



PARENT/CARERS HANDBOOK

WATERSIDE

Norcot Early Years Centre
82 Lyndhurst Road
Tilehurst
Reading
RG30 6UB

Telephone: 0118 9375677

Fax No: 0118 9375679

Email: admin@norcot.reading.sch.uk
waterside@norcot.reading.sch.uk

Website: www.norcotearlyyearscentre.co.uk

NORCOT EARLY YEARS CENTRE

Welcome to our Day Care Centre

MISSION STATEMENT

“Be inspired by our creative learning adventure....”

Waterside is a purpose-built building situated within the Norcot Early Years Centre site in Tilehurst at the end of Lyndhurst Road. The building is a purpose built Day Care Centre. It is fully resourced with age appropriate equipment.

Waterside has an office, reception area, and the rest of the building is split into 3 areas;

Ladybirds: 3mths-18 months,
Butterflies: 18 months-2½ years
Dragonflies: 2½ years -5 years.

The outdoor garden has a covered area, playhouse, climbing frame, vegetable garden, and child friendly plants providing an exciting and stimulating area.

Waterside is registered with, and regularly inspected by Ofsted. Waterside will meet all standards required to enable parents to access the 2, 3 and 4-year-old funding provided by the government through the Early Years Development and Child Care Partnership. If you wish to contact Ofsted, please use the following contact details:

The National Business Unit, Ofsted, Piccadilly, Shore Street, Manchester M1 2WD
Telephone no: **0300 1231231**
Website: **www.ofsted.gov.uk/parents**

If you have a complaint, please contact us and follow our complaints procedure which is included in this pack.

Your contact is: Lisa McCoy
Deputy of Day Care
Norcot Early Years Centre
82 Lyndhurst Road
Tilehurst
Reading RG30 6UB

Diana Heath
Head of Centre
Norcot Early Years Centre
82 Lyndhurst Road
Tilehurst
Reading, RG30 6UB

Complaints Policy

It is very important for Waterside to run smoothly and for parents and staff to work together in a spirit of co-operation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent/carer feels that he/she has cause for complaint they should either speak to a qualified member of staff, Deputy of Day Care or the Head of Centre.
- Where a complaint is made to the staff the Head of Centre should be informed immediately.
- The Head of Centre will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the complaints folder.

- After a complaint has been resolved the final outcome will be written in the complaints folder. Any recommendations for changes in the procedure will be made and noted against the complaints policy.
- It is clearly understood that the parents have the right to phone Ofsted after talking to the Centre staff if they feel that they have not received a satisfactory response to their complaint.
- Complaints by a member of staff will be dealt with by the Head of Centre.

OPENING TIMES

Waterside is open between 8.00am and 6.00pm Monday to Friday. Please note we are closed on **Bank Holidays, In-Service Training Days and the days between Christmas and New Year.**

SETTLING IN

We advise at least 2 weeks of visits before your child's start date. This will help them become more familiar with their new environment and friends. These visits can be arranged with the Deputy of Day Care or Senior Administrator. On the first visit you should allow one hour to go through your child's routine, dietary and medical requirements with your child's keyworker to help settle them in. After the first visit there will be a further three visits of 1 ½ hours each where you will leave your child once you feel confident and comfortable to do so.

At any time, the staff will be happy to make an appointment with you to discuss your child's progress. Please ask a member of staff for details.

DAILY SHEETS

Parents of children in Ladybirds and Butterflies have a daily sheet, as well as a verbal handover, informing them of their child's day e.g. food eaten, how long they have slept, and the learning outcomes they have been involved in. Parents of children in the Dragonflies room have a verbal handover from a member of staff. We also advise that parents/carers talk with the staff to exchange any important information when they arrive at Waterside. This enables the staff to appropriately care for your child during the day.

PLANNING AND RECORD KEEPING

Waterside day care follows the same long-term planning as the Nursery School.

