



Welcome to Newhall Nursery

A message from the Nursery Manager

Newhall Nursery is a unique purpose-built building, where we have a fantastic opportunity to introduce a new nursery to the Newhall community, together helping the nursery and children grow and succeed.

We strive to ensure our nursery is a warm and welcoming nursery to our staff, visitors, children and their families. Having children myself, I can appreciate how hard it is to decide to send your child to nursery and want to thank you in advance for putting your trust in us. We endeavour to make you feel as comfortable and involved as possible to ensure your child receives the best possible care and education in their early years. We understand that you know your children best and always operate an 'open-door policy' to ensure your involvement in your child's care is prominent and communication is strong. Your children's safety and happiness are our main priorities. If your child is happy whilst at nursery, this allows great opportunity for their learning and development to thrive.

At our nursery, your child will be cuddled, cared for, played with, listened to and taught many new life skills by our qualified and well-trained staff in order for them to have outstanding early experiences.

Thank you for choosing Newhall Nursery and I look forward to welcoming you.



Stef Montgomery (BA Hons and EYP)
Nursery Manager

REACH2 Academy Trust are the largest primary trust in the country and the Early Years Specialists within the trust help to secure excellent practice in the Early Years - in both the Nursery environment and the two Reception classes within our primary school. Both the school and nursery are managed by Reach2.

You can find out more about Reach2 Vision, Values and Touchstones here: <https://reach2.org/>



About our Nursery

Newhall is a brand-new, state of the art academy and nursery on the Newhall development in Harlow. Newhall Nursery has capacity for 56 children and is open all year round from 7.30am until 6pm. It offers both funded and private day care places for children aged 6 months to 5 years. We work closely with the attached primary school and we share one headteacher, Mrs Charmaine Ward, who oversees both the Primary and Nursery settings.

At Newhall we aim to provide an exciting and challenging curriculum which is designed to engage and motivate all children. We want our children to become resilient, independent thinkers with a thirst for learning. Whilst we strive for high academic standards, we are also totally committed to developing the creative, physical, emotional and social aspects of all of our children's lives.

We offer a safe, nurturing and stimulating learning environment, which enables us to ensure our children are supported, challenged, inspired and motivated through a breadth of learning experiences and opportunities. We are committed to safeguarding and promote the welfare of all children. We expect all staff to share this commitment.

We are at the heart of this new community and therefore endeavour to foster strong relationships between children, staff, parents, governors and the wider community of Harlow. We welcome the opportunity to work with you to develop bright, ambitious, confident and inquisitive children.

Newhall nursery is a place where every child is respected and treated as an individual, with no limits placed on their learning - just opportunities to continually improve with a 'Growth Mindset' approach. We believe in the potential of every individual, from whatever circumstance, to achieve and enjoy their time at our nursery and school. We do not 'label' children or group them by perceived 'ability'; instead, we give all children equal opportunities to challenge themselves through the range of tasks and activities presented to them - empowering children to take ownership and responsibility for their own learning.

We look forward to meeting you, and showing you what a fantastic place of learning Newhall is.

Nursery Staff

Newhall Early Years Team comprises of a Nursery Manager, EYFS Phase Leader, Deputy Manager and Early Years Educator, Room Leaders, Early Years Practitioners and Apprentices. The Staff have a variety of childcare qualifications including Early Years Professional Status, Foundation Degree, QTS, NNEB, and NVQ's, all fully approved by the relevant authorities. All staff have enhanced DBS checks and we follow Safer Recruitment procedures.

There will be occasions when the Nursery has students, volunteers or apprentices. Anyone supporting at Newhall Nursery will not be left unsupervised without first undergoing an enhanced DBS check.

Mission statement

Our mission statement, "**Aiming high; Reaching higher**", underpins everything we do and strive to do.

Vision

Children at Newhall will feel safe, valued and develop a love of learning.

