

**PRE-SCHOOL CENTRE**

**Parent/Carer Information**

**Pack**

**Proprietor:** Mrs Philippa Perks

**Telephone:** Pre-School and Baby unit 01524 63124

**Address:** The Pre-School Centre at The University Of Cumbria,

Bowerham Road, Lancaster LA1 3JD

**OFSTED** Number: 310284

**Website:** [www.u4cpreschoolcentre.co.uk](http://www.u4cpreschoolcentre.co.uk)

**Registered Company name:** Smartstart Catterall Limited. Number: 4152117



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## **Our Mission Statement**

The Pre-School Centre offers a comprehensive care and education facility to all children who meet the age criteria. In a carefully planned environment, which recognises individual needs and fosters independence and socialisation, your child will be allowed to develop to their full potential. We welcome the participation of parents/carers and operate an open door policy, which facilitates open communication. The Pre-School Centre will put your child on the first step to lifelong learning.

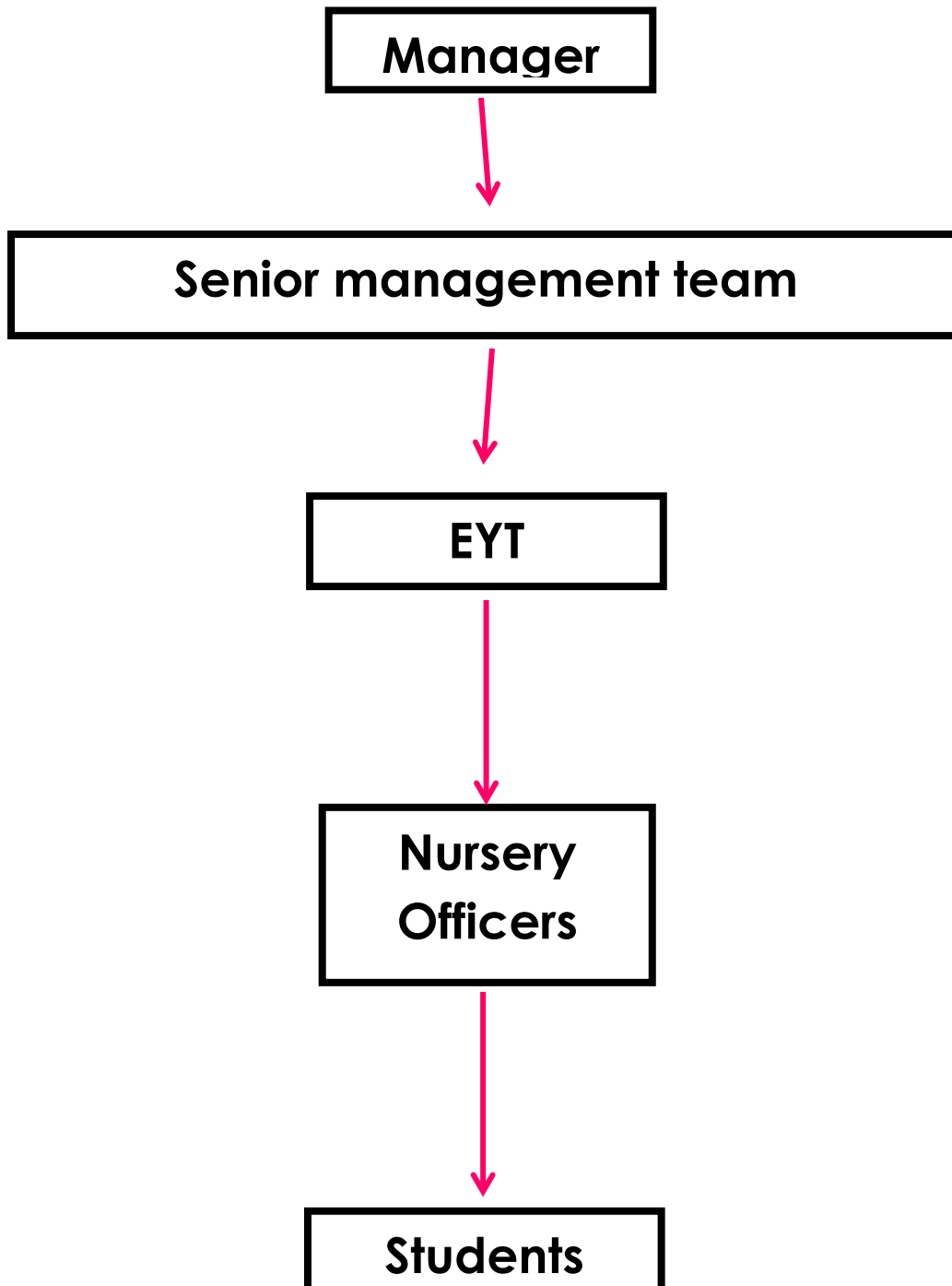
## **Our Vision Statement**

- To secure a happy, safe and secure environment for all children in our care.
- We will give all children every opportunity to develop to their full potential through a stimulating range of age appropriate activities.
- We will continually enhance the environment our children develop in by updating resources and sustaining high standards of maintenance.
- We will continue to develop our partnership with parents and carers, whilst maintaining privacy and confidentiality at all times.
- We will continue to meet the ongoing needs of all the staff, ensuring they have continuous access to training and opportunities to enhance their personal development.



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## Organisational Structure of the Pre-School Centre





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As the Pre-school Centre wishes to maintain the highest standards possible in caring for your child we request you read the following information.

The management team within the Centre regularly review and update policies and procedures as required. Throughout this parent pack reference will be made to these policies and procedures. Copies of these policies and procedures are on display in the main entrance hall within the Pre-School Centre. Parent/carers can request these policies if more information is required. Also in the entrance hall we have a 'Policy of the month' board that highlights certain policies.

