

# Mohair Centre



## Parent Handbook

Updated December 2020



**Owner: Jacky Webb    Manager: Liz Cogger**

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**The Mohair Centre is committed to the Safeguarding and the promotion of the welfare of all children and young people.**

Ofsted Registered: 156379

## History of the Mohair Centre

The Mohair Centre was originally a working farm specialising in angora goats owned by Jacky Webb.

Jacky is an experienced Teacher both at Primary & Secondary School level. She is an Assessor, Internal Verifier and External Verifier for Playwork and Childcare. Jacky lectures at Brighton University and she is also qualified to deliver Forest School training.

The Mohair Centre was first registered as a Holiday Club with East Sussex County Council in 1996 for up to 30 children aged 5-11 years' operating in the school holidays.

In February 2011 The Mohair Centre opened a nursery catering for children aged 2 to 4 years. The following year it expanded to include a baby unit and After School Club. The nursery has grown over the years and now caters for 54 children from 1 to 4 years. The Mohair Centre is proud of its unique farm based, forest school nursery.

Liz Cogger manages the nursery on a daily basis and is an experienced manager with over 30 years of Early Years practice, 22+ years as a manager. Liz has an NNEB qualification and NVQ level 4 and a Foundation Degree in Early Years. She is also a qualified assessor and the settings Special Educational Needs Co-ordinator (SENCO), Designated Safeguarding Lead and the settings Behaviour Management Officer. Liz is also a qualified "Thrive" practitioner.

Alison Beaven and Leanne Bladon share the Deputy Manager role.

## Our Aims

The aim of our nursery is to provide day-care provision for children in the local community.

We are a Forest School nursery and offer the children a unique educational experience offering them the opportunity to succeed and to develop confidence and self-esteem through hands-on learning experiences in our wonderful farm environment. Through the children's rich experiences, we aim to promote the holistic development of all those involved, fostering resilient, confident, independent and creative learners.

Children engage in motivating and achievable tasks and activities throughout the year and in almost all weathers. The children will work with tools, play, learn boundaries of behaviour; both physical and social, grow in confidence, self-esteem and motivation whilst developing an understanding of the natural world. We believe children should be outside where they are at their happiest.

The Forest School concept originates in Denmark, originally aimed at pre-school children, where it was found that children who had attended Forest School then arrived at school with strong social and communication skills, the ability to work in groups effectively, they generally had high self-esteem and a confidence in their own abilities. These foundations helped them to raise their academic achievements.

## **What to bring.**

Because of the farm environment it is of utmost importance that all children **have a change of footwear for outside play on and around the farm.** Washable **wellington boots are essential** as toes are covered. The children will not be permitted to wear their outside boots or shoes in the nursery for hygiene reasons. Therefore, we suggest a pair of slippers or plimsolls to wear inside.

**During the winter months** it is essential that children wear warmer boots (snow boots are ideal) as welly boots offer no insulation and do not keep children's feet warm

All outside footwear is kept in the boot store's outside the rooms. For ease outside footwear/wellies can be left at the nursery.

Again because of the environment a change of clothes (or two!) is essential including underwear and socks/tights – children do get wet or muddy or both!

### **Suggestions for what to bring in autumn and winter.**

**Named snow boots/** thick welly boot socks – snow boots are a good option in the winter as they keep children's feet warm unlike welly boots.

#### **A very warm coat**

Separate Waterproof trousers

#### **Warm hat and gloves**

Fleece/ thick jumper/sweatshirt (layers are essential)

Plenty of dry trousers/socks/tights and pants

### **Suggestions for what to bring in the summer.**

**Named** sun cream/lotion

**Named** Sun hat

Loose cool long sleeved tops and loose cool long trousers are ideal in the summer as they protect the arms and legs from the sun as often we are out in long grass during the summer months.

Changes of clothes as we often play with water!

Wellington boots

If your child is in nappies please ensure they have **enough nappies/ wipes** and barrier cream for the day. If your child requires a comforter for sleeping, please ensure they have it with them for the day.

**PLEASE NAME EVERYTHING!**

## A Typical Forest School Day with the.....

### Babies (1-2yrs)



The babies begin their forest school session by looking at lots of photographs of the previous week, this is a great way to develop their communication and language skills. After putting on our forest school gear, we walk down to the forest school paddock. As the weather starts to get warmer in Spring, we begin to sit around the fire circle and enjoy snack (the goats often enjoy our snack as we feed banana skins to them on our return to nursery), before taking part in an



array of activities.

Water play is a huge part of our forest school, transporting water from container to container, mixing mud with water to make our own paint and of course making muddy puddles to splash in! We explore a selection of natural resources in our sensory tray, from hay, sawdust to leaves to crunch and stamp.

