

# Noah's Ark Pre-School



## Prospectus

# Welcome to Noah's Ark Pre-School Prospectus

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## **Noah's Ark Pre-School**

This prospectus aims to provide you with an introduction to the setting, our routines, our approach to supporting your child's learning and development and how we aim to work together with you to best meet your child's individual needs; we want to work in partnership with parents and carers making the children's time with us happy and enjoyable.

Noah's Ark Pre-School aims to:

- provide high quality care and education for children below statutory school age
- work in partnership with parents to help children to learn and develop
- add to the life and well-being of its local community
- offer children and their parents a service that promotes equality and values diversity

We aim to ensure that every child is treated as an individual and is offered:

- a tailored curriculum which leads to improved learning / development
- a safe and stimulating environment
- the chance to join in with other children and adults to live, play, work and learn together.
- an opportunity to take forward her/his learning and development by being helped to build on what s/he already knows and can do
- a key person and buddy will be assigned to ensure each child makes satisfying progress and is available to discuss his/her progress with parents/carers
- a stimulating environment, encouraging children to take risks within boundaries in a controlled environment
- generous care and attention, because of our ratio of qualified staff to children, as well as volunteers/ students and parent helpers
- a setting that sees parents as partners in helping each child to learn and develop
- a setting in which parents are encouraged to take part and help shape the service it offers

## **Who runs Noah's Ark Pre-School?**

Noah's Ark pre-school is a committee run pre-school, which has been operating since 1985, with strong links with St John's Church. The committee consists of parents/ carers and church representatives. This support is vital as we depend upon the good will of parents/carers and their involvement to keep going and help with fundraising events. The day to day running of the pre-school is handled by both the Business Manager & Team Manager.

All parents and carers are encouraged to attend the Annual General Meeting (AGM) which is held annually in the Autumn Term. The AGM is where new committee members are elected, policies for the pre-school are adopted and plans made for the following year including fund raising events. This enables parents to have a say in how the pre-school operates and is also a great way to get to know other families. All parents are members of the pre-school and are encouraged to participate in the running of the pre-school even if unable to join the committee.

Our current Chairperson is Tony Turner. The Secretary is Sam Chambers and the Treasurer is Polly Jones.

Other committee members are:

Miranda Mclean  
 Charlotte Tooke  
 Rebecca Blackwood  
 Kirsty Smith  
 Stacey Dean  
 Laura Parkinson  
 Emma Lucas-Harness  
 Emma Calver  
 Sarah Wikevand  
 Andrew Griggs

### **Our Staff**

The staff members who work at our setting are:

<b>Name</b>	<b>Job Title</b>	<b>Qualifications</b>
Rebecca Piotrowski	Pre-school Team Manager	EYITT Staff Safeguarding Officer
Susan Woollard	Play assistant Deputy Team Manager	NVQ level 3
Catherine Froud	Play assistant	BA (Hons) Early Childhood Studies and Behavioural Studies
Roxie Knights	Play assistant	NVQ Level 5 Deputy Staff Safeguarding Officer SenCo
Theresa Banks	Play assistant	NNEB and certificate in EYFS practice
Erica Ross	Play assistant	PLA Diploma in Playgroup Practice
Dinah Stott	Play assistant	NVQ level 3 SenCo
Penny Dent	Play assistant	NNEB Diploma
Bethany Cuckow	Play assistant & Administrator	NVQ Level 3

We also have a Business Manager, Laura Rust, who deals with correspondence, finance, legal requirements, new admissions and Early Years Grant funding for the children.

The Business manager and the Pre-school Team Manager can both be contacted at Noah's Ark Pre-school by telephone on 01473 721252, or by email at [noahs.ark01@yahoo.com](mailto:noahs.ark01@yahoo.com)

The pre-school address for correspondence is:  
Noah's Ark Pre-School, St John's Church Hall, Cauldwell Hall Road, Ipswich, IP4 4QE

### **Opening times**

- Morning Sessions are between 9.00 am - 12 noon Monday- Friday
- Afternoon sessions are between 12 noon - 3.00pm Monday – Friday
- Lunch is included in the session that runs from 12 noon-3.00pm
- Children can do a full day from 9.00 am-3.00pm
- An early bird session is available 8.30am – 9.00am Monday – Friday for a small extra fee.

We are registered providers of care and education for young children between the ages of 2 and 5 years old. We have an admission policy that is available on our website.

