



Here for young people  
Here for communities  
Here for you

# YMCA Nursery Parent Handbook

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# Welcome to YMCA Nursery!



Dear Parents and Carers,

Thank you for choosing YMCA Nursery at the Village!

This parent handbook is full of useful information for you. Please take some time to read through each of the pages so you know what to expect from your child's day at the nursery.

We've tried to cover everything you need to know, but if you would like further information you can email [rachel.allen@ymcans.org](mailto:rachel.allen@ymcans.org), call us on **07872824333**, email us at [ymcanewarknursery@ymcans.org](mailto:ymcanewarknursery@ymcans.org), or pop in to the Village for a chat.

We can't wait to meet you!

Rachel Allen  
Nursery Manager



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## Our core values

At the heart of our programme are our four core values – respect, care, honesty, and responsibility. These values run through everything we do. Through interactive, child-led play, we promote curiosity and fun, giving the children the chance to belong, take part, and thrive.

Our Nursery follows an exciting, progressive curriculum designed to encourage children to discover their interests and develop new skills, ultimately enhancing their educational outcomes. The Nursery has 90+ spaces with age-related rooms, designed using the latest thinking for early years development and education.





# Our rooms

## Discoverer – Babies up to 12 months

Our baby room has been developed and designed to allow children to feel relaxed and comfortable in their surroundings. We provide a range of sensory activities for your child to explore, including our purpose-built sensory room. Every child will have a key worker who will ensure your child becomes a ‘Discoverer’ of the amazing world around them.

## Explorer – Toddlers 12 to 24 months

Our toddler room has been developed to spark the interests of your young ‘Explorer’. We will have lots of open-ended activities for your child to experience and enjoy. A key worker will be there to support your child’s interests so we can further develop their skills and knowledge.



**Our Nursery follows an exciting, progressive curriculum designed to encourage children to discover their interests, develop new skills and support their educational outcomes.**

## Adventurer – Preschool, 2½ - 5 years old

In the amazing preschool rooms we have a wide range of open-ended resources for your child to access. We offer free flow indoor / outdoor play to support all learners and offer exciting experiences to spark imagination and inspire curiosity. Your key worker will be there to further build on the knowledge and learning that they have gained through their time with us. During your child’s last term with us we will focus on school readiness to ensure your ‘Adventurer’ is ready for their next big adventure at school.

**All our rooms have outdoor access that will be open for the children throughout the day.**

# Our curriculum

The Early Years Foundation Stage (EYFS) set standards for learning and development for children from three months to five years.

The curriculum we use is built on our six Pillars of Learning – Belong, Contribute, Thrive, Mind, Body, and Spirit, and supports the learning of our youngest babies right through to our preschool children at 5-years-old. Parents are given a copy of the curriculum during their settling-in sessions.

At the YMCA we believe that ‘In The Moment Planning’ is the best way for children to be imaginative, creative, and challenged as individuals based on their development and interests.

We will build on what children already know, and our highly skilled staff will support and extend children’s learning and development. By doing this, we ensure that children gain sufficient knowledge and skills for future learning.

We make use of an online learning journal called Connect Childcare, which builds a record of your child’s experiences and journey through their early years. Using photos, videos, and diary entries, the nursery and parents are able to ‘connect’ with the story of the child’s progress and development.

The communication between staff and parents helps build a shared understanding of how every child can reach their full potential and allows parents to stay in touch with your child’s day wherever they are.



# 3 months - 2½ years

For Discoverers and Explorers, we will focus on the following areas that are set in the EYFS as the prime areas for learning:

## Personal, Social and Emotional Development

We love providing children with experiences to help them develop into well-rounded young people. We listen to what they like and dislike and give them the chance to share their own ideas and feelings with the rest of the children. Co-operative play is at our heart, as it is important to us that your child can play well with others.

## Communication and Language

Understanding that communication is a vital element of child development, we help your child cope with situations they might not be used to, figure out what they want, and articulate it. We encourage them to grow their word base as well as listen to their peers. Developing your child's imagination is key, so we encourage them to be creative and come up with their own, fun ideas.

## Physical Development

We teach children the importance of health in a variety of fun ways, including taking part in healthy eating events and helping them understand which foods are better for their bodies. We also support your child's physical development through age-related milestones.



# 2½ - 5 years

Within the Adventure room we will build on the following prime areas, while also looking at four more specific subjects from the EYFS.

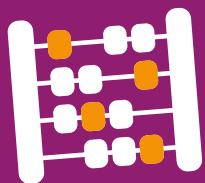
## Literacy

We teach children to love reading from a young age, providing them with books that are a combination of fact and fiction and provide a mixture of fun stories and pictures. We will also provide mark-making opportunities where children can learn gross and fine motor skills in their play.

## Mathematics

We bring in mathematics by skilfully hiding it in fun activities! Counting into double-digits and being able to place numbers in order are just two of the elements your child will learn. We build up your child's maths skills through purposefully crafted play experiences.

Within the Adventure room we will build on the following prime areas, while also looking at four more specific subjects from the EYFS:



## Understanding the World

For young people, the idea of past and present can be confusing, so we develop their understanding by relating it to their own experiences. We show them the differences between themselves and others through books, activities, and games, and help them describe what they see.

## Expressive Arts and Design

All the children will take part in musical and rhythmic activities, get to play with a variety of tools and materials, and experiment with colour and texture. We also help them develop their imagination through role-play activities and imitating adult tasks such as storytelling.