We learn to 'snap' sticks and use sticks to mark make with along with charcoal. Picking blackberries in the Autumn is a popular activity and if there are any left (they taste good!) we make our own paint. We like feeling the wind on our faces and watching the trees swaying and leaves falling and looking for worms!

Our Forest School sessions always finish with a story in the tent, which they have helped 'bang' in the pegs.



## **A Typical Forest School Day with the.....**

### **Toddlers (2-3 yrs)**



*On a typical forest school session, we start by encouraging the children to prepare themselves for heading to the forest school site. We encourage the children to find their own waterproofs and wellies and have a go at putting them on. Once everyone is ready together as a group, we collect the resources needed to for the session from the forest school sheds and load them into our trolley. The children then help with pulling the trolley round to one of our forest school sites. Once we arrive at the site as a whole group, we sit around the fire circle and discuss what activities we have planned for the session. In some sessions during the summer term a fire will take place. Before this happens, the children spend from the Autumn term through to the summer term discussing the rules of the fire circle and do lots of practicing of how to walk around and enter the fire circle safely. The children will learn about all the components needed to safely have a fire and will be involved in helping to preparing the fire through collecting the sticks and water needed and helping to sort the wood into different sizes.*

*During our sessions a range of activities will occur that are planned by the forest school leader and are designed to build on the current interests and ideas of the children. Some examples of activities that might take place are building dens using tarps, whittling tent pegs from willow, putting up rope swings, making mud pies, making acorn necklaces using palm drills, digging for worms and bug hunting as well as making leaf crowns and journey sticks. In every session the children will be involved in preparing the snack for the group to share this could be something cooked on the fire such as damper bread, crumpets, hot chocolate or muffins or something prepared within the nursery. The snack will be served either sitting around the fire circle or in one of the dens we have created. During the summer lunch may also be served to the children within the forest school site. At the end of every session the children are encouraged to come back to the fire circle to reflect on the session, share what they have enjoyed and discuss what activities they would like to do in the next session.*



## ***A Typical Forest School Day in the.....Preschool (3-4 years)***

### ***8–9.15am Children Arrive***

#### ***PREPARATION FOR THE FOREST SCHOOL DAY (8-3)***

*Preparation for the day – Getting all the equipment needed to go out for the day and preparing for breakfast. The early part of the day until everybody has arrived, is expected to be inside or in the connecting outside areas. Children can follow their interests with the staff as some help to get things ready.*

### ***8-9 Breakfast & Washing Up***

#### ***9.45 Planning the Session Together & Preparing to Go Out***

**10.00 Out we Go** *Sometimes the children will split to work on Farm School, whilst the others travel on foot down to a Forest School Area. We sometimes use the Mohair Centre Truck or trolleys to take our equipment down to Forest School. Food & water will be available and there are toileting facilities.*

#### ***ACTIVITIES***

*There will be one / two activities on offer whilst a group of children will prepare for lunch, sort out the practical needs for the day, like water, cooking lunch, lighting the fire, washing hands station etc. Each day the children's interests will be recorded to ensure that the planning for the next day can be followed through. Things that we might do: making a stick man, making their own special 'ouch' cream, making a den, putting up a rope swing, making an important piece of furniture that we need to make (might be a slow project) ..... endless!*

**However**, the activities will follow on from the day / week before, focusing on each child's interest.

**12.00 Lunch** (we hope to cook outside by the Summer Term, needing a slow build up to fires etc). Food will be taken out or the children might return to the Room depending on the weather.

### **12.30 REST/SLEEP**

The children will be provided with cosy sleeping bags, some may sleep some may wish to listen to a quiet story. Those who don't want to do either of those will help a member of staff clear the lunch things and prepare for the afternoon. A rest will be important, if needed. There will always be children going home at 1pm and some coming in at 1pm.

### **1.0 ACTIVITIES**

Following on from the morning .....

**CLOSE DOWN** - it is hoped that the afternoon session will continue, possibly in the same area but through careful communication with other groups using the site, the group may move to another area. Wherever the group may be. We will be ensuring that the children are as responsible for the close down as the adults. This needs to respect both equipment and others, being an important part of the routine and, it may take a while to get used to.



**Toddlers and Pre-school share feeding the animals.**

# Key Features of Forest Schools

The use of a natural outdoor environment.

Allows every child to have a voice, especially those who find it difficult to communicate in a more conventional learning environment.

Child-led approach to children's learning which is fun and unhurried.

A high adult to child ratio allows children to undertake new experiences and challenges whilst taking appropriate risks.

Long term programme that allows repetition where children come into contact with nature using all their senses.

Supports personalised learning.

