

Welcome to Zeeba Nurseries



Parents & Carers Information
Handbook for Zeeba Nursery

Welcome to Zeeba Nursery

We would like to welcome you to Zeeba Nurseries! In this handbook, you will find information and policies that demonstrate how we promote good practice, appropriate facilities, and a safe and caring environment.

Our Mission

To provide high quality childcare and education in an environment that is safe and stimulating, a place where learning takes place through play and everyone is treated as an individual. Our primary goal is to ensure that we provide childcare that is both accessible and affordable.

At Zeeba Nurseries we strive to provide safe, happy, and welcoming Nurseries of excellence with opportunities for all. Good communication, shared purpose, and effective use of resources all contribute to the happy development of confident, motivated, and respectful lifelong learners. We hope to provide a positive start of learning experiences in a loving, caring, and nurturing environment.

- We work with parents and carers and the local community so that together we can build children's confidence and self-esteem.
- We aim to stimulate developmental learning in a calm, consistent and purposeful atmosphere and have fun!
- We encourage a healthy attitude towards life and learning.
- We build on our experiences and support each other in achieving our potential, both emotionally and physically, showing mutual respect, sharing a sense of belonging.
- A welcoming service supporting the local community.

We are founded upon a Christian ethos that links in with the Fundamental British Values of democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Staff

Dedicated members of staff manage Zeeba Nurseries, all of which are highly trained and qualified at degree level. We encourage and believe in promoting the professional development of all staff.

The staffing structure consists of a Nursery Manager and Deputy Managers. We also have Third-in- Charge staff, Room leaders, Nursery practitioners, Accounts, Admin, Kitchen staff and Maintenance service.

Staff in each room works within a routine that is designed to offer structure and balance to the children's day. The staff members operate on a shift system to ensure continuity and all round care.

Parental Partnership

We acknowledge the importance of building a good relationship with our parents. It is important that there is a good liaison between parents/ carers and the staff. We endeavour to:

- Allow parental visits to the Nursery with prior appointment
- A parent notice board and monthly newsletters
- Open days for parent involvement and show arounds
- Termly parent evenings
- Access to children's profiles via an app

Early Years Foundation Stage

We offer a wide variety of activities that encourage children to use their imagination, solve problems, investigate, and work cooperatively with their peers.

The Early Years Foundation Stage is a curriculum designed to support the needs of children through play to give them the best possible start in life.

The Revised EYFS is based on 4 themes.

1. *A Unique Child* – incorporating child development, inclusive practice, keeping safe, health and wellbeing
2. *Positive Relationships*- encompassing respecting each other, parents as partners, supporting learning and key persons
3. *Enabling Environments* – including observation, assessment, and planning, supporting every child, the learning environment, and the wider context
4. *Learning and Development*- featuring play and exploration, active learning, creativity and critical thinking, areas of learning and development

Play underpins the delivery of the curriculum and it is divided into two main areas: Prime areas and Specific Areas.

3 Prime areas:

- *Personal, Social and Emotional Development*- Some aspects of this are: forming friendships, identifying, and appropriately expressing emotions, displaying independence and self-confidence.
- *Communication and Language*- Examples of this include: listening and attention, understanding and speaking.
- *Physical Development*- Incorporating movement such as crawling, running, throwing, balancing, rolling, and pushing. Awareness of space of self and others as well as need for rest, food and development of healthy attitudes.

And 4 Specific areas:

- *Literacy*- This is through reading and writing.
- *Mathematics*- We develop this through puzzles, matching, counting, number recognition, comparing and using mathematical terms such as empty, full, heavy, light.
- *Understanding of the World*- This represents understanding how things work, using information and communications technology, being interested in the world including nature, people, cultures, and community.
- *Expressive Arts and Design*- Dance, singing, using instruments, art, exploring textures, using imaginative/make-believe play, and using imaginations are all forms of creative development.