Each child is allocated a Key Worker who is a permanent qualified member of staff. The Key Worker is responsible for monitoring the development of their key children. The children's development is recorded in their Learning Journal. Parents are invited to see them once a term. Twice a year we hold a parents evening where you can come and look at your child's Learning Journal as well as speak to their Keyworker.

WATERSIDE STAFF

Staff to child ratios

Below are the legal ratios which are set by Ofsted to ensure adequate supervision and the needs of the children are met.

Ladybirds- 3mths-18mths 1:3

Butterflies- 18mths-2 ½ yrs 1:3/1:4

Dragonflies- 2 ½ yrs-5yrs 1:4/1:8

At present the following staff help care for the children in Waterside.

- **Head of Centre:** Diana Heath
- **Deputy of Day Care:** Lisa McCoy
- **Centre Development Manager** Helen Walsh
- **Team Leaders:** Mavis Danso-Anto, Faye Turner, Catherine Falconer, Hannah Blanchard
- **Early Years Practitioners:** Rukni Harees, Nicola Dore, Louise Clifton, Hannah Blanchard, Paige Holt, Jodie Smith, Charlotte Smith, Jade Pyke
- **Apprentices:** Abbie Papierowski, Emma Duffin, Fiza Afzal, Megan Mortimer, Hannah McNulty, Sophie Stayte
- **Cook :** Sabina Welch
- **Administrator :** Lyn Dunk
- **Bursars :** Barbara Wicks and Charlotte Burrowes
- **Cleaners:** Mandy Cox, Diane Headley, Helen McGill

STAFF QUALIFICATIONS

All staff have a wide range of knowledge, qualifications and experience. The qualifications our staff have are N.N.E.B, N.V.Q levels 2 and 3 and A.D.C.E/D.P.Q.S. We also have an ongoing development plan for staff to do additional qualification training and short courses and provide training for the N.V.Q level 2 and 3 with qualified Assessors.

All staff have an enhanced DBS certificate which enables them to work in the care profession with children.

ROUTINE

Though each room has its own routine geared to the aims of its particular age group, we try when possible to have interaction between rooms to provide a family group atmosphere.

- 8.00am** Waterside opens. Breakfast will be served between 8.00am and 9.00am. The last breakfast will be served at 8.45am to allow time for the remaining children to finish their breakfast and give staff the opportunity to set up learning opportunities for the following sessions.
- 9.00am-9.40am** Children are encouraged to take part in free play and planned Learning Opportunities which includes outside play.
- 9.40am-10.00am** Tidy up time.
Group time covering a range of topics from the EYFS such as PSED, Physical, Communication, Literacy, Maths, Understanding the World, and Expressive Art and Design.

10.00am	Snack.
10.15am-11.00am	Planned and organised Learning Opportunities as well as free play inside and outside.
11.00am-11.20am	Outside play.
11.20am-11.30am	Group time including stories, singing and discussion
11.30am-12.30pm	Lunch.
12.30pm-1.30pm	Sleep/rest time for children who need it with quiet learning opportunities provided for older children.
1.30pm-2.40pm	Free play including creative learning opportunities.
2.40pm-3.00pm	Group time including stories, music, movement and singing
3.00pm-3.15pm	Snack time.
3.15pm-4.00pm	Free play and structured/focus activities.
4.00pm-4.45pm	Tea time
4.45pm-6.00pm	Free play.
6.00pm	Waterside closes.

The routines are subject to change as we like to be flexible and adapt to the children's needs.

MENU

Our menus rotate on a 2 week basis and include fresh home cooked meals from Monday to Thursday. We provide a vegetarian alternative if required and will make arrangements for other dietary requirements. If your child has a very special diet we may need your help in planning a menu for your child. Please see the Deputy of Day Care to discuss this further.

On Friday and when our cook is on annual leave, we use a catering company called Crumbs who specialise in catering for nurseries.

Please see a sample of menus included in this pack and displayed in the reception area.

The Curriculum

The Early Years Foundation Stage Curriculum is followed in the nursery. The children spend their time both inside and outside all year round, so it is important that they have the correct clothing for going outside.

