differences.
- Effective use of assessment information to identify needs and plan the next steps for learning and development.
- Evaluating each child regularly to meet any changing needs.
- High standard of thoughtful and courteous behaviour.
- A thorough and concise monitoring and evaluation system and the effective use of all policies and procedures.

## Our Facilities / Nursery Structure

Looby Lou's Nursery is a purpose built private day care facility with six fully equipped rooms designed for the needs and requirements of each particular age group. We also have a fully equipped and enclosed outdoor garden area which children have frequent access to. Children are also taken on various outings within the local community which benefits their growth and development.

**Baby Room: Birth - 18 months** - The Staff to child ratio in this room is 1:3

The Baby Room has a friendly, relaxed, homely feel to it. Depending on their developmental needs, babies aged 6 weeks to 18 months have ample space to crawl and explore in a calm and stimulating environment. Our emphasis is firmly on individual care and interaction and Staff have been carefully selected due to their pleasant, relaxed and calming attitude towards the children in their care.

We feel it is vital that each child in The Baby Room has a continuous routine which reflects their home life. We therefore encourage Parents and Carers to advise us of any changes in sleep pattern, milk, food, nappy's, physical capabilities etc. This ensures that the transition between home life and nursery life goes as smoothly as possible for both Parents and baby.

**Toddling Room: 18 months - 2 years** - The Staff to child ratio in this room is 1:3

When your child first enters the Toddling Room they are given time to explore and familiarise themselves with their new surroundings and environment. We start to introduce structure, although children's choice still plays an important part of the day as we learn through play. To encourage and develop language skills children enjoy stories and songs. At this stage in their development most children still require a sleep or quiet time throughout the day.

**Toddler Room: 2 - 3 years** - The Staff to child ratio in this room is 1:4

Toddlers love to explore the world around them with curiosity and interest. The Toddler Room provides children with a firm foundation on which to build on and is designed to constantly encourage their development. The Staff who work in The Toddler Room have an excellent understanding of the character and individual needs and requirements of all children in this age group.

Children enjoy a variety of activities and experiences designed to develop their independence, imagination, creative and social skills. The Toddler Room provides children with free access to many exciting and stimulating activities including crafts, games, home corner and creative play. There's also a cosy corner which is ideal for taking naps and sharing a quiet story. Although children are never forced to do any activity, with a wee bit of encouragement and confidence building, we usually find a way of getting them to try new things.

**Pre School Rooms: 3 - 5 years** - The Staff to child ratio in this room is 1:8

Children in these rooms follow a slightly more structured day to help them develop in line with the 'Early Years Foundation Stage' (EYFS). The Staff follow a curriculum designed to meet your child's individual needs. Fun and exciting activities are always planned responsively to ensure that the children enjoy their time in this room to the full.

Activity areas include sand and water, creative play, construction, book area, science and discovery, music and mathematical resources. Children also benefit from learning how to use and navigate their way around the Internet safely. All these resources and the surroundings of the nursery are used to educate the children about the world around them. All Staff in this room have had full training in the Early Years Foundation Stage and are chosen because of their experience and general overall knowledge of child development.

**Out of School Club: 4 - 12 years** - The staff to child ratio in this room is 1:8

Our Out of School Club provides safe care, both before and after school, and during the school holidays. Our Out of School Club is ideal if you are unable to take or collect your child from school and want a safe and stimulating environment for them to enjoy.

All children are safely transported in our minibus with qualified escorts to and from school. Children can then enjoy a wide range of exciting activities, with children of similar age groups, including computer and Internet, play station, arts and crafts and access to our fully equipped and secure outdoor play area.

Furthermore, themed activities and special events are scheduled regularly. Support is also provided for children wishing to complete their homework during this time.

### **Garden**

We have a spacious adventure filled, fully enclosed garden designed with all age groups in mind. The Garden is fully equipped with a wide range of exciting outdoor equipment which not only provides the children with fun, fresh air and lots of exercise, it also helps them to develop physical skills. The Garden is extremely safe and secure and all children are supervised at all times.

## General Information

### Management & Staff

Our team of friendly and professional Staff are qualified to very high standards, with some working towards further relevant qualifications. To ensure quality standards are always maintained within the nursery we operate an ongoing policy of training for all our employees.