Our children have the opportunity to play and free flow is encouraged in all rooms. Meeting the needs of the children lies in the heart of the EYFS. Our staff deliver personalised learning development and care to help children fulfil their potential. Our activities and planning is based on the child's next steps and their current interest and our model is flexible to allow changes throughout the day.

Use of Tapestry

We are using software called Tapestry. It enables us to do electronic observations on children that can be linked to their online profile. We can accurately track their development and plan for the next stage in their development.

Parents can download a free app and can log in with a secure username and password which will enable parents to view all your child's observations, photographs and even videos from their time at Nursery. Each time an observation is made, you will receive a notification via email. This will enable you to follow your child's individual progress closely and reflect upon their achievements by adding comments. You can even upload your own videos or photos of your child that will support his/her learning and development.

When staff do an observation, it will also reference your child's learning to the EYFS profile so you will know which area of learning your child is achieving in and the age-band they were working in. All this information is stored on a secure server which is monitored closely. The only persons that will have access to your child's profile are: Parents, Management, Key person, and E-safety officer.

Key Persons

When a child joins the Nursery, a key person is assigned to each child within their room. A key person is a member of staff who has the responsibility of communicating and liaising with parents/ carers and is the first point of contact for parents. They will have access to recorded information regarding your child's home routine as well as specific information such as medication instructions.

It is also their role to ensure that all the assessments regarding the child's development are monitored and recorded. All staff within the room is responsible for the child's education and welfare under the guidance of the Room Leader. The primary aim of the key person system is to promote relationships between practitioners and his/ her key children to meet their emotional needs. Parents/ carers has equal opportunity and access to their child's key person to discuss any concerns or issues daily. They will also use this knowledge to plan daily activities for the child.

A key person will help your child become familiar with Zeeba and to feel confident and safe. They will talk to parents/ carers to make sure that the needs of the child are being met appropriately and that records of development are shared with parents during parents evening which takes place on a term basis.

Classroom structure

Each classroom is designed and equipped with age appropriate furniture and resources. A key person system is in place in each room. Through purposeful play the children will enhance their knowledge and understanding of the world. They are introduced to a wide variety of activities that provide learning opportunities such as Literacy, Maths, imaginative play, early reading and ICT. All ages are approximate and will depend on the developmental stage of each individual child, as well as availability in the room.

Integrated Health and Early Years Review (Two-year Progress Check)

At Zeeba Nurseries we now include an early year's review for children who have joined us aged between 24 and 30 months. The Two-year progress check is part of the universal offer in the Healthy Child Programme available in GP' surgeries, registered Early Years settings in partnership with parents, Nursery staff and designated local Health visitors.

Purpose of the review

The Two-year progress check aims to optimise child development and emotional well-being and reduces inequalities in outcome. This includes the early detection of and actions to address the developmental delay or abnormalities, ill-health, and growth impairments. The prevention of obesity and promotion of healthy enhancing behaviours for every child such as eating a well-balanced diet, playing actively, and having an appropriate weight and height for their age. General health is also a primary aim of the review meeting. These review meetings provide a holistic review of the child's development and progress at that point in time to identify how the child is developing and what interventions need to be made or involving other professionals.

An integrated meeting

A meeting will take place at the Nursery when your child is around 24 months old. The meeting usually includes the child, their parents, key person, and the Two-year Coordinator of the Nursery. The meeting is compulsory.

Child Protection

All staff at Zeeba Nurseries is trained to be aware of behavioural and physical indicators that suggest the possibility of abuse. The staff is aware of the procedures to be taken if they believe a child has been abused or is at risk of abuse. Should any member of staff have any fears about a child, he/ she will immediately take up the

matter with the Lead Safeguarding Officer, who may decide that further advice is needed. If there is any suspicion of abuse this will be recorded and the Manager will contact Local Authority Multi- Agency Safeguarding Hub (MASH) without undue delay. All staff will co-operate with any investigation and will act in accordance with the wishes of the police and MASH. We abide by the local Child Protection Procedures in place and will happily work together with parents in following these guidelines.