Play is at the centre of the curriculum and it is through play that children actively explore and learn about the world around them. The children spend their time discovering and experimenting, acquiring knowledge developing and refining their skills and interacting with staff and their peers.

Learning opportunities provided at Waterside vary according to the individual needs of the child and cover many aspects of learning.

There are 3 Prime areas and 4 Specific areas of the curriculum and these are delivered through planned topic.

Personal Social and Emotional Development *Prime area*

Children are encouraged to show respect for each other and the nursery environment, they learn turn taking, and sharing. This enables them to manage their feelings and build their self- confidence and self-awareness.

Physical Development *Prime area*

Children have learning opportunities to improve control and coordination of their bodies with learning to move and handle equipment; they also learn about self-care and keeping themselves healthy.

Communication and Language *Prime area*

Children are encouraged to talk and listen to both peers and adults and to develop their speaking and understanding skills

Literacy *Specific area*

Through the termly topics the child will have the learning opportunities to develop skills that will support reading and writing, handling and exploring books (story and reference), listen to stories and explore different print.

Mathematics *Specific area*

The child will learn numbers, shape, space and measure. Mathematics is part of many of the learning opportunities we offer at the nursery.

Understanding the world *Specific area*

Children have a natural curiosity about their environment and “how things work”. They are given opportunities to explore many different media e.g. clay, sand, water, magnets and mud. We also have a range of technology equipment for the children to explore e.g. cameras, remote control cars, laptops etc. We also, through topics, look at different cultures where children can explore different foods music etc.

Expressive Art and Design *Specific area*

We provide a wide range of tools and material to enhance their development, e.g. pencils, various size brushes, feather, leaves, sticks, scissors, various sorts of paints, our bodies, different types of paper / materials etc.

Also within this area the child has the chance to explore music (listening and making), sing, dance and develop their imagination.

In the reception area you will find information on our topic for the term, also information on Phonics together with some general information.

THINGS YOU NEED TO KNOW

Clothing

Parents **must** label their children’s clothes as staff cannot be responsible for any clothes lost. We have a selection of clothes which are available for your child to wear whilst doing particularly messy activities.

Your child will also need a coat and wellington boots for winter, and a sun hat and sun cream for summer.

Food and Drink

We provide nappies, wipes and powdered formula milk. All meals are included (according to the session) and children also have a snack during the morning/afternoon.

Please do not store any food and/or drink in children’s bags.

POLICIES AND PROCEDURES

The Policies and Procedures file is kept in the office in Waterside. Parents are welcome to have a look at the file at any time but are not permitted to take the file off-site. There is a small collection of our Policies for the parents to look at in reception.

Behaviour Management Policy

Ethos

To develop children's ability to manage their own behaviour through the provision of positive role models and the development of children's ability to think through situations and make positive choices.

1. To create a safe, secure environment, which encourages and reinforces acceptable behaviour by consistent and considered response?
2. To enhance self-esteem, self control and mutual consideration.
3. To work with families and other professionals in order to ensure clear communication and to develop shared strategies.

Putting policies into practice:

1. As a Centre we will try to ensure that children and adults feel valued, respected, trusted and responsible for our Centre community by providing positive role models, a context of genuine praise and by encouraging considerate attitudes within a consistent environment.
2. We recognise that all individuals need to feel special and need to be responsible for their own actions, whilst being aware of the needs and rights of others. We will encourage good relationships based on kindness and respect.
3. We also recognise that individuals bring a wide variety of behaviour patterns to Day Care. These are based on differences in home values, attitudes, parenting skills and culture. We will value these whilst ensuring fair treatment for all regardless of age, gender, race, ability or disability.
4. In our alliance with children, parents and other professionals we will maintain positive attitudes and by building links based on mutual trust. We will develop an appropriate approach to behavioural expectations and strategies for dealing with situations within the curriculum and beyond.
5. Therefore we have expectations of warm, caring, mutually satisfying relationships, which will rise when necessary to the challenges of occasional inconsistency of behaviour.

