A Parents / Carers Guide to Chuckles

Welcome to Chuckles ......
We would like to welcome you and your child/children to Chuckles Before and After School Club, this pack aims to provide you with information about our setting and what we have to offer. If you or your child/children have any further questions please feel free to ask.

An Overview of our settings
We are a private setting that is registered and inspected by Ofsted our Registration Certificate is on display within our settings. We have been open and running successfully since 1997 in keeping with the welfare requirements and have expanded our care for children over the years with our latest expansion of a separate purpose built pre-school with before and after school care within the grounds of Saltford School. This opened September 2012. We are an independent business that receives advice, guidance and access to subsidised training via Bath and North East Somerset (BANES).
A written report of our inspection is available to read please ask the manager or leader on duty or view this on the Ofsted website, or a link on our Tiddlers website. www.tiddlerdaynursery.co.uk

Chuckles provides child care for children 4-11years in our before & After School. We take & collect children for Saltford School. We follow Saltford School term time dates also providing holiday club throughout the year.

We promise:
C = Communication - being Kind, truthful and honest.
H = Happy, safe and supportive environment.
U = Uniqueness - celebrate every child’s individualism.
C = Caring and creative atmosphere.
K = Key play workers - who are Knowledgeable, committed and motivated with structured daily feedback.
L = Listening & learning – with a range of activities, following interests, themes and festivals, reflecting and improving upon.
E = Engagement, Enthusiasm, Encouraging Enjoyment - being involved, interested and inclusive to all.
S = Social development & shared learning – building self-esteem and confidence and children’s well being.

Contacting & visiting the setting:

Chuckles out of school club - 01225 874954
A joined to Saltford School, Claverton Road, BS31 3DW, However please used access through Manor road.

We welcome any visits from Parents / carers, this can be arrange by phoning first and arrange an appointment with the manager or leader, or email us at tiddlersnursery@btconnect.com
Information can be given out or sent via email or take a look at our website http://www.tiddlerdaynursery.co.uk
Our Chuckles setting can take up to 70 children with ratios of 1 adult to 8 children aged between 4-8 yrs and 1 adult to 10 children between 8-11yrs.

We are registered with and inspected by Ofsted, and have to implement the Early Years Foundation Stage (EYFS) if caring for children of five years or younger (ie children in the reception year).

Registration Number for Chuckles:   EY313807

*We ask all parent/carers to sign your child in and out from the setting each time they attend.

Opening times for Tiddlers/Chuckles: Monday to Friday 7.30-6.00pm
(Please see our sessions & prices on separate page)

Sessions
At Chuckles we offer two sessions, before School (8am-9am) and after school (3pm- 6pm). These sessions can be combined in any way to suit your requirements. We also offer an early bird session at an additional charge which starts at 7:30am. Please contact the Tiddlers pre-school office to confirm or change your sessions or add extra one off sessions. We do offer a holiday club during the school holidays between the hours of 8am and 6pm, with a 7.30am to 8am start being an additional charge. Due to the additional numbers of children now on the chuckles list we have taken the step to divide chuckles into two groups, Reception and KS1 children will remain in the Tiddlers building and will be collected from their class rooms. KS2 children are currently situated in NB old class room within the school, as before KS2 children will be expected to make their own way to the chuckles class room. Please be aware that if you would like to reduce or cancel any of the session your child attends at Chuckles we require a month’s written notice.

Times
If you know that you are going to be late, we would appreciate you letting us know. If you are late when collecting your child we will charge a late collection fee.

Security & Staffing
Your child’s safety is our priority. We will not allow a child in our care to leave Chuckles with anyone who is not designated by the parents. We ask you to let the setting know in advance if your child is being collected by anyone other than yourself and may ask for identification and passwords. Please note this is for the security of your child.
All staff have police checks and are required to have an enhance DBS disclosure, which is re-checked every three years, and references are taken up. We encourage staff training including staff meetings, and they are regularly going on courses updating their knowledge so that they have the appropriate qualifications and experience to recognise the developmental needs of children, and provide care in a stimulating and challenging environment. Every member of staff is involved in the planning and implementation of exciting and creative activities.

Customer Service
Our aim is to provide the best quality of care for your child and we encourage parents to discuss any concerns they may have with the manager or leader. We hope that the manager/leader will be able to deal with any issues, but if you need to speak to Sally Turner (Owner/Proprietor) please feel free to do so.

Food / Menu
Chuckles have an Early Years Catering Service who provides high teas for all children attending, there is a four-week menu Autumn/Winter & Spring/Summer available for all to look at. We encourage healthy eating, water to drink, fresh fruit & vegetables daily. We cater for children with any dietary needs, PLEASE let the setting know first of any allergy or dietary need. Your child will be added to our Special Dietary Requirements list, all staff are kept informed.
All snacks are provided and prepared by Chuckles staff. Breakfast will be served between 7.30am – 8.30am. All drinks are supplied throughout the day water or milk! The menus are planned to include tasty, interesting food that will meet your child’s nutritional needs. The menu for the week will be posted on the pre-school welcome board. All staff dealing with food upholds a food hygiene certificate.

**Personal Hygiene**
In order to promote good health we encourage good hygiene habits and children are introduced to hand washing before meals, after using the toilet, and going outside. If parents wish we can promote teeth cleaning if parents provide a clean tooth brush and paste provided in a clean bag. This can be promoted after breakfast.

**We ask you to provide the following for your child:**
Outdoor clothing, depending on weather, coats, hats, boots, sun hats, sun cream.
- All items to be labelled
- Spare clothes; one change.
- Drinks bottles

As part of our on-going commitment to encourage healthy lifestyles we actively promote outdoor play in all weather and walking to our settings if this is possible. So please ensure your child is dressed appropriately.