Opening Times

8:00am – 6:00pm Monday to Friday

Early mornings from 7:30am to 8:00am and late pick- ups from 6:00pm to 6:30pm can be arranged in advance, please ask the Manager for details. Please note we are closed during the Christmas week and Bank Holidays.

Arrival and Collection of children

When you bring your child to Zeeba:

- Ring the bell and wait for access to the Nursery.
- Please use the buggy storage and fold your buggy up since we have limited storage space. The main reception area is also our main route of escape in case of evacuation. Unfolded buggies make it hard to move a group of children safely to the front door. Escort your child to their classroom where a staff member will sign your child in. If all the buggy spaces have been used, please take your buggy home, we cannot accommodate everyone in this limited space.
- Please tell a member of staff any relevant information that you feel we should know about your child that include information on illness and sleep and if the child has received any medication before coming to Zeeba.
- Please tell us if anyone else is collecting your child. Please also mention this to the Management so that we are aware of the arrangement. We have a password system in place for when other adults need to pick up your child from the Nursery. We would request that you email/ phone us the day before to inform us that your child will be picked up by someone else. Please give the adult's name and surname and provide us with a password for example, Red balloons. When the other adult collects the child, they need to have photo ID with them and they need to give us the correct password. If they fail to do so we will not release the child into their care. In case there is any confusion we will give parents or emergency contacts a call first to get their consent.
- If you have any upcoming holidays and your child will be away from the Nursery, please send an email to inform Management of the dates.

When collecting your child from Nursery:

- Ring the bell and wait for access to the Nursery.
- You can get daily feedback from either your child's key person, Room Leader, or any other member of staff in the room. If they are not sure, they can confirm the fact with another permanent member of staff. In the younger classes your child will also have a daily communication book which contains a short summary of your child's day.
- Please remember to inform us if your child will be absent the following day.
- If your child has had an accident whilst in Nursery, a qualified First aider will give first aid. It will be recorded on an accident form and a witness to the treatment will also sign the form. Please ensure that you read and sign it. In case of more serious accident an ambulance will be called and the key practitioner or Deputy Manager will escort the child to the nearest A and E department. The parents will be informed and will advise you of the situation. In these cases, getting the child to hospital to receive medical attention is our main priority.
- In case of smaller accidents, you will receive a phone call to inform you of the accident

Illness in the Nursery

- We take the health and well-being of all our children very seriously, whilst we understand the difficulties of you getting to the Nursery at short notice, we will only contact you if we consider it necessary and would appreciate your co-operation when your child is ill.
- When a child in our care becomes unwell, we will contact the parent/ carer and discuss the situation. For this reason, a minimum of 2 emergency contact numbers must be provided or the parents/ carers must be contactable always. It is the responsibility of the parent to make sure that all relevant information regarding their child's medical needs is passed on to staff at Zeeba Wanstead.
- If we suspect a child has a contagious illness we will remove the child from contact with other children and contact the child's parent/s to arrange immediate pick-up. If parents are unable to collect straight away the staff will make the child as comfortable as possible and monitored. If the child's temperature is increasing after the administration of Calpol, emergency services will be called and parents will be notified.

Medication

Staff at Zeeba Nurseries will only administer medication that is prescribed for pain or fever relief. We keep Calpol on the premises to be used in an emergency. We will **only administer one dose of Calpol**. If your child's temperature does not reduce or reoccurs, we will contact you to collect your child.

When staff is presented with any medication from a parent or carer to administer a **Medication Consent Form** must be completed by a parent or guardian on the morning of the day the medicine needs to be administered.

Medication will be administered under the following guidelines:

- Medication will only be administered if prescribed by a GP/Doctor or Calpol to relieve a temperature.
- All medication MUST be labelled with your child's name, date of birth, date of dispensing and dosage. The label must be in English and prescribed by a British health centre.
- Requests for administering medication must be completed using the medication form provided by the staff.
- All medication administered will be recorded on a form signed first by the relevant staff member and witness.

