



**CC's Nursery**  
only the best for your child

## CC's Nursery

### Parents' Handbook 2025

Opening Times: 8:00 am – 6:00 pm

St Michael's at Bowes Church, Palmerstone Road, N22 8QX

Website: [www.ccsnursery.co.uk](http://www.ccsnursery.co.uk)

Email: [ccsnursery@hotmail.co.uk](mailto:ccsnursery@hotmail.co.uk) / [office@ccsnursery.co.uk](mailto:office@ccsnursery.co.uk)

Phone: 020 8881 3339

# **Welcome to CC's Nursery**

Dear Parent,

Welcome to CC's Nursery.

We recognise choosing the right nursery for your little one is extremely important and so we are so pleased that you have decided to entrust your child with us. At CC's nursery we aim to promote a caring environment through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child to enable them to maximise their potential within a caring, stimulating, and homely environment.

This Parent Handbook is designed as a reference book to provide you with the essential information relating to your child's time within the nursery. We hope you find it useful but recognise that this is no substitute for getting first-hand information from one of our team, including: the key worker, deputy manager or myself. Please feel free to arrange a meeting to discuss any questions you may have.

We look forward to building a strong and positive relationship with you and your family.

**Amanda Marcel**

CC's Nursery Manager

## About CC's Nursery and Mission statement

We pride ourselves in providing high quality nursery day care and being very inclusive, where every child matters, meeting the individual needs of both children and parents, and enabling children to reach their full potential.

What children experience in nursery can create strong and lasting foundations on which to build in later life, so we believe it is essential that the first experiences at CC's Nursery are both enjoyable and of the highest quality.

CC's Nursery is carefully designed to ensure that the children's needs are met, in a safe, secure, and comfortable environment, with a positive creative atmosphere. We ensure children have fun whilst in an educational and developmental manner.

The nursery has been designed to replicate the wonderful, home from home environment which, in our experience, helps very young children to thrive and achieve.

CC's nursery strongly believes in equality. We offer multi-cultural childcare as a great opportunity for the children to learn and respect different origins, cultures, and beliefs.

We are OFSTED registered for children from 3 months to 5yrs

Our team of staff are highly regarded and respect the views of parents/carers and children.

☑ We will always treat you and your child with respect and courtesy.

☑ We will promote good relationships between parents/carers and the staff, respecting and valuing your view as the prime carer of your child, and involving you in all discussions about your child.

☑ We will hold regular meetings to discuss your child's progress with you and any involved professionals.

☑ We will respect and pay due regard to each child's individual needs taking into account their race, gender, ethnicity, language and disability.

☑ We will provide surroundings where every child feels confident, secure and valued as an individual.

## Settling In

At CC's Nursery we want children to feel safe and happy within our setting as well as feel secure and comfortable with staff. We also want you as parents to have confidence in both your child's wellbeing and your role as an active partner within our setting. At CC's Nursery we aim to be flexible with our daily routine and as far as possible cater to individuals needs.

Our Aims:

- ☐ To make the setting a welcoming space for your child
- ☐ To create a secure relationship for your child within our setting.
- ☐ To make the setting a place where your child can settle in quickly and comfortably.

To support you and your child when settling, the nursery manager will contact you before your child's start date to arrange a convenient time for the first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit.

Younger children might take longer to settle, as will children who have not previously spent time away from home. Children who have had a period of absence for whatever reason may need to be re-settled.

During in sessions, Your child's key person will discuss with you your child's needs, likes, last dislikes, Favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling in process.

We will also discuss with you our documented policies and procedures an answer any questions that you may have.

When you leave your child, we ask that you say goodbye, fully explain to them that you will be coming back later, and let them know when you'll be back. (Such as saying, 'Mummy will be back after you eat lunch').

Within six weeks of starting we will discuss with you our initial observations of your child. An initial observation form will then be filled out by your child's key person and be given to you to read at home, the initial observation form will act as a means to help us adequately plan for the needs of your child.

## Key person system

Children thrive from a base of loving and secure relationships. This is normally provided by a child's parents, but it can also be provided by a key person. A key person is a named member of staff with responsibilities for a small group of children who helps those children in the group feel safe and cared for. The role is an important one and an approach set out in the EYFS which is

working successfully in settings and in Reception classes. It involves the key person in responding sensitively to children's feelings and behaviours and meeting emotional needs by giving reassurance, such as when they are new to a setting or class and supporting the child's well-being. The key person supports physical needs too, helping with issues like nappy changing, toileting and dressing. That person is a familiar figure who is accessible and available as a point of contact for parents and one who builds relationships with the child and parents or carers (Early Year Matters)

## **First Day at CC's**

The nursery provides all educational materials, wipes, linen, refreshments, snacks, breakfast, lunch and afternoon tea. You only need to bring with you a spare set of clothes (or more if your child is toilet training), nappies, nappy cream and any personal items, such as a comforter or favourite teddy, which your child may require.