All of our Staff are vetted as “Fit Persons” through the Criminal Records Bureau.

We like to think of the nursery as one big happy family, with the Staff working together as a team to care for the children and the Manager ensuring we always have a happy, smoothly run nursery.

### Students

We welcome students from Universities and Colleges for training placements and work experience after they have been vetted as Fit Persons by the Criminal Records Bureau.

### Snacks and Meals

- We pride ourselves at the Nursery with our approach to nutritional foods.
- All our meals are freshly cooked daily in our own kitchen by our qualified chef who provides a wide variety of nutritious, healthy snacks and meals to suit all dietary and cultural requirements.
- Our menus are on a three week rota and are displayed on our parent’s notice board.
- A healthy, nutritious and tasty choice of breadsticks, oat cakes and seeded crackers are available at snack time in the morning. In the afternoon a light tea is served e.g. pitta or veg sticks and dips, spaghetti on wholemeal toast. A 2 course lunch is also provided.
- A selection of fresh fruit is also available at morning and afternoon snack times and at lunchtimes.
- Milk and water are both provided at snack and lunchtimes.
- Water is available to all children throughout the day.
- Snacks and meals are included in the fees.
- Vegetarian options are available.
- We accommodate children with any special dietary requirements.
- To ensure that babies formula milk is the same as they have at home, we ask that formula be brought in, to be made up as needed.



## Working with Parents

### Settling in

Leaving your child for the first time in nursery can be an extremely stressful time for both child and Parent; we therefore try and make this process as stress free as possible for everyone concerned.

We therefore offer settling in sessions so that your child can get acquainted with other children and staff. These short visits enable the child to build their confidence that their Parent or Carer will come back for them. It also helps the child familiarise themselves with the nursery and their new surroundings.

At first we encourage all Parents to spend some time, sharing with us the needs of your baby; their special preferences, dislikes, comforts, stage of development, and so on. The more we know, the more the nursery can be “just like home” with the added fun of new faces and things to do!

During settling in sessions the Parent or Carer can choose to be with their child, or they can choose to be out of sight while being able to observe their child when possible. Settling in sessions continue until Parents or Carers feel comfortable about leaving their child.

Phoning the nursery to check on your child’s progress is also encouraged as it helps you and your child settle in and become confident in the nursery.

No child will be taken on an outing from the nursery until he or she is completely settled into their new environment.

### Keyworker System

Every child within our nursery will be allocated their own Keyworker. This person is directly responsible for observing your child throughout their nursery sessions and then updating their achievements and individual learning plans. This ensures personal attention to the needs and development of each individual child and family and is designed to make settling into the nursery much easier.

Furthermore, our Keyworker system ensures that the Keyworker is in a position to tailor the curriculum to suit the individual needs of each child. Each Keyworker encourages all parents and carers to forge special working partnerships with all staff which helps them get an invaluable, in depth, insight into the progress your child is making.

Babies and toddlers have infant feeding / sleeping charts which are recorded in our daily diaries to take home at the end of each day. It is helpful if Parents provide us with feedback and pass them back each morning.

### Children’s Progress

A record of achievement for each child is maintained and updated throughout the year. Staff use careful observation methods to ensure that each child is making appropriate progress. Parents are welcome to discuss this progress on an informal basis at any time and on a formal basis twice a year. Appointment times are arranged for the formal Parent’s meetings.

With praise and encouragement each child can develop at his or her own pace. Not all activities take place within the nursery itself; we have lots of outings in connection with topics and projects covered in the nursery.

## **Communication**

Inside and outside of each room in the nursery you'll find up to date information, newsletters, children's planning, current topics and news on visitors meetings etc. Parents and Carers are also kept up to date with what's going on in the nursery in our monthly Parent Group Newsletters. The Newsletter provides information including all the latest news on current topics, forthcoming outings and fundraising events etc.

## **Policies and Procedures**

A copy of our nursery's Policies and Procedures can be found in the main corridor of the nursery and all Parents are welcome to inspect them at any time. Our policies are intended to act as guidelines for good practice and are in place to ensure the well being of all children. They are considered to be working documents and are subject to change in order to meet the demands of changing priorities, conditions and regulations.

