



Frequently Asked Questions

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About The Nurtury

The Nurtury Day Nursery and Pre-School is a new nursery that provides an exciting and nurturing environment where children can learn through play.

We firmly believe that every child deserves the best possible start in life. Research shows that a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important but good parenting and high-quality early learning together provide the foundation needed for children to fulfil their potential.

The Nurtury has 4 rooms, each one devoted to caring for a specific age group and developmental stage. Children move rooms as and when they are developmentally ready, allowing flexibility in this structure.

What are your opening hours?

Our standard day across the nursery is 8.00 am till 6.00 pm. However, we do offer 30 minutes on either side of this which is payable on a pay as you go basis to give our parents increased flexibility.

How do I enquire about a place at The Nurtury?

In order to register your child at The Nurtury, please send an enquiry form via the 'Get in touch' button on our site. The manager will then book you in for an introductory call to talk through your requirements and availability. We will need to know certain information about your child, including date of birth, medical issues, the month and year that you would like them to start and the number of days per week you would like them to attend. Once your place has been secured we will require a copy of your child's birth certificate.

Can I choose to bring my child in later, or pick-up earlier, than the standard nursery hours?

Your plan will cover the standard nursery hours, but if you need to bring your child in a little later or would like to start your weekend a little earlier or extend it, then that's absolutely fine! Please do remember to let your key person know.

Can I book a show around to view the nursery?

Yes of course, please contact us to book a viewing. We do ask where possible to provide 24hrs notice, however, we try to remain flexible where we can.

Do you operate a waiting list?

If a place is not immediately available for you, you can join our waiting list. You will be required to pay a registration fee of £75. Once your payment has been received you will be sent an email confirming that you are on the waiting list.

How is availability assessed

Availability is assessed on a termly basis, taking in to account any leavers or room moves. We will update you termly and inform you if a place becomes available. Your child will remain on the waiting list until a place becomes available. However, we will work with you and appreciate you may have a preferred/requested start date.

Joining The Nurtury

At what age can my child join the Nurtury?

Babies can join The Nurtury from when they turn 3 months old, all the way up until they're ready to start primary school.

Once my days at The Nurtury are confirmed, am I able to swap a day?

Subject to availability, you can purchase extra ad hoc days at the standard daily rate. Ad hoc days can be booked a maximum of two weeks before the requested date.

Do you offer half-day sessions?

We offer 4 half day sessions as a minimum; we understand that some parents require the flexibility of half day sessions. However, we feel that full days are far more beneficial to a child's education – children spend mornings taking part in learning experiences which can then be extended in the afternoon. Please refer to our feesheet for more details.

Why do you have a minimum number of attendance sessions per week?

We deliberately choose not to offer a crèche or babysitting style Nursery. As such all children must meet our minimum attendance requirements. We also believe it is important to keep the integrity of our core values which is centred around providing the highest levels of education provided by our qualified and experienced nursery staff.

Fees

What do The Nurtury fees cover?

Everything your child needs throughout the day, meals, snacks, formula for infants, nappies wipes and sun cream.

When are my nursery fees due?

Fees are due in advance, with invoices issued mid-month for the following month. Unfortunately, there can be no refunds for sickness or holidays. Fees are calculated based on the 51 weeks of the year that The Nurtury is open, averaged into 12 monthly payments. Bank / public holidays and INSET days are payable in full.

The Nurtury is closed between Christmas and New Year – please note you will not be charged for this period. Fees are reviewed yearly and are calculated based on the previous year's running cost.

If I need to use the extended half an hour, how will I be billed for this?

We offer an extra half-hour of flexibility either side of our core times for an additional £5 per AM/PM session. If possible we ask that you provide 24 hours notice of this, but of course, we understand if you're running late due to overrunning commitments, and as such we'd just ask you to let us know you'd be dropping off earlier/picking up later as early as possible.

Are there any registration fees?

You will be required to pay a registration fee of £75. Once you have accepted a place, the registration fee will become a non-refundable joining fee. You will also be asked to pay a £250 holding deposit, which will be deducted from the final invoice that you receive from us. If you decide to leave the waiting list your registration fee will not be refunded.