This will be achieved by:

- Always being truthful, fair and inclusive.
- Respecting, listening to, valuing and recognising the uniqueness and achievement of every member of our academy family
- Providing outstanding learning and teaching which enables all students, regardless of gender, race, background or ability, to excel academically, emotionally, physically, socially, morally, spiritually and culturally.
- Equipping children with the resilience and perseverance to become creative and independent thinkers and to become learners for life within an ever-changing world.
- Raising the aspirations of everyone within our academy community so everyone strives for **personal excellence** in everything they do
- Developing learning activities which stimulate positive models of enquiry, reflection, challenge and innovation.

Our Vision is underpinned by our six Core Values:

- **Honesty**
- **Respect**
- **Responsibility**
- **Resilience**
- **Aspiration**
- **Reflection**



Covid-19

Maintaining the safety of our children, staff and parents are our priority. We are currently following government guidance in relation to how we operate the nursery during the pandemic. Policies and procedures are under strict and constant review to ensure the safety of our children, staff and parents. These procedures will be communicated with parents. We have completed a robust risk assessment which is under constant review. Please see our website for more information.

Our current nursery procedures are set out below. Parents must:

- To continue to follow social distancing rules set by the government outside of nursery
- Ensure clothes worn by children are clean each morning
- Nappies, wipes or formula milk to be in sealed packaging
- Children to wash their hands before and after nursery
- Spare clothes to be clean
- Staggered drop off and collection times in place
- Only 4 adults allowed into the nursery at any one time
- Visitors and parents must wear a face mask upon entering the building and are not allowed in the nursery rooms
- Parents to stand on the markings placed on the floor and not go to the next set of markings until it is clear and safe to do so
- Only one adult per family present when dropping off and collecting children
- Children not to bring any toys in from home. If children require comforters, a spare comforter can be given to stay at the nursery where possible
- Buggies, bikes or scooters from home cannot be brought into nursery
- Do not congregate with other parents or try to speak with staff for prolonged periods. Staff will be providing feedback via Tapestry under the 'care diary' section. If you have any questions you wish to ask staff, please call or email me directly
- Children to bring in water bottles from home
- Agree to keep children with any symptoms at home
- Agree to notify us of any child or family member that has symptoms and has tested positive for Covid-19

Nursery procedures:

We know that, unlike older children and adults, children in the early years cannot be expected to remain 2 metres apart from each other and staff. We endeavour to keep children safe and reduce the risks and therefore our expectations are:

- staff to maintain social distancing where possible
- staggering drop-off and collection times
- parents are not to enter the building
- only have one adult at drop off and collection times
- staggering meal times
- staggering staff lunch breaks
- frequent hand cleaning and good respiratory hygiene practices
- regular cleaning of the nursery and resources
- minimising contact and mixing
- nursery visits for prospective parents will not be held. A virtual tour is available on our website
- children's settling in sessions will take place outside the nursery rooms with staff and a parent, then once the parent leaves, the child will be brought into the room

- the nursery will display coronavirus infection control measures information posters
- Encouraging good hygiene by promoting the importance of handwashing for at least 20 seconds with warm water and soap in the following circumstances:
 - Before leaving home
 - On arrival at school
 - After using the toilet
 - After breaks and sporting activities
 - Before food preparation
 - Before eating any food, including snacks
 - Before leaving school
 - At regular intervals throughout the day

As per government guidance, we are unable to welcome parents and visitors into the setting at this time. We will be in touch with parents where their child requires a settling in session in due course. The above measures will be reviewed and updated accordingly.

Child Protection

At Newhall, the health, safety and well-being of every child are our paramount concern. We listen to our pupils and take seriously what they tell us. Our aim is for children to enjoy their time as pupils in this school. We want to work in partnership with you to help your child achieve their full potential and make a positive contribution.

To promote a safe environment for pupils, our safer recruitment policy includes all checks on staff and regular volunteers' suitability, including Disclosure and Barring Service (DBS) checks, in accordance with current legislation, and in addition to this teaching staff are monitored through the recently introduced national prohibition check service.