Parents with very young children will also need to provide nappies, nappy creams and formula/breast milk.

Children will regularly take part in messy activities involving paint, glue, etc., so should not be brought to nursery in their best clothes. Children will also spend time in the garden every day so suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 30) in the summer months.

All items must be clearly marked with your child's name. Unfortunately, we cannot take responsibility for lost personal items.

## **Partnership with parents**

We aim to make your child's early years experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the nursery team.

Parents are encouraged to be involved with the educational program and there are regular meetings between parents and key persons to discuss about children and their progress.

We produce a newsletter each term which is being emailed to you. A weekly email regarding our weekly learning outcomes is being uploaded on Tapestry Learning Journal weekly. If there are any items you would like to be included, please tell us

## **Joint Parental Responsibility**

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

Parents who are married have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services.

To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

## **Parents Consultation Meetings**

We hold regular meetings with you to discuss your child's progress. Appointments will be made with you for a convenient date and time.

## **Communication**

Daily feedback about your child's day at nursery is provided through daily diaries, feedback sheets, online learning journals and/or verbal feedback, depending on your child's age. Please feel free to discuss any issues with your child's key person at any time.

A concern can often be easily resolved by talking about it at an early stage. In addition, the nursery manager should be able to address any concerns that you may have.

## **Email and Website**

We will endeavour to email you updates about nursery events and what the children have been up to at the nursery.

You can find further details of nursery news updates and nursery calendars on our website, [www.ccsnursery.co.uk](http://www.ccsnursery.co.uk) and by following us on Instagram.

## **Nursery Events**

We hold regular events at the nursery such as open days, fun days, charity days and seasonal events. All parents and children are welcome at these events and we welcome help from parents in organising activities.

## **Suggestions**

We welcome any suggestions or feedback from you regarding all aspects of the nursery. Please feel free to discuss any ideas with us or use the parent questionnaires and/or suggestion box.

## **Nutrition**

Our aim is to provide a balanced, nutritious and varied menu, which is appealing and appetising to all of the children in our care. All our food is homemade and prepared by our chef, using locally sourced ingredients wherever possible. The menu is on a 2-month rotation, with ingredients used seasonally at different times of the year. We plan the menus to include international dishes and a vegetarian option each day, and naturally we also cater for all individual dietary requirements.

Breakfast: sugar free cereals, toast, porridge, etc.

Lunch: freshly prepared 'home cooked' meal

Tea – hot tea, for example freshly made pizza with pudding

Mid-morning and afternoon snacks: fruit or vegetable sticks

Drinks: water (available throughout the day) and milk.

Breast feeding is encouraged, and mothers are welcome to bring in expressed breast milk. For bottle fed children, you need to provide ready to use cartons or formula. We will then mix the formula with boiled water when required. Weaning takes place in accordance with parents' wishes and current recommendations. Puréed food is provided by the nursery. Parents are given an update of babies' food and fluid intake via a daily diary.

## **Food From Home**

We have several children with different food allergies, and we need to monitor what food we always have in the nursery. We offer the children a varied diet with a 2 month rotation menu.

## **Food Allergies And Intolerances**

If your child suffers from an allergy, the nursery manager and the key person will carry out a risk assessment during the settling in visits. A care plan and emergency procedures will be agreed with you, based on the information provided to us. If required, we will work with health visitors and other medical professionals to ensure that we are able to meet your child's needs. The nursery cook will always provide a suitable alternative, as similar to the original meal as possible.

## **Vegetarian/Preferred Options**

For our vegetarian children, we will provide a vegetarian alternative to all meals and snacks. If you have a preferred choice due to religious beliefs, we will always provide an alternative, again making this as similar to the original meal as possible.

## **Safeguarding**

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event that we have concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the nursery safeguarding co-ordinator. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided further action is necessary, this may be to seek advice or make a referral to children's social care, the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

All staff in the nursery are aware of their responsibilities regarding safeguarding children and receive regular training in safeguarding children.

To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. These checks are updated every three years. In addition, no member of staff is permitted to commence employment until two satisfactory written references have been obtained.

We recognise the responsibility that falls upon us to safeguard children who have been entrusted in our care. Our safeguarding policies and procedures are embedded into our everyday practises to ensure that we promote the well-being of children throughout everything we do. The Designated Safeguarding Team is responsible for any Safeguarding Children issues and everyone working in our nurseries shares an objective to help keep children safe.

## **Accidents and Incidents**

As children develop physically, particularly in the early stages of walking, accidents can occasionally happen. In this event, all our staff members are trained in first aid.

