



Frequently asked questions by parents

- **What are your opening times and when are you closed?**
We are open from 7:30am to 6pm, 51 weeks of the year and closed for bank holidays.
- **How early do I need to put my child's name down to attend Little Jems Childcare?**
We recommend as soon as possible.
- **How do I book a place for my child?**
Please use our contact us section to arrange a tour of the nursery, request a prospectus and complete an application form. To secure your child's place, we require a deposit of £50, which will be discounted from the first month's fees.
- **What are staff to child ratios?**
The ratios, as outlined by Early Years Foundation Stage, are 0-2 years – 1 adult: 3 children, 2-3 years – 1:4 and over 3 years 1:8 or 1:13 with an EYP or teacher.
- **Do you do gradual admission?**
 - 2 weeks prior to the child's start date, you are invited and encouraged to bring your child into the nursery for a few settling-in sessions. We recommend 2 settling-in visits, starting with an hour and building it up to 2 hours. These visits are a good opportunity for you to chat informally with staff so that they can get to know you and your child, building a sense of trust and mutual respect.
 - More importantly, it is a chance for the child to get familiar with the setting, the staff, and other children. Parents are encouraged to discuss their hopes and needs with the child's key person who is also introduced to them on their first settling in session. Please see the Key person policy for more information about the role of a key person. These settling-in sessions are free.
- **What do I need to bring when my child starts nursery?**
 - A drinks bottle or beaker
 - A change of clothes, including underwear if potty training.
 - Please include wellies, raincoats, sunscreen, and hats (suitable for the season). Please label every item.



- EpiPen or any other type of long-term medicine if your child has an allergy or medical condition which requires this.
- Additional items depending on the age of your child:
- If your child is not toilet trained, Nappies, wipes, and nappy cream.
- Breast milk (in a bottle), measured formula powder and a sterile bottle.
- Comforter/dummy (if used), this must be clearly labelled.
- Note: please ensure all clothes and shoes are labelled with your child's full name

- **How often is your nursery inspected by OFSTED?**

OFSTED inspections take place approximately once every cycle, this is normally between 3 and 5 years.

- **Are all you staff DBS checked?**

Yes, all staff must be DBS checked, for good practice, we also require that our staff be registered on the DBS update service so this can be checked regularly.

- **Do all staff hold relevant childcare qualification?**

95% of Our staff are qualified to Level 3 in childcare or higher.

- **Are your staff First Aid trained?**

Our current staff are first aid trained, for new staff joining the team our aim is for them to be first aid trained within 3 months of joining us.

- **How will my child sleep at nursery and where?**

For younger babies we have cots and as children get older, we have sleep mats. Every child has their own bedding within the nursery that is laundered at least weekly and whenever they sleep this is put out for them.

- **How do staff get children to sleep?**

Staff sit with children and rub their tummy, back or stroke their heads.

- **Do children have their own bedding and how often is it washed?**

We provide each child with their own blanket and sheet. This is stored in an individually named bag. This is cleaned at least once a week.

- **Is the food cooked freshly on the nursery premises daily?**

We have a qualified staff that prepares all the food on the nursery premises with fresh ingredients, with no added salt or sugar. We have a 4-weekly menu.

- **Where do children eat their meals?**

Children sit around the tables within their age-specific groups. Mealtimes are very sociable times, and the staff will sit with the children and model good table manners.



- **How will my child's progress be tracked throughout nursery?**
Your child will be allocated a key person and it is this person who develops a special bond with your child. Our staff use the child contact book to record each child's learning and shows snap shots of children's achievements and progress in relation to the EYFS.
- **Do you hold parent's evening?**
We hold 1 parents' evening in the summer term and 2 progress discussions with parents. Parents can also have a chat with your child's key person at any time.
- **Can children with Special Educational Needs attend Little Jems Childcare setting?**
We are a fully inclusive nursery and will adapt our care to suit the individual needs of each child who attends, where possible.
- **Do you have connections and relationship with surrounding schools?**

We work in partnership with other childcare providers and local schools to ensure a smooth transition from nursery to school.

- **How secure is the nursery?**
We have a secure door entry system. We operate a 'buzzing system' for anyone wishing to enter the building. Visitors must buzz on the main entrance door where they will be greeted by a member of staff over the telecom. If the member of staff is familiar with the visitor, he/she will allow them entry, otherwise, the manager will answer the door personally.
- **How often will my child go outside to play?**
We go outside in all-weather within nursery and where children have direct access to the outdoors, they go out very frequently throughout the day. Where children do not have direct access to the outdoors, we have timetabled times for children to go out to play both in the morning and the afternoon.
- **Do you go for trips/walk?**
Yes, we go out on local walks often to the local parks, to feed the ducks, the farm, the museum, residential homes for the elderly, Garden centres, local shops, dentist, the florist, or to visit the library. We have an annual trip each year for parents to attend and we also arrange group-specific trips throughout the year.



- How can I pay for my childcare fees?
You can pay by cash, bank transfers and standing orders and childcare vouchers.