Will there be a fee increase?

Fee increases are calculated each year and are based on the previous year's running costs. You will receive 2 months' notice of any changes to our terms and conditions, including any fee increases. Please see the fees sheet for more information.

Will I be charged when I'm on holiday?

Yes, unfortunately there can be no refunds for sickness or holidays. Our fees are calculated based on the 51 weeks of the year that The Nurtury is open, averaged into 12 monthly payments.

Funding

What does 'Stretched Funding' mean?

'Stretching' your child's funded hours means your child can benefit from attending the nursery all year round without the need for you to purchase additional childcare during the school holidays.

What is Universal 15 hours funding?

The first 15 hours (or 11.2 stretched funded hours in our case) is a universal right to funded childcare for all 3 and 4 year old children. It doesn't matter how much you earn, as your child is entitled to receive this level of funded childcare each week over a 38 week funding term (this provides a total of 570 funded hours).

Please note that as a Nursery:

We operate for 51 weeks of the year and it is our policy to "stretch" all funded hours over the 51 weeks per year that we operate. As such parents receiving Universal 15 hours per week funding over the 38 week term (or 570 funded hours in total) will have their funded hours "stretched" over 51 weeks of the year resulting in 11.2 funded hours being provided per week over the full year. Our all-inclusive Wraparound Fee structure takes the information provided in the point above into account and includes any additional care costs associated with morning, afternoon or full day sessions booked.

What is the Extended 30 hours Funding Entitlement?

The Extended 30 hours Funding Entitlement is an additional 15 funded hours childcare provided by the local authority in addition to the Universal 15 hour funding that is available to every 3 or 4 year old. The Extended funded hours are Means Tested and Eligibility Codes are provided to those families qualifying to receive it. It is available to children aged 3 or 4 years of age. Please find more information on the government website <https://www.childcarechoices.gov.uk>

Who will be eligible to receive the Extended Entitlement Funding?

The local authority's Achieving for Children (AfC) Department advise that the extra funded hours will be made available to families where both parents (or the sole parent in a lone parent family):
are working and earn on average a weekly minimum amount equivalent to working 16 hours at either National Minimum Wage (NMW) or National Living Wage (NLW) have an income of less than £100,000 each per year live in England (parents who are non-EEA nationals must have recourse to public funds to qualify)

- You may still be eligible to apply for this funding if you or your partner:
 - are taking paid time off work, such as maternity leave, paternity leave or sick leave
 - are temporarily away from England for a period of up to 6 months, such as on military duty
- You can also apply for this funding if either you or your partner are employed or self-employed and one of you gets one or more of the following benefits:
 - contribution-based Employment and Support Allowance
 - Carer's Allowance
 - Incapacity Benefit or long-term Incapacity Benefit
 - Severe Disablement Allowance
 - National Insurance credits because of incapacity or limited capability for work
- you've been assessed as having limited capability for work for Universal Credit purposes

How is the Extended Funding Entitlement different to the Universal Funded 15 hours per week funding?

The first 15 hours (or 11.2 stretched funded hours in our case) is a universal right to funded childcare for all 3 and 4 year old children. It doesn't matter how much you earn, as your child is entitled to receive this level of funded childcare each week over a 38 week term (this provides a total of 570 funded hours). The Extended Funding Entitlement is available to parents who qualify for additional funding support (as per question 2) and provides an additional 15 hours funding per week.

Please note that, as a Nursery:

We operate for 51 weeks of the year and it is our policy to "stretch" all funded hours over the 51 weeks per year that we operate. As such parents receiving Universal 15 hours per week funding over the 38 week term (or 570 funded hours in total) will have their funded hours "stretched" over 51 weeks of the year resulting in 11.2 funded hours being provided per week over the full year and parents receiving the Extended 30 hours of funding over the 38 week funding term (or 1140 funded hours in total) will have their funded hours "stretched" over 51 weeks of the year resulting in 22.4 funded hours being provided per week over the full year.

Our all-inclusive Wraparound Fee structure takes the information provided above into account and includes any additional care costs associated with morning, afternoon or full day sessions booked.

What is Means Testing?