Builds children's confidence and self esteem as they are responsible for making their own decisions and are carefully supported to achieve.

Trained adults and facilitators and observers rather than leaders and directors.



## **Children's development and learning**

The provision we provide for children's development and learning is guided by "Development Matters in the Early Years Foundation stage" (EYFS) document.

This non-statutory guidance material supports practitioners in implementing the statutory requirements of the EYFS. Children develop quickly in the early years, and early years practitioners aim to do all they can to help children have the best possible start in life.

Children have a right, spelled out in the United Nations Convention on the Rights of the Child, to provision which enables them to develop their personalities, talents and abilities irrespective of ethnicity, culture or religion, home language, family background, learning difficulties, disabilities or gender. This guidance helps adults to understand and support each individual child's development pathway.

## **Assessment**

We assess how young children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs of the children, to document their progress and where this may be leading them. We believe that parents know their children best and we ask them to contribute to assessment by sharing information about what their children like to do at home and how they as parents are supporting development.

Every child has an individual Learning Journey that documents their learning and development. Children's Learning Journeys are shared with parent's every term.

We make periodic assessment summaries of children's achievement based on our on-going development records. These form part of children's records of achievement. We undertake these assessment summaries at regular intervals as well as times of transition, such as when a child moves into a different group or when they go on to school.

## **The progress check at 27 Months**

Your child will have a progress review at 27 months. This review is being carried out by the Health Visiting team. The Health Visiting team ask your child's key person to contribute to the review and to prepare a summary of his/her development in the prime areas of learning.

## **Key Person**

All children attending the setting have a Keyperson who will work closely with your child and you to build a positive relationship enabling your child to settle and to feel safe and secure with us allowing them to build their confidence to enjoy their time at the setting. A Keyperson is responsible for observing your child to ensure the care provided meets his/her individual needs. It is essential that you are involved in this; therefore, we aim to keep you regularly informed of your child's progress. In turn the information you share with us about your child's interests, development and experiences at home help us to get to know your child and plan for their next steps.

Your child's Keyperson is here to listen and help, so please share any comments or concerns you may have. They are also responsible for collating the Learning Journey (record of achievement).

## **If your child is unwell.**

**If your child is unwell and not going to be attending nursery, please call the nursery in the morning to let us know.**

If your child is unwell whilst they are at nursery, we will contact you immediately so you can arrange collection of your child. We will ensure they are kept comfortable until you arrive.

**We request that your child does not attend the nursery if they:**

**Need to take paracetamol eg Calpol or ibuprophen eg Nurophen every four hours**

- **Have a temperature (this is often a sign they may have an infection)**
- **Have diarrhoea or vomiting or both, (48 hours must have elapsed from the last bout before returning to nursery)**
- **Need parental comfort due to feeling unwell**
- **Have taken a course of antibiotics for less than 48 hours**
- **Have an eye infection that is not being treated.**

In the event medication is to be administered at the nursery parents/carers are required to complete and sign a medication authorisation form. We are unable to administer medication without a completed form. Please speak with a member of staff who will assist.

**Please ensure your child is well enough to come to nursery and is able to cope with the busy day. We are unable to care for poorly children on a one to one basis nor do we have the staff to be able to keep your child inside if they are not well enough to go outside.**

## **Working together for your children**

The nursery maintains the ratio of adults to children in the setting that is set through the Safeguarding and Welfare Requirements. This helps us to: ✦ give time and attention to each child;

- ✦ talk with the children about their interests and activities;
- ✦ help children to experience and benefit from the activities we provide; and ✦ allow the children to explore and be adventurous in safety.

## **Valuing diversity and promoting equality**

We will ensure that the nursery is inclusive in meeting the needs of all children. We recognise that children and their families come from diverse backgrounds.

The nursery understands that these factors can affect the well-being of children and can impact on their learning and attainment.

The nursery is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to:

- provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued.
- include and value the contribution of all families to our understanding of equality and diversity.
- improve our knowledge and understanding of issues of anti-discriminatory practice, promoting equality and valuing diversity.
- challenge and eliminate discriminatory actions.
- make inclusion a thread that runs through all of the activities of the setting.

## Our SEN and Disability offer

### Name and contact details of person submitting this offer:

Nursery Manager: Liz Cogger 01825 872457

Email: [liz@mohaircentre.co.uk](mailto:liz@mohaircentre.co.uk)



### How does the nursery know if children need extra help and what should I do if I think my child has special educational needs?

The staff at the Mohair Centre are trained and able to identify any delays in a child's development. They are able to quickly identify any cause for concern through our ongoing assessments and strong partnerships with parents. When a cause for concern does arise, the staff will discuss these with the setting's SENCO (Liz Cogger) who will look at how we can support the child and the family. Together with the family, we put together a plan which details how we are planning on supporting the child's development.