### **Early Years Foundation Stage (EYFS) and children's development and learning**

Provision for the development and learning of children from birth to 5 years is guided by the Early Years Foundation Stage. Our provision reflects the four overarching principles of the *Statutory Framework for the Early Years Foundation Stage* (DfE 2012):

- **A Unique Child**

Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.

- **Positive Relationships**

Children learn to be strong and independent through positive relationships.

- **Enabling Environments**

Children learn and develop well in enabling environments, in which their experiences respond to their individual needs and there is a strong partnership between practitioners, parents and carers.

- **Learning and Development**

Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early years provision including children with special educational needs and disabilities.

### **How we provide for development and learning**

Children start to learn about the world around them from the moment they are born. The care and education offered by Noah's Ark helps children to continue to do this by providing all of the children with interesting activities that are appropriate for their age and stage of development.

The Areas of Development and Learning comprise:

- Prime Areas
  - Personal, social and emotional development
  - Physical development
  - Communication and language
  
- Specific Areas
  - Literacy
  - Mathematics
  - Understanding the world
  - Expressive arts and design

For each area, the level of progress that children are expected to have attained by the end of the Early Years Foundation Stage is defined by the Early Learning Goals. These goals state what it is expected that children will know, and be able to do, by the end of the reception year of their education.

The *Early Years Outcomes* (DfE 2013) guidance sets out the likely stages of progress a child makes along their progress towards the Early Learning Goals. Noah's Ark has regard to these when we assess children and plan for their learning. Our programme supports children to develop the knowledge, skills and understanding they need for:

Personal, social and emotional development

- making relationships
- self-confidence and self-awareness
- managing feelings and behaviour

Physical development

- moving and handling
- health and self-care

Communication and language

- listening and attention
- understanding
- speaking

Literacy

- reading
- writing

Mathematics

- numbers
- shape, space and measure

Understanding the world

- people and communities
- the world

- technology.

#### Expressive arts and design

- exploring and using media and materials
- being imaginative

### **Our approach to learning and development**

#### **Learning through play**

Being active and playing supports young children's learning and development through doing and talking. This is how children learn to think about and understand the world around them. Our setting uses the EYFS statutory guidance on education programmes to plan and provide opportunities which will help children to make progress in all areas of learning. This programme is made up of a mixture of activities that children plan and organise for themselves and activities planned and led by staff.

#### **Characteristics of effective learning**

We understand that all children engage with other people and their environment through the characteristics of effective learning that are described in the Early Years Foundation Stage as:

- playing and exploring - engagement
- active learning - motivation
- creating and thinking critically - thinking

We aim to provide for the characteristics of effective learning by observing how a child is learning and being clear about what we can do and provide in order to support each child to remain an effective and motivated learner.

#### **Assessment**

We assess how young children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs or videos of the children, to document their progress and where this may be leading them. We believe that parents know their children best and we will ask you to contribute to assessment by sharing information about what your child likes to do at home and how you, as parents, are supporting development.

We make periodic assessment summaries of children's achievement based on our on-going development records. These form part of children's records of achievement. We undertake these assessment summaries at regular intervals, as well as times of transition, such as when they go on to school.

#### **Security**

Our outdoor area has a wooden gate that is locked with a chain and lock, including a padlock and key during the times that the children are outside - during free flow play and at lunchtimes. The key is kept hanging on the door outside so it is easy access for the people outside in case of an emergency. The main door to the pre-school is locked at all times with number code lock; there is a bell should access be required and only staff members are able to answer the door. A password system is used for the pickup of children with someone different from the main carer.

## The session

We organise our sessions so that the children can choose from, and work at, a range of activities and, in doing so, build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in adult-led small and large group activities which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others.

We have a large, safe and secure outside play area with a wide range of outdoor equipment. Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity, and are encouraged, to take part in outdoor child-chosen and adult-led activities, as well as those provided in the indoor Rainbow and Dove Rooms.

## Session breakdown

### Morning Sessions

<b>Time</b>	<b>Routine</b>
8.00am	Rebecca to set up the Rainbow Room
8.15am	Bethany to set up the Dove Room
8.30am	Garden is set up/early children arrive
9.00am	Main door to be opened and Dove room to be opened. Children arrive, settle in children and chats with parents.
9.am-11.20am	Free flow – encourage a range of activities.
9.30am	Shake tambourine, children to talk about weather/day of the week etc. Snack person to start snack.
9.45am	Garden checks to be completed.
10.00am	Garden is opened
11am	Shut down quiet areas (water, sand etc)
11.20am	Tidy up song to be sung and tidy up areas in groups
11.30am	Shake tambourine (children come to the carpet, register to be taken then split into 2's, 3's for circle time)
11.45am	Join together in Dove Room to sing together. Morning children go home and children staying for lunch wash hands for lunch.