The Local Authority is required to check a few basic eligibility requirements. Once approved the Local Authority will provide you with your Eligibility Code, which in turn you need to provide to us to enter into the local authority care providers portal.

Why do I need to get my own code for eligibility with my National Insurance number. Why do I need to check it every term?

You must get your code from the Local Authority's Achieving for Children Department. This code is linked to your own personal earnings and as such we cannot obtain the Eligibility Code on your behalf.

It is really important that you have this code and send it to us well before your invoice is raised as we may not be able to claim back the funding for reasons out of our control. In such cases you will be charged the full amount of monthly Nursery Fees as per our Fees List. You are required by Lewisham Council to obtain your Eligibility Code at the start of every local authority funding "term".

What are the local authority funding term dates?

1 September – 31 December – You need to get your code to us well before 31 August. 1

January – 31 March – You need to get your code to us well before 21st December. 1

April – 31 August – You need to get your code to us well before 31st March.

Do you offer places for the Extended 30 hours per week funding?

Yes, subject to our overall availability.

What is your 30 hours admission policy?

Our Admissions and Waiting List Policy can be obtained from the Nursery directly by:

Email: info@thenurturelondon.co.uk

Tel: 020 3149 0549

Are there minimum sessions requirements to access 30 Hours Extended Funding?

To access the 30 hours funding offer your child needs to attend Nursery for a minimum of 6 sessions (or 3 full days) per week.

What happens if we are no longer eligible for 30 hours?

If you fall out of eligibility for the 30 hours funded childcare you will be required to pay the Nursery fees in full. There is a grace period available from HMRC for the funding so if you fall out of funding during a "funding term" you will be funded until the start of the next funding term. For example, you fall out of funding on 5th January your child will be funded until the end of the funding term on 31st of March. At the end of the grace period you can amend your child's sessions if required. However, as per the terms and conditions, you will need to provide the Nursery with 1 month's notice of any changes required in either the days or sessions attendance.

Can we supply our own lunch?

We cannot accept lunches from home due to allergy contamination, additional preparatory requirement and fairness when children eat together. Our Nursery Chef provides healthy and nutritious meals for a very wide variety of dietary requirements – please speak to your child's Key Worker or the Nursery Manager for more details.

My child has just turned 3 yesterday, Can I get my funded childcare?

Eligibility for funded childcare starts the "term" after your child's 3rd birthday. For example, if your child's birth- day is 13 January, eligibility for funding will commence with the local authority's Summer Term dates.

We didn't obtain our Eligibility Code in time. Why have I been sent a Fees invoice?

It is your responsibility to obtain your Eligibility Code and provide it to us in good time ahead of the local authority funding term dates. If you did not provide the Nursery with this Code then we are unable to claim any funding from the local authority and therefore you will be charged the standard Nursery Fees for your child's attendance.

Can I split my Funded Hours over 2 Nursery Settings?

Yes this is possible. However we do not recommend this as consistency is a key requirement for your child's development. In addition, please remember that access to any funding requires your child attending Nursery for a minimum number of days. Please note that sharing of your funded hours is your responsibility. If for any reason we are unable to claim the funded hours back from the local authority then we reserve the right to invoice you in full for the time attended.

When can my child start claiming the 3 & 4 year funding?

3-year-olds will be able to start a funded nursery place in the September, January or April following their third birthday. Their birthday must be before 31st March for funding from Summer Term (April), 31st August for Autumn Term (September) & 31st December for Spring Term (January).

Do you accept childcare vouchers?

For those still receiving childcare vouchers, we still accept all major providers. If you are unable to find us with your provider it is likely because we are not set up with that provider but we are always happy to do so. Contact the nursery manager who will have this set up for you.

Do you accept tax-free childcare?

We accept tax-free childcare as a payment method at all of our settings. You will first need to apply for tax-free childcare <https://www.gov.uk/tax-free-childcare>. Once set up, you can find your setting by searching for the postcode or the Ofsted registration number. Once paired with the nursery, you can pay your invoices using the tax-free childcare system – either full or partial payments of your invoice are possible.

Placement Allocation

How are places allocated?