Referrals to other agencies may take place. We build strong relationships with our parents which makes it much easier for them to discuss any concerns they may have. We hold regular parents consultations and social gatherings where parents are able to discuss concerns regarding their child's development..

### How will the nursery support my child with special educational needs?

If we need to employ an Individual Needs Assistant to work in our setting on a one to one basis with children with disabilities we will recruit. They are both experienced and can give support and guidance to you throughout your time here, they work closely with the Early Years Team. If your child is not in need of one to one support, our SENCO will oversee and lead the support plan, where the child's Key person will be working with the child on a one to one or small group basis to support their development. The support plan sets a date for review, we try to do this every term. If the child is showing little progress then the SENCO will shorten the review period and heighten the

level of support that we offer you. Throughout your child's time at the Mohair Centre he/she will be allocated a Key Person, who will work closely with the whole family and offer their support and guidance. Your child's key person will observe, plan and assess their development throughout their time here.

### **How is the decision made about what type and how much support my child will receive?**

By using our ongoing assessment system, we are able to assess each child's individual needs. We work closely with our families to ensure that each child's needs are met fully and sometimes this will mean contacting outside agencies for extra support. For example, the Early Years Team may be able to provide us with additional seating, toys and equipment for your child. Additional funding may also be available to you which could be used to provide your child with one to one care at the nursery.

### **How will the nursery review my child's progress and how shall**

**they share it with me?** We use a focus observation week to focus on your child every six weeks and share these with parent's. We ask parents to contribute to these focus weeks. Families are able to keep an eye on their child's progress throughout their time at the nursery. If a child has an Individual Support Plan, we meet with the child's parents each to review the plan and create next steps.

### **What support will there be for my child's overall well being?**

We ensure we are looking at your child's interests and plan appropriately. We offer settling sessions prior to your child starting at the setting and we ensure we are monitoring their meds very closely and discussing their day with you. When developing your child's support plan, if it's appropriate, we ask for their views on how they would like to be supported in the setting. We have a behaviour management policy.

### **What training do the staff have in supporting children with special educational needs or disabilities?**

Our SENCO has completed the relevant training for this. The SENCO works closely with the staff team to give them guidance in this area. Our support plans are put together for individual children with support from the SENCO, the child's family, their key person and sometimes with guidance from the Early Years Service.

### **What specialist services and support are available to the nursery?**

We work closely with the Early Years Service, the Inclusion and SEN and disability support service (ISEND) team and health visitors.

### **How will my child be included in activities outside the nursery,**

**including trips?** We risk assess all areas of our environment. We do not take the children at the setting out on trips. Our setting is on a farm and a lot of our activities are outside. We also have

regular forest school sessions. This plays a huge part of children's learning and development. We ensure these activities are accessible to all children, risk assessing and adapted where necessary.

**How accessible is the nursery?** The Mohair Centre is a farm environment. The pathways into the farm and around the farmyard are all suitable for wheelchair access. There are four converted buildings all single story, providing wheelchair access. Each building has toilets and changing facilities. The nursery has a disabled toilet.

All buildings have separate access to garden areas. Two of the buildings have a ramp into their garden.

**How will the nursery help my child move on to school?** During the term before children are due to go to school, we set up the role play area to incorporate recognisable school uniforms, we ask teachers to come in., we also give each family a 'transition to school' leaflet, showing pictures of each area in their new school. We work closely with the school to gain a deeper understanding of how they teach, for example, we ask how they teach writing and reading skills and we begin to incorporate these in to our learning to further prepare them for their next step. A final assessment is completed by your child's key person with the help from any agencies that are involved with your family and yourself, this is then sent to your child's school.

Children moving on to school who have had one to one support from an Individual Needs Assistant will be supported by the early years services who we will be in contact with throughout the transition progress to make it as smooth as possible for the child. **Give us your views about this information** Contact [localoffer@eastsussex.gov.uk](mailto:localoffer@eastsussex.gov.uk) or call Information for Families 0345 60 80 192

**More information, advice and support** The local offer- what is available for children and young people with special educational needs in East Sussex

□ [www.eastsussex.gov.uk/localoffer](http://www.eastsussex.gov.uk/localoffer)

Information for Families (including SEN and disability advice service)

Phone: 0345 60 80 192 Text: 07797 870317 email  
[informationforfamilies@eastsussex.gov.uk](mailto:informationforfamilies@eastsussex.gov.uk) [www.eastsussex.gov.uk/informationforfamilies](http://www.eastsussex.gov.uk/informationforfamilies)

Date issued: 24/11/2016

## Policy outlines

In this handbook you will find brief details of some of our main policies and details of our staffing arrangements at the Nursery.