With parental permission visits to the park are planned and while in holiday club we may plan to go on local walks. Risk assessments are always carried out first with a qualified first aider always in attendance.

We have a very good link with Saltford School and their teachers sharing of information when needed and sharing links with themes and joining them for activities.

**Multi-Cultural Provision**
Chuckles include the celebration of various cultural and religious holidays and festivals throughout the year. This helps with our policy of teaching respect, understanding and responsibility for each other. Please discuss any celebrations your family celebrate as this could be included with our activities if we are not already doing so.

**Communication and family involvement**
We highly value the families of the children that are with us. We continually strive to encourage parents/carers to communicate, feel involved, and feel part of our community.

We give daily feedback to parents/carers at the end of each session and expect parents/carers to share any information with us daily as this could be important for us to provide the best care for your child that day.

To ensure that all parents inform us of any changes to their child’s details and contact information and we keep you up to date with events and changes with parents newsletters which are sent out monthly via email or hard copy if parents prefer. We keep our notice boards up to date and we have a parent information folder which contains further details of our policies and other relevant details.

**Management of Behaviour**
We believe that children and adults flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear or being hurt or hindered by anyone else. Please ask to read our full Management of Behaviour Policy.

**Medicine & Medical Information**
We are aware that there will be times when your child may need to take medication during the day. It is the setting’s policy to administer only prescribed or doctor-authorised non-prescription medicines. Whenever medicine is needed, you will be asked to give written permission for the medication to be given on a daily basis whilst for long-term conditions your written permission will be required on a three-monthly basis, however you will be required to sign each time – without this permission we will not administer medication. Only senior staff members are permitted to administer medicine, and another member of staff will witness this. Medicine will be stored away from the children in a secure place appropriate to the type of medicine and as instructed on the packaging, please keep the medication in its original packing. For children with long term health needs a care plan will be put into place.

In the interest of the children in our care we ask you to advice, and keep us informed and up dated of any allergies or medical conditions your children may have.

Please be aware in accordance to our Tiddlers policy, with advice from the Avon NHS Health Authority & Ofsted; any child prescribed antibiotics will need to be kept away from nursery for 24 hours. We will continue the medication once the child has been treated for this period of time, as long as child is well to attend and participate in the early years setting and there are no bodily fluids e.g. leaking ears.

Please be aware children who have recently had their vaccinations need to be 24hrs clears before returning to our setting.

**Illness**

It is Chuckles policy that any child who has a high temperature, or sickness and/or diarrhoea will not be allowed to come into the setting for a period of 48 hours from their last episode, if illness is longer keep child off until clear, and feeling more sociable, as Chuckles are unable to provide a one to one ratio of care. Children who become ill during the day may be sent home at the discretion of the manager or deputy. To return to the setting a child should no longer constitute a risk to other children and staff. The child should be fit to resume the full activities of a normal session.

We would be grateful if you would let us know as soon as possible if your child will be absent due to illness by telephoning the setting and advising the nature and likely duration of the illness. You will be informed immediately in the case of any communicable diseases at the Chuckles.

**Child Protection**

All staff has child protection training as part of their inductions and this is part of ongoing training that’s included within staff meetings. Chuckles have Child protection policy in place along with a whistle blowing policy. Chuckles have a responsibility to report any child protection issues in accordance with Bath and North East Somerset council Child Protection Procedure.

**Court Orders**

It is Chuckles policy that we only allow children to leave the setting with the people detailed on the admissions/child data form, but we must also conform to any court orders regarding the children in our care. Any child custody orders or other court orders affecting your child must be made clear to the manager/leader during the registration procedure and any changes in court orders must be advised immediately.

**Accidents/Incident Forms**

From time to time there are minor accidents within the setting and should your child have an accident we will take the appropriate action to deal with any injury and will let you know the circumstances of the incident and our response. If your child has an accident outside of settings hours, which may leave some bruising or cuts, could you please inform Chuckles as you may need to fill in a home incident form.

**Emergency**
In the event of a serious accident or incident (emergency) involving your child you will be notified as soon as possible. In the event that the parents/carers cannot be reached staff will contact the next available person listed on the registration form. Should your child be taken to hospital by emergency services a person in charge will remain with her/him until you are able to get there? If there was an emergency, such as a fire or a flood, and the setting was to be closed, you would be advised immediately.

**First Aid**

There is a first aid box in each play rooms and kitchens, plus a box for staff. There are appointed first aiders for each setting.

**Fire Drills**

Chuckles holds regular fire drill practices to ensure that in the event of a real emergency both staff and children can evacuate the building quickly and safely.

**Policies**

Chuckles have written policies on the premises, which are shared with the pre-school, if you wish to read any of them please feel free to ask the manager or leader on duty.

**Complaints Procedure**

If a parent/carer should have caused for complaint they should in the first instance take it up with the manager or leader, this should be resolved amicably and informally at this stage. If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to stage two of the procedure by putting the concerns or complaint in writing to the setting Leader/Manager and the owner, this will then be recorded in the complaints book, the matter will be fully investigated. Any parents/carers, who are not comfortable with making a written complaint, can use a template form for recording from the office. Any action taken as a result of that investigation and whether the complaint was then satisfied will be fully recorded. If the matter cannot be resolved to the satisfaction of the complainant then they have the right to raise the matter with OFSTED, details of Ofsted are on our notice board for parents.

Hope this has helped to answer your questions, please feel free to contact us:

Sally Turner  
Proprietor

Marie Smith  
Pre-school & Chuckles Manager

Abi Gilbert  
Deputy Manager

Jamie Brittain  
Chuckles 1 lead

Diane Areskog  
Chuckles 2 Lead