



Contact us

The University of Nottingham Childcare Services
University Park
Nottingham
NG7 2RD

t: +44 (0)115 951 5222

e: childcareservices@nottingham.ac.uk

If you require this publication in an
alternative format, please contact:

t: +44 (0)115 951 4591

e: alternativeformats@nottingham.ac.uk

Hedgehogs, Squirrels & Friendly Foresters

A welcome guide to childcare at The University of Nottingham





Contents

- Joining Childcare Services 5
- Your key person 6
- Early Years Foundation Stage
Development Record 8
- Play and learning 9
- Play & Learning 10
- Drop-off and collection/meals 12
- Other information 13
- What your child will need 14
- Policies and procedures 16
- Safety and security 18
- Contact us 19



Joining Childcare Services

Welcome

Hedgehogs, Squirrels & Friendly Foresters caters for children aged four months to two years of age. This booklet is designed to answer some of the questions you may have about joining our settings and your child starting nursery. You will find more information in the [Childcare Services Prospectus](#); however, if you have any queries, please get in touch using the details on page 19.

Starting nursery

Starting nursery can be daunting for you and your child. We believe that each child and family is different and so we don't have a one-size-fits-all induction programme. We offer up to a month of free transition visits for your child.

Transition visits allow your child to visit, to get to know their key person, to familiarise themselves with the nursery, and to start forming friendships with other children. Some children will require just a few visits while other children may need to attend almost daily.

To help your child settle at nursery we ask you to provide us with photographs of family members (for example, parents, grandparents, aunts/uncles), special people in your child's life (close friends) and special things (such as pets). We'll use these to make a laminated sheet which your child can go to at any point during the day and which they can share with their new friends and staff.

We will also use it to help make them feel safe and secure within the setting.

Visits

Your first visit will last about an hour and will allow you and your child to spend time together in the setting. Your child's key person will find out as much as they can about your child so that every effort can be made to support them. It is also a time for you and the key person to plan how best to support your child during the transition from home to nursery.

A further visit will be arranged and on this visit you will be encouraged to leave the unit for a short while. It's important to let your child know that you are going out for a short time but will be back soon. This will give us an indicator of how future transition visits should be scheduled. For example, if your child is happy for you to leave or is easily distracted once you have left, future visits can be planned so that they increase in length up to a regular session for your child. However, should your child find separation challenging, further visits with you present may be needed and the periods that you are absent will need to be shorter and more frequent.

It is very important that you attend the transition visits at the times scheduled. Early Years Practitioners will have been organised to ensure that your child's key person is free to spend time with you and your child. The visits will also be organised to ensure that in the early stages of visits, your child isn't arriving at what we call 'transition times' (for example, getting ready for lunch) as these can be much more demanding for a child starting nursery. As the visits progress and your child starts to settle, visiting periods will lengthen and your child will gradually be introduced to transition times.

Your key person

Your child's key person is a named Early Years Practitioner who will be your child's advocate. They are responsible for ensuring that your child's individual needs are identified and met within the setting.

This includes liaising with you, keeping up to date with what is happening outside of the nursery, observing your child, forming a deep understanding of what your child is doing and considering their next steps so that activities and events at nursery can be designed to meet your child's needs.

The key person forms a special bond with your child and is responsible for sharing relevant information about your child with their team to ensure that everybody is working together to give your child the best possible experience while they are with us.

The key person will update you daily on our online learning journal, providing you with basic information about your child's day, including how well they have eaten, toileting, sleep times and wherever possible something about what your child has been doing at nursery. This continues until your child reaches 2.5 years of age. The Parent Zone app you have access to will also allow you to post messages to your key person, observations from home and also pictures.

Staff work on a shift system at the nursery and although your child's key person may not always be available, the shift system should enable you to see the key person at some point during the day. The key person will introduce you to the other team members so that if you wish to pass on any messages verbally you can do this. Likewise, the key person will ensure that any messages that need to be passed on to you are shared with their team members before they leave the building.

There will be times when your child's key person is not present; for example, annual leave, training courses or supporting other teams. Once your child is settled, the key person will help them to form relationships with other team members so that anxiety and stress when they are absent are minimised.

We try very hard to ensure consistency with your child's key person; however, sometimes events necessitate a change. Examples include long-term sickness, maternity leave or a change of role. When this happens, we will let you know in advance where possible and will plan an appropriate transition for your child to their new key person.