**All our policies are available for you to look at. Please ask if you would like to read them.**

The nursery is inspected by OFSTED as a full day-care facility.

Our staffing ratio is 1:3 for our 1-2 year olds, 1:4 for our 2-3 year olds and 1:8 for our 3-4 year olds.

## **PRIVACY NOTICE**

The Mohair Centre Holiday Play Scheme, After School Club and Nursery ensures any personal data we hold about you and your child is protected in accordance with data protection laws (General Data Protection Regulation) (GDPR May 2018).

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

We do not share information about our children without consent unless the law and our policies allow us to do so.

We collect personal data about your child to support their individual needs and learning, monitor and report on their progress, and to assess how well we are doing.

We also collect information in order to verify your eligibility for Early Years Education Entitlement (EYEE) should this be applicable.

The information we hold includes your child's name, your child's date of birth, address, health and medical information, telephone contact details, your child's assessment information, attendance information, ethnic group and special educational needs status.

Where applicable we will obtain child protection plans from Children's Services and health care plans from health professionals.

We also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details we collect about you include your name, home address, email contact, phone numbers, emergency contact details.

All the above information is collected directly from you on the registration form.

When you apply for Early Years Entitlement (EYEE) we also collect your national insurance number or unique taxpayer reference (UTR), if you are self-employed. We may also collect information regarding benefits that you are in receipt of, if this is appropriate.

### **Why we collect this information and the legal basis for handling your data**

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into when your child starts at the Mohair Centre. This includes using your data to:

- contact you in case of an emergency
- to report on your child's progress
- to manage any special educational, health or medical needs of your child whilst at the setting
- to carry out regular assessment of your child's progress (Nursery) and to identify any areas of concern

- to maintain contact with you about your child's progress / experience at the Mohair Centre and respond to any questions you may have
- to process your claim for up to 30 hours free childcare (only where applicable)
- to keep you updated with information about our service
- to comply with the law regarding data sharing

With your consent, we will also record your child's activities for their individual learning record in the Nursery. This will include photographs. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing or via an email. In the Out-of-School Provision, your permission will be requested to use photos and written permission obtained. Again, you will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing or via an email.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare.

We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending. How we do this is explained in our Transfer of Records Policy (Nursery only).

### **Who we share your data with**

In order for the setting to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- the Local Authority to process the EYEE claim
- the government's eligibility checker (as above)
- the school that your child will be / is attending
- other setting's once a child leaves us
- the Department for Education (DFE) we share children's data with the DFE on a statutory basis. This data sharing underpins the settings funding and educational attainment policy and monitoring.

### **The setting will also share your data if:**

- We are legally required to do so, for example, by law or by a court
- to enforce or apply the terms and conditions as stated in the parent hand book
- to protect your child and other children; for example, by sharing information with children's services or the police.
- it is necessary to protect my/our/or others rights, property or safety
- we will never share your data with any other organisation to use for their own purposes

### **How do we protect your data?**

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

- all registration forms/paper related documents referring to you or your child are stored in locked filing cabinets

- all computers and ipads are password protected
- the office computers are all password protected and only the owner, manager and deputies have access to these.
- email addresses are kept on the computers in the office to allow us to process emails quickly
- all photographs are taken with the settings ipad's only.
- Local Authority funding forms – parents who are eligible to claim 15 or 30 hours Government funded childcare are required to complete the Local Authority EYEE Parent Declaration' form. This form includes identifiers such as parent's names and National Insurance numbers and the child's details and characteristics such as ethnic group. These are stored in the office in a locked filling cabinet.

We keep your child's personal data according to the current legal requirements after your child no longer uses the setting. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

### **Your rights with respect to your data**

You have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

### **Data collection requirements:**

To find out more about the data collection requirements placed on us by the Department for Education (for example; via the early years census) go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

### **The National Pupil Database (NPD)**

The NPD is owned and managed by the Department for Education and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.



We are required by law, to provide information about our children to the DfE as part of statutory data collections such as the school census and early years' census. Some of this information is then stored in the NPD. The law that allows this is the Education (Information about Individual Pupils) (England) Regulations 2013.

To find out more about the NPD, go to

<https://www.gov.uk/government/publications/nationalpupil-database-user-guide-and-supporting-information>.