### **Afternoon Session**

<b>Time</b>	<b>Routine</b>
11.50am- 12.30pm	Lunch time, support eating and encourage social interaction.
12.10pm-12.30pm	Dove Room open (weather permitting, if hot we will go straight outside)
12.30pm-2.15pm	Free flow – encourage a range of activities
1pm	Garden opened (if not already) Snack to be started
1.15pm-2pm	Snack
2pm	Shut quiet areas down (water, sand etc)
2.20pm	Tidy up song to be sung & tidy in teams
2.30pm	Shake tambourine – register on carpet then split 2's & 3's for circle time.
2.45pm-2.50pm	Join in Dove Room
3pm	Home time

#### **Snack and lunch**

We regard snack times as an important part of the session. Snacks and meals are a social time at which children and adults eat together, and they help children learn about healthy eating. We plan the menus for snacks so that they provide the children with healthy and nutritious food which meets the children's individual dietary needs. We use snack times to help children develop independence through making choices, serving food and drink and feeding themselves.

Please send your child with a clear plastic named water bottle for them to access at any time during the day. This should only contain water, not sweet drinks or juice.

When your child starts at Noah's Ark, please make sure that you tell us about your child's dietary needs and we will make sure that these are met. We also offer a food diary for children with dietary requirements.

Snack is provided by the pre-school and lunch is a packed lunch brought from home. We provide milk and water for the children at snack time and during lunch. Weekly snack menus are displayed on the white board by the pre-school door. Please notify staff if you have any queries concerning the week's snacks.

Children should bring their lunch to preschool in an insulated lunch box or bag, containing an ice pack to help keep their food cool and fresh. These should be placed on the lunch trolley. We provide a plate at lunch times for each child in which the child's lunch will go on and a cup is provided for milk or water.

Packed lunches should mainly consist of healthy items such as sandwiches with a healthy filling, fruit, and milk based desserts such as yoghurt or fromage frais. They should contain only very limited quantities of crisps, processed foods and sweet products such as cakes or biscuits. We reserve the right to return these foods to parents.

Noah's Ark has a no nut policy, to protect children with severe nut allergies, and we are especially vigilant where we have a child with a known nut allergy. We discourage children from sharing and swapping their food with one another, but children are naturally curious about each other's food, so we insist that packed lunches should not contain whole nuts or anything containing nuts such as peanut butter or chocolate spread with nut additives e.g. Nutella.

### **Snack donation**

We ask for a voluntary contribution of 20p per session to help with the cost of snack. We aim to provide a healthy and good quality snack.

Should you wish to make a contribution please see Laura or Bethany.

Number of sessions per week	Suggested donation per week
1	20p
2	40p
3	60p
4	80p
5	£1.00

If you would prefer to pay for the snack donation in one amount to cover the period until the end of the term you are welcome to do so. Snack money may also be paid with any fees you may be paying, either by cash, cheque or online.

### **Staff / child ratios**

At Noah's Ark we maintain the ratio of adults to children in the pre-school that is set by the Safeguarding and Welfare Requirements. The ratio for children under 3 is 1 adult to 4 children and the ratio for children over 3 is 1 adult to 8 children. We also have volunteer parent helpers and students where possible to complement these ratios.

This helps us to:

- give time and attention to each child
- talk with the children about their interests and activities
- help children to experience and benefit from the activities we provide
- allow the children to explore and be adventurous in safety

## **The parents' / carers' role in the setting**

Noah's Ark Pre-School is committed to regarding parents as members who have full participatory rights. These include a right to be:

- valued and respected
- kept informed
- consulted
- involved
- included at all levels

We recognise that parents are the first and most important educators of their children.

All of the staff see themselves as partners with parents in providing care and education for their child. There are many ways in which parents take part in making the setting a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with the staff
- contributing to the progress check at age two
- helping in sessions at the setting
- sharing their own special interests with the children
- being part of the management committee of the setting
- taking part in events and informal discussions about the activities and curriculum provided by the setting
- joining in community activities in which the setting takes part
- building friendships with other parents in the setting.