All entrances and exits to the school are secured during school hours, and the only access to the school is through the main school entrance which has a constantly monitored entry system.

In accordance with our responsibilities under section 175/157 of the Education Act 2002 and "Keeping Children Safe in Education" 1st September 2020, we have a Designated Safeguarding Lead for Child Protection, Mrs Charmaine Ward (Headteacher) and Deputy SG Leads, Mrs Stephanie Montgomery (Nursery Manager), Miss Lisa Andrews (Nursery Deputy Manager), Mrs Jenny O'Neill (Assistant Headteacher) and Mrs Charlotte Smart (Assistant Headteacher) of whom have had appropriate training for their Safeguarding role. It is their responsibility to ensure that all staff in contact with children receive child protection awareness training on a regular basis throughout the year.

Occasions do arise when our concern about a child mean we have to consult other agencies. Whilst we would always aim to work in partnership with parents, there may be exceptions to this when concerns are raised for the protection of a child.

On very rare occasions Social Care, whilst undertaking an investigation under s47 of the Children Act 1989, may want to speak to a child without a parents' knowledge. This would be a decision made in collaboration with partner agencies and would only be done in situations where a child might be at immediate risk. To gain consent at this point may increase the level of risk to the child or cause evidence of a crime to be lost.

The procedures, which we follow, have been laid down by the Local Safeguarding Children's

Board, and the academy has adopted a Child Protection Policy in line with this for the safety of all. If you want to know more about our procedures, please speak to the Headteacher, Mrs Charmaine Ward; Nursery Manager, Stef Montgomery, or your child's class teacher.

The Safeguarding Policy can be found on our academy website:

<https://newhallacademy.org/policies/>

Opening Hours

The Nursery is open from 7:30am to 6pm. We open 5 days a week all year round, excluding Bank Holidays, two Professional Development Days (One Term Notice given) and a week at Christmas. You will not be charged for the days we are closed. We will work in partnership to support your child to settle, which may take time initially, as we want your child to feel happy, safe and secure.

Classes

The nursery consists of 3 'rooms'



Blossom Room

6 months to 2 years with a maximum capacity of 12. We have currently capped the numbers at 9 per session. The ratio is 1 adult to every 3 children.



Snowdrop Room

2 to 3 years with a maximum capacity of 20. We have currently capped the numbers at 16 per session. The ratio is 1 adult to every 4 children.



Bluebell Room

3 to 5 years with a maximum capacity of 24 children. The ratio is 1 adult to every 8 children.

Each room has a Room Leader and between 2 and 3 Nursery Assistants.

Children will be moved to the next room the term after their birthday and if there is availability. Your child will automatically get a place in every room until they leave Newhall Nursery. This will be communicated with parents.

Each room has their own garden area and outdoor play area, which children can access throughout day.

All children are required to start Primary School in the academic year where they turn 5. We will assist you with school applications. If you wish to defer your child's place for a year, you must inform us at your earliest convenience in writing to prevent losing your child's space.

We ensure our early years curriculum, teaching methods and ethos work in correlation with Newhall Primary.

We often use their facilities including the teaching kitchen; library; school hall; playground and field. The head of Early Years for the school, Mrs O'Neill, also manages the nursery curriculum and teaching. She trains staff and spends time with the children in the nursery to ensure there is consistent teaching across the early years in the school and nursery.



Attendance

It is important that your child has regular attendance at Newhall Nursery and your child's attendance will be monitored carefully. You will be required to notify us within one hour of the start time of the session of your child's absence and the reason for their absence.

We understand that from time to time it may not be possible for your child to attend nursery; however, if the attendance is irregular without any reason, you will be supported in the first instance, but if attendance does not improve your child's place may be terminated and offered to another child.