## **Feedback**

Parents and Carers receive feedback on a daily basis from your child's Keyworker which enables you to discuss your child's individual progress, needs and development. Questionnaires are also collated and shared with Parents annually.

## **Security**

The nursery has a secure entry door system controlled by an electronic video buzzer. Furthermore, CCTV cameras are fitted throughout the playrooms, the main door and the outside of the nursery.

All other visitors gain access to the nursery by ringing the buzzer and the Nursery Manager, Deputy Manager or Room Senior will escort the visitor within the nursery. Signage is in place to ensure that Parents do not allow another adult to enter the nursery behind them without using the video entry buzzer system.

If any child is to be collected by any other person other than their Parent or Carer, this has to be authorised by the Parent or Carer. In the interest of your child's safety you should advise the member of staff responsible for the care of your child who this person will be so that he or she will not be collected by someone unknown to our staff. A password is pre arranged with the Parent as a double check on security. This avoids difficult situations when a child cannot be allowed to leave with an adult who is not known to our staff. This person should be over the age of 16.

## **Attendance**

A register of all children attending the nursery class is kept. If your child is unable to attend nursery, for any reason, please make sure you notify us before 10 am or 12 noon for afternoon sessions. A telephone call or a message passed on by another Parent is sufficient.

Regular attendance is important so that the children benefit from the experiences and learning. A system of calling has been introduced to enquire about a child if he or she hasn't turned up for nursery; this ensures that all children are safe and accounted for.

## **Suitable Clothing**

Children have the best fun when they are doing creative work. We ask you not to bring children in their best or expensive clothing. We will always make sure they wear aprons but accidents do happen so please always dress your child in suitable clothes.

Children's uniform has been introduced, although it is not compulsory, and starts from the age of 18 months and upwards. It is available to order through the Nursery Manager.

## **Toilet Training**

Baby wipes are provided by the nursery. If your child is toilet training please provide plenty of underwear and spare clothes as accidents do happen.

## **Medication**

It is very important that we are informed of any medication which has been given to your child. We will administer medication after the first dosage (after an exclusion period of 24 hrs if anti biotics). Parents will be asked to complete a medication form and all medication must be taken home at the end of the day. All medicine will be recorded in the Medicine Book which parents will be asked to confirm consent.

If your child suffers from asthma you must tell the staff if there are any activities or specific circumstances which are likely to bring on an attack.

If your child suffers from an allergic reaction you must tell the nursery staff of the specific circumstances which are likely to bring about this reaction and also what treatment is appropriate when a reaction occurs.

## **Illness**

It is our policy not to admit children onto the premises who have contracted a contagious illness such as conjunctivitis, ear infections, diarrhoea and vomiting etc. An exclusion list is displayed in the main entrance.

If your child becomes unwell at nursery you will be obliged to come and collect your child from the nursery as soon as possible.

## **Minor Accidents & Upsets**

Parents will be notified if their child has had an accident, if medical treatment is required the parent or emergency contact will be notified whenever possible.

## **In Case of Emergency**

We make every effort to maintain a full educational service, but on occasions circumstances arise which lead to disruption. In such cases we will do all we can to let you know about the details of closure or re opening. If for any reason the nursery classes have to be closed without previous notice having been given to Parents, every care will be taken to supervise the children and to contact all Parents.

The children will be escorted to Hambleton Leisure Centre, Stone Cross, North Allerton DL6 2UZ, if the nursery has to be evacuated for any reason.

Parents please note that the nursery does not carry insurance to cover the loss of valuable items or toys.

## Nursery Fees

### Our fees are currently:

- Half Day £25
- Full Day £40
- Holiday Club Half Day £16
- Holiday Club Full Day £25
- After School Club £11
- Breakfast Club £6
- Early Bird Service £3

We can provide free pre school places (North Yorkshire Council) up to fifteen hours per week during term time, for which you do not have to pay. It can also be incorporated into reduction in fees for children who attend additional hours. Children are entitled to this funding from the beginning of the term following their third birthday.