These policies and procedures help the Centre to ensure that the service we are providing is of a high quality and the time spent at the University of Cumbria Pre-School Centre is an enjoyable and beneficial experience for every individual child.

### **Age of Admittance**

The Centre caters for children aged from birth to 8 years and is regulated by Ofsted under the Early Years Register.

### **Hours of Opening**

The Centre is open from 8.00am til 6.00pm. Children cannot be accepted before 8.00am and we request parent/carers to be on the premises no later than 5.55pm to ensure the Centre can close at 6.00pm.

**Morning sessions:** 8.00-12.30/1.30

**Afternoon sessions:** 1.30-6.00

**Full Day:** 8.00-6.00

Parent/Carers are requested to adhere to these times. A charge will be made if children are not collected promptly, a fee of £5 for the first 15 minutes and £10 for each additional 15 minutes.

In the event of a child not being collected after one hour has lapsed, and we have received no notification by the parent/carer of a late collection and the Centre is not able to contact a person on the registration form, Children's Social Care will be informed and the Centre will follow their instruction.

**(Related policies and procedures- Late Collection and Non-collection, Arrivals and Departure Policy)**



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## **Arrivals and Departures**

It is the policy of the Centre to give a warm welcome to your child on their arrival.

Parents/Carers are requested to ensure that a member of staff is aware that their child is on the premises.

If anyone other than the usual carer is collecting your child, the Centre must be informed who that person is before they can leave the Centre. A password must be given by the parent/carer for the nominated adult to give to a member of staff when arriving to collect the child.

### **(Related policies and procedures- Arrivals and Departures Policy)**

## **Admin and Fees**

One week's fee is required to secure your child's place. Unfortunately requested sessions are not secure until this fee is paid. This amount will be offset against the last bill when your child leaves the Centre. Please note that the Centre will charge a retainer fee (half normal fee) if the agreed start date has to be delayed. If the Admin fee is paid in advance and in unforeseen circumstances the sessions are no longer needed, six weeks written notice is required to cancel the place to ensure that the full admin fee is refunded. The Admin fee will not be refunded if this notice period is not given.

