



Registered for 30 Places
6 Months-5 Years
Established 2021

Welcome to Tenderlinks Day Nursery!

Tenderlinks provides a nurturing environment that supports the development of strong foundations during the vital years of your child's early education. We provide the highest quality of learning and care, modeling the home environment, so our children feel relaxed, secure and able to express themselves.

Our priority is to make sure all of our children are educationally stimulated, healthy, safe and happy.

We celebrate and respect the uniqueness, individual needs, dignity and independence of each and every one of our children.

We employ realistic boundaries and our expectations take into account the age and development stage of individual children. Personal responsibility and cooperation are encouraged and children are guided to demonstrate a caring attitude to both their peers and staff members.

Children are provided with access to the full EYFS curriculum, ready for a smooth transition into state or independent primary schools.

Ratios & Key-workers

Our nursery appoints a key-worker to each child, and each member of staff has responsibility for an identified group of children.

Every effort is made for very young children, in particular, to spend the majority of the nursery day in the care of the same adult. We find this key-worker system helps provide continuity of care.

The nursery operates the following ratios:

Age 0-2 1 member of staff to three children
Age 2-3 1 member of staff to four children
Age 3-5 1 member of staff to eight children

Our Practitioners

Tenderlinks recognise that the most important bearing on the happiness, health and safety of our children are our practitioners. We do not take recruitment lightly, and it is important to us that all of our staff show experience, aptitude and the ability to fit well within our environment and amongst our children.

All of our team are formally qualified and their qualifications include (either or both) the following:

- BA (Hons) Early Childhood Education
- QTS (Qualified Teacher Status)
- NVQ level 3 and above

All staff undergo enhanced DBS checks before they can work with the children. In addition, two references are taken up prior to starting work with us as well as a rigorous induction into the setting. New employees are also assigned an experienced practitioner as a mentor to help settle them into their new role. All members of our team undergo regular safeguarding and paediatric first aid training.

Family Nursery Software

Family Nursery Software is a platform that supports the communication and partnership between parents and the nursery. The platform is web based, but also has apps for iOS and Android.

Highlighted Features include:

Sign in and out; View daily pictures and activities; Monitor sleep and food; Notify of holiday and sickness; Receive invoices and statements; Lunch and afternoon tea menus; Calendar; Events; Invites; Child and staff profiles; News feed with photos, videos and documents; Group and private messaging with parents and staff; Nappy and toilet visit tracking; Automated permission slips; Real-time accident reporting and much more.

Learning

Young children learn best by doing and by being involved. The nursery possesses a wide range of interactive equipment designed to promote effective and enjoyable learning through play.

As well as our curriculum based EYFS learning, our practitioners take the lead of each child, and provide further opportunities to develop language and literacy skills around their interests.

We welcome parental feedback, and we are happy for parents to highlight any areas of learning they feel their child shows a particular aptitude in, or areas of learning they would like us to focus on.

Early Years Foundation Stage (EYFS)

We support the EYFS principals of learning, and continuously implement strategies which help us ensure your child develops them throughout their time with us.

We apply the EYFS principles for all children **0-5 years**, and further adopt the early learning goals for children **aged 2-5**.

Principles of Learning

- Every child is a unique child who is constantly learning and can be resilient, capable, confident and self-assured.
- Children learn to be strong and independent through positive relationships.
- 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 and parents and carers.
- Children develop and learn in different ways. The framework covers the education and care of all children in early year's provision, including children with special educational needs and disabilities.

Early Learning Goals

- Personal, Social, & Emotional Development
- Communication, Language & Literacy
- Problem Solving, Numeracy, and Reasoning
- Knowledge & Understanding of the World
- Physical Development
- Creative Development

Special Educational Needs

Our dedicated care is designed to ensure that each child's particular learning needs are met. Practitioners recognise that the level and pace of learning will vary with each and every child. All children have access to a broad and diverse curriculum and teachers use their judgement to adapt curricula to individuals learning needs.

The vast majority of children are able to benefit from such a curriculum. However, in certain circumstances, individuals may require additional support in order to progress and develop. Where possible, we aim to provide this support, and our low pupil teacher ratios help to facilitate this.

A separate and detailed statement on the identification and assessment of special educational needs is available upon request.

Arrivals & Departures

On Arrival, parents should escort their child into the nursery and hand him/her over to a member of staff who will get them signed in on Family.

To make the most of their time at the nursery and to prevent disruption to other children, parents are asked that children should arrive before 9:00 a.m.

A charge will be levied if children are collected late. Parents are asked to supply details of persons who can be contacted to collect their child in an emergency.

Children are signed in and out each day by their key worker person. If a child is to be collected by a different person, (relative, friend etc), staff must be notified at registration. We will not release a child to anyone unless we have confirmation from the parent that it is OK to do so along with a password

Absences

Please let us know as soon as you can if your child is going to be absent or late.

Settling in

Our intention is to help all children and parents feel at ease as soon as possible. Prior to starting, parents are encouraged to attend an initial settling in period, the length and frequency of which we tailor according to the needs of each child.

The Nursery Day

The nursery day is carefully balanced so that children have time to be active, time to play and be noisy, time to be quiet, time to listen, time to concentrate, and time to rest.

Independence, confidence and mobility are encouraged through a variety of activities using a sensory approach. Treasure baskets, heuristic play, cooking, sing-song and music times, outdoor play and co-ordination activities are included in the weekly timetable.

The nursery provides weekly external activity sessions such as gardening, language, dance, music, & sport.

