



## General Information

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## About the Nurseries – buildings, parking, security

### Nursery premises

The Elms Day Nursery is situated on two storeys of a three-storey Victorian building. An extension to the rear provides additional bright, spacious purpose-designed children's playrooms for activities and extra-curricular pursuits. Vision panel walls enable easy viewing for children and staff. The Elms is self-contained and offers 'free flow' access to indoor and outdoor areas on the ground floor.

The Oaks Day Nursery is situated within two single-storey buildings, accessible via a central link. The buildings provide bright and spacious purpose-designed children's playrooms. Vision panel walls enable easy viewing for children and staff. The Oak pre-school unit is self-contained, and offers 'free flow' access to indoor and outdoor areas.

The Elms and The Oaks have a Forest School provision and a Sensory Room.

The Maples is a single-storey self-contained building, with free-flow access to an outdoor area. This nursery uses the Curiosity Approach throughout, with natural play resources, neutral colours and recycled authentic materials. The Maples also has a Forest School.

### Nursery grounds

The Elms Day Nursery is surrounded by a large grassed area with a variety of well-established trees. The Oaks Day Nursery and pre-school has five well-resourced outdoor play areas, enclosed by wooden fencing. The Maples has a well-resourced outdoor play area, enclosed by wooden fencing. It also provides access to Winterbourne's seven-acre botanic garden next door, with an allotment.

### Nursery car park

The car park can become very busy during the nursery day. There are designated parking areas in the nursery car park for dropping off and collecting children. If these bays are full, please ensure you park your car carefully. We ask that parents do not leave their cars parked all day, as this causes difficulties for other parents wishing to collect their children.

Under no circumstances should any car be left parked in a manner that will cause danger to children or the general public. Parents must adhere to local parking byelaws.

### Storage area for pushchairs and car seats

A small storage area is available at both nurseries to accommodate car seats and pushchairs. Please ask the Nursery Manager for directions. The nursery cannot accept any responsibility for items stored in this area.

## Property

Parents are asked to ensure that all items of clothing and personal property are clearly marked. The nursery cannot accept any responsibility for lost items.

## Access to nursery premises

Access to the nursery is gained via security fob. There is also an intercom system, and practitioners only admit known parents and visitors into the building. Casual callers are always asked to remain outside until the Manager or Deputy Manager is able to identify them.

We respectfully ask all parents on arrival and departure from the nursery to be mindful of security. No parent should allow anyone to follow them into the building; instead they should encourage others to press the intercom button for assistance. No offence will be caused, as the children's safety is paramount to all.

We have direct access to University Security staff if and when appropriate. The day nurseries' children, practitioners and premises are always responded to as a high priority.

## Practical information – opening times, late collection and emergencies, sun protection, adverse weather, excursions

### Nursery opening times

#### The Elms and The Oaks

Monday – Friday 7.45am – 6.10pm

Morning session: 7.45am – 1.00pm

Afternoon session: 1.00pm – 6.10pm

Attendance can be full time or mornings/afternoons.

#### The Maples

Monday – Friday 7.30am – 5.55pm

Morning session: 7.30am – 12.45pm

Afternoon session: 12.45pm – 5.55pm

The Nurseries open 50 – 51 weeks of the year, with the exception of Bank Holidays and University closed days (around Christmas and Easter).

### Collection of your child

If both parents will be responsible for the collection of their child, it is important that nursery staff meet them both. If any person other than the child's parents will be collecting their child, prior verbal and written notification from the parents will be required. If this is the chosen designated person, we will already have a photograph; if not, a photograph must be provided. We can retain this photograph for future reference if this person may need to collect the child on a regular basis. If an emergency arises and prior written notice is not possible, please telephone the nursery to give your verbal permission, and the name and a detailed description of the person who will be collecting your child. A password will also be used. If the person has personal identification, it would be helpful for them to bring it with them.

## Late collection of your child

Children must be collected promptly at the end of their session. If a situation arises that will result in the late collection of your child, please telephone the nursery at least 10 minutes before the end of the session to advise them of your circumstances and the likely collection time.

The nursery closes promptly at 6.10pm. If a child has not been collected, if no contact has been received from parents and if we are unable to make contact with either a parent or a designated person within 20 minutes, we will need to contact social services.

Additional late charges will be payable if children are not collected on time.

## Casual sessions

If you book an additional day for your child to attend nursery that is not your usual contracted day, you will be invoiced. Once this additional session is booked it is chargeable, unless your child is unable to attend due to illness.