Parents can offer to take part in a session by sharing their own interests and skills with the children. For example, we have had different parents come in and do different cooking activities with the children which they got to take home with them and share with their families.

## **Key person and buddy system**

Noah's Ark has a Key Person system. This means that your child will have a key person who is responsible for working with both parent and child to make sure that what we provide is right for your child's particular needs and interests.

Your child will also have a buddy so that if the key person is unavailable your child will have a buddy person who will seek to meet your child's needs. Although as a whole the Noah's ark staff team work together to meet the needs of all the children.

When your child starts at Noah's Ark the key person and/or buddy will help your child settle, and throughout your child's time at Noah's Ark, s/he will help your child to benefit from our activities. You may speak to this person whenever needed and they can be approached at the beginning or end of a session.

## **Learning journey/Tapestry**

As part of the requirements for Early Years Grant Funding Ofsted records have to be kept. This information enables the key person to identify your child's stage of progress, informs planning and helps us know when to move your child onto the next stage.

These records are called the Learning Journey which are online (tapestry). Each parent has a password and can log in to access their child's learning journey which will be updated by the key person. The learning journeys are updated regularly by photos and observations taken by the Noah's ark staff team. Parents/carers can contribute to their child's learning journey by adding pictures and comments, thereby working together (staff and parents) this enables us to celebrate your child's achievements and provide what is needed for your child to progress. Staff and parents working together is one of the ways in which the key person and parents work in partnership to support.

The record of development is assessed every half-term and is kept along with personal details in child's individual folders in a locked filing cabinet. On a termly basis we review each child's learning more formally, tracking the child's learning alongside age expected objectives and work out if they are at their age expected level or if they are ahead or behind it. We feed back this information to parents during parent review sessions. On transition to a new provider, one part of the Learning Journey will come to you and the other part, which details your child's progress, will be forwarded to the new provider, nursery or school.

Parents have the right to look at their child's records at any time and can arrange a time with either the manager or the key person to discuss progress made.

## **Progress check at age two**

The Early Years Foundation Stage requires that we supply parents and carers with a short written summary of their child's development in the three prime areas of learning and development - personal, social and emotional development; physical development; and communication and language - when a child is aged between 24 - 36 months. Your child's key person is responsible for completing the check using information from on-going observational assessments carried out as part of our everyday practice, taking account of the views and contributions of parents and other professionals.

## **Settling in at pre-school**

At Noah's Ark we want your child to feel happy and safe with us; we aim to settle children quickly using a variety of methods geared to suit the needs of the individual child. We also offer help and support to parents as this may be the first time they have left their child; the Garden Lounge is available for parents to stay near and you are welcome to make tea and coffee for yourselves in the kitchen.

Before your child starts at Noah's Ark, you will be given a booklet titled "All about Me" which you can fill in with your child and this helps staff to get to know them better.

You will also be given a photograph album that can be filled with pictures from home, people, places, pets etc that are important to your child. This can then be brought into pre-school on your first sessions and kept here, again this helps with settling in.

The "All about me" booklet will be returned to you when your child leaves pre-school but the album remains the property of Noah's Ark (the photos will be returned to you). We also have a booklet called "All about Us" which has pictures of the pre-school inside along with pictures of the staff. This booklet can be looked through with your child so they can become familiar with some of the faces and areas within Noah's ark.

Parents are requested to stay for their child's very first session at pre-school, this gives you the opportunity to see what goes on, meet the staff and ask any questions about the policies. The second session we ask for the parents to stay and support their child for half of the session to allow the bond with the key person to begin. The key person will then discuss with you the best way of settling your child into the pre-school after that.

When parents leave, we ask them to say goodbye to their child and explain that they will be coming back and when. Staff reassure children who are anxious that the parent/carer will come back to collect them and offer comfort and other distractions to the child. The Dove room is also a quiet place to settle and we encourage the child to look at their photograph album brought from home. In most cases this is all that is needed. We acknowledge that some children will settle more readily into pre-school than others. We have a full settling-in policy available at the pre-school which is called 'The Role of the Key Person and Settling-in'.

### **What to wear**

We recommend you send your child in suitable clothes for painting, play dough and other messy play for both indoors and outdoors play. We do provide aprons at pre-school for children to wear whilst playing with the messy play but we cannot guarantee that your child will not get messy when doing so. We sell Noah's Ark T-shirts, Sweatshirts and summer hats; they are normally readily available at pre-school, or can be ordered by contacting the pre-school administrator.

