



**Contact us**

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# Prospectus 2013

A guide to childcare at The University of Nottingham  
[www.nottingham.ac.uk/childcare](http://www.nottingham.ac.uk/childcare)

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# Welcome

The University of Nottingham Childcare Services was established in 1995 when the first day nursery opened. Demand for places was very high and in 1999 the Playcentre Day Care and Playscheme opened. In 2012 the Playcentre relocated from Science Road to Lenton Fields.

Our services have a reputation for excellence and in 2012, the Day Nursery was awarded 'outstanding' status by Ofsted, achieving outstanding grades in all 17 standards.

As a university childcare service, we understand the demands created by your work and/or studies and aim to alleviate some of these pressures by providing quality childcare and enabling you to work or study without worrying about your child.

We hope you find this prospectus informative and helpful. We welcome feedback so please contact us using the details on page 15 if you have any queries.

## Contents

|   |       |
|---|-------|
| The philosophy and principles of our care .....       | 4     |
| Our services .....                                    | 4     |
| Our units .....                                       | 5     |
| Our dedicated staff.....                              | 6&7   |
| Play and learning .....                               | 8&9   |
| Children with English as an Additional Language ..... | 10    |
| Meals .....   | 11    |
| Your input matters.....                               | 12&13 |
| We're here to help.....                               | 14&15 |
| Eligibility   |       |
| Fees  |       |
| Applying for a place                                  |       |
| Our policies and procedures                           |       |
| Making a complaint                                    |       |
| Contact details                                       |       |



# The philosophy and principles of our care

Our philosophy and principles of care underpin everything that we do and offer to you and your child. We view each child as unique and believe that children engage in learning experiences that support and enhance their development at times that suit their needs. We believe that our role is to provide, in partnership with you, an environment that promotes optimum physical, linguistic, cognitive, emotional, social, moral and spiritual development.

We aim to achieve this by:

- supporting your child as an individual and acknowledging your child's unique pattern of interests, likes and dislikes, preferred learning style, talents and abilities
- offering learning experiences that are appropriate to your child's stage of development and specifically tailored to your child's needs
- challenging the emerging skills and understanding of your child through the use of problem solving and active exploration
- providing an environment that respects your child's right to privacy, dignity, choice, independence and fulfilment and facilitates your child's sense of self and self-esteem
- providing your child with a key worker to act as advocate and form a bond that offers your child a real sense of belonging
- providing a service that strives for excellence

Staff provide a safe, hygienic, stimulating and caring environment within which your child can feel secure and confident. We believe it is an enriching experience to acknowledge, respect and learn about differences between people in our society and the service we offer aims to reflect the diversity in our social worlds and be inclusive for all.

Early childhood is an important time for your child and we believe that play, hands-on experience and interacting with the world around them is key to supporting their emerging skills and capabilities. We will provide your child with lots of opportunities, indoors and outdoors, to use investigation, exploration and discovery skills. The most important thing is that your child has fun and enjoys themselves while with us and we will do our very best to make every day special for them.

## Our services

We offer a range of services to meet a variety of needs, including:

### Day Nursery (4 months to 5 years)

- Open: 8am-6pm
- Morning session: 8am-1pm
- Afternoon session: 1-6pm
- Full-time and part-time places available
- Full meal service: breakfast/two snacks/lunch/tea
- Ofsted registration number: EY254648

### Playcentre Day Care (15 months to 5 years)

- Open: 8.15am-5.45pm
- Morning session: 8.15am-1pm
- Afternoon session: 1-5.45pm
- Full-time and part-time places available
- Full-year and term-time only options (Nottingham City Local Education Authority terms)
- Part meal services: breakfast/two snacks/tea)
- You will need to provide a packed lunch for your child
- Ofsted Registration Number: EY446554

### Playcentre Playscheme (4 to 12 years)

- Open: 8.30am-5.30pm
- Morning session: 8.30am-1pm
- Afternoon session: 1-5.30pm
- Full-time and part-time places available out of term-time
- Part meal service (breakfast/two snacks)
- You will need to provide a packed lunch for your child
- Ofsted registration number: EY446554

### Playcentre Toy Library (3 to 5 years)

Current fees for the toy library are:

- £2.50 registration fee
- 50p per item — one-week loan
- £1 for three items — one-week loan

Please contact the Playcentre using the details on page 15 for more information.

Our success has led to a high level of demand and therefore early application is advised for all our services.

We aim to be flexible wherever possible and where vacancies permit.

All of our services are located on University Park Campus close to the Sports Centre and Swimming Pool.