Early Years Foundation Stage Child Development Record

The online learning journal system we use is a very important document that provides a real insight into your child: what they have been doing at nursery, their development and progress, their personality and preferred learning style and what Early Years Practitioners plan for your child.

The content contains both formative assessments (ongoing snapshot observations of your child at play) and summative assessments (a summary of what all the formative assessments tell us about your child).

The learning journal also contains very important information about your child's specific needs; for example, toileting needs (such as which creams to use, potty training routine), sleep routines (times, position your child like to sleep in, comforters) and general care plan.

On occasion, you will meet your child's key person and you are encouraged to look at your child's online journal, share your thoughts and views with us and identify any areas for further development.

We really appreciate your support in developing the learning journal and ask you to contribute too. Samples of things that your child has done (for example, a drawing or painting) and photographs of your child at play will be included in this from the nursery and we welcome contributions from home of your child's experiences outside of nursery.

Your child's key person will introduce you to the learning journal during the transition visits to nursery. When your child leaves our service, you will have access to the record to share with your child's school or next provider.

Early Years Foundation Stage

The Early Years Foundation Stage (EYFS) is the statutory framework within which we operate. You will hear the EYFS mentioned quite a lot at nursery as it sets the standards for learning, development and care for children from birth to five years of age. There are four guiding principles that cover the EYFS and these are:

- Unique child
- Positive relationships
- Enabling environments
- Children develop and learn in different ways and at different rates

We hope these principles will be evident from the way we plan the environment; the way we see your child as an individual with individual needs; the activities we plan; the key person system, which offers quality and consistency for your child; the way we aim to work in partnership with yourself; and the way in which we strive to offer equality of opportunity for all children.

Two Year-old Progress Check

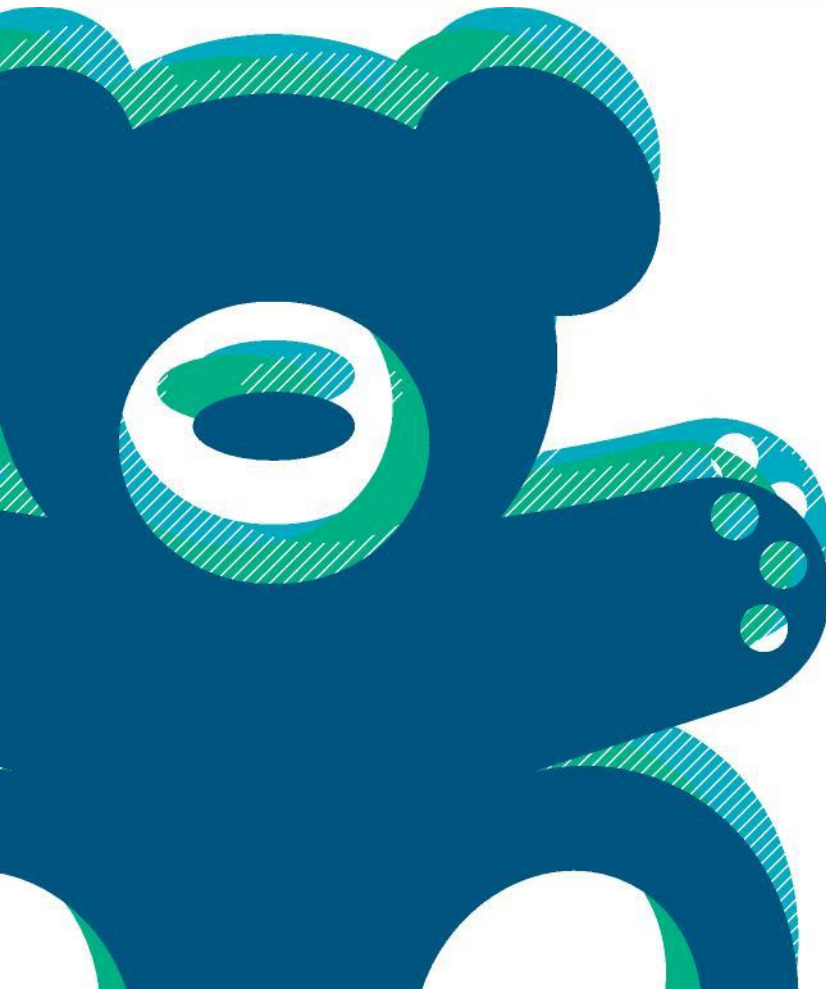
Around the time of your child's second birthday, the EYFS requires us to conduct a 2 year old review. We will provide you with a written report summarising your child's development in personal, social and emotional development, physical development and both communication and language development. We will also share this with your Health Visitor to help inform your child's two year-old health check.