Bills will be issued at the beginning of every month and must be cleared in full by the second Friday of that month. The bills will clearly display the date in which amounts need to be cleared. We understand that some carers/parents pay by a set amount through voucher schemes at the end of the month which is paid directly to the Centre, so we only require the balance remaining from the bill to be cleared by the date stimulated. Failure to pay on time will result in a charge.

## **Full fees will still be payable if a child is away through illness.**

The Pre-School Centre is registered for the Early Years Education grant. Children are eligible for the grant in the term following their third birthday. Parents will be requested to complete and sign a parental agreement stating the sessions their child will attend and will be issued a term date form clearly stating the weeks that the Education grant will cover. Two year old funding is available to some children who meet the specified criteria. Please speak to your local Children's Centre or a member of staff if you feel you may be eligible. Information is also available on the Lancashire County Council website

[www.lancashire.gov.uk](http://www.lancashire.gov.uk)



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## **Termination of sessions**

Four weeks written notice is required to terminate a child's place. If this notice is not given, the deposit will not be refunded.

If the place is booked in advance and no longer required before the stated start date, a six week's notice is necessary to ensure that the Admin fee is refunded fully.

## **Holidays**

The Centre will close every statutory Bank Holiday, two weeks at Christmas and a week over the Easter break. When the Centre is closed, no fees will be charged. We additionally close for three sessions a year for staff training. The Centre will notify all parents in advance of the days that the Centre will be closed.

Please note that one months notice is required prior to holidays which will be charged at 50%. If we do not receive the required notice period, full rate will still be charged. This holiday must be in by the last day of the previous month before the holiday. This ensures that the invoices are correct.

**All holiday requests must be emailed to : [gail@u4cpreschoolcentre.co.uk](mailto:gail@u4cpreschoolcentre.co.uk)**

## **Health and Medical Matters**

If your child becomes ill whilst at the Centre, one of the management team or your child's keyworker will contact you or the emergency contact indicated on the registration form. You must inform us immediately of any changes to these contact details. If your child is suffering from a communicable disease, they should not be brought into the Centre until such time as the infection has cleared. A copy of the exclusion procedure for illness and communicable diseases is included within this pack (please see over the page). Please refer for the minimal exclusion period that is necessary before children are allowed back into the Centre.

If your child is absent, please notify the Centre at your earliest convenience.

If your child has a medical need that requires a member of staff to administer medicines whilst your child is at the Centre, this will only be undertaken following full instruction with written directions and permission given by a parent/carer. Any medicine administered will be recorded and parent/carers if required can request a copy of this record.

Please inform a staff member if your child has an allergy. The form within this pack which must be completed will give us valuable information.



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**(Related policies and procedures- Medication, Exclusion procedure for illness/communicable, Infection Control Policy, Sickness and Illness Policy, Immunisation, Plaster Policy, Special Requirements/Allergy Information.)**

### **Mobile Phones**

The safety of both children and adults is paramount. Therefore, all staff mobile phones are kept in the staff room in their lockers/bags. Management phones are kept in the office. Parent/carers and visitors are kindly asked to refrain from using their mobile telephones whilst in the Centre or when collecting/dropping off your child.

During outings, a nominated staff member will have access to the settings mobile phone (which does not have a camera) and which will be available for use for emergency purposes only.

**(Related policies and procedures- Safeguarding Policy)**

### **Text and E-mail service**

The Centre offers both a text and e-mail service for parents/carers to be informed of important dates for your diary. Please complete your contact details on the child entry record if you wish to be involved with any of these services.



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### Minimum Periods of Exclusion from Nursery

#### Exclusion procedure for illness/communicable

(See Infection Control Policy and Sickness and Illness Policy)