Admissions

You can register your interest by completing a 'Registration of Interest' Form and returning it to Newhall Nursery. A member of the Nursery Team will then contact you regarding your request and you will be offered a visit to have a look around the Nursery, if you have not already done so.

Once your child has been offered a place at Newhall Nursery a **£50 Non-Refundable** fee is required to cover administration costs. **This will be taken off your fees at the end of the first month.** Please be aware, should you not take up a place once confirmation of a start date has been given by the Nursery, you then forfeit the deposit. This also applies to the reduction of hours. Payment must be made monthly in advance.

NEWHALL IS UNABLE TO SECURE YOUR CHILD'S PLACE UNTIL A DEPOSIT HAS BEEN RECEIVED

Please make all cheques payable to: **Newhall Primary Academy and Nursery**

OR you can pay by bank transfer to: **Royal Bank of Scotland, Newhall Primary Academy,**

Account Number: 10146084, Sort Code: 16-12-21 (Please include a name reference)

All registration forms and deposit cheques should be handed in to the Nursery Office or sent to Newhall Primary Academy and Nursery, Roundhouse Way, Harlow CM17 9SF.

No deposit or payment is required for funded 2,3 and 4 year olds.

We do hold a waiting list for sessions where we are over-subscribed. These sessions will be offered on a first come, first serve basis. We offer these sessions to our internal parents prior to external parents.

Fees as of September 2020 (unfunded)

6 months - 2 years - Ratio 1:3 (Up to 12 children)

	Early Start 7.30 - 8am	Morning (5h) 8am-1pm (Inc B+S)	Afternoon (5h) 1-6pm (Inc T+S)	Long Day (10h) 8am-6pm (Inc B, S, L, S, T)
Daily Charge	£4.20	£28.88	£28.88	£60.25

2-3 years - Ratio 1:4 (Up to 20 children)

	Early Start 7.30 - 8	Morning (5h) 8-1 (Inc B+S)	Morning (3h) 9-12 (Inc S) TT only	Afternoon (5h) 1-6 (Inc T+S)	Afternoon (3h) 12-3 (Inc S) TT only	Long Day (10h) 8-6 (Inc B, S, L, S, T)	Short Day (6h) 9-3 (S, L, S) TT only
Daily Charge	£4.20	£27.83	£16.70	£27.83	£16.70	£58.15	£37.15

3-4 years - Ratio 1:8 (Up to 24 children)

	Early Start 7.30 - 8	Morning (5h) 8-1 (Inc B+S)	Morning (3h) 9 -12 (Inc S) TT Only	Afternoon (5h) 1-6 (Inc T+S)	Afternoon (3h) 12 - 3 (Inc S) TT only	Long Day (10h) 8-6 (Inc B, S, L, S, T)	Short Day (6h) 9-3 (S, L, S) TT only
Daily Charge	£4.20	£26.25	£15.75	£26.25	£15.75	£54.48	£34.30

If your child is staying for lunch in the 8-1pm session or your child is funded and required a lunch, you will be required to pay an additional £2.50 per lunch.

Free Early Education Entitlement (FEEE) is the name given to the early education childcare parents may receive free of charge, funded by the Government. Newhall Nursery currently offers places for all three current Government schemes in operation, some of which are based on selective criteria and normally income based and therefore not open to all parents.

Please see the Newhall FEEE Policy for further details or ask the Nursery Manager regarding two year funding, universal nursery education and/or 30 hour funding.

Withdrawals

One months' notice should be given to withdraw a child from Newhall Nursery or to reduce the number of sessions attended. Fees will be payable in lieu of notice. For fully funded children, one terms notice must be given.

Uniform

Children in the Bluebell and Snowdrop Rooms are expected to wear a distinctive red Newhall round-neck jumper, red Newhall polo shirt and black jogging bottoms, skirt, shorts, school trousers or pinafore. The jumper and polo shirt can be purchased through Create Identitee in Harlow. Wellington boots are required for outdoor play and forest schools as well as spare clothes in case of accidents. Please ensure your child is wearing comfortable shoes, no flip-flops please.