We close on all bank holidays (eight) and University days (five) and for two in-service education and training events per annum. A full year plan is available which lists the dates of all closures, the weeks included in a term-time only place (Playcentre only) and the dates on which the Playscheme will be operating.

## Day Nursery

**Little Explorers 1** and **Little Explorers 2** provide services for children aged 4 months to 2 years of age.

**Super Sharks 1** provides a service for children aged 2 to 3 years of age.

**Super Sharks 2** provides a service for children aged 3 to 5 years of age.

## Playcentre Day Care

**Friendly Foresters** provides a service for children aged 15 months to 2 years and 11 months of age.

**Woodland Wanderers** provides a service for children aged 2 and 6 months to 4 years of age.

**The Tree Tops** provides a service for children aged 3 and 6 months to 5 years of age.

## Playcentre Playscheme

**Playscheme** (first floor) provides a service for children aged 4 to 12 years out of term-time.

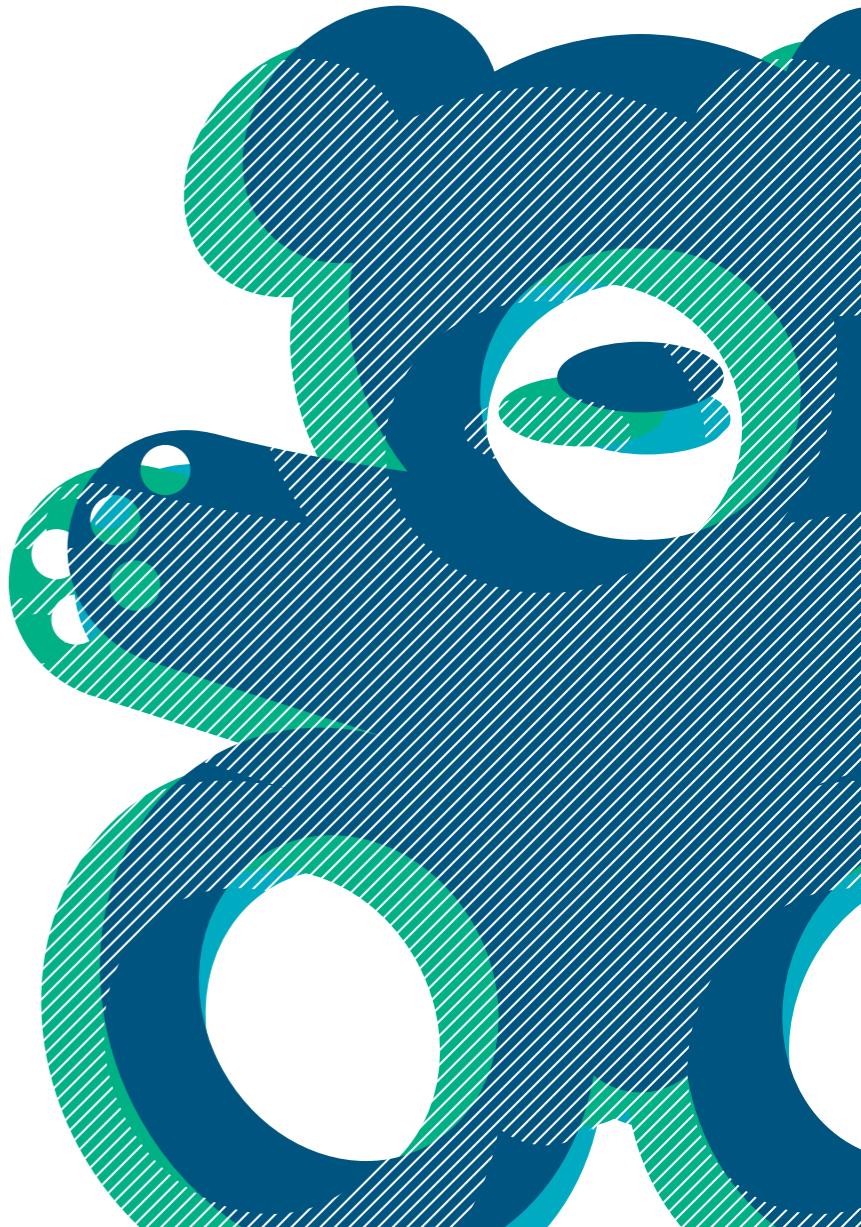
## Our units

All the units at the Day Nursery and Playcentre allow for some flexibility of movement in accordance with your child's needs, availability of spaces within units and planned transition visits.