DISEASE/ILLNESS	MINIMAL EXCLUSION PERIOD
Antibiotics prescribed	First day at home
Temperature (above 37.5 degrees C)	If sent home ill, must be off for 24 hours after temperature returns to normal.
Vomiting	If sent home ill, must be off for 48 hours
Conjunctivitis	Keep at home for a minimum of 1 day: longer if eyes are still weeping
Diarrhoea	48 hours
Chickenpox	7 days from the appearance of the rash if spots have healed.
Gastro-enteritis, food poisoning, salmonellosis and dysentery	48 hours or for notifiable diseases, until advised by the relevant public official.
Infective hepatitis	7 days from onset of jaundice
Measles	7 days from appearance of the rash
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided and in no case less than 7 days from the onset of the illness.
Pertussis (Whooping cough)	21 days from the onset of the paroxysmal cough
Poliomyelitis	Until declared free from infection by the appropriate public health official.
Scarlet fever and streptococcal infection of the throat	Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment.
Tuberculosis	Until declared free from infection by the appropriate public health official.
Typhoid fever	Until declared free from infection by the appropriate public health official
Impetigo	Until skin has healed.
Pediculosis (lice)	Until appropriate treatment has been given.
Planter warts	No exclusion. Should be treated and covered.
Ringworm of scalp	Until cured.
Ringworm of body	Seldom necessary to exclude provided treatment is being given.
Scabies	Need not be excluded once appropriate treatment has been given.

This policy was adopted on	Signed on behalf of the nursery	Date disseminated to staff	Date for review
2.09.12			July 2024





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## **Healthy Eating**

Parent/carers are asked to bring a packed lunch. This packed lunch should be supplied in a lunch box, labelled clearly with your child's name. Due to a risk of a nut allergy, we ask that you do not send in any nut related products.

Please refer to the suggested lunch box content information sheet included in this pack.

Water is accessible at all times. Please provide your child with a water bottle which can be re-filled.

Mid morning and mid afternoon drinks and healthy nutritious snacks are provided for all children. Milk and water is provided but we do not offer juice.

**(Related policies and procedures- Food Management, Nutrition and meal times, Suggested lunch box content, Allergies and Allergic Reactions Policy)**

## **Settling in Sessions**

Prior to your child starting at the University of Cumbria Pre-School Centre, we would encourage you to bring your child in for a few "settling in sessions" so that your child is used our environment, staff and routine. The number and length of these sessions will vary from child to child and you can discuss this in more detail when you come to visit the Centre. You are welcome to stay for all or part of these sessions.

**(Related policies and procedures- Settling-in Policy)**

## **Key person**

Each child will be allocated a 'key person' within the Centre, whose role it will be to ensure continuity of learning, development and care. When a child attends for longer hours than the hours worked by their key person, a member of their keyperson group will work in partnership with the key person to create a personal care team for your child, who are trusted and know the child well. The key person groups have special responsibilities for working with a small amount of children, giving them reassurance to feel safe, cared for and building relationships with parents/carers. A key person will help your child to become familiar with the Centre and to feel confident and safe within.

A child's keyperson will be allocated during the settling in sessions. It is important that the key person really gets to know and understand each child in their group, so time will be set aside for parent/carers to share information with them.



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## **Transitions**

Staff will work with all parent/carers to ensure that transitions between rooms and from nursery to school are as seamless as possible. Your key person will be available to address any of your concerns.

**(Related policies and procedures- Transitions and Settling-in Policy)**

## **Partnership with Parents (See prospectus)**

**(Related policies and procedures- Parents in Partnership Agreement, Permission forms, Abusive Parents and Parents in Partnership)**

## **Visits and Outings**

As part of their learning and development, children at the Centre undertake a range of local outings including walks and visits etc, off the premises. Permission will be sought for your child to be included in such outings. Outings and visits are planned to complement and enhance the learning opportunities inside the Centre environment and extend play opportunities for children. A pre-visit checklist and risk assessment will always be carried out before the outing.

**(Related policies and procedures-Visits and Outings and Lost Child Procedure (outings))**

## **Promoting Positive Behaviour**

This policy document promotes the aims, values and philosophy of University of Cumbria Pre-School Centre. It is our policy to encourage the development of a sense of right and wrong behaviour. This policy document works in conjunction with the following: Curriculum policies, Equality of Opportunities, Safeguarding Children Policy and the guidelines on parental partnership. The named person responsible for behaviour management is Jamie Allman (Early Years Teacher).