Staff will try to protect clothing where possible, however as children like to get messy, please ensure children are not in their 'best' clothes, if not in uniform.

Please ensure children wear appropriate clothing for the weather, for example hats and coats during the colder weather and sun hats during the hotter weather. Sun cream is applied at nursery, however if you require a specific sun cream to be used, please supply your own. We advise for parents to bring in overalls for children to enjoy the wet weather.

Your child can wear earrings; however, these must be studs, not hanging earrings or hoops.

All belongings and clothing must be labelled with your child's name to prevent loss of items. Any unclaimed items are held in our 'lost property box' in the nursery and disposed of at the end of each half term.



Communication

Your child's keyworker will share your child's progress, wellbeing and interests with you through daily verbal feedback (due to Covid-19 restrictions this is now online via Tapestry on the 'care diary' section), Tapestry (Online Learning Journal) and termly Review Meetings. The learning journal will be available for you to download when you leave the nursery. This will be a collation of all the observations taken from their first day to their last day at nursery, which is lovely keepsake.

You are able to upload 'home observations' using the Tapestry app, to ensure any progress and learning taking place at home is used to support children's learning and development at Nursery. We believe in having strong relationships with parents to ensure we are supporting every child

to achieve their best outcomes and to ensure consistency between the nursery and home. We operate an 'open door policy' where you can discuss your child with key workers and management. You will receive a weekly Newhall Academy and Nursery newsletter.

The Curriculum in Early Years Foundation Stage (EYFS)

At Newhall we follow the Early Years Foundation Stage framework. This is a curriculum deeply rooted in the foundations of play in order to support our children to develop their social skills working harmoniously together, whilst gaining a strong foundation in English, Mathematics and creative and physical skills. It is made up of four themes which are:

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. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.



The themes of a *unique child*, *positive relationships* and *enabling environments* all feed into how we teach the *learning and development* theme.

Learning and Development Theme

The Learning and development theme is split into 7 areas of learning:

1. **Communication and Language** development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.
2. **Personal, Social and Emotional** development involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.
3. **Physical Development** involves providing opportunities for young children to be active and interactive; and to develop their co-ordination, control, and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.
4. **Literacy** development involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.

5. **Mathematics** involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures.
6. **Understanding of the world** involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.
7. **Expressive arts and design** involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology.

In Early Years we follow children's interests to offer them a stimulating and engaging curriculum. We use these interests to teach the seven areas of learning described above. Children are continually assessed through observations and focus groups and the provision supplied is a result of this assessment. Children have the opportunity to access the outdoors daily which enables many learning opportunities.

Policies

Newhall Primary Academy and Nursery has a range of policies and all parents are required to read and agree to these policies in writing. You will also be able to find a copy of these on the Newhall website. Paper copies can be provided on request from the Nursery Office.

Children with Additional Needs

Newhall Nursery is keen to integrate children with additional needs where it is clear that our facilities and resources can effectively meet the needs of the individual child. The SENCo at Newhall Primary Academy and Nursery is Mrs Charlotte Smart. Regular meetings will be held to assess and review your child's needs, progress and levels of support.

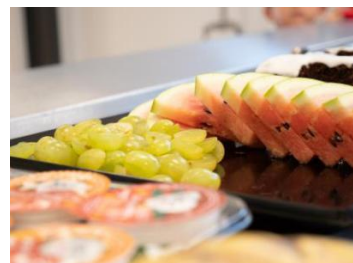
Meals & Snacks

A snack will be offered in the morning and afternoon. Children with allergies to specific foods or ingredients will be catered for. Milk and water is always available to the children at snack time and throughout the day.

We have a fruit and vegetable week at the start of every month where new fruit and vegetables are tried and we make lots of interesting snacks - including fruit smoothies, fruit salad and soups.