If you would like to know more about the EYFS you can download information from the Department for Education website or speak to your child's key person or a manager.

The Department for Education is: www.education.gov.uk

Play and learning

For our youngest members, there is a daily routine and activity plan which you can view on the unit notice board. We offer a range of activities that meet the requirements of the Early Years Foundation Stage and most importantly, are fun for your child. Over the following pages, we give you a taste of the experiences your child will have with us.



Play & Learning

Personal Routines

Young babies have very different routines to each other and we aim to offer your child a broad range of experiences in the day tailored to their specific needs and routines. Sometimes this will be on a 1-1 basis such as snuggling up for a story, or a small group such as sitting together in the rocking boat and singing 'row row row your boat'!

We will find out what your child's usual routine is and try to follow this at nursery. As your child grows and develops we will support their changing routine to help prepare them for their move to the next room.

We will support your child's growing independence in all aspects of our routine. Examples include learning to use a spoon and fork, drinking from a cup unaided, choosing what toys they would like to play with, dressing and undressing and developing their personal hygiene skills such as washing their hands.

Child-initiated play

Play is key to supporting and promoting your child's learning. Your child will have access to a range of experiences that they can choose to engage with including (but not limited to):

- Books (lots and lots!!)
- Painting (easels, floor painting, finger painting)
- play dough
- Sensory play (such as cornflour and water, mirrors at low levels sensory blocks, fabrics for games such as peek-a-boo, and jelly play)
- water play
- posting boxes
- stacking toys
- treasure baskets
- tubs for filling / emptying
- baskets, handbags, bags for 'carrying' items around
- soft cuddly toys to snuggle up to & engage in pretend play
- puzzles

- ride along / push along toys
- small slide
- balls
- small world such as trucks, cars, play people

Messy activities are undertaken at a low level so that all children can participate, even our youngest babies.

Equipment is on low-level accessible shelving and each play item has a 'home', thereby encouraging and supporting your child in tidying up after play. We encourage the children to take care of their environment and have respect for the things that they come into contact with. We provide a language rich environment, labelling objects/actions, building upon children's sentences, introducing new vocabulary and new experiences for them.

Early Years Practitioners will also interact at appropriate times to extend the children's play, posing problems for them to solve and introducing new language, concepts and ideas. They will help children negotiate with each other where there are disagreements and support them in developing social skills such as turn-taking, sharing, deferred gratification and expressing emotions in appropriate ways.

There is no such thing as 'Oh, they are just playing' as play is a very powerful medium through which children learn and rehearse the skills and knowledge that they need for the future.

We have a 'chill-out' area where children can go and rest, share a book with a friend, cuddle with a staff member or watch the world around them! We also have a black and white geometric area that is designed to stimulate your child and help them to make connections, encouraging further understanding.

Play can be messy so please do not send your child to nursery in their best clothing. Even with the use of aprons clothes will get dirty and may become stained from paint.

Adult-led activities

These are more structured and planned by staff to offer specific experiences to your child. Examples include:

- Lots and lots of singing, action songs, finger rhymes, nursery rhymes and more!
- Dancing to many different kinds of music
- Making music using many different musical instruments
- Ball games, which encourage non-mobile children to crawl and toddlers to develop balance and coordination.
- Bubbles, which encourage hand and eye coordination and also language.
- Taking the children on a local walk (using our triple pushchairs) to observe things in the natural environment and focus on shape, texture, smell, size, colour, changes that are occurring or just having a nap in the fresh air!
- Heuristic Play Baskets with lots of different objects for children to explore with all their senses
- Using chatter boxes to explore objects and encourage language development
- Soft Blocks to encourage physical skills
- Developing spatial awareness by introducing items such as tunnels and hula hoops, things that they can crawl under/over and climb in/out of.

You can see what specific activities are planned for your child by looking at the environment plan on the room notice board.