Each unit has its own booklet (the Playscheme has one booklet) which will provide you with further details on things specific to the unit that your child will be going into.

When your child is going to move from one unit to another, we will ensure that visits to the new unit occur for a month or so before your child moves, giving them time to become familiar with the new unit, form a relationship with their new key worker and make new friends. You will be introduced to the new unit and your child's new key worker and provided with information about the unit.

For more information, please ask for a copy of our transition policy.





# Our dedicated staff

We believe that your child deserves the very best. We employ competent, confident and skilled practitioners who are caring and sensitive to the needs of your child.

We are working towards becoming a graduate team and have nine staff with Early Years Professional Status (a postgraduate early years qualification), two with Qualified Teacher Status in Early Years and some staff studying for their Foundation Degree in Early Years.

All staff have a minimum of a level three qualification and hold a paediatric first aid certificate, a level two food hygiene certificate, a level two health and safety certificate and have safeguarding refresher training every two years (recently appointed staff may be awaiting training).

We vet our staff very carefully during the recruitment process and their employment. We interview face-to-face, take up at least two references (one of which is the last employer), carry out occupational health checks, request enhanced Criminal Record Bureau (CRB) checks, have a six-month probationary period and conduct a thorough induction. New staff members are never alone with children until they have completed their induction programme, have been assessed in all aspects of their role, and we are confident that they are competent to be with your child.

Every three years we request new enhanced CRB checks on all staff members.

We believe that our team members are key to the delivery of a quality service and we invest in their professional development. We have two inset days a year (to ensure core essential training, such as first aid, food hygiene, health and safety and safeguarding, are kept up to date), give staff access to external and in-house training (such as training in special educational needs for our Special Educational Needs Coordinators, Every Baby Matters training provided by the local education authority, and training in the Maths Project and Pure Sounds phonics).

We work closely with the local education authority Early Years Officer and Early Years Support Worker and participate in the Early Childhood Environment Rating Scales and Infant and Toddlers Environment Rating Scales quality assurance programmes. We also have regular unit and staff observations conducted by managers, Senior Early Years Practitioners, and are developing our peer observations to continuously improve the quality of the service we provide.

Occasionally (a maximum of twice a year) we close at 5pm for full staff meetings. All other team meetings take place outside our normal operating hours to minimise the disruption to you and your child.

Each unit has a photograph board of staff members, with details of their qualifications and experience.



# Play and learning

Play, play and more play! Our educational programme is exciting, fun and challenging and is informed by the Department for Education's Early Years Foundation Stage.

No child is forced to do anything they don't want to do. All children will be encouraged to participate in the full programme and we will tailor what we do to the needs of your child.

During the course of a typical day your child is likely to experience:

- one-to-one activities (such as sharing a book with their key worker)
- small group activities (such as singing songs with their friends)
- larger group activities (such as parachute games for older children)
- Let's Pretend (such as dressing up)
- large and small block play (such as building dens, boats and more)
- small-world activities (such as farm sets, jungle animals and sea life)
- musical activities (using instruments, keyboards, singing, dance and movement)
- creative play (such as clay, dough, finger painting and more)
- sensory play (such as water, sand and goop (cornflour and water!))
- mathematical play (such as puzzles, games, number rhymes and 'compare bears')
- emergent literacy play (such as drawing, writing for a purpose in Let's Pretend, pure phonics and shared reading for older children)
- physical play (such as riding a trike, obstacle courses and ball games)
- information and communications technology play (such as interactive whiteboards, programmable toys, cameras and recorders)
- science play (such as floating and sinking, colour mixing, shadow play with puppets, and exploring and building volcanoes)
- gardening (such as growing vegetables and sunflowers)
- chilling out – just relaxing and playing

When your child visits the nursery you will be given a booklet about their unit which will provide you with more information about the educational programme we offer.

Your child may get very messy when playing and exploring and therefore we recommend that you do not send them to nursery in their best clothes.



# Children with English as an additional language

There are many things that we do to support children who are learning English. These include:

- providing a language-rich environment that respects your child's first language in addition to learning English, asking you to provide us with key words (phonetically and written correctly) in your child's first language which staff can use for communication and reassurance
- celebrating a diverse range of festivals and providing items around the nursery that your child can identify with (such as dual-language books, dolls that reflect different ethnic origins)

- supporting your child through the use of signs and symbols (to aid non-verbal communication) and participating in the Every Child A Talker programme
- asking you to provide us with details of significant events for your child for our festival and special events year planner so that we can be inclusive
- having a transition programme to nursery which is tailored to the specific needs of your child
- having a pictorial daily timetable on the wall to help your child to understand what happens next
- having a 'unit book' of photographs of all areas of the unit, the toys and equipment, that you can take home to chat to your child about what to expect at nursery

Staff will communicate with you on a daily basis about your child. If you have any concerns about your child's language development, either in English or their first language, please discuss these with staff.