The department may share information about our children from the NPD with third parties who promote the education or well-being of children in England by:

- conducting research or analysis
- producing statistics
- providing information, advice or guidance

The Department has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- who is requesting the data?
- the purpose for which it is required the level and sensitivity of data requested: and the arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the department's data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the department has provided pupil information, (and for which project), please visit the following website:

<https://www.gov.uk/government/publications/national-pupil-database-requestsreceived>

To contact DfE: <https://www.gov.uk/contact-dfe>

## **Requesting access to your personal data**

Under data protection legislation, parents and children have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, contact Jacky Webb (01825 872457) **Our data Protection Officer is: Jacky Webb**

## Child Protection

The Mohair Centre Nursery has a duty of care to safeguard all children who attend the setting. All children have a right to protection, and the needs of children with specific needs and others who may be particularly vulnerable must be taken in to account.

### **Liz Cogger is the Designated Safeguarding Lead at the setting.**

Our setting will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life.

We are committed to building a 'culture of safety' in which children are protected from abuse and harm.

We are committed to responding promptly and appropriately to all incidents or concerns of abuse.

If we suspect abuse is happening, we have a legal obligation to follow policy, and work with statutory agencies in accordance with the procedures that are set down in East Sussex Safeguarding Children Partnership and "Working Together to Safeguard Children" 2018

The Mohair Centre Nursery recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children

All employees (and volunteers) are required to undergo an interview carried out to acceptable protocol and recommendations. All employees and volunteers receive formal and informal induction. All employees and volunteers undergo a suitability check.

We have a strict Mobile Phone's Policy and ask that **PARENTS DO NOT USE A MOBILE PHONE** on site. **PHOTOS using a mobile phone are NOT PERMITTED.**

## Uncollected child

In the event that a child is not collected by an authorised adult at the end of a session/day, the nursery puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child and one other member of staff. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

- On occasions where you are aware that you will not be at home or in your usual place of work, please inform us in writing of how you can be contacted for the day.
- On occasions when you or the persons normally authorised to collect your child are not able to collect please supply us with a password for the person who will be collecting.
- We ask that parents contact us by telephone if they are going to be late or delayed in collecting their child. **Tel number : 01825 872457**
- If after **20 minutes** we have had no message from the parent to explain why they are delayed we will put into place our "Uncollected child" procedure.
- All reasonable attempts are made to contact the parents or nominated carers.

- If this fails and we are unable to contact anyone then we contact our local authority children's social care team
- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.

## **Health and Safety**

The Mohair Nursery believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers. We undertake risk assessments and review them regularly. Overall responsibility for the Health & Safety Policy at the Mohair Centre and for making sure the policy is adhered to lies with the Owner: **Jacky Webb**.

We operate a no smoking policy in the nursery as well as on and around the farm. The children are made aware of health and safety issues through discussions, planned activities and routines.

We are subject to all Health & Safety regulations and liable to periodic inspections by the Health & Safety Executive, DEFRA on the farm-side and Ofsted, Wealden District Council on the children-side. Environmental Health, Wealden District Council regularly inspects our Tea Room where meals are prepared and served. We encourage Staff to undergo Basic Food Hygiene Certificates and most of them hold this certificate. Similarly, our Staff hold Paediatric First Aid Certificates, which are updated every three years.

## **Complaints Procedure**

The Mohair Centre will give prompt and careful attention to the needs and wishes of families.

### **Making concerns known**

A parent who is uneasy about any aspect of the setting should first of all talk over any worries and anxieties with the manager or room leader.

If this does not result in a satisfactory outcome within 14 days, or if a problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the manager and the registered person.

We believe that most complaints are made constructively and can be resolved informally at an early stage. Furthermore, we believe that it is in the best interests of the setting and the parents that complaints should be taken seriously and dealt with fairly and confidentially.

Please see the stages below for a more detail.

### **Making a complaint**

#### **Stage 1**

Any parent who has a concern about an aspect of the setting's provision should first of all talk over their concerns with the manager.

Most complaints should be resolved amicably and informally at this stage.

## Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing to the manager and the registered person.

If the complaint is about the manager, the parent should write to the registered person.

When the investigation into the complaint is completed, the manager

(or registered person if they have been dealing with the complaint) meets with the parent to discuss the outcome.

Parents must be informed of the outcome of the investigation within 28 days of making the complaint.

When the complaint is resolved at this stage, the summary is logged in the Complaints Summary Record.

## Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she should request a meeting with the manager and registered person. The parent should have a friend or partner present if required. Depending on the context of the complaint, it may be prudent for the registered person to talk to both the parent and the staff member separately and then arrange the meeting with all parties to resolve the situation.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged on the Complaints Summary Record.

### **The role of Ofsted**

Parents may approach Ofsted directly at any stage of this complaints procedure.

In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure that the Welfare Requirements of the Early Years Foundation Stage are adhered to. **Complaints Advice line: 0300 123 1231**

Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester M1  
2WD

## **Achieving positive behaviour**

The nursery believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

We encourage children to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example. We aim to promote positive behaviour throughout our setting and to help the children understand and respect the needs and rights of others.

