

Welcome to Haddenham Pre-school

At Haddenham Pre-school we aim to provide a happy, safe and secure environment for all children. We recognise that each child is unique in their own right and therefore, aim to provide a range of activities to suit each individual child and encourage them in all the approved learning areas in a fun, informal and enjoyable way.

We aim to offer a friendly, working relationship with all the parents/carers and aim to involve them in the day-to-day running of the Pre-school. We understand that parents are their child's first educators and that the children enjoy seeing their parents/carers getting involved in the sessions. This also benefits the Pre-school by offering a high ratio of adults to children and helps us to liaise with the parents with respect to their child's development.

Finally, we offer a framework which ensures equal opportunities for all the families in the area with a positive introduction to the cultural and ethnic diversity of the world and encourage each child to bring with them their own experience, thoughts, feelings and culture and to develop these.

Please find a list below of what we cover in the welcome pack.

Happy reading.

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Introduction

Haddenham Pre-school was started as the village playgroup by Lady Margaret Fox at the former vicarage in Church Lane. It was officially opened by Margaret Thatcher, then the Minister for Education, in the early 1970's. It later moved to our present location in Chewells Lane.

Haddenham Pre-school is open 8 sessions per week. Each session is 3 hours long, apart from a Monday and Wednesday where we offer an extended session (if required) totalling 6 hours. Butterfly sessions are for the older children in their Pre-school year. These are on Mondays and Wednesdays starting at 9.30 am – 12.30 pm (with an optional lunch club until 1.30 pm) and then continue until 3.30pm. We also offer Tuesday, Thursday and Friday afternoons which run from 1.00 pm – 4.00 pm. Caterpillar sessions are for the younger children from 2 years 6 months; these sessions are Tuesday, Thursday and Friday mornings 9.15 am - 12.15 pm. We do require a child to attend a minimum of 2 sessions per week.

	Monday	Tuesday	Wednesday	Thursday	Friday
9.30 - 12.30 or 9.30 - 1.30 Or 9.30 – 3.30	Butterflies (with lunch club) *Lunch not provided	Caterpillars 9.15 to 12.15	Butterflies (with lunch club) *Lunch not provided	Caterpillars 9.15 to 12.15	Caterpillars 9.15 to 12.15
1.00– 4.00		Butterflies		Butterflies	Butterflies

The Pre-school has a Pre-school Manager and a number of Pre-school Assistants. It takes up to 20 children in the Caterpillar sessions and 24 children in the Butterfly sessions. Parents/carers come in on a rota system to assist in the day-to-day running. A voluntary committee of parents/carers provides overall administration.

Our premises are approached by ramps, making it accessible for wheelchairs and pushchairs. The entrance lobby consists of coat racks for all the children and labelled drawers for the Butterfly children. We also have a notice board with all the latest information on. This leads to the main room, which is split into two areas. The carpeted area is for a mixture of table top activities (e.g. puzzles, mark making, construction toys), a reading area, dressing up area and pretend play (which takes a number of themes) and there is space for larger floor toys, small world play and a computer area. The rest of the room has non-slip flooring and is ideal for water/sand play, free choice painting, cookery and adult led activities. Off the main room there is our office, kitchen and toilets, with facilities for the disabled.

We also have the benefit of a fully enclosed and gated outdoor covered play area to the rear of the school, which the children have open access to for most of the year. To the front of our Pre-school is a large playground and grassed area where a variety of wheeled toys, hoops and balls can be played with, as well as a variety of climbing apparatus. This area is shared with the Little Ted's Nursery but never at the same time.

Staff

Claire Ideson – Pre-school Manager, Special Educational Needs Co-ordinator, Child Protection Officer, Equal Opportunities Co-ordinator, Behaviour Management Co-ordinator and Looked After Child Co-ordinator

Claire became a member of the team in 1998, after first being a parent helper, then Chairperson of the Management Committee. Claire subsequently became a Pre-school Assistant and has been the Pre-school Manager since the summer term, 2002. Claire has completed her Diploma in Pre-school Practice (DPP), SENCO 3 day course, Child Protection 1 & 2, Equal Opportunities 1 & 2. First Aid, Health and Hygiene level 2, Fire Safety, Mathematic courses, Festivals, Positive Behaviour, Birth to three matters, and training in the new Early Years Foundation stage Curriculum.

