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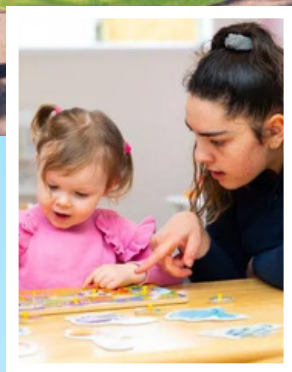




Introduction

WELCOME TO TENDERLINKS GODALMING!

This handbook has been created to provide you with important information about our nursery, including our structure, policies, and procedures. We encourage you to read through it carefully and keep it for future reference.



The Structure of Tenderlinks Godalming

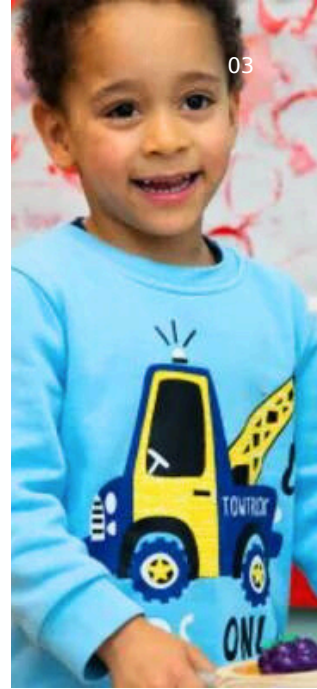
Tenderlinks Godalming is organised into three classes based on the age of the child:

Hedgehogs: 7 weeks - 18 months

Rabbits: 18 months - 2 years

Squirrels: 2 - 3 years

Owls: 3 - 4 years



Our vision

At Tenderlinks Nursery we strive to provide a 'home away from home' for the children in our care and their families.

Our practitioners are trained in delivering quality Early Years Provision that encourages sustained shared thinking and emotional well-being.

We know that the most important people in a child's life are their parents, and at Tenderlinks we believe that it is our responsibility to create an essential partnership between the nursery staff and parents from the first point of contact. This helps us to demonstrate vital educational values embedded in our daily provision, such as:

- **Having a positive approach or outlook**
- **Mutual respect**
- **A value for diversity and what's makes us all special!**

The Staff Structure

OUR DEDICATED TEAM AT TENDERLINKS GODALMING INCLUDES:

Nursery Manager

Mrs. Vicky Rhodes



Deputy Manager

Alice Burke



3rd in charge

Ellie Howick



Key Persons: Experienced and passionate practitioners responsible for the day-to-day care of each child, you will be informed of who your child’s key person will be prior to your child starting at Tenderlinks.

Communication with Parents

We believe in open communication with parents. You can expect both informal and formal communication, including daily verbal feedback, updates via our online Family platform, and regular Parents' Evenings.

It was a statutory requirement that around the time your child turns 2 years old we will carry out a 2 year progress check which takes into account your child’s development in compassion to expected levels of development. This progress check is carried out by your child’s key person and you will be invited to attend the meeting.

Session Timings and Fees

Sessions run from 7:30 am to 6 pm, with various fee options available based on age and number of days attending. Parents are required to pay fees monthly via direct debit, standing order, child tax credit, or childcare vouchers.

If you require extra sessions, please contact the Nursery Manager. If your child is going to be on holiday or absent, please record this on the Family app.

Vouchers and Funded Scheme

We accept childcare vouchers and offer 15 or 30 funded hours for eligible children aged 9mths+ (from September 2024) and 2 to 4 years old. Details about the scheme and how to apply can be discussed with the nursery manager.



Settling In

We offer up to three settling-in sessions to help your child transition smoothly into nursery life. Our staff work closely with you to ensure your child feels comfortable and secure.

Your child will be given a key person, Your Key Person is the member of staff with whom your child will develop a special bond.

Your child's Key Person ensures that your child's needs are met; they understand his/her feelings and will offer comfort, support, and reassurance throughout the day. The Key Person will also recognise your child's individuality and help to foster his/her independence and curiosity whilst collaborating with you to support their development.

Uniform

We do not have a uniform policy, but we encourage children to dress comfortably and appropriately for messy play and outdoor activities. We will not stop a child's learning or engagement to insist a child wears an apron while painting or other messy activities, however aprons are available if a child chooses to wear one. We ask for all children's clothes to be clearly named.

We also ask for children to have a pair of named wellies, named waterproof coat, named sun hat, suncream and a named water bottle.



Welfare, Including Food, Illness & Rest Times

Our nursery provides nutritious meals and snacks, catering for all dietary requirements with menus shared via Family. We have policies in place for illness, medication administration, accidents, and sleep routines. Policies can be read on Family under 'Permissions'.



We offer a peaceful calm sleep room for children to sleep or rest. Cots and beds are available, sleep times are monitored continuously. The sleep room is well equipped with bedding, soft lighting, black out blinds, relaxing music, baby monitors.



Sleep routines are flexible to meet the needs of your child, however it is best for your child to sleep/rest at the same times as their peers so that social activities can be enjoyed together.

Your child should not attend nursery if they are ill and/or are infectious to others. A 48 hour clear period is required after vomiting and/or diarrhoea.

Paracetamol may be administered for a high temperature with parents permission. If a child's temperature is over 38oc we will administer medication and ask for parents to come and collect their child. Temperatures between 37.7-38oc will administer medication and continue to monitor the child, keeping in touch with parents throughout.

We understand the needs of working parents and do not aim to exclude children from the nursery unnecessarily. However, the decision of the Nursery Manager is final when requesting the exclusion of a child for illness or infection.

Policies & Procedures

Important nursery policies and procedures, including safeguarding, are accessible through the Family platform. Parents are required to read and acknowledge these policies.

Safeguarding

We are committed to safeguarding and promoting the welfare of all children in our care. Our designated Safeguarding Lead (DSL) is Mrs. Vicky Rhodes, and deputy designated safeguarding lead (DDSL) is Ms Sian Campbell.

If you have any safeguarding concerns please contact one of these designated people or call Children's Single Point of Access (C-SPA) between 9am to 5pm on Monday to Friday.

Phone: **0300 470 9100**

Email: **cspa@surreycc.gov.uk**

Useful Contact Details



Mrs. Vicky Rhodes

Nursery Manager's phone: 01483 424 127



Email: godalming@tenderlinksdaynursery.co.uk



In case of dissatisfaction with nursery services, you can contact Ofsted at 0300 123 1231.

Please retain this document for reference throughout your child's time at Tenderlinks Day Nursery - Godalming.