We work in partnership with you as parents and regularly inform you about behaviour. We will work with you to address recurring behaviour issues, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately. We require all staff to use positive strategies for handling any challenging behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development. Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.

We acknowledge considerate behaviour such as kindness and willingness to share.

We never use physical punishment, such as smacking or shaking. Children are never threatened with these. **Children under three years**

When children under three behave in inconsiderate ways we recognise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children.

## **MEALS**

Our lunch is provided by Zebedees. A local company who supply food daily for nurseries.

The meals are delivered to us daily and follow a three-week rolling menu.

Zebedees cater for food allergies and dietary preferences.

Visit their website to review their current menu. [www.zebedees.co.uk](http://www.zebedees.co.uk)

We provide all snacks and a light tea for children who stay until 6pm. Tea is served at 4.45pm

## Sample of the Mohair Centre Nursery Snack/Tea Menu

Water is served every meal and snack time. Cow's milk is also offered at morning and afternoon snack.

Fruit only is served at afternoon snack.

**Dietary needs are catered for on an individual basis.**

	Monday	Tuesday	Wednesday	Thursday	Friday
Am Snack	<b>Milk/Water</b>  Cubes of Cheddar cheese with vegetable sticks	<b>Milk/Water</b>  Wholemeal mini pitta fingers with slices banana	<b>Milk/Water</b>  Rice cake and fresh fruit	<b>Milk/Water</b>  Crumpet and apple.	<b>Milk/Water</b>  Apple slices, cheese cubes.
Tea	Pasta salad (ham, Chicken, peppers, tomato and cucumber)  Yoghurt	Scrambled egg on toast  Tinned fruit in fruit juice	Cheese straws  Carrot cucumber sticks  Fromage frais	Tuna filled wraps.  Pepper and tomato  Ice cream	Beans on Toast  Malt loaf

## Fees and payment From January 2021

Our fees include the provision of breakfast, cooked lunch, tea, all fruit and snacks

### NON FUNDED SESSIONS

8am-1pm £35.00

8am-3 pm £45.50

8am-6pm £65.00

1pm-6pm £35.00

**10% discount for a full time place = 5days 51 weeks of the year in the nursery until the child receives EYEE funding.**

### FUNDED SESSIONS TERM TIME ONLY

**EARLY YEARS EDUCATION ENTITLEMENT (EYEE) 15 hours universal offer and 30 hours additional offer.**

**All sessions outside the 38 week funded periods are charged at our daily rates above.**

8am-1pm (5 hour session) £18.00 per session with 3 hours free entitlement

8am-3 pm (7 hour session) £27.00 per session with 4 hours free entitlement

8am-6pm (10 hour session) £36.00 per session with 6 hours free entitlement

Parents who wish to only use the nursery for 15 hours Free (EYEE) only are limited to the sessions below TERM TIME ONLY :3pm - 6pm completely funded place no charge for the parent = 3hours (EYEE)

5 days X 3 hours= 15hours (EYEE)

1pm -6pm completely funded place no charge for parent = 5 hours (EYEE) 3 days X 5 hours = 15 hours (EYEE) (Tea and snack are charged @ £3.50 or parents have the option of providing food)

**2 year old funded places are offered in the afternoon only/TERM TIME ONLY (Free Hours covered by Early Years Education Entitlement (EYEE) funding claimed from East Sussex County Council (ESCC) for 38 weeks. Parents must provide a copy of the funding letter from ESCC.**

(Food and snack are charged @ £3.50 or parents have the option of providing food)

**ALL 2,3 and 4 years with funding (Free Hours covered by Early Years Education Entitlement (EYEE) funding claimed from East Sussex County Council for 38 weeks a year the term after the child's 3<sup>rd</sup> birthday offered TERM TIME ONLY**

**All EYEE completely funded afternoon places are limited**

## **MOHAIR CENTRE PAYMENT POLICY**

### **Our Account Details**

**Account No & Name:** 02663271 Mohair Centre

**Sort Code:** 30-92-86

Invoices are sent termly (Autumn, Spring and Summer). Payments are divided into equal monthly amounts for the term, this enables parents to set up a standing order for payments to reach our account on the **1<sup>st</sup> of the month.**

Our preferred means of payment is via bank transfer (standing order) / childcare vouchers and the Gov Tax Free Child Care scheme

Please ensure that Bank Transfers are correctly / clearly referenced with your child's surname and that we have the reference number given to you from the Gov Tax Free Child Care scheme.