Outdoor play

Both child-initiated and adult-led structured activities are offered outdoors. We go out in most weathers (with the exception of severe fog, heavy sleet, heavy winds and storms) so please make sure that your child has appropriate clothing at nursery. A range of play equipment is available to encourage the development of large and small muscles, spatial awareness, balance and coordination. This includes:

- ride-on / push along toys
- balls (different sizes/textures)
- 'mud' kitchen! (minus mud!!)
- Small beanbags for throwing & hoops
- climbing equipment & slide
- pull out tunnels
- Simple see-saws
- Water-play including bathing the baby dolls!
- Bilibo's to encourage balance & strength
- Large soft play blocks for building & climbing on

Outdoors offers both open and canopied areas and has a child-safety surface installed to minimise the risk of injury. There is a small garden area where the children can explore their natural environment.

We ensure that even our youngest members have time outdoors regularly each day and all children are encouraged to use their large muscles and exercise their lungs and heart!

We have several triple pushchairs that enables us to take our little ones out on walks around campus.

Please note that if your child is not well enough to participate in outdoor play then they are not well enough to be at nursery.

Drop-off and collection

Both the Day Nursery & Playcentre open at 8am and close promptly at 6pm.

You may arrive 5-10 minutes before opening time to begin settling your child into nursery but please do not leave before 8am.

If you wish to chat with staff about your child's day, please make sure that you arrive to collect your child no later than 5.45pm. Staff also have dependents outside of the work setting and so are unable to remain on the premises after 6pm.

If you are going to be late collecting your child, it is important that you telephone us as soon as you can so the appropriate arrangements can be made until you arrive.

Please note that two members of staff are required to stay on the premises until you arrive and this may not be someone from your child's room.

There is also a late-collection fee that will be charged: current rates are £5 per child for every 15 minutes or part thereof. This fee is updated annually and changes will be highlighted in the Childcare Services Newsletter.

Certain times of the day can be very busy, with many parents and children arriving and departing within a

short space of time. For the safety and wellbeing of your child, please make sure that you let a staff member know that you are dropping off or collecting your child. Please do not assume that they are aware.

Early Years Practitioners will complete the register as you drop off / collect so we have an up-to-date record of who is on the premises at any given time.

It is important that you don't let anybody into the nursery that you don't know. If somebody tries to follow you in to the nursery and a staff member isn't present, please ask them to wait at the door and let a staff member know. This will help us to keep your child safe while in our care.

Where several parents are arriving or leaving at the same time, it may not be possible for staff to speak to you about your child's day: they still have to care for the remaining children and where the room is busy, time will be very limited. Please be patient and consider the needs of all the children present.

If there is something specific you wish to discuss, please call the nursery and book an appointment to see your child's key person or a manager.

Meals

We use the Nutmeg Recipe Analysis, Allergens and Menu Planner so that the diet we offer is balanced.

We provide a range of foodstuffs, some may be unfamiliar to your child. We encourage children to try different foods but do not force or put pressure on them to eat things. We offer Halal meat as an option and provide for certain diets (e.g., vegetarian / gluten free).

Please do not send any foodstuffs in with your child as we have some children with allergies and we need to monitor what these children access.

We have separate menu's for children under 1 year of age. All menus are circulated to parents by email.

For more information see our Feeding Young Children booklet.

You are required to provide formula powder for your baby. Please ensure this is unopened and in original packaging. We provide bottles however if you require a specific type of bottle/teet, please provide this.

Meals times: Breakfast: 8.30-9am Morning snack: 10am

Lunch: 11.30am, fresh fruit at 2pm if appropriate, Tea: 3pm Afternoon snack: 4.45pm

Drinking water is available at all times. We do not use 'bottles' (for milk) with children 1 year of age and over.

You will be emailed a copy of our menu plan which highlights what foodstuffs we will provide for your child. We are always looking for new foodstuff and recipe ideas so if you have a family favourite, please let us know.

Other information

Nursery pets

We have room pets - stuffed toys! We encourage the children to take the pets home at weekends and during the holidays and we hope you will record the adventures that your child and the pets have. Some parents provide photographs of the adventures, others write little stories – it's up to you! This helps make a bridge between home and the nursery and the children love taking the pets home with them. We display the adventures on our notice board.