8:00 am to 9:00 am	Arrival, breakfast & circle time
9:00 am to 10:00 am	Morning Lessons and activities
10:00 am to 10:30 am	Milk and morning snack
10:30 am to 11:15 pm	Activity period
11:15 pm to 11:45 pm	Lunch
12:00 pm to 2:00 pm	Nap/Quiet time or activities for older children
2:30 pm to 3:30 pm	Activities
3:30 pm to 4:00 pm	Snack
4:00 pm to 4:30 pm	Activity period
4:30 pm to 6:00 pm	Collection and free play

Lunch and Afternoon Tea

To ensure our children are provided with the healthiest food possible, we use a specialist infant food provider who deliver fresh food to us daily. The Company has a 5* rating from Environmental Health and have all their meals inspected and approved by a child nutrition specialist. They:

- Source all food locally, wherever possible.
- Use organic milk and cream.
- Use free range eggs.
- Make all dishes, soups, stocks and sauces themselves from scratch, using real ingredients.
- Never use salt in food made for the children of any age range.
- Recycle waste – helping to ensure that children have a bright, happy future to look forward to.
- Make all baby food from scratch.
- Collect/deliver lunches in the most environmentally friendly order possible to reduce pollution and reduce our carbon footprint.
- Cook food to order.
- Food rating system in place so that the nutritional value is clear to children, staff and parents.
- The nursery also provides breakfast, snacks, milk, and water throughout the day.

Sleeping Arrangements

Young babies typically dictate their own routine, but if parents would like us to help their child adopt a routine that fits with their preferred home routine, we are happy to assist. Older children who still require sleep will have the opportunity to do so after lunch. Children who require additional naps throughout the day are also provided with the opportunity to do so.

Potty Training

We recommend potty training children around the age of two, but we also recognise children that are capable of doing this before, as well as children that need extra time. We will work closely with parents throughout potty training, and we ask parents to provide any creams which you may use and an appropriate change of clothes in case of accidents.

Clothing

Children should wear clothes and shoes that are comfortable, easy to put on and take off. Spare clothing should be provided every day and all items must be labelled.

Jewellery should be avoided, as the nursery cannot take responsibility for lost or damaged items.

Safeguarding

As a childcare provider, we have a legal and moral duty to recognise and record any signs and incidents which may harm a child psychologically or physically. Our staff are trained to follow child abuse procedures, and we will report concerns to the appropriate agency and/or police.

Health, Illness & Emergencies

In case of serious illness or accident, the parents or their emergency contact person will be contacted immediately, along with a medical professional, and the appropriate action taken, including transportation to hospital if necessary. All accidents will be recorded.

Parents must inform the head of the nursery if their child has any known medical condition, health problems, allergy, or has been in contact with infectious diseases.

Children must not attend the nursery if unwell. Please note that the staff cannot accept attendance of children who are suffering from certain, mainly infectious illnesses e.g. Conjunctivitis. The nursery is not allowed to exercise discretion and must follow the guidelines on exclusion periods provided by the local authority.

Policies, Procedures, Suggestions & Complaints

All Tenderlinks Day Nursery policies and procedures are readily available for you to review at any time. Please ask a senior member of staff on duty.

All suggestions and complaints are to be referred to the head of nursery. Complaints will be sympathetically heard and discussed, and will be acted upon if the head of nursery feels they are warranted and possible within the scope of the operation of the nursery.

Parents can contact Ofsted at any time which has a formal complaints procedure.





Equal Opportunities

The nursery values the importance of developing positive self-esteem. All that a child brings with them to the nursery – their language, culture, religion, family background and gender is valued in order for children to feel accepted and accepting of themselves.

We ensure that pictures and other material used realistically portray the ethnic composition of all communities. All care is taken to ensure that what is taught contains no negative stereotypes about gender, race, disability or family structures.

We have the same expectations of boys and girls, and they take part in the same activities. We are keen that our practitioners are drawn from a variety of backgrounds, and no one is employed who holds views contrary to equality of opportunity.

We feel that our best contribution to equal opportunity is to ensure that all our children receive the best possible start in life.

Our separate and detailed policy on Equal Opportunities is available upon request.

Ofsted

The nursery is registered by Ofsted – EY2655325 (The Office for Standards in Education) under the Children's Act as a day nursery for 38 children between the ages of three months and five years. The nursery is subject to regular unannounced inspections by Ofsted and a copy of our most recent report, which was graded **'Good'** is available for parents to read on the premises and on-line.

And parents have said...

We have had 2 boys at Tenderlinks, both very different characters (one very keen on learning and the other loves outdoors and playtime) and both have thrived. The staff are brilliant, very kind and patient. Both boys have surprised me on many occasions by coming home having learnt a vast array of different things. Alphabet and numbers from a very early age, not to mention sports, French and nature classes and also some school trips to see fire engines, natural history museum and Sea World. All of this, along side having loads of fun and making great friends with lovely children. We are all sad to say goodbye to the girls who have taken such good care of our boys over the years.

- Georgie D

Our daughter joined in August 2021 and absolutely loves it. We have been thrilled with the care our daughter has received. The activities that she gets to do gives her the most amazing experiences and opportunities to learn. The staff made her feel welcome and safe from day one. The menu they have is so varied and It is a wonderful place for her to grow up, learn and develop. A really great nursery. Thank you all!

- Will T

My son started when he was 9 months old- the staff were very caring and nurturing towards him as the youngest child there this helped him to settle quickly. The best thing about Tenderlinks is the wide range of fun activities and learning opportunities such as sports lessons, gardening and ballet. Not a day goes by without news of an outing or experience my son has enjoyed- I really value this aspect as my preference is more towards being outside than in.

- Joanna S

Viewing & Application Process

Please telephone and or email the Nursery Manager to arrange a viewing.

Registration operates on a first come, first served basis. However, if a place is not available when required, you may choose to be included on our waiting list.



Opening Days & Times

Monday to Friday | 8.00 am - 6.00 pm | 50 weeks of the year

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