It is very important that you name your child's shoes, coats and jumpers, and anything else they bring to pre-school, as these frequently get mixed up and your child cannot always recognise their own items.

It is good for children to practise the skills which will make them independent. Simple clothing which they can handle themselves will help them when they go to the toilet, and when they want to take off and put on their outdoor clothes, without being too dependent on adult assistance.

### **Helpful hints and tips**

1. Please put your child's name in coats, sweatshirts, hats and anything else that may need to be reunited with them.
2. We don't require you to change your child's shoes when they come into pre-school as children can choose whether to play inside or outside during the session.
3. Please make sure you bring your child a clear plastic bottle of water, clearly marked with their name, to pre-school so that they have access to water

whenever they need it. Please DO NOT send juice or any other type of drink (as this will be emptied and replaced with water).

4. Snack each week varies and in pre-school we try a variety of foods. Could you please let us know if there are any foods that your child has an allergy or reaction to or if they are unable to have certain foods due to religious or dietary restrictions? Please check the snack list weekly displayed on the notice board.
5. Please DO NOT let your child bring sweets into pre-school unless for a special occasion, such as a birthday, which will need prior agreement from the manager.
6. In hot weather please send your child with a sun hat and apply sun cream before they come into the session. Staff are unable to re-apply sun cream during the session unless with prior agreement and parents/carers filling in an agreement form.
7. Staff are unable to administer prescribed medication at pre-school without parents/carers filling in an "administering medication" form.
8. Please DO NOT bring your child to pre-school if they are feeling unwell or for 48 hours after being clear from symptoms in the case of diarrhea and/or sickness. Also, make sure we have emergency contact numbers so that we can contact you should your child have an accident or become ill during the session.
9. Please check your child's hair regularly for head lice. We can provide advice or put you in touch with a health visitor if need be. Pre-school will alert parents/carers of outbreaks should they occur.
10. It is very important for your child's safety that you inform us if somebody else is picking up your child from pre-school. We WILL NOT let your child leave unless we have been previously advised by you and a password is used.
11. Please ensure that if your child is not attending pre-school due to holiday, illness or any other reason that you give us a call to let us know so we can log this for our records.

## **Policies and procedures**

Our staff can explain our policies and procedures to you. Copies of these are available on our website or in folders at the pre-school, and are available to borrow to take home. Snapshots of the most important parts are detailed in this prospectus; the full policies are available at the setting. The setting's policies help us to make sure that the service provided by the setting is a high quality one and that being a member of the setting is an enjoyable and beneficial experience for each child and her/his parents.

## **Infectious illnesses**

Our policy for the exclusion of ill or infectious children includes procedures for contacting parents - or other authorised adults - if a child becomes ill whilst at Noah's Ark.

We do not provide care for children who are unwell, have a temperature, have sickness and diarrhea, or who have an infectious disease.

You should inform the pre-school manager as soon as possible, and keep your child at home, if your child has any of the following infectious illnesses:

- chicken pox - until all spots are crusted over
- rubella (German measles)
- impetigo
- threadworm
- or any other illness which your doctor / pharmacist has described as infectious or contagious.

Children with conjunctivitis should be treated by the parents / carers, and the pre-school manager should be informed.

Parents are notified if there is a case of head lice in the setting or if there is an infectious disease, such as one listed above.

We need to take these precautions, not only for the well-being of the other children, but also because of any potential danger to any pregnant ladies we may have in the setting at the time.

If your child has been **sick and/or had diarrhea** please keep them at home for at least 48 hours without any further symptoms, to stop the spread of infection, not only to the children, but also the staff.

Staff suffering from sickness and diarrhea do not attend the pre-school for 48 hours as above and then will not handle food immediately upon return to the pre-school.

HIV (Human Immunodeficiency Virus) may affect children or families attending the setting. Staff may or may not be informed about it. Children or families are not excluded because of HIV.

Good hygiene practise concerning the clearing of any spilled bodily fluids is carried out at all times. Ofsted is notified of any infectious diseases that a qualified medical person considers notifiable.

### **Non-collection of children**

If a child is not collected at the end of the session/day, we follow the following procedures:

- The daily board is checked for any information about changes to the normal collection routines.
- If no information is available, the manager will ensure that parents/carers are contacted at home or at work or on their mobile phone.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.