You may be able to claim help towards childcare fees. The following schemes may apply to you, depending on your circumstances:

- Working Family Tax Credit - for more information you can visit the Inland Revenue website: [www.hmrc.gov.uk/TAXCREDITS/](http://www.hmrc.gov.uk/TAXCREDITS/)
- Childcare Vouchers - Care 4, Accor and Busy Bees and other recognised vouchers are accepted, which may be provided by your workplace.

### Please note the following points:

- £30 registration fee (non- refundable) is required when registering your child. Includes a FREE Nursery Polo Shirt.
- You pay for 50 weeks of the year averaged out over 12 months (including public holidays / sickness / absenteeism).
- Fees are payable in ADVANCE preferably by Standing order, on or before the first day of each month. Please ensure the payment has cleared by the first day of each month. A late payment fee of £15 will be applied to all payments received after the 7<sup>th</sup> of each month. Please write your child's name in the reference column of Standing Order form.
- If paying fees by cheque, please ensure your child's name and the period you are paying for is mentioned on the reverse of the cheque as a reference. Returned cheques will incur a £25 charge.
- Four week notice in writing or four weeks fees in lieu of notice is required when the child will be changing days or leaving nursery.
- Fees cannot be refunded for absence whatever the circumstances.
- A minimum attendance of 2 days per week is required based on half day or full day.
- Nursery Hours are from 7.30 am to 6 pm. If a child is being dropped off before 7.30 am you need to make prior arrangements. There is an additional charge of £3 for a 7.15 am start. If a child is collected after 6 pm there will be a charge of £10 for first 15 minutes that you are late and then £5 for every 5 minutes after that.
- Fees are subject to annual revision in September every year, but may also be revised at other times by giving prior intimation.

## Parents Guidelines & Information for Nursery

- Children will not be handed to anyone other than Parents or Carers unless previously notified in writing. The person must be over 16 years of age and will be asked for identification.
- Once a child has been collected from their room by a Parent, the Parent is completely responsible for their child. If a Parent wishes to communicate with other Parents or Staff it will be the responsibility of the Parent to monitor the child at all times.
- Parents and Carers should always be responsible for their child following them through the main entrance door when entering and exiting the nursery.
- Parents and Carers should be prepared to give information on entry about themselves and whom they are collecting, as sometimes staff will not be able to recognise everyone.
- Parents and Carers are required to update information immediately e.g. change in telephone number, business extension, address (home or place of work), as we must be able to contact all Parents and Carers whenever necessary.
- Details of your child's health are required on their return after illness. A member of the nursery Staff may need to check with you and see your child before your child returns to nursery.
- All items of clothing and belongings need to be clearly named and tagged.
- The nursery can take no responsibility for the personal possessions of the children.
- All Newsletters should be read by Parents as important information can sometimes be missed.
- Parents must abide by any reasonable requests to ensure the safety of their children.

## Complaints Procedure

### We value the views and opinions of all our Parents

Knowing how our Parents feel about our nursery enables us to offer the best possible childcare service that we can. If you have any concerns or other matters that you wish to discuss with a member of staff, please do not hesitate to do so.

### A two - way process

Two way communication is an absolute must in any relationship between Carer and Parent. Sharing your concerns with your room supervisor would be the first step in addressing any issues.

If you are not satisfied with her response, then you can discuss your concerns with the Nursery Manager. Your Nursery Manager will hopefully be able to resolve the matter straight away once she has the opportunity to speak to her staff. However, for more complicated issues, please allow 28 days for us to come back to you.

Two way communication can also work if you want to tell us when we are doing a good job. Like everyone, we like to be praised for good work. So when we are, do tell us at any time, in person, by phone, by fax, or even by e-mail via our website at [www.loobylousnursery.com](http://www.loobylousnursery.com)

### In any event our 'open door' policy means that we will always make time to listen to you

If you feel that we have not dealt with the complaint to your satisfaction, or feel unable to approach the staff, you may contact the Proprietor at the nursery.

There will be no negative consequences arising from making a complaint and we will deal with it as confidentially as possible.

Our nursery is registered with Ofsted.

If your concerns have not been resolved by the above procedures then you may wish to contact:

#### Ofsted

Royal Exchange Buildings  
St Ann's Square  
Manchester  
England  
M2 7LA