Tracey Goodjohn – Deputy Pre-school Leader, Special needs Co-ordinator and Child Protection Officer

Tracey joined the team in June 2005, after first being a parent helper and member of the Management Committee. Tracey has completed her Diploma in Pre-school Practice (DPP), and has completed her SENCO 3 day course, Child Protection 1 & 2, First Aid, Health and Hygiene level 2, Birth to three matters, Positive Behaviour, mathematic courses and training in the new Early Years Foundation stage Curriculum and ECAT (ELLP).

Melanie Woor – Pre-school Assistant, Equal opportunities Co-ordinator

Mel joined the team in October 2006, after first being a parent helper and a member of the Management Committee. She is level 3 qualified and has completed the Equal opportunities course 1 and 2, Child Protection 1, First Aid, Health and Hygiene level 2, English as an Additional Language, Characteristics of Learning and Level 1 let us talk speech and language course.

Debbie Fordham – Pre-school Assistant.

Debbie joined the team in May 2006. She has completed a City and Guilds in Family and Community Care and First Aid. Debbie has completed her Diploma in Pre-school Practice (DPP) and has Child Protection 1, First Aid, Health and Hygiene level 2 and a course in Engaging boys.

Rachel Olyott – Pre-school Assistant

Rachel joined the team in November 2014 she is level 3 qualified, has Child Protection 1, Characteristics of Learning, First Aid and Health and Hygiene 2. **Stephanie Shaw – Pre-school Assistant**

Stephanie joined our team in September 2019 bringing 10 years of experience in working with children with her. Stephanie is Level 3 qualified.

Sally Markwell- Admissions, Administrator and Bookkeeper

Sally joined the Pre-school in April 2011 after being a parent helper. She is AAT qualified and First Aid Trained. YMCA - introduction to Mental Health. Level 2 understanding children and young people's mental health.

Emma Milton – Lunch time Assistant / Relief Assistant

Emma joined the Pre-School in April 2018 after first being a parent helper. She has an NVQ in Childcare education level 2 and NVQ in Childcare learning and development level 2 and 3. YMCA - introduction to Mental Health.

Gloria Dean – Pre-School Cleaner

Gloria joined the Pre-School as a cleaner in February 2019.

Key Person System

At Haddenham Pre-school we operate a key person system for the children.

Each key person looks after a number of children and it is their responsibility to help these children and their carers settle into Pre-school. Throughout the child's time at Pre-school the staff will be aware of any successes or difficulties one of their children is having and will be able to assess the sort of activities which may be most useful to them. They will bring these insights to the overall curriculum planning which is done as a team.

As we are registered with the Nursery Education Grant Scheme we need to keep records and monitor progress of the children who are with us in the Pre-school year. These assessments are based on the areas of learning development as mentioned in the Pre-school curriculum section of this pack.

The key person will carry out observations and assessment on their group of children. This will not affect the children's full involvement in all activities going on at Pre-school and generally the child will be unaware of being observed. We also hold a parents evening where you can talk to your child's key person and get an update on their progress. Your child's key person will provide you with a record of your child's work at the end of their time with Pre-school.

We feel this system is valuable to all involved and will allow the child, family and staff to get to know one another better and help each child achieve the most they possibly can during their time at Haddenham Pre-school.

Throughout the year your child's key person will be setting Next steps, monitoring your child's progress and talking to you regularly about how your child is getting on. They will also share your child's folder with you every half term for your feedback.