- The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book.
- If no-one collects the child after an hour or after the pre-school has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's social services care team (telephone number 0808 800 4005).
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker.
- Social services will aim to find the parent or relative but if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed (telephone number 08456 014772).

### **Administering medication**

There are staff holding current Paediatric First Aid certificates in attendance during every pre-school session, and training is completed every three years.

At the time of admission to the pre-school, parents give written permission for emergency medical advice or treatment to be sought and consent allowing staff to take their child to the nearest Accident and Emergency Hospital to be examined, treated or admitted as necessary on the understanding that parents have been informed, by all possible means, with the emergency numbers provided, and are on their way to the hospital. Parents are asked to sign and date their written approval.

At the time of admission, parents are asked to declare any medical condition which may require medication to be administered and complete a Medication Administration form detailing the requirements. Staff record any administration of the medication during the pre-school session and parents sign to acknowledge the administering of the medication.

Any medicines held at the pre-school will be clearly labelled with the child's name and dosage and kept in a cupboard or in the fridge out of reach of the children.

### **Nappy changing**

Noah's Ark Pre-school is happy to accept children who are not fully potty trained and attend in nappies. We have nappy changing facilities at the pre-school. Parents whose children attend wearing nappies are made aware that the supply of nappies, wipes, and disposal bags is the responsibility of each individual parent, on a daily basis.

Nappies are changed as appropriate by the designated staff member. Volunteers, students and other parent helpers are not allowed to change nappies. The staff members have undergone full Enhanced Disclosure Criminal Records Bureau Police checks, as per our Child Protection Policy.



In the event of a child becoming extremely distressed by having a nappy changed, staff offer reassurance to the child and would liaise with the parent concerning the best course of action for the child.

### **Toilet training**

Staff are always happy to help with toilet training routines which have been established by parents or to advise on possible ways of helping with the toilet training process for each child. Staff encourage each child to go to the toilet as appropriate, offering help, encouraging the child to show independence, and praising each achievement.

### **Making a complaint or if you have a concern**

Any parent who has a concern about any aspect of the provision made at Noah's Ark Pre-school should first discuss his/her concerns with the pre-school manager.

Most complaints should be resolved informally at this initial stage. If this does not have a satisfactory outcome or if the problem re-occurs, the parent should put the concerns or complaint in writing and request a further meeting with the pre-school manager and the Chairperson of the Noah's Ark Committee. This meeting will have an agreed written record of the discussion and will be signed and dated by all parties.

At the end of the investigation the manager may store information relating to the investigation in a separate file designated for this complaint or in the child's individual folder.

All records of complaints are kept whether they are against the pre-school, the child or the staff working in the pre-school, the circumstances of the complaint and how it was managed. The outcome of the complaint is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request. We have a full policy available at the setting.

### **The role of Ofsted**

In some circumstances it will be necessary to bring in Ofsted who have a duty to ensure that the Welfare Requirements are adhered to and with whom the Pre School Learning Alliance (PLA) works in partnership with to encourage high standards with its members.

The registering authority would be involved if a child appeared to be at risk or where there seems to be a possible breach of registration requirements. In these cases both parent and pre-school would be informed and the PLA Development worker would liaise with Ofsted to ensure a proper investigation of the complaint, followed by appropriate action. Parents may approach Ofsted directly at any stage in the complaints procedure. The contact details are always displayed on the noticeboard.

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Tel: 03001231231

Pre-school Learning Alliance National Centre  
The Fitzpatrick Building  
188 York Way  
London  
N7 9AD  
Tel: 020 7697 2500

If a child appears to be at risk, Noah's Ark Pre-School follows the procedures of the Area Safeguarding Children Committee of Suffolk County Council. In this case the parents and pre-school are informed and the pre-school manager works with Ofsted and Suffolk County Council to ensure a proper investigation of the complaint, followed by appropriate action.

### **Safeguarding children**

Our setting has a duty under the law to help safeguard children against suspected or actual 'significant harm'. Our setting is here to serve children and families. We will listen, and keep private what you say to us. However, we have to inform the appropriate agencies if we are concerned about the care a child is receiving.

Our employment practices protect children from the likelihood of abuse in our setting and we have a procedure for managing complaints or allegations against a member of staff.

All our staff and committee are fully checked by Ofsted and the Disclosure Barring Service. We have regular students and volunteers attend Noah's Ark who are either DBS checked by ourselves or by the organisation they are training with.

Our way of working with children and their parents ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty.