If your child has an accident at the nursery, you will be informed upon collection and asked to sign an accident form. In the event of a bump to the head, you will be informed immediately by telephone. Your child will be monitored and, in most cases, will be able to continue with their day as normal. In the event of an accident-causing concern, you will be asked to collect your child and a visit to your GP recommended. Should your child have an accident that requires further medical support, you will be contacted immediately and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.

## **Illnesses**

From time to time, children may become unwell whilst at the nursery. If this should happen, we will inform you immediately and agree a course of action. At CC's Nursery, we generally follow the guidance for schools and nurseries issued by Public Health England, although we may take a company view and extend the exclusion periods for certain illnesses. Children may not attend nursery whilst infectious and, in the event of sickness and diarrhoea, may not be admitted for 48 hours after the last bout of illness. For a detailed list of exclusion periods, please advise the board below.

## **Medicines**

CC's Nursery is happy to administer prescription medication (and long-term medication, such as an inhaler or eczema cream) at the nursery, provided your child is well enough to attend nursery and the staff team have sufficient information and training to do so.

All medicines brought into nursery will need to be recorded and we will require your signature to authorise the administration. All medicines must be in the original container, labelled with your child's name, the dosage required and the date that it was prescribed. Any medicines not meeting these criteria cannot be administered. We are not able to administer the first dose of a prescribed medicine. Therefore, children must have had the first dose at home a minimum of 48 hours prior to coming to nursery.



The nursery provides emergency Calpol, a temperature reducing medicine, which will be given as per the manufacturer's instructions and recommendations, provided you have given your written consent on the nursery contract. We will contact you by telephone prior to the medicine being administered. You will still have to collect your child after Calpol being given to them.

### How long should I keep my child away from nursery?

Chicken Pox	At least 5 days from the onset of the rash and until all blisters have crusted over
Diarrhoea and Vomiting	48 hours after their last episode
Cold and Flu-like Illness	They no longer have a high temperature and feel well enough to attend.
Impetigo	Their sores have crusted and healed, or 48 hours after they started antibiotics
Measles	4 days after the rash first appeared
Mumps	5 days after the swelling started
Scabies	They've had their first treatment
Scarlet Fever	24 hours after they started taking antibiotics
Whooping Cough	48 hours after they started taking antibiotics
No Exclusion	But you make sure you let the nursery know
Hand, Foot and Mouth	Glandular Fever
Head Lice	Tonsillitis
Threadworms	Slapped cheek

## Vaccinations

We would recommend that children are fully vaccinated for their own protection and for the protection of those that cannot be vaccinated due to their age or for other reasons.

Please note, however, that vaccination is not a condition of admission to the nursery and

thus, there may be children attending that have not been fully vaccinated.

## **Children's Self-Regulation (Behaviour Management)**

We believe that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to encourage acceptable behaviour whereby children learn to respect themselves and others.

We have a named person who has overall responsibility for issues concerning behaviour management. We require all staff, parents, volunteers, students and visitors to provide a positive role model of behaviour by treating the children and one another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children find solutions in ways that are appropriate for the children's ages and stages of development, for example, discussion, distraction and praise. We praise and endorse desirable behaviour, such as kindness and willingness to share. We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

When children display unwanted behaviour, we help them to see why their behaviour was wrong and how to cope more appropriately. We manage children's unwanted behaviour in ways that are appropriate to their ages and stages of development. For example, by distraction, discussion or by withdrawing the child from the situation. In cases of serious unwanted behaviour, such as racial or other abuse, we make it clear that this behaviour and attitude is unacceptable by means of explanations, rather than personal blame.

We never use, or threaten a child with the use of, physical, emotional or corporal punishment. We will not single out children, humiliate or embarrass them. We will not shout at children or raise our voices in a threatening way in response to their behaviour.

We work in partnership with all parents. You will be regularly informed about your child's behaviour by the key person. We will work with you to address recurring unwanted or unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately. With your consent, we may engage the assistance of outside agencies.

## **The Early Years Foundation Stage (EYFS)**

The Early Years Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and the age of 5. This is a very important stage as it helps your child get ready for school, as well as preparing them for their future learning and successes. From when your child is born up until the age of 5, their early years experiences should be happy, active, exciting, fun and secure and support their development, care and learning needs. Nurseries, pre-schools, school reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development. Children will mostly develop the three prime areas first:

- [Communication and language](#)
- [Physical development](#)
- [Personal, social, and emotional development](#)

These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in four specific areas:

- [Literacy](#)
- [Mathematics](#)

- Understanding the world
- Expressive arts and design

These seven areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is similar to a curriculum in primary and secondary schools, but it is suitable for very young children, and is designed to be extremely flexible so that staff can follow your child's unique needs and interests. With the EYFS, children learn through playing, exploring and being active, and through creative and critical thinking, which takes place both indoors and outside.