Pre-school Curriculum

The curriculum at Haddenham Pre-school is built around topics chosen by the children. A different topic is chosen for each half term. Topics are flexible and respond to ideas brought in by both parents and children and also allow for seasonal activities and events. We arrange visitors from the local community to Pre-school. We also arrange outings, subject to permission from parents and there is always plenty of notice given and extra adults to accompany the group; for example a visit to the village Post Office and to meet the postman. Information relating to each topic is displayed in the entrance lobby as well as a home links form for Parents/Carers to add any ideas to help with the topics. Every activity that we plan and organise we try to think of in terms of these seven areas of development below:

The Prime Areas

- Personal, Social and Emotional Development
- Physical Development
- Communication and language

The Specific Areas

- Literacy
- Mathematics
- Understanding of the World
- Expressive Art and Design

Haddenham Pre-school follows the Early Years Foundation Stage Curriculum which is written by the government. The Foundation Curriculum is split into four principles, these are as follows:

A Unique Child - every child is a constantly learning from birth and can be resilient, capable, confident and self-assured.

Positive Relationships - children learn to be strong and independent from a base of loving and secure relationships with parents/carers and/or a keyperson.

Enabling Environments - the environment plays a key role in supporting and extending children's development and learning, responding to their individual needs and developing a strong partnership between us and parent/carers.

Learning and Development - children develop and learn in different ways and at different rates and all areas of learning and development are equally important and interconnected.

A copy of the EYFS principles is enclosed for your information (appendix 1). We also follow the seven areas of development (as above). Within each area of development there are stepping stones to show progression and achievement, and activities are planned to meet these and to help plan next steps for each individual child's development and learning.

Personal, Social and Emotional Development

This is a sensitive and important part of the children's development and should equip them to feel confident and secure within themselves and their day to day environments. At Haddenham Pre-school we aim to provide children with experiences and support which will help them to develop a positive sense of themselves and of others, respect for others, their social skills and a positive disposition to learn.

Physical Development

It is important for children to be physically and mentally active. Physical activity whether part of free play or organised as a group enables children to explore, experiment and develop an awareness of their bodies and how they move. At Haddenham Pre-school we aim to provide a range of opportunities to improve their skills of co-ordination, control, manipulation and movement. Learning through movement, dance, balancing and climbing and using small equipment and games also develops fine motor control and the ability to handle objects safely. We will also support the children in using all their senses to learn about the world around them and to make connections between new information and what they already know. Within this area children can also begin to learn about the importance of health and fitness, e.g. about healthy diet and the value of exercise and their own basic hygiene and personal needs. As they develop physically, they gain greater confidence in themselves and in the expression of their emotions.

Communication and Language

The importance of enjoying language and using language for listening, understanding and speaking, is encouraged in this area. We aim to give the children opportunities to experience a rich language of communication through a rich variety of looking, listening and talking activities, both in group work and individual work. At Haddenham Pre-school we aim to provide children with the opportunities and encouragement to use their skills in a range of situations and for a range of purposes through encouraging the use of:

- Books
- Stories
- Poems
- Rhymes
- Song tapes
- Discussions
- News time
- Music
- Role play

Literacy

At Haddenham Pre-school we aim to support the children in learning that reading and writing are a valuable part of communication. They are introduced to phonic sounds of letters through games and activities to help them break down regular words. The children also take part in a range of activities to develop their writing skills including painting, sand/water play, dancing with streamers, as well as mark making with crayons, pencils, pastels and felt tips.

Mathematics

At Haddenham Pre-school we aim to support the children in developing their understanding of numeracy and problem solving through a range of activities. The children meet and explore mathematical concepts and language through their daily play. Sorting, matching, ordering and counting are used daily and are reinforced through songs, rhymes, stories and role-play. Shape, space and measuring are experimented with through use of sand, water, play dough, cooking and through the use of other natural materials. Construction toys, bricks, junk and other play materials help develop problem solving and learning about sequence and pattern.

Understanding of the world

At Haddenham Pre-school we aim to support the children in developing their knowledge, skills and understanding which will help them make sense of the world. We will focus on children developing an understanding and awareness of their environment, other people, creatures, plants and objects of the natural and man made world and includes people and communication, the world and technology. We find out as a group about 'ourselves', our families and world around us. The children begin to notice similarities and differences between each other and learn to think how they feel as well as the feelings of others. From this the children move on to look at other cultures and communities from around the world and how people lived in the past.