Places are offered in the following order of priority:

- 1) A child who is currently at nursery with us, wishing to increase sessions
- 2) A child with a sibling already at the nursery
- 3) The date of registration for the waiting list.

You will be contacted based on whether there is a match between the days available and your stated preferences. If you don't take the offered days, please note that your child will remain on the waitlist until your preferred days are available.

Please note: even though The Nurtury offers a sibling priority on the waiting list, we still require parents to register their younger siblings as early as possible. We cannot always guarantee a place, though try our best to accommodate everyone.

What happens when I'm given a nursery place offer?

Once you have received your offer letter we ask that you agree to that letter and these terms and conditions by e-signing the parent/guardian agreement. You will also be asked to pay the £250 holding deposit.

When you are offered a place, you will be given two days to accept the place; otherwise, we will offer it to the next person on our waiting list.

Upon receipt of your acceptance fee and signed parent/guardian agreement, we will confirm if your sessions are secure. At this point, a contract will be formed between us and you, whereby you will be committed to the terms of the offer letter, the parent/guardian agreement, these terms and conditions and the policy documents on our website.

We will be in touch ahead of your child's start date to set up a convenient time to schedule settling in days, which usually take place over 3 sessions in the week prior to the agreed start date. There is no charge for the settling in sessions.

Do you offer any discounts?

There is a discount if you have two or more siblings in The Nurtury at the same time. The discount is applied to the child with fewer sessions, or to the oldest child if an equal number of sessions.

This discount applies for as long as you have two or more children with us.

We offer a 7% sibling discount and a 7.5% full time discount.

Settling In

What is the settling in process?

The settling in process begins with a meet the family session, where you'll meet your child's key person. So that they can learn everything about you and your child – particularly the things that might enable them to settle quickly into nursery. This will take approximately 30-40 minutes. Beyond that, you will have three settles at the Nurtury.

The first session is 1hr and you'll attend with your child to settle them in to the nursery environment. The second is 1hr 30 min and you'll be able to leave and get a coffee after settling your child in – they'll spend the rest of their settle in the room getting to know their key person. The final settle is 2 hrs, and you'll leave your child for the full duration of this. Don't worry – the children quickly get used to you saying goodbye. By this point we find that children feel settled and smoothly transition into nursery life when they start with us.

How many children does one Key Person have?

We keep our key groups as small as possible and always plan them in line with children's attendance to ensure that every child has the best experience with their Key Person. Nearer your start date we'll be able to update you as we'll have a clearer view on attendance and patterns.

Education

Your website says you take influence from The Curiosity Approach. What is that?

The clue is in the name – to ignite a child's natural curiosity to explore the world around them.

Instead of directing children and telling them what to do, the curiosity approach is based on child-led learning. Therefore, children make their own choices and figure things out for themselves which leads to enhanced confidence, critical thinking, and problem-solving skills.

The approach draws ideas from other philosophies of early education including Reggio Emilia, Montessori, Pikler, and Steiner. It aims to create children who are 'thinkers and doers' instead of passive learners who simply follow the direction of an adult. By creating active learners, children are more engaged in their environment and have a lot more fun. They are in charge of their own development and choose activities which play to their own interests.

What is the EYFS?

The Early Years Foundation Stage (EYFS) sets standards for the learning, development and care of your child from birth to 5 years. All OFSTED registered early years providers and schools must follow the EYFS. There are seven areas of Learning and Development within EYFS. Whilst all are important and inter-connected, the framework splits learning into three prime areas and four specific areas. Please refer to the parent brochure for more information.

Outdoor Learning

What do children learn outdoors?

Outdoor learning is essential to child development and can be hard to come by – particularly in the city. The Nurtury has an amazing outdoor area that provides the children with opportunities to take part in an array of stimulating activities including and play, water play, planting, growing and digging.

Physical health

Our outdoor spaces are designed just as imaginatively as our indoor ones, providing the perfect backdrop to inspire activities such as climbing, balancing, riding, playing ball games and completing obstacle courses.

Environmentalism

We encourage our children from a young age to take a keen interest in the environment. Many of our outdoor areas include planting stations and vegetable patches, where children learn to care for their world, and even grow their own food.