Birthdays and celebrations

We celebrate birthdays and other special days (for example, your child's last day in nursery, and festivals such as Diwali, Chanukah, Christmas and Eid). For celebrations of birthdays, we provide a cake for your child to decorate with their friends.

Due to food hygiene regulations, we are unable to accept cakes purchased or made off our premises. You may wish to bring in little packets of sweets or treats that the staff will distribute on your behalf to the parents of the children, who can then decide if they would like their child to have the treat. Some children may have allergies or food intolerances and it is important that parents can make the decision as to what they will allow their child to eat.

If you are having a party for your child away from nursery and would like to invite their friends, we are happy to distribute party invites for you. Unfortunately we are unable to give out other people's contact details so please remember to put your own details on the invitations. Your child's key person will be happy to help you identify which children your child plays with regularly and considers to be friends.

Family patterns and lifestyles are varied and therefore we have 'special person days' rather than Mother's Day or Father's Day. This ensures that those children who have little or no contact with one of their parents do not feel left out in any way.

We celebrate a range of religious events during the year that all children will participate in. Early Years Practitioners plan this in advance and you will be given a special events sheet for your child so that you can identify the important celebrations for your family. The key person will then ensure that these are celebrated with your child at nursery. There are so many

different festivals it would be impossible for us to cover everything so we ensure that what we celebrate is age-appropriate and covers a range of cultures and religions. We always appreciate contributions from parents so if you are having a special celebration and would like to share this with us, please let us know.

Parental involvement

We welcome parental involvement so if you would like to come and play with your child at any time, please let us know. We do ask, however, that if your child is struggling with separating from you at drop-off time or is in the early stages of starting nursery (when it may be difficult for them to understand that you have come to nursery and are leaving again without them) that any visits are pre-planned so that staff are available to give your child the appropriate support.

English as an Additional Language

The children who attend our service may speak several languages. Sometimes children are new to the UK and have very little understanding and/or speak (expression) very little English. Please don't worry! Your child's key person will ask you to provide us with some key words in your child's first language and ask you to spell them both correctly and phonetically (as you sound them).

Children with English as an Additional Language (EAL) may take more time to settle into nursery as they have more things to familiarise themselves with. We will try to reflect your child's language and culture within our setting and may ask for your help in writing some labels in your first language for us to use in the environment. Our equipment aims to reflect the diversity in our social worlds and therefore there should be things that your child can identify with at nursery. It is important that your child retains their first language and therefore we recommend that you continue to use it with them.

Our environment is language-rich and we have a lot of experience working with children who have EAL. We find that understanding comes very quickly while expression (talking) may come a little later. If you have any concerns please discuss these with your child's key person or a manager. We have a very useful booklet for parents of children with EAL – ask us for a copy.

What your child will need

Personal bag

We advise you to provide a bag, small enough to fit on your child's coat peg at nursery, in which to keep your child's personal belongings.

Please do not use plastic bags as this poses a health and safety risk. If there are any letters to go home we will also put these in your child's bag, so please make sure you check it regularly.

Change of clothing

Children can get into a mess for many reasons. Please provide spare clothes (including socks and vests) for your child. If we need to change your child during the day, we will put the dirty clothes in your child's bag for you to take home. In winter your child will need:

- a warm waterproof coat
- hat, scarf and mittens
- a good pair of wellies!

We will take children outdoors in a variety of weather conditions so please ensure you have provided clothing that will enable your child to play comfortably.

In summer your child will need:

- a sun hat (preferably one with a flap at the back that covers their neck area)
- sun cream
- appropriate lightweight clothing

English weather is unpredictable and so we advise that the items above are provided to nursery to use year round. Please label your child's belongings to avoid mix-ups as children often 'share' things and remove items such as shoes.

Comforters

Comforters (eg, a teddy or favourite blanket) often help children when they are settling into nursery or at specific times (eg, sleep time). If your child has a comforter, please discuss this with your child's key person. Please note that apart from comforters we do not encourage children (or parents) to bring in toys from home. All our

equipment is vetted to ensure that appropriate safety standards are met and that toys are age-appropriate. If your child does bring a toy into nursery we will ask you to take it away with you and this can be quite upsetting for your child. We also cannot accept any responsibility for the safe-keeping of such items.