## Sun protection

Birmingham Day Nurseries take the health and safety of children in its care very seriously. We acknowledge the advice given by Cancer Research UK, and in particular its 'SunSmart' campaign.

It is the responsibility of each parent/carer to apply sunscreen to their child before bringing them to nursery. Children must bring a named bottle of sun cream to the nursery each day during the warmer times of year. These will be stored in your child's room. All parents of children who attend the nursery all day will be asked to sign a consent form, giving permission for staff to reapply this sun cream when necessary, usually at lunchtime. Children who are not wearing sun cream will not be allowed outside to play. Children who stay all day who do not have a named bottle of sun cream for reapplication will not be allowed outside after lunch. We actively encourage all children to wear a sun hat when playing outside. We have a canopy to provide shelter and shade across part of the play area. Staff talk about the sun and its effects on us on a regular basis.

## Adverse weather

The decision to temporarily close the nursery, in the event of adverse weather or any other exceptional circumstances, will be at the sole discretion of the Nursery Manager. They will take into account:

- The health and safety of children and staff, including the need to maintain appropriate staffing ratios
- Best available advice from the university, local authority or other relevant authorities or agencies
- Action taken by comparable nurseries and infant schools in the area

The nursery will use all reasonable endeavours to communicate the decision to close to parents as soon as possible. This may include local media, email, text message and voicemail.

## Nursery outings and excursions

We aim to organise summer and winter excursions for the children and parents of the nurseries. Parents who are unable to attend will need to sign a consent form, giving us permission to take their child on the excursion. Children are able to remain at nursery if their parents refer; fun activities will be arranged. Older children may be taken on local walks to places of interest, to extend their learning. Again, children can remain in the nursery if parents prefer.

## Graduation

Every year, just before children leave us to go on to school, we organise a graduation ceremony with hats, gowns and graduation certificates! Parents are invited to the ceremony and there is a small party.

## Nursery Policies and Procedures

All the nursery's policies and procedures are available in the main entrance. Copies of any policy are available on request once your child has enrolled. Parents are expected to observe the policies to the extent that they affect their individual child. Please speak with the Nursery Manager or Deputy Manager if you have suggestions or comments.

These are just some of our policies:

- Managing Children's Behaviour
- Special Educational Needs and English as an Additional Language
- Safeguarding (Child Protection)
- Administering Medicines
- Health and Safety

This list is not exhaustive; there are many more. The nursery also has designated practitioners for the key areas of Special Educational Needs (SNCO), Behaviour Management (BECO), Equal Opportunities (ECHO), Safeguarding and Health and Safety. This information is displayed on noticeboards around the nursery.

## Parental responsibility

The nursery needs to know who has 'Parental Responsibility' for each child in our care. This is to ensure that the proper authority is given when the setting needs parental permission. It also makes sure that anyone with parental responsibility, regardless of whether they live with their child, can be provided with appropriate reports, and given an opportunity to be involved in the child's care and education. People who automatically have parental responsibility are:

- Mother
- Father, if he was married to the mother at the time of the child's birth. This continues after any divorce/separation/remarriage, even if the child lives apart from them
- Father, for children born after 1st December 2003, if the father's name is on the birth certificate (regardless of marital status)

Parents of an adopted child have parental responsibility. You may have been granted parental responsibility for a child, for example when the court orders that a child resides with a named person such as a grandparent, uncle or aunt, or other relative. In these circumstances, there will be an order from the court clearly specifying who has parental responsibility. In this event we will need to see a copy of the court order.

If your child is in the care of the local authority under an order from the court, then the local authority will also have parental responsibility for them. This means we will need to know the name of your child's social worker. For each child, the nursery is required to keep the following on the admissions register: details of every parent or person with parental responsibility; details of the person(s) with whom the child lives; and at least one telephone number where one of those persons can be contacted in an emergency.

## Court orders

The nursery also needs to be aware of any legal orders relating to your child. There may be a 'Residence Order' in place which states that your child must live with you. There may be a 'Contact Order' which specifies when your child's other parent sees them. In these circumstances, we will need to see the original order to make sure we have all the relevant information. There may be occasions where a court order is made preventing a person from having access any information about your child, or any contact with them. If this is the case, we will need to see the order; a solicitor's letter is not sufficient. Unfortunately without legal documentation, we are unable to prevent access to either parent.

All staff are mindful of the emotional weight that may be associated with parental responsibility, and will fulfil our responsibilities to parents and children with sensitivity.