## **Equal Opportunities**

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion. Wherever possible, those designated disabled or disadvantaged will be considered for a place at the nursery, taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

## **Collection of Children**

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must name the individual on your nursery contract and provide photographs of them. A password is also required.

If an unauthorised person comes to collect your child, we will endeavour to contact you. If we have any doubts, then your child will not be released.

In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be informed immediately.

## **Late Collection of a Child**

If you are going to be late collecting your child, please let us know as soon as possible. We may make a charge of £2 per minute for every minute that you are late.

In the event that you do not collect your child by the normal closing time, two members of staff will remain with your child. After thirty minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contact, the nursery manager and/or the senior manager will assess the situation and contact social services.

## **Nursery Contract**

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the nursery manager if you have any questions. The terms and conditions are not negotiable, and we would draw your attention to the following key points.

## **Registration, Fees & Extra sessions**

Our current fees structure from September 2025 is as shown below:

Full day sessions 8:00am - 6:00pm : £78

Half Day session 8:00 am – 1:00pm : £58

Half Day session 1:00pm – 6:00pm : £58

A non-refundable registration fee of £70 is required to register your, along with the completed registration form.

We require a copy of your child's birth certificate as a form of ID.

The nursery is open for 48 weeks of the year during which time full fees are payable. Fees are based on 48 weeks per year and due on the 16th of each calendar month. Late payments will be subject to a charge of up to £25 per week.

We are closed 1 week around Christmas period, 1 week around Easter period and 2 weeks at the end of August of which there is no charge.

Charges for all booked regular sessions will apply regardless of attendance without exception e.g. holidays, illness, medical appointments are still payable in full. No refunds or replacement can be given for unattended sessions and booked sessions cannot be swapped for alternative sessions.

Any extra sessions/hours booked will be added onto your next month's bill. Once an extra session is booked, charges will apply regardless of your child's attendance, unless we receive a minimum of 72 hours notice to cancel in writing. Any extra session booked on the day, (upon availability), as an emergency, will still be charged in the case your child does not attend.

A 10% discount is offered for siblings attending nursery (the 10% discount is deducted from the youngest siblings monthly invoice).

The nursery reserves the right to charge parents for any damage caused by their child to nursery equipment or the building.

In the unlikely event that the premises are closed due to health and safety reasons, or we are unable to operate due to bad weather, or circumstances out of our control, no refund will be due. We will do all we can to stay open for the convenience of all parties.

All fees are revised every August and any changes will come into effect on 1st September with parents receiving a minimum of one month's notice.

## **Notice Period**

Two month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice.

## Nursery Staff

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours, or take children to/from the nursery on your behalf.

If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc., within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request.

## Universal Tax Credits

Nine out of ten families are eligible for some financial assistance through Universal Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit [www.gov.uk/child-taxcredits](http://www.gov.uk/child-taxcredits).

## Free Early Education

You may be eligible for 30 hours funding from 9 months or 15 hours depending on the criteria set by the government.

To find out if you qualify, go to

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) and select the option for 30 hours childcare or your local authority.

The following dates show from which term your child will be eligible for the 'free early education entitlement'. Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made.

Birthday on or between	Eligible to start
1 <sup>st</sup> January- 31 <sup>st</sup> March (inclusive)	Summer Term
1 <sup>st</sup> April- 31 <sup>st</sup> August (inclusive)	Autumn Term

Children accessing free early education can claim up to 570 hours per year (or up to 1,140 hours where eligible for the extended 15 hours). This may be either 15 or 30 hours per week over 38 weeks.

Please note that totally 'free' places are subject to availability. Where applicable, for children attending the free hours only, please refer to the schedule of free early education dates, available from the nursery.

The free hours must be claimed over a minimum of 2 sessions per week, which cannot be less than 3 hours per day or more than 10 hours per day.

## Compliments And Complaints

At CC's Nursery, we aim to provide a safe, secure, and happy environment for children to prosper and develop. It is also our intention to give a high standard of care and nursery education in all our nurseries. We accept that despite our best endeavours, there may be occasions when you feel we have been less than perfect, and we will always adopt a sympathetic but fair approach in dealing with your concerns.

Conversely, you may experience moments when you feel a particular member of the team, or indeed the staff team itself, has performed well and therefore deserves a little praise.

Should you have any compliments or concerns regarding the care or any other aspect of the nursery, please in the first instance raise them with the nursery manager.

If you feel that the nursery manager has not fully addressed your queries and/or concerns, then please do not hesitate to contact us or write to us.

All written complaints will be acknowledged by return and once a full investigation has been carried out, we will provide you with a detailed response within 28 days.

We trust you will afford us the opportunity to resolve matters. However, if you are not satisfied with our response and/or conclusion, you may of course contact Ofsted on 0300 123 4666.