This form must be handed to the appropriate member of staff who will make sure all the information obtained is correct. **The parent must then sign the Medication Form**. The Manager must be informed that there is a child who needs to be given medication on that day

Illness at Home

We request that children who are ill do not attend the Nursery and that if a child has had **sickness or diarrhoea he/she should not return to the Nursery for at least 48 hours from when the symptoms have ceased**. Please notify us if your child is absent through illness including what the illness is, if possible.

The following conditions all require your child staying at home until he/ she has recovered:

- Diarrhoea and vomiting (48 hours after last occurrence)
- Infectious disease like Chicken Pox, Measles' etc.
- Conjunctivitis (until treatment is obtained)

If your child has a fever at Nursery for two days in a row, we would ask that they stay home until they are well enough to return to Nursery.

Potty Training

Children need to feel comfortable about potty training. All children will have the chance to use a potty and learn to use it at their own pace, without any pressure. When you want to start with potty training, speak to your Room leader and they will give you some advice. If you decided that you want to start, we will copy at Nursery what your child is used to doing at home. Staff will be happy to discuss the process with you at any time.

Clothing

The Nursery requests that all the belongings of your child are clearly marked. We would also request that each child is provided with at least two changes of clothes which is also **clearly marked**. It is an essential component of educative play that children can enjoy art and craft activities. Inevitably children will transfer some of these art materials to themselves and their clothing. We attempt as far as possible to purchase glue, paste and paint which are "washable", but in practice not everything is washable off all clothing materials. Parents should therefore dress their children with this in mind.

Meals

We believe that meal times should be social, happy times! Our Nursery Chef offers freshly prepared food, cooked on the premises, and provides a well-balanced diet which will encourage your child to develop sensible eating habits.

- Special dietary requirements are catered for upon request (A Health Care Plan needs to be completed)
- Vegetarian options are included in the daily menu
- Halal meat are available upon request
- The menus are displayed on the parent information board
- A typical day will include: Breakfast ~ Snack ~ Lunch ~ Snack ~ Tea
- Drinks: milk or water is available throughout the day.

We believe that eating healthy is extremely important in the development of young children. We recognise that children should be able to enjoy food as well as learn good behaviours for the future. Our menus are based on the Eat Better, Start Better programme. It was commissioned by the Department for Education and developed with organisations like PACEY, the National Day Nurseries Association and the Pre-School Learning Alliance. We have a strict policy on **no nuts, added sugar or salt** in the Nursery.

What your child will need each day

- Two sets of spare **marked clothing** preferably older ones so that children can enjoy messy play. If your child is potty training, please provide us with at least 5 sets of spare underwear extra trousers/leggings.
- A marked water cup (which we will keep on premises and wash each evening)- under 2's
- Marked toothbrush and toothpaste to be kept at the Nursery
- Summer: Hat and sun cream (labelled)
- Winter: Hat, gloves, scarf, wellington boots (labelled)
- Nappies if required (you can supply these in bulk and we will inform you when you need to supply more if this is easier for you)
- Nappy cream
- Formula if required (we supply cow and oats milk)
- Any comforters your child may need

Additional Activities

External companies provide additional weekly activities for children. Please speak with the relevant Nursery Manager with regards to availability and further information.

Facebook page

We use individual Nursery Facebook pages to update our parents daily or weekly about things happening in the Nursery or to remind them of events to come. We do not publish any photos of any of the children on the page. Please note that the page is not for complaints, please follow the correct procedure for complaints by sending an email to the Manager. A Facebook Code of Conduct need to be signed by all parents who wish to join the page.

Policies and Procedures

Zeeba Nurseries Policies and Procedures are available on our website for further reference- www.zeebadaycare.co.uk. We encourage parents to familiarise themselves to understand and adhere to them. There is also a folder in the Nursery reception which contains all the policies.