The full behaviour policy can be found in the policy folder in the reception area.

We are not suggesting that parents should adopt our practices; however we need to have a set of rules that all staff and children can adhere to and understand.

If you wish to discuss any of these with us then please do not hesitate to speak to a member of staff.

CONFIDENTIALITY

As a Centre we respect and understand the need for confidentiality.

Please see part of our Confidentiality Policy below which highlights the areas in which we feel parent/carers should be aware of.

Confidentiality Policy

Ethos

At Norcot Early Years Centre we respect everyone's right to privacy. Care and due consideration is taken over decisions to break confidentiality.

Whole Centre

Staff, professionals, volunteers and Parent/carers working in or using the Centre will adhere to this policy.

The full Confidentiality policy can be found in the policy folder in the reception area.

Children's Records

Staff are permitted to discuss individual pupil progress to ensure they make full use of their time at the Centre. It is not appropriate for this information to be shared outside the Centre other than through meetings between the child's parent/carer, the child's key worker and other professional who are involved in the child's care and education.

Situations which arise in the Centre should be treated confidentially unless stated otherwise.

Multi Agency Working

Professionals within the Centre or working with people in the Centre should share information where this is beneficial to the child or family. This information should be treated as confidential amongst professionals and the family.

2-year-old integrated review

'The government want to make the most of all opportunities for Early Intervention in the Foundation Years by helping professionals to use all interactions with families as opportunities to identify any additional needs' (Supporting families in the Foundation Years)

As part of your contract pack you will be asked to read a letter explaining the process of health and education reviews when your child is aged 2 years. We will then ask you to sign the letter giving your permission for relevant and proportionate information to be reviewed and shared with health professionals.

During your child's first visit in Waterside, we will ask to see your personal child's health record (Red Book) and, at the appropriate date, to have a copy of your child's 2-year-old review form once it has taken place (pink copy).

Data Protection Act

All staff working at the Centre should have regard for the Data Protection Act and ensure the laws are applied. We are also compliant with GDPR regulations May 2018 and have appointed Judicium Education as our Data Protection Officer.

F.O.I (Freedom of Information)

Under the Freedom of Information Act certain information may be shared. This is only the case if this does not contravene the Data Protection Act.

Parent/carers contact details

These will be held in the office in Waterside and Meadowside buildings and are NOT available for other parent's information.

Press and Photographs

Positive press coverage is encouraged through articles and television media. Permission is sought from parents/carers with regards to photos being taken of their children which would be used for advertisement and publications.

Permission is **not** sort from parent/carers for photos to be taken of their child for evidence purpose with regards to planning the curriculum and for decorative displays within the Centre.

HEALTH AND SAFETY AND GENERAL SECURITY

Health and Safety is very important and the Centre has its own Health and Safety Policy incorporating all the relevant areas and the Centre's local safety practices.

However we do need you to be aware of safety while you are in the Centre and must ask you to:-

- Smoking is prohibited in all areas of the Centre.
- Please ensure all gates and doors are firmly closed behind you. Please do not hold open doors and gates as this may allow other children to leave unaccompanied.
- Please report anything you may be concerned about, e.g. broken glass, rubbish etc.

COLLECTION OF CHILDREN

The safety of your child is our prime concern, but we must also consider the peace of mind of staff. Arrangements can be made to deviate from the familiar and consistent adult picking up their child. If a child is to be collected by someone that is not known to us they will need:-

- A password that only yourselves and the person collecting will know. Members of staff will ask for the password on collection so they too must be informed. If the person collecting your child does not know the password or gives the wrong one your child will be unable to leave with them.

We must be informed on each separate occasion when your child is being picked up by an unfamiliar carer. Children cannot be collected without a password.

We would encourage you to introduce to us any grandparent, family member or friend etc. who will pick up your child on a regular basis. Initially we must have written permission from you.