The natural world is a core part of our learning and children regularly conduct scientific investigations into seasonal patterns, weather and the many changes that can be observed in the world around us. We learn all about plants and other living creatures with activities such as building bug hotels and collecting natural materials, plus some skills like cooking outdoors and den building.

Tracking Progress

How will I know my child is on track with their learning?

We use a platform app called Famly, which we upload observations to regularly along with a daily picture of your child and what they've been up to at nursery, plus news and announcements. Every term a child's progress is assessed against EYFS and updated on Famly. We also add 'next steps' for each child in line with the curriculum, so you can see what your child's learning goals are. More information can be found on <https://help.famly.co/en/articles/4915100-parents-welcome-video-guide>.

Do you test the children?

We informally observe the children (including a Baseline Assessment), with termly assessments and twice-an- nual parents evenings. We will complete a 2 Year Check, and we also have a Before School assessment which ensures a smooth transition from nursery to school.

How will I know my child's assessment results?

Children's results will be shared on the Famly app.

How often are your parents evenings?

They are held twice a year, in Autumn and Spring. These are a more formal way for parents to receive updates about children's progress and time at nursery.

How much time will my child spend outside?

All children will spend time outdoors every day, as we really encourage outdoor learning, but will depend on what the children are learning that week and the weather conditions. We take children outside in all weather conditions, as long as it is safe to do so.

What will my child be learning outside?

We cover the seven areas of learning by doing plenty of different activities outside, including physical activities, games, planting and learning about the local community.

Structure of the Day

What does a typical day look like?

A typical day is 8-6pm, though this can be extended by a half an hour each way. Breakfast is from 8-9am, lunch 11.30am and dinner 4pm, with morning and afternoon snacks. Babies nap a few times a day, depending on their home sleep pattern and older children usually nap after lunch until they stop napping during their preschool years. In the mornings and afternoons children will be engaged in a balance of purposeful play and educator inspired experiences and spending lots of time outdoors.

How will I know what my child has been up to during the day?

You'll be met by either your key person or one of your child's key team at the end of each day, and they will run you through all of the activities and exciting developments of the day. Our nursery app, Family, enables you to login remotely and check out your child's learning journey, to see the different experiences your child is having and the next steps they are working towards. We'll also post a picture a day to your news feed so that your whole family can see what they've been up to!

Food

What meals will my child have at The Nurtury?

We always provide healthy, balanced and nutritious meals. This includes the right nutrients needed to support growth, development, health and wellbeing. Our menus offer the right energy and calories for children appropriate for their age. We have a different menu for spring, summer, autumn and winter which will rotate every three weeks. Menus are available on request. We accommodate all diets & special requirements, offering a balanced mix of plant-based and sustainably sourced meat & fish dishes. We supplement this with healthy snacks twice a day, in the morning and afternoon. Children are provided with a wide range of different fruits and vegetables. Fresh drinking water is provided at all times throughout the nursery day.

How regular are your food deliveries?

Food deliveries occur regularly throughout the week as we only cook with fresh, natural ingredients.

Is The Nurtury a nut free zone?

We cannot guarantee that our nurseries are completely free of any specific allergens. However, we have specific processes in place to ensure that a child with a diagnosed allergy is not exposed to their allergen. It is worth noting that we do not use nuts in our menus and we do ask parents and team members not to bring nuts into the nursery. However, many foods are labelled as having 'traces of nuts'. Any ingredients with these warnings can be used in the nursery unless a risk assessment specific to a particular child indicates otherwise.

Do your menus include things like eggs which some children might be allergic to?

Our menus do contain allergens as the NHS guidance is that all allergens should be introduced regularly from 6 months and that delaying the introduction of allergens can increase the risk of developing an allergy. We do, however, have processes in place to ensure that a child with a diagnosed allergy is not exposed to their allergen.

My child has an allergy, how will you cater for this?

As soon as you sign up, your child's allergy information is given to our chefs and flagged on your child's Family profile. We use colour coded allergy bowls and every room has allergy information on the walls for the team to see. If your child has a severe allergy, it is crucial that you let us know as soon as possible so that we can arrange a meeting with the senior management, kitchen and your key person to make an action plan and offer staff training.