Personal hygiene

If your child is still using nappies — cloth or disposable — please provide us with a supply. Please discuss any requirements with your child's key person. We use disposable cloths and water to wash children during nappy changing. If you'd prefer us to use wipes, please provide them and let your child's key person know your preference. If you'd like us to use a barrier cream on your child please provide it and let your child's key person know. Early Years Practitioners will let you know when you need to bring in further supplies. In emergencies we do have nursery disposable nappies; however, these are very expensive (you will be charged for each nappy we use) and so providing a continual supply is much cheaper for you. Unfortunately, we don't have any disposable wipes or barrier creams.

Personal Care:

If your child has any specific care needs this will be discussed during the transition visits and your child's personal care plan will reflect your child's individual needs



Policies and procedures

A copy of all Childcare Services' policies and procedures are kept in the Policy and Procedure Guide in the main hallway. We will provide a free copy of any policy on request. Below are some of the areas that may affect you and your child.

Administration of medication

Your child may need medication on a regular or occasional basis. For ongoing medication your child will have an individual medication plan (IMP) that will provide us with all the information we require to meet your child's needs.

Where medication may be invasive (such as an EpiPen) our staff will be trained by a relevant professional to ensure that we are all able to follow your child's IMP. You will be asked to complete an open administration of medication consent form and contribute to the development of the IMP and reviews. We may ask you for further information from those professionals involved with your child; for example, a hospital treatment plan.

Where your child needs medication occasionally, such as treatment for an ear infection, we will ask you to complete an administration of medication form for each medication. If you give your child any medication before bringing them to nursery, including over-the-counter medication, please let staff know. It is important that you discuss with your child's key person any specific medication needs your child has. We will discuss with you if you wish to provide an unopened bottle of paracetamol suspension / teething gel for us to use, however you would need to complete an open consent form and we would contact you before administering any medication.

Accidents

If a child has an accident at nursery, even a minor one, we provide you with a written accident form, completed by somebody who witnessed the accident, when you collect your child. You will be asked to read the accident form and sign to confirm you have been informed about the accident.

We have previous incident forms for you to complete when dropping off your child if they have had an

accident away from nursery. This ensures that we all have the necessary information to ensure the health, safety and wellbeing of your child.

If an accident results in a more serious injury (for example, a cut above the eye or biting through the lip) or a bump to the head we will telephone you.

If there is a very serious accident we will call for medical assistance and let you know. It is important you ensure our contact numbers for you are up to date and a parent is contactable at all times.

Illness

If your child is unwell do not bring them to nursery. If your child has diarrhoea and/or vomiting, they can return to nursery after 48 hours without symptoms.

Sometimes children don't seem themselves with no specific signs of illness and you think that they will cope with nursery. However, if your child is unable to cope at nursery we will contact you to take your child home. Some children cope better with minor illness than others.

Where your child has a fever, is sneezing a lot and/or is not coping, please do not bring them to nursery. Where children have a fever we will ask you to collect your child from nursery and will continue to monitor them until you arrive. You will be asked to keep your child away from nursery until they are able to maintain their own normal body temperature without the use of medication. Where your child is distressed or in pain you may ask us to give them some paracetamol suspension that you have already provided us with however you will still need to collect your child from nursery. We cannot give paracetamol for a fever alone (NICE guidelines).

In the event of a specific illness outbreak we will seek advice from Public Health England. Please remember that we have a duty to protect the health of all the children and while we understand that you may have work or study commitments, the nursery day is demanding and does not offer a suitable environment for an ill child. Likewise, we try to keep the nursery as hygienic as possible and when children are brought into nursery who are unwell, illnesses can spread very quickly in a group environment such as ours.

Allergies and special diets

We cater for most dietary needs and you will be asked to complete an AI-1 to identify any special dietary needs your child has, whether they are related to an allergy, food intolerance, religion or preferences (for example, vegetarian). If your child has special requirements you will be asked to complete an AI-2 and/or AI-3 form that will provide us with further details so that we can ensure your child's dietary needs are met.

For children with moderate to severe allergies we will do a full risk assessment and IMP to ensure that we minimise the risk of your child being exposed to anything that may trigger an allergic reaction. When your child starts nursery, you will be given a booklet about our food and drink policy. Please keep us informed of any changes to your child's dietary needs.