**(Related policies and procedures- Promoting Positive Behaviour and Anti-Bullying Policy)**



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## Early Years Foundation Stage Parent's Information

### Aims and objectives:

- Give every child the best possible start in life
- Allow every child to make the most of their abilities and talents
- Achieve the Every Child Matters outcomes of:

**Staying safe**

**Being healthy**

**Enjoying and achieving**

**Making a positive contribution**

**Achieving economic well-being**

These will be achieved by:

**Setting high standards**

**Providing equality of opportunity**

**Creating a framework for partnership working**

**Improving quality and consistency**

**Laying a secure foundation for future learning.**

### Context and legal responsibilities.

The EYFS is a central part of the ten year strategy, choice for parents, the best start for children and the Childcare act 2006

It brings together care and education into one single framework and incorporates the Curriculum Guidance for the Foundation Stage; Birth to three framework and the National Standards for the under 8's Daycare and Childminding.

From September 2012 the changes to the previous EYFS will become **mandatory for** all schools and early years providers on Ofsted registered settings.

### The approach

The EYFS principles which guide the work for all practitioners are grouped into four distinct but complimentary themes.

- A unique child- **every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.**
- Positive relationships –**children learn to be strong and independent through positive relationships**



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- Enabling environments – **children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners and parents/carers**

These three themes work together to ensure that the fourth theme

- Learning and development, **is achieved with the understanding that children learn and develop in different ways.**

These four themes underpin the EYFS.

### **The learning and development requirements**

There are seven areas covered by the early learning goals and the education programme. These are divided into two areas which are the prime and specific areas. The prime areas are:-

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

These three areas are crucial for igniting children's curiosity and enthusiasm for learning and for building their capacity to learn, form relationships and thrive.

The four specific areas are interlinked with the prime areas and they are:-

- Literacy
- Mathematics
- Understanding the World
- Expressive arts and design

The key focuses for practitioners are that:-

- Children are competent learners from birth but learn in a variety of ways.
- There is on-going continual assessment
- The areas of development are not seen in isolation but are interlinked. All areas must be delivered through planned, purposeful play, with a balance of adult-led and child initiated activities.

**Information taken from DFE- website reference 00023-2012**



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## **Assessment**

### Rationale and Aims

At the Pre- School Centre we believe that assessment, recording and reporting should:

- Identify children's ability on entry to the Pre-School Centre in order to help them progress and to inform planning.
- Help monitor the children's progress through the Early Years Foundation Stage Curriculum and plan accordingly in order to raise expectations.
- Provide parents/carers with on-going information about their child to build a two way process of information.
- Celebrate the successes of all the children.
- Provide an accurate record of achievements to inform future settings, external agencies and parents/carers.
- Ensure that all the staff in the Pre-School Centre are working with clear and shared criteria.

Under the new Early Years Foundation Stage, two year old progress checks will be held with parents/carers and key people when the child is between the ages of 2 years 6 months and 2 years 9 months. Information comprises of relevant information relating to the EYFS.

**(Related policies and procedures- Assessment Policy.)**

## **Daily Routines**

At the University of Cumbria Pre-School Centre the day is organised so that children can take part in a variety of child-chosen and adult led activities. These take into account the children's changing energy levels throughout the day. The children's individual needs for rest and quiet activities are also catered for during the day. We offer outdoor activities that contribute to the children's health, physical development and their knowledge and understanding of the world around them. In order to promote self-esteem and well-being every child is given a named coat peg and tray in the Pre-School Centre. The Centre encourages pre-school children to self-register on entry and departure. In the baby unit, coat pegs are also provided.