My child is a fussy eater, what will happen if he/she doesn't eat?

If a child refuses to eat what is being served, we will always offer an alternative, but we will first persist in encouraging them to try new foods. Children often need to try new foods up to ten times before they become accustomed to the change in taste & texture, so don't be disheartened if it takes a bit of time. We repeat & rotate dishes on the menu in order to speed this process up and establish familiarity.

Do you offer vegetarian or vegan menus?

Yes, we are able to accommodate any diet at The Nurtury.

I'm still breastfeeding, how will this work?

This is up to you; you can either express to bottles that our educators will give to your baby or pop back in throughout the day to feed your child in the parent meeting room.

Do you support the weaning process?

Yes, we will follow either baby-led weaning, spoon-fed weaning or a combination approach. We will follow your lead from home and we will work together on weaning!

Sleep

Where will my child sleep?

Your child will sleep in a cosy area on their own mattress. They will have their own Baby Mori sleeping bag or a blanket and any comforter that you have brought in from home to make nap time as cosy and comfortable as possible.

Our current nap times don't match with your timetable, what should I do?

At your meet the family session, your child's key person will take down all of the details about your child's nap routine. When they start at nursery we will follow this routine, though we do tend to find that children gradually transition to follow the pattern of their peers (though there isn't a time pressure for this.)

Nappies and Potty Training

I'm still breastfeeding, how will this work?

Nappies and Potty Training

My child still wears nappies, do I need to provide these?

No, we provide everything needed. If you would prefer to use a certain brand or reusable nappy then please feel free to bring these in.

I use reusable nappies at home – can I bring these into nursery?

Absolutely – if you'd prefer us to use reusable nappies, you'll just need to bring these in and then take them home to be washed once used.

I am keen to toilet train my child, how will you support this transition?

We will follow what you do at home and work with you on the potty training process. You can bring your own potty or are welcome to use ours. We will offer advice on how we can work together to toilet train your child.

Do we need to bring spare clothes?

We ask that parents bring in at least two changes of clothes and some indoor and outdoor shoes.

Keeping the Children Safe

Do you have CCTV? Can I view it remotely?

The Nurtury has been fitted with CCTV technology in every room and outdoors to keep our children and team safe. In order to keep this secure, we do not allow this to be viewed remotely due to the risks this poses.

What happens if I don't pick up at before the nursery closes?

We set our opening and closing times based on feedback from our parents and as such it's exceptionally rare that a child will be at The Nurtury after closing. If you are running late and it looks likely that this will be the case for you, we just ask that you give us a call and let us know at the earliest possible instance. We would only escalate & start following our late collection policy if we hadn't yet heard from you.

Do children wear shoes at nursery & do visitors have to remove footwear?

Our baby rooms are shoe-free zones, but shoes are allowed in all other areas of the nursery.

How often is the nursery cleaned & by who?

We employ our own cleaners and the nursery space are cleaned every day.

What checks do you carry out to make sure that staff at The Nurtury are suitable to work with children?

As set out in the Early Years Foundation Stage (EYFS), a safe recruitment process must be followed when recruiting adults to work for their provision. Background checks are carried out on all new employees, and that they have appropriate references, qualifications, knowledge and experience for their role.

Leaving The Nurtury

I've accepted my place – what if I change my mind?

You have a legal right to change your mind within 14 days and receive a refund after we have received your deposit and signed parent/guardian agreement. After the 14 day period, our standard cancellation policy will apply.

What notice do I need to give to leave my place at the nursery?

Serving notice once your child has started at The Nurtury: We require 2 months notice, which means that your contract with the nursery will not end until 2 calendar months after the day on which you contact us to cancel your child's place. You will be responsible for paying the fees during that time. All outstanding fees remaining will need to be paid in full.

My child is leaving for school, do I need to give any notice?

For children in their final year with us before leaving for a reception class, we assume that your child's last day will be at the end of August (31st August or the last scheduled session prior to that date) unless you inform us otherwise.

If you have any further queries about the running of The Nurtury, please do not hesitate to contact the Nursery Manager.

info@thenurturylondon.co.uk

020 3149 0549



The
NURTURY
Day Nursery & Pre-School