Admissions

Zeeba Nurseries operates an anti-discriminatory policy. We welcome children and staff from all ethnic origins, religious backgrounds, faiths, and those who have special needs. Information packs will be provided to all parents wishing to register for a Nursery place.

Priority will be given to those requiring full day care 4-5 days per week. We can only secure your child's space once we received your deposit and fees, before then your child will be on a waiting list.

If we cannot accommodate your child at the preferred starting date it may be necessary to put your child on our waiting list; however, we endeavour to place all children as soon as possible. We aim to work with you to best meet your childcare needs. To help us to do this you will be required to complete some pre-admission information sheets, attention is given to identifying any special needs your child has. All information supplied by parents is treated in the strictest confidence.

Settling in Procedure

We aim to ensure all children settle in to the Nursery with minimal emotional upset. For this reason, the following is a guide only and will be adjusted per the needs of children. During this period, you will receive forms to complete with information regarding your child's interests, abilities, routine etc. This will assist us in becoming familiar with, and understanding your child.

When your child's placement has been confirmed you will receive an email containing the following:

- your confirmation letter,
- settle and start dates as well as the days attending
- some information in regards to room, routines etc.

Please ensure that you bring your child's birth certificate, Red book if applicable and proof of address along so that we can make a copy to keep on file. The structure of the settling in process will vary between different Nursery branches and the below will only be used as guidance.

Day 1:

You and your little one will attend the Nursery for half an hour today. Management will welcome you and we will take you to the class and introduce you to the team. You will be in the class with your child for the duration

of the visit. Today you will meet the Room Leader and all the staff in the room. The purpose of today is to familiarise yourself with the classroom, staff and letting your child explore the room while they feel safe with you. A staff member will spend some time with you getting to know you and your child. We will ask you to complete some paperwork so that we can get to know your child and be made aware of any special requirements if any. On this day, you will mainly be responsible for your child as they will not be counted in our staff: child ratio.

Day 2:

Today your child will spend one hour in the Nursery. If it is during snack time, your child is welcome to join the other children in this social event! We would ask that you stay for about 15-30 min and then leave the room. Before you leave, say goodbye to your child and explain that you will return. The purpose of this visit is to demonstrate to your child that their parent will return. The staff will interact with your child to see which adult your child prefers to determine who will be the key person.

Day 3:

Your child will be attending the Nursery for about three hours. He/ she be will having snack with his/her peers. You are welcome to spent no more than 10 min in the room and then say good bye to your child like the day before and explaining that you will return. The purpose of today's visit is to extend the length of time your child is present in the room and let them have the freedom to explore their new environment and start to build relationships with the staff and other children in the room. We would request that you stay near the Nursery in case your child becomes distressed. There are some good coffee shops in the area.

Days 4:

Your child will be attending the Nursery for 3 hours. Your child will have snack and lunch/ tea. We would ask that you spent only 10 min settling your child (if needed) and speaking to the staff before saying goodbye and leave the room. As the day before your child will then be invited to join in the routine of the room so that he/she can begin to understand their new surroundings and new friends. We would like to request again that you stay near the Nursery in case your child becomes distressed.

Day 5:

Your child will be attending the Nursery for 7 hours. Your child will follow the room routine and join in for morning snack, lunch, sleep time and afternoon snack. We would ask that you spent only 10 min settling your child (if needed) and speaking to the staff before saying goodbye and leaving the room. On day 5 your child will experience a whole day of their room routine and will continue to settle into the new routine. By now we would be able to tell you who your Key person will be and you can start building a relationship with that member of staff. We would like to request again that you stay near the Nursery in case your child becomes distressed.

Fees

Terms and Conditions

Please note that our fees are reviewed in April each year. The latest fees will be on our website. You will be liable for the full fees even if your child is absent due to sickness or any other reason like holidays.