Children must be collected from Waterside by the appointed time each day. If a child is not collected by this time and we have no communication from the parents, we will contact Social Services an hour after the end of their session. We are not licensed or insured past our opening hours.

Often staff and parents will have a private arrangement for babysitting outside nursery hours and this can sometimes mean that staff are able to take a child from nursery. These arrangements are strictly between parents and staff and Norcot Early Years Centre does not accept responsibility for any issues that arise from these arrangements. Please ask to see our Babysitting policy.

However as with any arrangement that is deviating from normal circumstances the Deputy of Day Care must have either verbal or written permission in advance from parents who wish a member of staff to collect their child from nursery.

EMERGENCY CONTACTS

The Admissions form asks for alternative contacts other than the parent such as a friend, relative or colleague who they trust to collect their child in the event of an emergency and staff being unable to contact the parent or regular carer. The emergency contact should be someone who is able to make a decision on your behalf about your child's welfare if needed, and live within a 30-minute travel distance from Waterside.

Your child's safety is of the utmost importance to us and we will ensure their safety at all times. Regular register checks are carried out through out the day.

It is also extremely important that any parent, carer or visitor **DOES NOT** allow any other person to enter the secure areas of the buildings. Only our permanent members of staff are permitted to allow entry to parents, carers and visitors ensuring that any unfamiliar people have been verified first by means of password or visitors badge. You will be asked to remain in the non secure areas until this can be done.

All visitors must report to the Waterside office (blue and yellow building at the bottom of the car park) or to main office in Meadowside building (brick building. Visitors must make themselves known to a member of staff who will then point them in the direction of their contact or someone who is able to verify who they are.

CAR PARKING

There is no on-site car parking available unless you require disabled access. During the day you can park in the surrounding area and walk in to collect or drop off your child, or use the Youth & Community Centre car park.

Disabled access is available throughout the day and designated parking bays are situated near the front doors of the buildings.

NOTE:

NORCOT EARLY YEARS CENTRE ACCEPTS NO RESPONSIBILITY FOR CHILDREN OUTSIDE WATERSIDE BUILDING.

ABSENCE FROM WATERSIDE

If your child is absent from Waterside, please can you let us know as soon as possible. We may be waiting for them for a local trip out etc. and the catering staff will need to know for lunch numbers.

If your child is unwell please can you also let us know **ESPECIALLY** if your child has a contagious illness. We can then inform staff and display a case-reported poster.

It would be appreciated if as much notice as possible is given for family holiday dates as we may be able to offer extra sessions to another child, it also helps with our catering numbers.

SICKNESS

For the health and safety of all, sick children cannot be admitted to Norcot Early Years Centre. This includes children with discharging eyes, diarrhoea, vomiting and high temperatures. Children suffering from these must be excluded. If you have any doubts or questions about the fitness of your child attending, please speak to the Deputy or a Team Leader. This policy mirrors the guidelines set out by our registering body. We have no flexibility with this.

If a child falls ill during the day, the parents/carers will be contacted to take their child home. They must be collected within 1 hour of receiving the telephone call.
(Please find attached "Exclusion Periods for Illnesses").

Children who are sick or on holiday will be charged for the days they would normally attend.

Exclusion period for illnesses

- **Sickness and/or Diarrhoea**- 48hrs from last occurrence.
- **Conjunctivitis**- Children aged under 2 years: seek medication from your GP.
Children aged over 2 years: advise to seek medication from a pharmacist.
- **Impetigo**- Until infection has scabbed over and the wound is no longer weeping and treatment has started.
- **Chicken Pox**- Until all spots have scabbed over and child feels well.
- **Hand, Foot and Mouth**- Until child feels well enough to attend.
- **Colds/Flu**- Will not be excluded but child must feel well and be able to cope with the nursery day.
- **Antibiotics**- Children will NOT be able to attend for the first 24hrs of being on antibiotics.