We hope to have regular visits from people within our community, such as someone from the post office and fire service, local farmers and plan organised trips to coincide with our topics.

Expressive Arts and Design

Children need opportunities to be imaginative, creative and expressive and at Haddenham Pre-school we aim to support the children's curiosity, exploration and play through a range of experiences. We will provide opportunities for the children to explore and share their thoughts, ideas and feelings through art, music, singing, dancing, construction as well as imaginative and role play activities, mathematics and design and technology.

Session Timetable

Arrival

Children and parents arrive at Pre-school. We ask that children arrive in plenty of time so that they can take their coats off, collect their pocket person and once the door opens take it to their own special pocket. If we can avoid children coming in once the session has started we find it is less disruptive. If registration has started a sign will be put up on the door and we ask that you wait until registration has finished. Please try and arrive at Pre-School on time to avoid this having to happen.

If you need to speak to a member of staff please feel free to approach them. It is useful to let them know of anything special that might help them provide the most rewarding session for the child – maybe there is an important piece of family news, or the child has had a restless night or they have done something that needs celebrating (wow sheets are in the foyer if children have achieved/done something that needs celebrating, we talk about this a registration time). If a child is unhappy we are keen to work with parents to find the best solution for the individual.

Registration

This is a quiet sit-down time for recording attendance, greetings and news. The children talk about the weather, the day of the week, date and the month. They then have an introduction to the activities planned for the session. We also have an allocated day for Show and Tell.

Playtime

During this time the children can choose which activities they would like to do or have out and can move freely around the main room and free flow area. Activities change each day and children are encouraged to find variety in their play. A book corner will allow children to look at books of all sorts individually; they can also take part in quiet group activities and games. There is usually a variety of free choice colouring and drawing table and a one-to-one activity table; an easel is also set up for free painting, or a messy play activity is available.

There is also a computer area for children to learn 'mouse' skills and play games aimed at their age group; this helps them develop their information and communication technology skills.

Snack Time

The children sit down in groups and choose a drink of milk or water and enjoy a healthy snack prepared by themselves. A snack menu can be found in the foyer and on the kitchen door so that you can see what the children will be eating during the week. Snacks are not included in the session fees. We encourage all children to try snacks from all cultures.

Group Time

This is a quiet time near the end of the session for a story and a look at topic related songs, poems, rhymes and things of interest, which have come up during the session. We also use this time for music and movement either with or without instruments and inside group games.

Outside Play

This is the time when children are able to use a variety of outdoor equipment. We have a good selection of prams, buggies, bikes, tractors, scooters, go-karts etc. There is also a combination climbing apparatus with slides, which is always supervised by an adult. Children will also take part in racing/chasing games, construct dens or just explore the garden.

Lunch Club (For Butterfly Children and is optional)

We hold an optional lunch club on a Monday and Wednesday. Children are asked to bring in a packed lunch which includes a variety of well balanced and healthy foods. A suggestion sheet is included to give you some ideas. The children sit and eat at the table together, helping their social skills and interaction with others at the table, and preparing them for school lunch times.

Extended hours (Mondays and Wednesdays)

We offer extended hours on Monday and Wednesday afternoons (after lunch club) with continued outside play, indoor playtime and group time.

Home Time

Parents/Carers and siblings are welcome to come into our entrance lobby to wait for the children. The staff will let you in at the end of the session to collect your children. If you have things to discuss with staff members please can you do this at this time.

If a child is to be picked up by anyone other than a parent or carer known to the staff at Pre-school, or there are any special circumstances surrounding a child's collection, these details MUST be given to a staff member. If there is a sudden change of plan please phone the Pre-school and inform a member of staff.

We will not release a child to anyone other than a parent or main carer unless we have been authorised by you to do so.

Please always make sure the gates to the front are securely closed each time you pass to ensure the safety of all the children.

Special Educational Needs/Disabilities

Parents are asked to make known any special educational needs/disabilities their child may have as early as possible to the Pre-school staff. We can meet the child's needs best if we can work together with any outside agencies already involved with the child's development.

We welcome ALL children into Pre-school and make every effort to integrate every individual into the group.