A fee of £350 is payable on confirmation to secure a space at a Zeeba Nursery. This fee is non-refundable should you decide not to take the space. The fee of £350 will be balanced against your last month's fees, subject to a one month written notice at any time 2 months after the start date on the application.

Once your child's space is confirmed, the fee of £350 is due by the Friday of that week. The first month's fee will be due 7 days before the first settling in day.

You can reduce the amount of days per week by giving one month's notice, 2 months after the start date on your child's application form. Reducing days on a short-term basis is not permitted.

Fees for the month in advance are calculated based on the child's age as on the 1st of the month.

A charge of £20.00 will be levied on your account if fees are not paid on time. Invoices are sent at the end of each month and need to be paid in full on the 1st of the new month. If childcare vouchers are used, we will allow payment to reach us up to the 10th of every month.

All fees need to be paid via BACS. No cash or cheques will be accepted at the Nursery. The monthly price is calculated on 51 weeks per year, payable over 12 months.

We are closed on bank holidays and between Christmas and the New Year (3-5 days depending on Bank Holidays and weekend dates).

Fees include breakfast, a morning and afternoon snack, a cooked lunch with dessert and an afternoon tea.

We offer **12.5% sibling discount** on the youngest child's fees.

Funding and Childcare Vouchers

Please ask your Nursery Manager for information on child tax credits and Childcare Vouchers.

Zeeba Nursery offers the government funded places for 2 years old and 3-5 years old on a stretched offer over 51 weeks per year, subject to availability.

- **2 years old Funding:**

Eligibility requirements can be found on: www.gov.uk/help-with-childcare-costs

If your child is eligible, you can start claiming the term after they turn 2 years old as per the table below, subject to availability. Please talk to your Nursery Manager for further information.

- **3 years old funding:**

This funding is open to all 3 and 4 year olds and is available from the term after your child's 3rd birthday. The Government provides 570 hours per year of free Early Years Provision. Zeeba offers funding on a stretched basis. Thus, we offer funding all 51 weeks we are open and not just during term time. Your child will therefore receive the entitled funded hours over a 12-month period. We understand that some settings offer 15 hours per week, but please note that they only offer this during term times (38 weeks a year). The other weeks, parents are required to pay the full fee.

Child's Birthday	When you qualify for funding
1 January- 31 March	1 April
1 April- 31 August	1 September
1 September- 31 December	1 January

Absence

You are liable for the fees even if your child is absent due to sickness or any other reason, like holidays.

Sessions Swapping

Session swapping is not permitted under any circumstances.

Extra Bookings

Extra bookings can be made in advance with the Nursery Manager, subject to availability.

Extra bookings will be added to the following month's invoice.

For the cancellation of extra bookings, we require a month's notice.

If an extra booking is booked less than one month in advance and cancelled within this month, then the fee will still apply.

Late Pick Up Charge

We charge a late fee of £10.00 for every 15-minute interval that a child is on the premises after 6:00pm. This is because we have a legal requirement to have 2 staff on the premises whilst a child is present.

When parents are, unable or unwilling to sign for the late pick up, a member of staff has the right to sign for the late pick up.

Terminating Contract

Once notice has been given to terminate your child's care, Zeeba will issue a final invoice. Any credit on the account will be returned within 7 days after the child's final session.

Banking details for the refund need to be sent to the accounts department (accounts@zeebadaycare.co.uk)

Zeeba will under no circumstances keep a deposit for a child to return later. Children wishing to return to Zeeba must go back on the waiting list as spaces will not be held.

Re-enrolment Fee

A £250 re-enrolment fee applies if a child is re-enrolled in Zeeba within a 3-month period. Please check with your Nursery Manager for further details.

Force Majeure

Zeeba Nursery is unable to offer any refunds or compensation for closure or suspension of nursery activities because of third party action, inclement weather, fire, flood, or any other event beyond our control.

Contact us at

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Deputy: Ms. Karen Turner

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