Calpol can be given to children who fall ill during the nursery day but this can only be administered once. If a child falls ill with a high temperature the parent/carer will be contacted and permission asked to administer Calpol; if a parent/carer is not contactable the Calpol can be administered in an emergency by staff; if a parent/carer has signed the emergency Calpol form and the child has been in the nursery for over 4 hours the dosage of Calpol administered will be in accordance to the age of the child. If the child is still unwell after ½ hr then the parents/carers will be contacted to collect the child.

We are unable to administer non prescribed medication.

MEDICATION AND MEDICAL NEEDS

Please inform us if your child has any medical conditions which may affect them attending Waterside. Berkshire Health Authority recommends exclusion periods for most common childhood illnesses (**please see Exclusion Period for Illnesses**). If your child needs medication administered during their session in Waterside, please ask a member of staff for a medication form. This form must be filled out with the name of medication, current date, dosage and time to be administered. This form must be signed by you. All prescribed medication must be dated and have your child's name displayed on it.

If your child has a severe allergy or an ongoing medical need, please see the Deputy of Day Care. We may need to display a photo of your child detailing medical care.

ACCIDENTS AND EMERGENCIES

In the event of a serious accident or emergency, the parent will be contacted immediately. Please ensure that we have current telephone numbers. **Please also see EMERGENCY CONTACTS.**

If necessary 999 or 111 will be called and an ambulance will take the child to the Accident and Emergency Department at the Royal Berkshire Hospital, where a member of staff will remain with the child until the parents arrives.

For the day to day accidents that occur we have Accident/Incident forms that are completed by members of staff. This involves a description of the accident, the injury and the treatment given and any other relevant information. This report is signed by the Team Leader or Early Years Practitioner and then counter-signed by the parent and taken home.

PARENTAL INVOLVEMENT

Parents are welcome in Waterside, whether it is spending time before or after work, or coming in for a chat or to share your skills, e.g. planting bulbs with the children, reading a story, cooking etc.

Working with Parents policy

Ethos

We believe that it is essential to work in partnership with parents in order to provide the best possible care and education for the children who attend the Norcot Early Years Centre.

“Parents are children’s first and most enduring educators. When parents and practitioners work together in early years settings, the results have a positive impact on the child’s development and learning”
Curriculum Guidance for the foundation stage QCA 2000

At Norcot Early Years Centre we see ourselves as sharing responsibility with parents/carers for the care and education of their children.

The relationship begins with our first meeting with a parent or carer. At this meeting we establish a partnership with parent/carers and gather information and ask for parental input about their child’s interests and abilities. This strengthens our relationship with the child and gives us a valued insight on how to best care and develop the child.

Throughout their time at the Centre a review meeting takes place for each child. The parent/carer and key worker meet to discuss the child’s progress and makes plans for the child’s individual need. Parent/carers are also encouraged to read and contribute to their child’s Learning Journal therefore sharing their views on their child’s development.

Parent/carers are invited to attend Open Days and parent/carer workshops and events such as family literacy and numeracy meetings.

After an initial settling in period parent/carers are welcomed in to the Centre whenever they have free time to participate in activities provided for the children. We encourage parent/carers to join us on outings, enabling the children to have more adult interaction and maximising their learning and enjoyment. On special days parent/carers are invited to share with us a celebration i.e. baking a birthday cake etc. Some parent/carers are involved on a more behind the scenes level, as they themselves offer their skills to benefit the Centre e.g. donating items for creative workshops, helping at fund raising events, sewing, cooking and story telling etc. Parents who do help at the Centre are required to have DBS checks

Parent Representatives are part of the Governing Body. Any parent can put themselves forward to be elected by other parents. The representatives can bring any matters raised by other parents to the Governing Body for discussion or decision making.

OUTINGS

In Waterside we try to include in our programme activities that you would provide for your child during the daytime. We like to take the children on walks to the shops, local library, parks, etc on an ad hoc basis. These activities are always well supervised, though if you prefer your child not to participate please inform a member of staff, or write your wishes on your child’s admissions form.