Child protection

We have a duty to safeguard all the children in our care and take this responsibility seriously. Staff are fully trained in safeguarding and complete a refresher course every three years. Where we have concern about a child we will refer this to the appropriate authorities.

We have a number of policies and procedures designed to ensure that your child is safe in our care. Staff are not allowed mobile telephones in areas where children are present and are allowed only to use nursery cameras to photograph children at play. We have strict guidelines about how these images can be used and staff are fully trained in safeguarding. We ask that you do not use your mobile phone in any of the indoor or outdoor play areas or bathrooms. If you have any concerns about your child or another child, let us know.

Special educational needs

We have a duty to ensure that all children can access our services and get the most from their time with us. We work closely with the local education authority to identify special needs & disabilities, and to ensure that we tailor our service to meet those needs. If you have any concerns about your child's development please discuss these with your child's key person or our Special Educational Needs Coordinator. If we have any concerns about a child's development, we will discuss these with you in the first instance and work with you to give your child the best possible start.

Behaviour

We have a positive behaviour policy in operation where the emphasis is on rewarding positive behaviour and enhancing a child's self-esteem. The managing of children's behaviour is always consistent and applicable to their level of development and understanding. We work closely with our youngest members to help them understand their emotions and ways of expressing this. The word 'no' is never used without an explanation.

Developing an understanding of the needs of others and learning how to control impulses is central to our approach. We avoid using words like 'silly' and 'naughty' as this does little to support a child's growing understanding of social rules. We focus on the behaviour as being unacceptable rather than on the child's sense of self. For very young children, we will use distraction and it is only if a specific behaviour gives cause for concern (for example, biting other children regularly) that we would discuss with you how this should be approached. We use observation to see what may be triggering this behaviour and set up a behaviour plan that will support your child while they go through the transition and at the same time, keep other children safe. We emphasise personal, social and emotional development with our little ones and support their developing understanding of social skills such as turn taking, sharing and patience!

The above is an overview of a few of our policies. It takes us between three and six months to fully induct a new staff member and we ensure that they are fully up to speed with our policies and procedures and have been assessed to be competent before they are left alone with children.

If you have any feedback please contact us.



Safety and security

We realise it can be difficult to leave your child. We take our responsibility seriously and have a large number of measures to ensure your child is safe. These include:

- conducting risk assessments and regular reviews
- controlled door entry to stop unauthorised persons entering the building
- weekly testing of fire alarms and regular fire drills
- regular testing of smoke detectors and servicing of fire equipment and alarms
- escorting all visitors at all times
- completing registers for children on entry and leaving and checking them during transitions (for example, from outdoors to indoors)
- panic alarms located in the building and directly connected to security
- vetting of staff (for example, enhanced disclosure and barring (DBS) checks, verification of identity, minimum of two references, qualification check, occupational health check)
- ensuring that all staff are trained in paediatric first aid, have level two food hygiene certificates, level two health and safety certificates & food allergy awareness training
- purchasing equipment designed specifically for young children from reputable specialist suppliers

The list is by no means exhaustive and we continuously look for ways to improve our service to you and your child. Please let us know if you have any concerns or feedback.

Final word

We want the Day Nursery & Playcentre to be fun and exciting places for you and your precious little one and for each day to be the best it can be. We appreciate your support and offer many opportunities for you to join in with us and help shape our service. We have a regular newsletter and your contributions to this are very welcome, whether you have found a great place for a day out, have a recipe that your child loves or an amazing book that your child just will not leave alone!

We carry out customer surveys every two years and really appreciate the time you take to complete these. They give us the most accurate picture of what you think about our service and help us identify any areas we need to improve. We also organise special events and fun days and are always grateful for your help and support.

If you have any concerns or queries or if you wish to comment on the service you can email us, chat with your child's key person or discuss them with a manager. Your views do count....

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.

Childcare Services Senior Administrators:
t: +44(0)115 951 5222
e: childcareservices@nottingham.ac.uk

The University of Nottingham Day Nursery
(Hedgehogs and Squirrels)
University Park
Nottingham
NG7 2RD
t: +44 (0)115 951 5222
e: childcareservices@nottingham.ac.uk

The University of Nottingham Playcentre
(Friendly Foresters)
Lenton Fields,
University Park
Nottingham
NG7 2RD
t: +44 (0)115 951 4798
e: childcareservices@nottingham.ac.uk

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