**NON - ATTENDANCE** All fees are still payable regardless of attendance, non-attendance for whatever reason.

**Bank holidays** are not charged for.

**EXTRA HOURS, INCLUDING SCHOOL HOLIDAYS, BY ARRANGEMENT WILL BE INVOICED ON A WEEKLY BASIS AND NOT INCLUDED IN THE MAIN INVOICE.**

**CHANGE IN HOURS / DAYS** Liz is always happy to change hours / days where possible.

**Increase in hours:** Any extra hours will initially be invoiced **separately** until the following full termly invoice, when the extra hours will be included on a full termly basis.

**Reduction in hours:** When hours are reduced within a term we will not amend the invoice until the following term where we will then add a credit to the new invoice to reflect the change in hours from the previous term.

**We reserve the right to charge 10% for arrears and will take legal action to recover any debts owing. Should you find yourself struggling PLEASE, PLEASE discuss this before it becomes a problem. We will not take debts through to the next full term, unless by agreement. If the debt is not cleared by the end of the term or you have not discussed and agreed a payment plan, we will have to offer your child's place to another on the Waiting List.**

**Annual Review of Fees** The hourly rate (£6 an hour) will be charged at the level shown in the current price list, in the Parent Handbook. They are subject to an annual review in September, but may be revised at other times with reasonable notice

**EYEE 15 HOURS FUNDING** applies to all children aged 3 years in the term after their 3<sup>rd</sup> birthday. 15 hours maximum per week for up to 38 weeks in one school year can be applied for through the nursery, we apply for the funding and ask you to complete a funding form.



EYEE funding is not available during SCHOOL HOLIDAYS and it is only available for 38 weeks of the academic year. Sessions outside the funded 38 weeks are charged at our hourly rate.

**30 Hour Funding** This is obtained through a different source through the “Child Care Choices” website and must be discussed with Liz, eligibility must be ascertained by yourselves before this can be applied for. Please speak to Liz for more details.

## **Terms and Conditions**

To enable the Mohair Centre Nursery, to provide and maintain a high standard of care, it is necessary for all parents to be aware of, and to agree to the following terms and conditions. By not following the terms and conditions set out below the nursery reserves the right to terminate a child’s place:

### **AGE**

The Mohair Centre Nursery is open to children aged between 1 and 4 years.

### **HOURS OF OPENING**

**Monday – Friday 8.00 am – 6.00 pm. 51 weeks of the year and we do not open on Bank Holidays and the nursery is **CLOSED** between Christmas and New year.**

### **REGISTRATION AND BOOKING A PLACE**

**A registration fee of **£60** shall be paid by the parent/guardian to the nursery upon submission of the completed registration form and is non-refundable.**

The nursery will confirm in writing offering a place for the sessions requested by the parent/guardian, or contact the parent/guardian with an offer of alternative sessions. Once agreement has been reached, written confirmation will be provided by the nursery. Submission of a registration form deems the parent/guardian to agree to be bound by these terms and conditions.

If there is a waiting list places will be offered in date order on receipt of a completed registration form again the parent will be notified once the place is available.

Siblings of children who already attend the nursery, afterschool club or holiday club will have priority.

If after a place has been booked and confirmed by the manager but is no longer required, then the parent/guardian must provide **one month’s** notice in writing. In the event of failure to provide one month’s written notice, the nursery will at its discretion also request payment in full for the sessions booked.

If a place needs to be postponed it is at the nursery managers discretion as the nursery is unable to hold places on a long-term basis.

### **CANCELLATION/TERMINATION or change of sessions**

To cancel a Nursery place, **4 weeks’ notice** must be given in writing. The nursery will generate a closing invoice and during the notice period the nursery will continue to admit the

child and the parent/guardian must pay all fees due. The Nursery reserves the right to give notice for persistent failure to pay fees on the 1<sup>st</sup> of the month.

### **SAFETY**

Parents are requested to ensure the safety of their child/children before they enter the building and after collection at the end of their session. The nursery cannot accept responsibility for accidents to children before they enter, or once they have left the premises. We ask that parents are particularly vigilant in the car park for the safety of their children.

### **PERSONAL PROPERTY/VALUABLES**

The nursery cannot accept responsibility for damage or loss to any personal property, e.g. clothes, toys or any other items brought into the nursery. **We discourage** children to bring toys from home to nursery as they do get broken, lost or damaged and it is upsetting for all.

### **LATE COLLECTIONS for all sessions (8-1pm, 8-3pm, 1-6pm and 8-6pm)**

Any late collections may incur a charge of £7.00 for every 15 minutes. Please contact the Nursery Manager if you know you are going to be late due to circumstances beyond your control. If we have not been contacted after 30 minutes after the nursery closes this is considered to be a Safeguarding issue and we are legally obliged to contact Children's Services and inform Ofsted.



**Welcome to our Nursery**