If any major excursion is planned, you will be asked to sign a form giving permission for your child to attend along with the details of the outing and any other relevant information.

FIRE EVACUATION PROCEDURES

Each member of staff is completely familiar with our evacuation procedure, a copy of which may be seen in each room. It states the fire exits and collection points to be used for Waterside.

INSPECTIONS

Waterside is registered under the Children's Act 1989 and Ofsted. Inspections are carried out by Ofsted and the report from an inspection will be displayed on the parent's notice board.

APPLICATIONS FOR WATERSIDE PLACES AND ADMISSIONS

Application forms are available from Waterside office and our website but before completing the form we suggest you take a tour of the building to ensure it provides the type of care you require for your child. To arrange a visit please call us on 0118 9375677.

WAITING LIST

If you decide that you would like your child to come to Waterside we will ask you to complete a waiting list form. These will be dated when we receive them and places will be offered on the basis of full time 8am-6pm Monday-Friday as priority. Please see our admissions policy.

CHARGES AND FEES

Waterside charges will be reviewed regularly and increased when needed. A month's notice will be given for any increase in fees. Invoices will be sent out in the last week of each month (usually by e-mail) for the following month's fees and can be paid by cash, cheque, childcare vouchers or bank transfer. Please speak to a member of the office staff if you require further information. We expect payment within 2 weeks of receiving your invoice.

We charge for 52 weeks per year which includes bank holidays and staff training days.

The 3 days between Christmas and New Year that are not bank holidays will not be charged for. This will show as a discount on your invoice if your child attends on these days.

Requests for additional financial information (e.g. in order to complete tax credit forms, applications for funding etc.) will incur a charge of £10.00.

Non payment of fees will result in your child's place being withdrawn and we will pursue the debt via Reading Borough Council legal department.

When you accept a place we ask for a deposit of four weeks fees which will then secure the place. This will be returned on your final invoice when your child leaves as long as your account is up to date.

We do not swap days around but when possible we are happy to accommodate any extra sessions required. Once these sessions are booked you will be charged for them even if they are later cancelled. If you wish to book an extra session please ask the Deputy for an "extra sessions form", this will need to be completed by yourself and returned to the appropriate person. A reply will sent back to you when staffing arrangements have been made. We ask for at least 2 weeks notice unless it is an emergency and we will always do our best to accommodate you.

If you wish to decrease your child's sessions we need at least 4 week's notice.

If you wish to increase your child's sessions on a permanent basis, please ask for a "change of sessions form". We will endeavour to make these changes as soon as possible however there may be occasions

where your request is not possible. In these circumstances we will add the change of session to our waiting list and notify you when a space becomes available.

Children who are sick or on holiday will be charged for the days they would normally attend.

Adverse weather conditions

If the Centre is closed because of adverse weather conditions, which would prevent safe travel to the Centre, fees will not be refunded to parents. A decision to close the Centre will not be taken lightly, but for the health and safety of children and staff it may be necessary to do so in extreme circumstances

NOTICE OF WITHDRAWAL

If you wish to withdraw your child from Waterside we ask for at least 4 week's notice in writing. If the required notice is not given then any deposits paid will be lost and the regular fees will be charged for your child's session for 1 month.

LATENESS

Parents who fail to collect their child on time when their session ends will incur a fine of £10 for every 15 minutes of lateness. This charge will start from the first minute after lateness. We understand that on occasions situations do arise that mean parents could be late. We would appreciate a phone call to advise us of any situation before the end of session.

PLEASE NOTE:

The Governing Body of Norcot Early Years Centre reserves the right to change the terms and conditions of contracts by written notice to parents. Any amendments to this parent information pack will be made in writing. Details of the governing body members can be obtained from the Centre office.

We do not hold responsibility for any written notices to parents not being received.

AND FINALLY.....

We hope we have given you an informative guide to Waterside. If you require further information please do not hesitate to contact us on 0118 9375677 or email waterside@norcot.reading.sch.uk You can also find information on our website www.norcotearlyyearscentre.co.uk