Behaviour

During a session at Pre-school a wide variety of activities are offered. Children are encouraged to participate fully and enjoy their time with us. Positive attitudes towards one another, the adults and the Pre-school environment will be nurtured and encouraged.

If anti-social behaviour becomes a hindrance to the smooth running of a session it is our policy that the child in question be distracted and taken aside for time on a one-to-one activity with an adult.

If staff feel there are continuing concerns regarding a child, parental support in achieving an acceptable level of behaviour will be sought. The need for parents and staff to raise any problems or worries is vital. The staff will be available, at a mutually convenient time, for parents to share any concerns in the strictest confidence.

Haddenham Pre-school reserves the right to withdraw a child's place, after full consultation with the parent/carers, if concerns about a child's behaviour cannot be resolved satisfactorily.

Clothing for Pre-school

We encourage the children to be as independent as possible, so please send children in clothes that they can, as far as possible, manage themselves. Their clothing also needs to be suitable for active and messy play. Sun hats and sunscreen must be worn in the summer months, and in the winter hats and gloves and if wet welly boots. Haddenham Pre-school has T-shirts and sweatshirts available to purchase, they can be ordered by completing the enclosed form.

Jewellery

Please do not send your child to Pre-school with jewellery. It can easily get lost or broken and can be dangerous during active play.

OFSTED

Haddenham Pre-school is registered with OFSTED and is regularly visited and inspected by the OFSTED inspectors. We are also registered with Cambridgeshire's Nursery Education Grant Scheme that makes us eligible for OFSTED inspections. We had an **OUTSTANDING** report from our last inspection, a copy of which is available at Pre-school.

Early Years Alliance

We are members of the national and local Early Years Alliance with whom we have regular contact allowing us to keep up to date with the latest issues and training opportunities. We adhere to the policies of the E.Y.A. of which there is a copy at Pre-school.

Pre-School Data protection

Haddenham Pre-School is registered with the ICO (information commissioner's office) and we are GDPR compliant.

Pre-school Policies and Procedures

A copy of all the Pre-school's policies and procedures can be found in the Parent File in the foyer at the Pre-school or ask a member of staff.

School Registration

It is recommended that you register an interest with the local primary school as soon as possible. If your child attends Haddenham Pre-School it does not guarantee a place at The Robert Arkenstall School. Registration forms are sent out from the County Council in November/December to register your child at school. We will put up a poster to remind everyone.

Admissions

Anyone who is interested in their child attending Haddenham Pre-school is encouraged to visit and find out more about us, this should be arranged with the Pre-school staff at a mutually convenient time.

Please note that if you have a younger sibling they need to be put onto the waiting list by the parent/carer, this is not done automatically.

Children are eligible to start at the Pre-school the half term after they are 2 years and 6 months. The younger children will be in the sessions named Caterpillars and are able to attend three morning sessions each week on Tuesdays, Thursdays and Fridays from 9.15 am - 12.15 pm.

The children in their year prior to starting school will be in the sessions called Butterflies and will have the opportunity to attend up to five sessions, Monday and Wednesday mornings 9.30 am - 12.30 pm, which can include a lunch club until 1.30pm and an extended session from 1.30pm to 3.30pm and Tuesdays, Thursdays and Friday afternoons 1.00 pm - 4.00 pm.

On starting at Pre-school parents are welcome to stay for a part/full session or sessions until your child is settled. If a child finds the progression to Pre-school difficult and is distressed the child's key person will work closely with parents to find the best solution for each individual. We have an open morning in the summer term and early September where we welcome new parents and children to come and spend time at Pre-school. This 'welcome pack' is offered to all newcomers to give you a taste of what goes on at Haddenham Pre-school.

We do require you to fill in and return our registration form before your child starts.

Fees

The fees are £13.50 per session with a snack charge of 40p per session and £4.50 for lunch club (butterfly children only / lunch is not provided). There is also a one off £10.00 administration fee (this will not be charged if the child is 3 years and funded on starting). Fees are reviewed annually.