**(Related policies and procedures- Baby and Toddler, Settling in, Equality of Opportunity and the Rights of the Child)**



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## Parents Information Sheet- Key points from the Child Protection

### Policy

- The Pre-School Centre recognises that for children high self-esteem, confidence and clear lines of communication with trusted adults helps prevention.
- The Pre- School Centre will follow the procedures set out in the document produced by Lancashire Children's Safeguarding Board (LCSB).
- Child protection is the responsibility of all adults and especially those working with children.
- The Pre-School Centre will ensure that all staff attend relevant training to their role.
- We ensure that all adults working at the Centre understands the need for confidentiality.
- All staff are given clear guidelines to follow in the event of a disclosure being made.
- Staff at the Centre are aware of the procedures to protect themselves when they are in close contact with children.
- The Pre-School Centre always ensures that staff complete the relevant documentation for both OFSTED and the Criminal Records Bureau.
- The staff have clear guidelines to follow in order to protect themselves in the event of a child behaving aggressively towards them.
- All staff members receive level 1 CAF and Safeguarding training. Nominated officers having level 2 training certificates.

## **Pre-School Centre's Policy to support parents/carers in areas of Child Protection**

- As detailed in the Safeguarding policy, child protection issues will be dealt with professionally and in a manner which supports both the needs of the child and their principal carers.
- Open and effective lines of communication will be maintained to support parents/carers through this difficult time.
- Parents will be informed of the nursery's duties and responsibilities under the child protection procedures through the information sheet provided in the parents pack.
- Confidentiality will be maintained at all times. However, Pre- School Centre staff are aware that they must never guarantee confidentiality to a child because child protection supersedes this.
- The Pre-School Centre staff will work closely with parents/carers and outside agencies to support the needs of the child.

**Nominated Child Protection Officers-** Philippa Perks, Emma Glaister, Heather Barclay and Rachel Hydes

**(Related policies and procedures- Safeguarding, Information Sharing, Intimate Care, Confidentiality, Safe Care and Practice)**

### **Equality and Diversity**

Our policy is designed to encourage interaction between children and adults of different gender, physical abilities, social, religious and cultural background in ways that are likely to promote the development of mutual understanding and respect.

### **Special Needs**

At the Pre-School Centre we ensure that we meet the needs of each individual child, we take into account of any special needs a child may have. The Centre also works to the requirements of the 1993 Education Act and The Special Education Needs Code of Practice (2001)

Our Special Educational Needs Co-ordinator is Philippa Perks and our deputies are Sarah Greene and Rachel Hydes.

**(Related policies and procedures- Equal Opportunities (SEN) and Equality of Opportunities)**

## **Complaints**

Our setting believes that children and parents/carers are entitled to expect courtesy and prompt, 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 a 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 of the parties involved. Please note that the required information to make a formal complaint to OFSTED is displayed in the main entrance hall. Ofsted telephone number for complaints is **0300 123 1231**.

**(Related policies and procedures- Complaints Policy)**





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## Parent/Carers Information Sheet

### Suggested lunch box content

**Sandwich (Variety of fillings)-Vary the range of breads available to include for example pitta, tortilla wraps:**

Tuna	Chicken	Beef
Cheese	Egg	Marmite

**Avoid unhealthy snack options (eg crisps) and substitute with alternative healthy options:**

Raw vegetable sticks	Breadsticks	Rice cakes
Crackers	Unsweetened breakfast cereal	

### **Include milk and dairy products**

Milkshake/smoothies	Yoghurt
Fromage frais	Soft cheeses

**Maintain good oral health by avoiding sugary drinks. Liquid options should include:**

Diluted fresh fruit juice	Fresh water	Milk
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**Please ensure that your child has at least five portions of fruit or vegetables per day and include a range of fruits in the packed lunch.**

**Due to a risk of a nut allergy, we ask that you do not send in any nut related products.**



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## **Information Sharing Policy**

### **(In conjunction with Safeguarding policy)**

*“Ensuring that children and young people are kept safe and receive the best support they need when they need it is vital. Where information sharing is necessary to achieve this objective it is important that the practitioners have a clear understanding of when information can be shared, it is also for them to understand the circumstances of when sharing is inappropriate. The Data Protection Act is not a barrier to sharing information but is in place to ensure that personal information is shared appropriately.”*

*(Richard Thomas Information Commissioner) (HMG 2006)*

#### **Policy Statement**

We recognise that parents have a right to know that information they share will be regarded as confidential as well as be informed about the circumstances, and reasons, when we are obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it or to whom it relates if it is in the public interest. That is when:

- it is to prevent a crime from being committed or intervene where one may have been or to prevent harm to a child or adult or
- not sharing it could be worse than the outcome of having it shared.