Other snacks include:

- fresh / seasonal cut up fruit or vegetables
- sandwiches
- rice cakes
- bread sticks



Our meal times are:

- 7.30-8.30am- breakfast. Variety of cereal and toast offered (including in 7.30 and 8am starts)
- 9.30-10.30am- snack (included in morning sessions)
- 11.30am- lunch (hot main meal and pudding is provided) (included in short and full days; 8am-1pm and funded sessions require a payment of £2.50 per lunch)

- 1.30-2.30pm- snack (included in afternoon sessions)
- 4pm- tea (hot main meal) (included in full day and 1-6pm sessions)

Menus for each week are on display in the front entrance or can be found on the Academy and Nursery website. We can also serve food at tea time for those that stay late. Packed lunch or food from home is not prohibited in the nursery.

Bottle and Breast Fed Babies

Bottle fed babies who cannot yet feed themselves are fed by their key worker wherever possible or another familiar adult in the room, they are never left unattended during feed times with bottles. Bottles of formula milk are only made up as and when the child needs them. Parents are to bring in a sealed container of milk. If milk is prescribed, the packaging must have a prescription label. Made up formula is disposed of after two hours. Tins of formula are disposed of following the instructions- i.e. after 4 weeks of opening. The date of opening is to be written on the containers.

A designated area is available for mothers who wish to breastfeed their babies or express milk. Labelled mothers' breast milk is stored in the fridge. If milk needs to be reheated, the sink is filled with hot water and the bottle is placed in the hot water. Breast milk is tested using a probe, formula milk is tested using wrist or probe.

In order to prevent tooth decay & speech and language problems we encourage parents to switch from bottles to cups from 12 months.

Notifiable Diseases

Newhall Nursery holds a policy on notifiable diseases and if your child contracts any infectious illness you must tell us without delay and we will advise you as to whether or not your child can attend nursery. Parents are required to pay fees to continue to hold your child's place, regardless whether the child attends.

Covid-19

If your child or any household member has symptoms of Covid-19 and/or has tested positive, you must notify the nursery immediately. This may result in groups of staff and children not being able to return to nursery to self-isolate up to 14 days or as advised by a doctor.

First Aid

All staff hold a current Paediatric First Aid Certificate, and have received instruction specifically covering the administering of first aid to infants and children. All accidents are entered on an accident report forms will be signed by both a member of staff and counter-signed by the person collecting the child. You will be informed of any head injury or serious accident requiring medical attention via phone call.

If your child has an existing injury, then you will be asked to complete an 'Existing Injury' form for our records.

Toileting / Nappies

Nappies, creams and wipes must be provided for your child. Creams must be prescribed with a prescription label, or can be a cream that you can buy in England over the counter. Any supplied by the Nursery will be charged for. A record is kept of changes. We endeavour to work

together to support toilet training, according to the developmental needs of the individual child. More information will be provided to parents when you and your child are ready.

Medication/ Illness

Full details must be given in advance with a signed and dated request if nursery is to administer any prescribed medication in the original container and labelled with the child's details. Details required will include name of medicine, time of last dose, dosage and times required with any special instructions. Calpol will not be administered unless in an emergency and with permission from parents. Written permission must be given for the use of creams or teething gels. If it is the first time your child has had the medication, you must keep them at home for 48 hours after first dose to ensure your child is not allergic. Children must stay at home for 48 hours after their immunisations.

If your child becomes ill or unduly distressed during nursery hours, we will endeavour to contact a parent so that arrangements can be made for early collection. In the interests of other children and staff it will be necessary to exclude any child who has been diagnosed with certain contagious illnesses and diseases. An exclusion period of 48 hours is required for sickness and diarrhoea. We will inform you and monitor if your child has a temperature and may need to collect your child.