See the staff list for our current designated safeguarding officers.

Our full Child Protection Policy is available for parents on the noticeboard and further copies can be made available if required.

### **Children with additional needs**

As part of the setting's policy to make sure that its provision meets the needs of each individual child, we take account of any special needs a child may have. The setting works to the requirements of the 1993 Education Act and The Special Educational Needs Code of Practice (2000). See the staff list for our current Special Educational Needs Co-ordinator.

### **Discriminatory behaviour/ remarks**

These are unacceptable in the pre-school. The response will aim to be sensitive to the feelings of the victim and to help those responsible to understand and overcome their prejudices. Please see our Equality and Diversity Policy available at the pre-school.

## **Communication**

Parents will receive regular newsletters advising of the latest information concerning fundraising activities taking place during the session time in pre-school and events planned throughout the year. The website is also kept up to date with activities and events which we have planned throughout the year as well as our Facebook page "Noah's Ark Pre-school Ipswich".

The noticeboard is always updated with the latest information and also has lots of extra useful and important information concerning the pre-school. Information supplied whether written or spoken will be clearly communicated to you.

## **Relationship to St John's church**

Noah's Ark pre-school has a good relationship with the church, sharing its premises and welcoming the church's children's and family worker to pre-school sessions. Some, but by no means all, children go on to St. John's school but attendance at Noah's Ark pre-school does not automatically lead to a place at the primary school.

## **Noah's Ark Pre-school management and meetings**

The Noah's Ark Committee is responsible for managing the pre-school's finances, employing and managing the staff, ensuring the pre-school has and works to policies helping it to provide a high-quality care and education, and finally ensuring that the pre-school works in partnership with the children's parents.

If parents have any concerns that they wish to be addressed at the committee meetings there is an opportunity to record these either by using the Parent Feedback/ Suggestion booklet on the noticeboard or by contacting the committee chairperson or the pre-school manager.

## **Early Years Grant Funding**

We are registered as providers in the Suffolk Early Years Development Plan, which means that Government Funding of up to 15 hours per week will be available for your child when he/she becomes eligible. The age for receiving Government Funding currently is the term after your child turns 3 years old, and there will be no charge as long as they do not attend Noah's Ark or other childcare providers for more than the 15 funded hours per week. Some families who are receipt of certain benefits may be eligible for 2 year old funding of up to 15 hours per week.

As of September 2017 some children will be eligible for up to 30hours of funding per week, if you would like to discuss this please see Laura or Bethany.

If your child attends Noah's Ark for more hours per week than are funded, or if your child attends other childcare providers and you choose to allocate your funding to them instead, you will be charged for any hours in excess of the Government Funding.

If your child's attendance at Noah's Ark does not exceed the number of funded hours that he/she is eligible for, and you allocate your funding to Noah's Ark for each session your child attends, providing you have completed the appropriate form given to you in time, there will be no charge to you for their place at Noah's Ark.

## **Fees**

If your child attends sessions for which they are not eligible for government funding, you will receive a letter at the end of each half term telling you the amount due for the next half term. These fees must be paid by the Monday of the first week of the term or half term. Fees continue to be payable if a child is absent. If anyone has genuine difficulties with payments in advance, please speak to our administrator who may be able to help with an alternative arrangement.

We do not wish to deny any child the opportunity to receive pre-school education, however if a fee remains unpaid at the end of the half term for which it is due, then unfortunately we have no alternative but to remove your child's name from the register for all sessions that they attend for which they do not receive government funding (this is a last resort).

## **Expectations**

We will:

- Tell you of any incident / accident in pre-school which has affected your child - you will be asked to sign a form
- Keep an attendance register and record of absences
- Welcome positive and negative feedback and respond accordingly
- Keep parents fully informed.

We expect parents / carers to:

- Advise the pre-school in cases of absence on 721252, an answer machine is available
- Inform staff if anyone else is collecting your child from pre-school or they will not be allowed to leave the premises
- Provide up-to-date information in case of sickness or an emergency
- Advise pre-school of any incident / accident that has happened outside of pre-school and fill in an out-of-setting form
- Make use of the notice board and the parent feedback and suggestion book
- Contribute to their child's learning journeys and the 'wow' board

If you want any more information or want to talk to the pre-school manager then call the main Noah's Ark Pre-school number, 01473 721252.

We hope that you and your child enjoy the time spent at our pre-school and we look forward to working with you, in the care and education of your child.