The decision should never be made as an individual, but with the back up of the Pre-School Centre Management team. The three critical criteria are:

- where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- where there is reasonable cause to believe that a child may be suffering or at risk of suffering significant harm.
- to prevent significant harm arising to children and young people or serious harm to adults, including the prevention, detection and prosecution of serious crime.
- All managers have Information Sharing and CAF Level 2 Training.



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## Procedures

- 1) Explain to families how, when and why information will be shared about them and with whom. That consent is normally obtained, unless it puts the child at risk or undermines a criminal investigation.
  - we ensure parents receive information about our information sharing policy when they start at the Centre and the policy will require a signature from the parent or carer, saying they understand the circumstances when information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult.
  - we ensure that parents have information about our Safeguarding Children and Child Protection policy.
  - we ensure parents have information about the circumstances when information will be shared with external agencies for example with regard to any special needs the child may have or transition to school.
- 2) Consider the safety and welfare of the child when making a decision about sharing information- if there are concerns regarding 'significant harm' the child's well-being and safety is paramount.
  - we record concerns and discuss these with the Centre's designated person and/or designated officer from the management committee for child protection matters. Record decisions made and the reasons why information will be shared and to whom.
  - we follow the procedures for reporting concerns and record keeping.
- 3) Respect the wishes of children and parents not to consent to share confidential information. However, in the interests of the child, we are able to judge when it is reasonable to override their wish.
  - guidelines for consent are part of this procedure
  - managers are conversant with this and are able to advise staff accordingly.
- 4) Seek advice when there are doubts about possible significant harm to a child or others.
  - managers should contact social care for advice where they have doubts or are unsure.
- 5) Information shared should be accurate and up-to date, necessary for the purpose it is being shared for and only with those who need to know and shared securely.



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- our Safeguarding Children and Child Protection procedure and record keeping procedures set out how and where information should be recorded and what information should be shared with another agency when making a referral.

6) Reasons for decisions to share information, or not, are recorded.

- provision for this is set out in our record keeping procedure.

### **Consent (Please see privacy statement)**

Parents have a right to be informed that their consent to share information will be sought in most cases, as well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent overridden.

- our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- we may cover this verbally when the child starts or include this in our parent pack.
- parents will sign a form that is attached to this policy.
- parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.
- we consider the following questions:
  - is there legitimate purpose to sharing the information?
  - does the information enable the person to be identified?
  - is the information confidential?
  - if the information is confidential do we have the consent to share?
  - is there a statutory duty or court order to share information?
  - if consent is refused, or there are good reasons not to seek consent, is there sufficient public interest to share information?
  - if the decision is to share are we sharing the information in the right way?
  - have we properly recorded the decision?

**All the undertakings above are subject to the paramount commitment of the Pre-School Centre, which is to the safety and well-being of the child. Please see also the Safeguarding Children Policy.**



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## Key Equipment Check List

- Nappies
- Drink bottles
- Dummies (must be provided with a cover)
- Wipes (only if specific type required)
- Nappy cream (only if specific type required)
- Named bag with change of clothes. Plastic bags are not permitted.
- Named packed lunch box
- Sun cream and sun hat (both labelled with your child's name)
- Adverse weather clothes (wellies and waterproofs)

**(Related policies and procedures- Intimate Care, Adverse Weathers, Suncare, Food Management, Nutrition and meal times, Safe Care and Practice, Toilet Training)**

We hope you have found this parent pack informative, if you require any other information please ask a member of staff.

There are a number of documentation (sheets printed in colour) which the Centre requires to be returned before your child starts. These include:

- Booking Form
- Child's Entry Record (both sides)
- Special Requirements / Allergy Information Sheet (only if relevant)
- Plaster Policy and Paediatric Paracetamol Oral Solution
- Permission to use photographs of children
- Parents in Partnership Agreement
- Confirmation of the Information Sharing Policy