## Meals

We use the Nutmeg recipe analyser and menu-planning programme to check that all the food we provide meets all the nutritional requirements for your child. You will be provided with a booklet on our food policy which contains comprehensive detail about our approach.

When your child visits, we will ask you to complete an allergies and special diets forms to help us to identify any specific needs, including allergies, requirements related to religious beliefs or lifestyle choices. This information is shared with all staff.

If your child has moderate to severe food allergies/intolerances, we will undertake a risk assessment with your input and agree menus in advance.

We offer a vegetarian and general menu, and if your child is under one year of age, we agree individual menu plans with you.

Menu plans will be circulated to you via email and we welcome feedback and ideas about new recipes and food. Drinking water is available at all times.

If you would like a sample of our menus please let us know and we will be happy to email these to you.

# Your input matters

We really appreciate the help and support we receive from you. Some of the ways in which you can be involved are:

## Parent meetings

You'll be invited to meet with your child's key worker to discuss the progress your child is making, any areas of concern you or we have, and to ensure that we are working together to support your child in the best way.

## Our newsletter

We're always looking for articles, which could be about discovering a great place to visit with children, a forthcoming religious celebration, an exciting book or game you've discovered, or a favourite recipe. If you'd like to submit an article, please send to Hayley Crawford at: [hayley.crawford@nottingham.ac.uk](mailto:hayley.crawford@nottingham.ac.uk).

## Customer surveys

Every two years we send out a customer survey and ask you to take 10-15 minutes to complete and return it to us. This helps ensure that you are happy with the service you and your child are receiving and lets us know where you think we can improve what we offer. It is important that we get as many returned as possible so that the information we gather accurately reflects the majority view of our service. We also conduct random sample surveys of things like starting nursery, parents evenings and exit surveys and would really appreciate your help in identifying where we can do things better and to celebrate what we are doing well.

## Early Years Foundation Stage Child Development Record (EYFS – CDR)

We ask for your comments on your child's plan to ensure we are working in partnership with you and focusing on these aspects of their care and development that you feel are relevant. You may also see your child doing something at home or with your family that we haven't seen at nursery; being aware of these things can help us to understand your child and their needs more fully.

## Daily diaries

Diaries are kept for under threes. These help provide

you with the essential information about your child's day at nursery, including bladder/bowel movements, sleep times and how much your child has eaten.

Occasionally, your child's key worker will also include information about what your child has been doing.

We would really appreciate it if you could note in their daily diary any events you think we should know about, such as moving house, a disturbed night's sleep or a parent away from home on business. This will help us to understand your child's needs and to support them appropriately. We also like to hear about what your child has been doing, so anecdotes from day trips, family visits or a trip to the park are all very welcome.

## Family fun days, activity days and trips

We welcome your involvement in all of the above activities, many of which would be very difficult to do without your support. We will let you know about forthcoming events and ask you to contact us if you'd like to participate.

## Developing/sharing resources

Do you have a special skill or talent? Would you be happy to come into nursery and share this with the children? Parents who play musical instruments have held singalongs with the children, while parents who have worked for organisations such as the police have visited and let the children explore their uniforms (they love the radios and hats!). Other parents have loaned us equipment that represents their cultural or religious beliefs for our topics. Please let us know if there is something you'd like to share with us.

## Informal feedback

We welcome your feedback on any aspect of our service. Over the years we have made many changes to what we do in response to comments from people using our services so please do speak to us or use our suggestion boxes if you have any feedback.

## Keeping details up to date

Please remember to let us know if any of your contact details change (address, telephone numbers) or if any of the details we hold for your child change (allergies, special dietary requirements or medical/care needs).



# We're here to help

## Eligibility

To be eligible for a place you must meet one of the following criteria:

- A full-time registered student at The University of Nottingham (includes an allowance of one year for writing up, for PhD students)
- A staff member on a permanent/fixed-term contract of employment with the University

Places may be allocated to other applicants depending upon availability.