## Introductory visit arrangements and parent communication

### Nursery visits for new children and parents

Once a nursery place has been confirmed, an introductory visiting schedule will be arranged, to allow the child and parent(s) a gentle introduction to nursery life. Ideally, nursery visits should start 4-6 weeks before the child's first official day. Some children need a much longer introductory period of 8-10 weeks, depending on their circumstances and experiences; a child who has only been cared for by parents or close family can find it very unsettling to be introduced to unfamiliar people. A gentle introduction allows for a gradual and smooth transitional process. On initial visits, it is often better for the child to have some support and, if possible, to be accompanied by a parent or another family member. This also gives the parent an opportunity to get to know the staff and children in the group.

When your child feels settled, these visits can progress to unaccompanied sessions. The number of visits is not limited; you may book as many as is needed to help settle your child.

Please note that if a child does not attend the agreed number of introductory sessions, and as a result fails to settle, the Nursery Manager reserves the right to delay the child's start at nursery until they have attended further sessions.

### Internal nursery visits

When your child shows signs that they are ready to move into the next age group, the Senior Practitioner will discuss this with the parent(s). If the parent agrees, room visits are organised: your child will go, with other children from their group, to spend some time with the 'new' group. Although children are grouped by age, this is not the deciding factor for moving children on to a new room. Dates of birth act as a guideline only; children's emotional, social and intellectual needs are also considered. Some children may need many visits before they feel settled enough to move permanently into their new room; other children may like their new group so much they no longer wish to return to their old room. We're flexible, and always involve parents in the discussion process.

### Group parent handbooks

Every group in the nursery has a parent handbook which gives information on the activities, practitioners and general events within that specific group. Parents new to the nursery will be given their handbook one introductory visits begin. Parents who are already part of the nursery will receive their handbook as progression to the next room starts. Parents are invited to meet with the Senior Nursery Practitioner before or while the child is visiting their new room, to have a tour of the resources and meet the practitioner team.

### Communication

The nursery organises parent consultations for all groups three times a year. Senior Practitioners always work on an early or late shift, giving parents the opportunity for day-to-day discussion as they arrive or depart from nursery. Appointments can be made during the nursery day if you'd like to meet with the Nursery Manager or Senior Practitioners to discuss your child's care in more detail; please contact us to make an appointment. If you have a concern, query or a complaint to make, please let us know immediately so we can arrange to meet and listen to you. Details of the nursery staff and management structure can be found on the notice board.

## Health information

### Health care plans

If your child will need specific health care while at nursery, we will need to complete a health care plan, which will be kept within your child's records. This ensures that the nursery has the essential information related to that individual child. A new health care plan will be required every time your child progresses to a new group, to ensure all health care information is current.

## Unwell and sick children

Parents will be contacted immediately if their child becomes unwell during the nursery day. Parent will be requested to collect their child if the Nursery Manager or Deputy Manager feel that the child is not well enough to remain at nursery. In the case of infectious diseases, the child will need to be collected immediately. Unwell children will be cared for until their parent arrives. The Nursery Manager has the authority to request a child be taken home, or to allow a child to remain in nursery.

## Infectious diseases

The nursery follows guidelines set by the Health Protection Agency (HPA) in relation to infection control. If a child is suffering from an infectious illness, parents should notify the nursery, and should not allow the child to attend. The nursery reserves the right to refuse admission to any child on the grounds of adverse health.

## Sickness and/or diarrhoea

Any child suffering from any form of sickness and/or diarrhoea must not come to nursery until a 48-hour clear period has occurred. This clear period helps to minimise the spread of infectious diseases to other children within the nursery, and their families.

## Conjunctivitis and weeping skin infections

Any child suffering from conjunctivitis, impetigo, or a similar type of infection must not attend nursery for 24 hours.

## Administering prescribed medication

Practitioners are only able to administer prescribed medication during the nursery day if it would be detrimental to the child's health for the medicine not to be administered. Any child who requires antibiotics will need to remain at home for 24 hours after their first dose.

## First Aid Training

The Elms and The Oaks have been awarded Millie's Mark. This award for excellence in paediatric first aid means that everyone who may come into contact with your child – including administrative staff, kitchen staff and agency workers – has received paediatric first aid training. This covers medical emergencies, life-saving techniques, and risk assessments to minimise risk and reduce accidents. The Nursery Manager and Deputy Manager are also certified first aiders at work. Providing immediate, effective first aid for children is always a priority. Paediatric First Aid is a similar priority at The Maples.

## Consent for emergency treatment

By signing the nursery's Terms & Conditions and Consent Form, you permit and authorise practitioners to take the necessary steps to arrange treatment for your child as may be necessary in cases of emergency.

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