We are registered with the Nursery Education Grant Scheme which means that from the term after your child's third birthday the Pre-school will be able to claim the fees through the Cambridgeshire Local Education Authority (we can include lunch club as part of your Early years funding if you are not claiming all your funded hours). This means that any child eligible for this scheme will have their fees paid directly to the Pre-school. The hourly rate for funded children of 3 years and older is £4.14, this is applicable for any hours in excess of the 15 funded hours or if your child uses some of their funded hours at another setting and pays for hours at Haddenham Pre-School.

***Please note we are not a funded two's provider.**

The government have also introduced the new 30 hours funding scheme (which Pre-school is registered for) for children over 3 years old. To find out if you are eligible for this scheme please visit <https://childcare-support.tax.service.gov.uk/> for more information and how to apply.

A child born between:

1st April – 31 August

1st Sept – 31st December

1st Jan – 31st March

Will be eligible for a free place from:

The start of the **autumn term** following their 3rd birthday until statutory school age.

The start of the **spring term** following their 3rd birthday until statutory school age.

The start of the **summer term** following their 3rd birthday until statutory school age.

At the beginning of each half-term period all parents receive an invoice showing how many sessions their child will be attending and the total payable. All parents are asked to post their payments, by cheque, in a sealed envelope with their child's name on into the red box in the foyer. This is emptied by the Administrator on a regular basis. Please make cheques payable to 'Haddenham Pre-school'. We also offer the option of making payments online, details are on the bottom of the fee's invoice. The Pre-School also accepts child care vouchers.

*** Please note that if your child is unable to attend any of their sessions due to illness or family holidays the fees are still payable, this includes lunch clubs, as all staff and running costs of the Pre-school still have to be met.**

It is greatly appreciated if fees can be paid promptly. We are a self-financing charity Pre-school and rely on fees to cover:

- Staff wages
- Rates
- Utility bills
- Insurance
- Materials and resources

We do impose a **10% surcharge** on outstanding fees.

Please speak to the Pre-School manager or administrator if you are having difficulties paying. We can put in place a payment plan ie weekly payment to help.

Each child's attendance at the Pre-school is conditional on continued payment of any necessary fees. Haddenham Pre-school reserves the right to withdraw a child's place, after

full consultation with the parent/carer, if concerns about payment of fees cannot be resolved satisfactorily.

The committee organises vital fundraising activities throughout the year to continue the development of the facilities. We ask all parents to give these activities their full support. To keep parents up to date with these events a half termly Committee newsletter is sent out to everyone with up and coming events and how you can help.

*Admissions and Fees policy are both in the Operational purple folder in the foyer.

Parent/Carer Helper Rota

Haddenham Pre-school operates a Parent Helper rota. All parents/carers are required to take their turn on a rota basis to help out during a session their child attends. Helping on the rota provides a mixture of benefits for you, your child and the Pre-School. Parent Helpers can take part in any activity, inside or out which include storytelling, role play, building, modelling and even at the muddy kitchen!! You will see your child develop within the Early Years Foundation Stage. One mum said "I just get to play" another said "You get a chance to watch your child grow and learn". The children love having an independent adult to share stories and successes with. Having a Parent Helper maintains the low adult to child ratio to ensure high quality of care. It also helps keep staff costs down so more funding goes directly to facilities for your child.

You will be allocated your sessions at the end of half term for the following half term. We ask that if you need to change a date that you arrange this independently with other Parent/Carers (contact numbers are displayed on the rota). If you have a preference of a day/date our Administrator will try to accommodate this with enough notice. If a parent helper slot is not covered the Pre-school may have to call upon a relief member of staff to cover the session in which case we would ask for a **voluntary contribution of £25**. Younger siblings are welcome subject to numbers (please check with the Pre-School). **If a younger sibling attends they are the responsibility of the Parent/Carer. If you cannot help due to having to collect a child from school it may be possible for you to leave earlier to collect them (depending on our staff to child ratio that day).**

If your child is poorly on the day you are Parent/Helper please do try and arrange a swap with an emergency helper and if you cannot please let the Pre-School know asap.