## Fees

Fees are calculated according to the rate applicable to your specific circumstances. They vary according to whether you are staff or a student, whether you are eligible for a student subsidy, your child's age and whether they attend full-time or part-time. When we offer you a place, we will draw up a fee spreadsheet showing what fees will be due and when. We will calculate the fees due to the end of the year (running from 1 August to 31 July) and divide the total amount due by the number of months remaining in the year. You will pay an average monthly payment. Should your child leave before the end of this period, fees due for your child will be recalculated, any payments you have made deducted and the final payment/refund due calculated.

We are registered with Nottingham City Local Education Authority to offer a maximum of 15 hours' free education a week for a minimum of 38 weeks each year from the term following your child's third birthday. Any deduction of free hours will be shown on your fee spreadsheet.

Fees are payable strictly in advance by standing order mandate, deduction from payroll, or childcare vouchers. Staff may wish to opt for the Nursery Tax Scheme, which pays fees in arrears, however, strict terms and conditions apply to this scheme (see fee leaflet for more information).

We accept cash or cheques **only** for the first payment. If you are offered a place with us and you are overseas, you will need to make a payment by international bank transfer, details of which will be provided to you at the time the contracts are sent. No place is guaranteed until the contracts, first month's fees and registration fee are received by us.

## Applying for a place

You can download an application form from our website. We are happy to accept application forms by email; however, they must be signed (either an electronic signature or a scanned copy of the form with a handwritten signature). If you require a hard copy application form, please telephone our administrator using the details on the following page. A breakdown of fees can be found in the fees booklet, available to download at: [www.nottingham.ac.uk/childcare](http://www.nottingham.ac.uk/childcare).

The application form **must** be completed by the person who is a staff member or student. Please provide as much detail as possible. Should your contact details change, please let us know so we can update your information.

We will send you an email confirming receipt of your application form. If we don't have a space available, your details will be added to our waiting list.

Application does not guarantee a place. We have a long waiting list, especially for children under two years old. Early application is strongly advised. If you apply before your child is born, please put expected date of delivery in date of birth box in the child's information section. Please let us know as soon as possible your child's name and date of birth so we can update our records.

Once we have a place available we will make you an offer of a place. If you accept we will send you a fee spreadsheet (see Fees section on the left), a fee contract, a childcare services contract and other information. To secure a place you need to return the completed paperwork to us with the first month's fees. You will also be asked for a £35 registration fee. These are non-refundable should you subsequently decide not to take up the place. Please read these documents carefully before signing.

Once we have received your signed documents and fees, we will arrange with you a date for your child's first transition (pre-admission) visit; you and your child will spend time with your child's key worker so that we can really get to know you both. Transition visits are free; however, you **must** attend as full fees will be due from the agreed, contracted start date and we will not accept children for full sessions unless they are settled. It is, therefore, in both yours and your child's interests to make best use of the free pre-admission visits.

If you have any queries about applying, please contact us. We are more than happy to help.

## Policies and procedures

We have a Childcare Services Policy and Procedure Guide (PP Guide) which is available in our foyers. It contains all the key policies and procedures that form the foundation upon which our practice is based. You are welcome to look through the guide while your child is visiting, or at any time. It covers areas such as:

- complaints
- safeguarding
- health and safety
- security
- educational programme
- outings
- diets
- behaviour management
- childhood illness
- transitions
- collection of children
- administration of medication
- accidents
- special educational needs
- equal opportunities

Further information on our policies is available in the unit booklet and in your Childcare Services contract. If you would like a copy of any policy please let us know.

## Making a complaint

If you have a complaint, please discuss this with the staff concerned first or, if you are uncomfortable speaking to the staff or the Senior Early Years Practitioner, you can approach the settings manager.

If you are not satisfied with the outcome of these discussions/actions, please put your complaint in writing to the Childcare Services Manager who will respond to your complaint within 14 days. If you are still not satisfied, a formal written complaint should be made to the Head of Student Services. The complaint will be considered and a written response sent to you.

You may be invited to a meeting to discuss your complaint. Ultimately you have the right to complain directly to the registering authority:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
t: +44 (0)300 1234 666

## Contact us

We hope you have found this information useful; however, we realise that you may have more questions. Please do not hesitate to contact us, by telephone, email or by popping in to one of our settings.

### Key people

**Childcare Services Administrator:** Hayley Crawford  
t: +44(0)115 951 5222  
e: [hayley.crawford@nottingham.ac.uk](mailto:hayley.crawford@nottingham.ac.uk)

**Childcare Services Manager:** Sue Mellors  
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**Deputy Childcare Services Manager (Day Nursery):**  
Jo Whalen  
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