If your child requires emergency medication such as an epi-pen or asthma pumps, these must be prescribed by a doctor and must be in date. If the medication expires, your child will not be able to attend nursery until we receive a new medication. Please note we require 2 epi-pens/auto-injectors. **Please see our medication policy for more information.**

Care & Positive Behaviour Management

Each and every child is treated as an individual. A key worker is allocated to each child who will closely monitor your child's progress and welfare. In cases of difficult behaviour, staff endeavour to explain why such behaviour is unacceptable. The staff use only positive guidance, redirection and the setting of clear boundaries that enable the child to become self-disciplined. Our aim is to encourage the children to be fair, respect property, respect others and to be responsible for their own actions and manage themselves whilst considering others. Staff will use distraction to relieve any unwanted behaviour.

Behaviour expectations is consistent and based on an understanding of the individual needs and development of your child and partnership working with parents/carers is important to achieve this.

Aggressive physical behaviour towards staff or a child is unacceptable. Staff will intervene immediately when a child becomes physically aggressive to protect all children and encourage more acceptable behaviour. You will be informed if your child acts in aggressive way and meetings may be held to discuss strategies to support your child whilst at nursery and at home.

At Newhall Nursery we follow a positive behaviour policy to promote positive behaviour at all times. However, we understand that children may use certain behaviours such as biting as part of their development. Biting is a common behaviour that some young children go through and can be triggered when they do not have the words to communicate their anger, frustration or need. Parents



will be informed of any biting incidents, please note names will always be held confidential.

Newhall Nursery reserves the right to exclude any child at any time if it is considered that this is in the best interests of the children. This is wholly at the discretion of the Nursery Manager. **Please see our behaviour management policy for more information.**

Collection

Children are only released to the adults listed on the consent form provided by you. Release to any other adult may occur with a written authorisation signed and dated by you, or by direct communication with the Nursery Manager. In which case, the person collecting must have the child's password and a form of photographic ID.

Uncollected Child

It is our policy that if any child is collected late there will be a late charge of £1 for every minute you are late. This will be charged on your next monthly invoice. If a child is at Nursery past their allocated time, every effort will be made to contact the parents. If this is not possible, we will contact your emergency contacts that you have provided. If we have not received any communication with parents or emergency contacts after 1 hour, the Social Care Team will be made aware of this situation. Your child will be cared for until a suitable adult is available to collect.

Health & Safety

Health and safety is of utmost importance and our policy is available for inspection on the nursery noticeboard together with our fire procedures. We will carry out regular fire drills alongside the primary academy. We encourage children to learn how to keep themselves safe and healthy as part of learning.

Complaints

We hope that you will not feel it is necessary, but if you wish to make a complaint you must first discuss matters with your Child's key worker, the Room Leader or Nursery Manager. If this does not resolve matters to your satisfaction, then you are asked to put your complaint in writing to the Head Teacher. There is a separate policy giving clear guidance on the procedure.

Closures

In case of bad weather or emergency, please listen to the local Radio Station between 6:30am and 7:30am or view our website or Facebook page. Whenever possible families will be contacted by telephone and/or email if nursery is cancelled or will be closing early.

In the event that the nursery has to close for safety reasons due to a critical incident or adverse weather conditions, parents are still required to pay for their usual sessions unless stated otherwise by the Head Teacher or Nursery Manager.

Comments / Suggestions

We value all feedback. Please contact us with any comments or suggestions you may have. We send out an annual questionnaire to parents to gain feedback on our strengths and areas in need of support.

Contact Details

Headteacher: Mrs Charmaine Ward
Nursery Manager: Mrs Stephanie Montgomery
Chair of Governors: Mr Richard Mawson
Website: <https://newhallacademy.org/about-newhall-nursery/>
Email: nursery@newhallacademy.org
Tel: 01279 351104
Address: Newhall Primary Academy and Nursery
Roundhouse Way
Harlow
Essex
CM17 9SF
Twitter: @newhallacademy
Facebook: <https://www.facebook.com/Newhall-Primary-Academy-1724393964268848>