We would ask all parent/carers to volunteer to be "Emergency" helpers as and when required Telephone numbers will then appear on the rota. **Please note that grandparents, aunties or other family members are welcome to cover your session.**

Pre-school Management Committee

A committee of parents/carers is formed on a voluntary basis at the Annual General Meeting held each year. The committee is responsible for the administration of the Pre-school, including finances, staff appointments, management and for maintaining the general upkeep of the building and resources. The committee organise various vital fundraising events throughout the year to continue the development of the facilities for the benefit of the children. We ask all parents to give these activities their full support. The committee meets approximately once every month.

Research shows clear benefits for children when parents become actively involved in their child's learning and development from an early age. Parental involvement has been recognised by the government as being key to a child's successful development too.

Volunteering offers an ideal opportunity for you to become more actively and practically involved in your child's life and help make a real difference to the management of Haddenham Pre-school, something that matters to you and your family.

You will personally benefit from this experience by meeting with other parents, updating existing skills and learning new ones, as well as putting something positive back into your local community.

We understand that not everyone has the time to commit to join the committee so we are currently pulling together a volunteer bank of parents and carers who can help out at our fundraising events. We anticipate that we would ask for you help at not more than two events a year - please email our Chair Victoria Taylor at tor.taylor24@outlook.com if you can support the Pre-school in this way.

Please remember that without parents and carers getting involved in the committee, the Pre-school is unable to function or indeed open.

Skills Bank

Given the very tight budget that the Pre-school runs on we are very keen to update the information we hold with regards to parents and carers skills and expertise.

Are you able to offer advice on areas like plumbing or human resources at all? Please contact the committee if you feel you are able to offer support and help, the Pre-school runs on a very tight budget.

Complaints

If you have any problems, complaints or suggestions please do talk to a member of staff. If this fails to satisfy, please speak to a member of the committee, whose names and contact details are on the notice board.

A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the Pre-school Leader or Deputy Leader. If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Pre-school leader and the chair of the management committee. Both parents and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made. Most complaints should be resolved informally or at this initial stage. If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the chair. If parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

**Haddenham Pre-school
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Ely
Cambs
CB6 3SS**

Tel: 01353 740126 admin@haddenhampreschool.org.uk Charity No. 1019319

Frequently asked Questions and Answers

Do the children need a school bag?

Yes. Please provide a drawstring bag to keep spare clothes in. We would prefer a drawstring bag to a rucksack as space is restricted in the cloakroom. Drawstring bags are available to buy from Pre-school for £4.00.

What do the children need to bring with them?

- A change of clothes in case of an accident
- A coat
- A pair of wellington boots in case of bad weather (this is optional)
- A warm hat and gloves for the winter
- In the summer a suitable sunhat (Pre-school sunhats for sale ask staff)
- A named water bottle

Pre-school do have a selection of spare clothes when required.

Does my child have to be toilet trained?

We do prefer if your child is toilet trained but it isn't a problem if they aren't. We would ask if your child is still in a nappy that you put nappies and wipes in their bag.

Does my child need to wear a uniform?

Children do not need to wear a uniform and just need to come in clothes that are suitable for messy play! However, we do have t-shirts and sweatshirts for sale at the Pre-school throughout the year if you would like your child to wear a uniform.

Do I have to help on the parent rota?

The Pre-school is run on a charitable 'non profit' making basis. We aim to provide high quality care, education and resources for our Pre-school children but also to keep fees as low as possible to ensure that everyone is able to afford to send their child to us if they wish to do so. We can only achieve these aims with the help and support of all our parents – so please help on the Rotas if you can. If you cannot help or arrange a swap you can pay so that we can arrange a member of relief staff to come in.

What if my child does not drink the water or milk available at snack time?

We have found from experience that the majority of children do drink milk or water during the session, especially when they see their peers doing the same thing. If not, at snack time, they can have their own water bottles which are freely accessible throughout the session. Please note: we only allow plain water in children's water bottles.

What if my child is poorly on a day they are due to come to Pre-School?

If your child is poorly, we ask that they do not attend pre-school. If your child is poorly, please call the pre-school to inform us that your child will not be coming in and the reason.