# Nursery daily timetable

Time	Activities
7.30am – 8.30am	Breakfast
8.30am – 9.15am	Free play
9.15am – 9.30am	Circle time and story
9.30am – 10am	Key worker group activity
10am – 10.30am	Morning snack
10.30am - 12noon	Free play
12noon – 12.30pm	Lunch
12.30pm – 3pm	Sleep or free play
3pm	Short Day ends
3pm – 3.30pm	Free play
3.30pm – 4pm	Tea
4pm – 6pm	Free play

# Opening times and fees



- We are open
- 7.30am - 6pm
- every weekday

Age group	7.30am - 6pm	9am - 3pm
Babies 0 - 2	£54	£48
Toddlers 2 - 3	£52	£46
Preschool 3 - 5	£50	£44





# Nursery education funding

**All three and four year-olds are entitled to 570 hours of childcare a year, funded by the government, (universal offer, 15 hours per week for 38 weeks each year). An additional 570 hours is available to working families the term after the child's third birthday.**

## **To be eligible for the additional 570 hours (30 hours childcare):**

- You and any partner must each expect to earn (on average) at least £142 a week (equal to 16 hours at the National Minimum or Living Wage).
- If you or your partner are on maternity, paternity, or adoption leave, or you're unable to work because you are disabled or have caring responsibilities, you could still be eligible.

You are not eligible for the additional hours of free childcare if you or your partner expect to earn £100,000 or more a year.

To use the free hours of childcare, you will need to provide us with a valid 30-hour code which is obtained by registering at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk). This 11-digit code must be obtained before the term in which your child turns three.

A 30-hour code needs refreshing through the Childcare Choices website every three months. If you drop out of eligibility you will be granted a 'grace period', which means you will keep your hours for a short time before we are unable to offer the entitlement. Grace periods vary, but usually finish at the end of a funding term.

Some two year-olds are also entitled to 570 hours a year. To see if you are eligible for this please visit:

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

The funding that the government allocates each local authority does not cover the cost of childcare but allows childcare settings to charge for additional services. Here at the YMCA we have an additional services charge of £7.50 per day. This covers the cost of anything over the basic requirement to deliver the Early Years Foundation Stage such as cookery ingredients, all food and drinks, activity sessions.

At the YMCA Nursery you can access your funding throughout the year, over 51 weeks a year. This means you can have 11 or 22 hours funding each week.





# Our offer

## Free offer

One full day over 51 weeks, allocated on a first-come, first-served basis. Additional criteria for these limited places will be children who have accessed two year-old funding and EYPP.

## 15 hour offer over 51 weeks

One full day = 10 hours' funding plus an additional £7.50 services charge.

## 30 hour offer over 51 weeks

Two full days = 20 hours' funding plus an additional £15 services charge.



### Tax-Free Childcare

If you are eligible for Tax-Free Childcare, you'll need to set up an online childcare account for your child if you haven't got one already. For every £8 you pay in, the government will pay an extra £2, which you then use to pay your childcare provider. You can access Tax-Free Childcare at the same time as the 30 hours' free childcare offer if you're eligible for both.

Register at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

# How we communicate with you

Connect Childcare has a Parent Zone which you can access through an app or on the web. A user guide will help with anything you might need to know about the app and web service and how you can keep up to date with your child's time with us.

By using this app, you can stay connected to your child's day at nursery in real time. Our staff are always available at handovers to discuss your child's experiences and development with you, ensuring we are working in partnership to provide the best possible childcare.

Click here for the user guide

## Safeguarding

At the YMCA we pride ourselves on excellent safeguarding practices. We take our legal and moral obligations seriously, ensuring the children in our care are safe within the nursery and beyond, and if any issues were to arise, we would always discuss any concerns with you.

Within the nursery we have CCTV in operation to provide a safe and secure environment for the children, parents, and staff who use our setting. The use of CCTV and the associated images is covered by the Data Protection Act, the Protection of Freedoms Act 2012, and the CCTV code of practice 2008 from the Information Commissioner's Office (ICO).

## Communication

We keep the nursery parent noticeboards up to date with the latest information, including information on all members of the nursery team.

Our newsletters will include essential diary dates for the coming term and share recent events and experiences. We will ask for regular feedback so that we can continue to meet parent expectations and improve our service. We have an open-door policy so please feel free to talk to any member of the team.

## Security

We operate a password system for collection and your child will not be released to anyone unless they correctly tell us what that is. If you have asked someone else to pick up your child, we also require that their name, description, and preferably a photograph be provided in advance.

## DBS

All staff are checked through the Disclosure and Barring Service.





# Feedback and complaints

YMCA Nursery at the Village Ofsted no: RP903314

We'd love to hear your feedback, and our staff team are always happy to listen to your concerns or thoughts at arrival and collection time. If you require a longer chat, our staff can arrange a suitable time to talk to our Nursery Manager, Rachel Allen.

## Complaints policy

If you have concerns about the quality of the care your child is receiving, we invite you to discuss them with us. Catherine Shotton is our Assistant Operations Manager and can be reached on **07787178269**.

If you are a parent/carer and cannot resolve your concern through discussion, you can send your formal written complaint to [ymcanewarknursery@ymcans.org](mailto:ymcanewarknursery@ymcans.org)

or by post to  
**YMCA Nursery at the Village, Lord Hawke Way, Newark, Nottinghamshire, NG24 4FH.**

If you are a parent/carer that has made a formal written complaint to the childcare provider which relates to the requirements of the Ofsted Registration, we must carry out an investigation into your visit. Further information is available at [ofsted.gov.uk](https://www.ofsted.gov.uk).

## Parents Forum

We'll be hosting Parent Forums every term. They're an informal consultation group held in the Café at the Village. It's a chance for us to share information about our curriculum, seasonal activities, and the latest news with you.

They're a great opportunity to hear your views, meet us, and other parents/carers.



# What to bring and being prepared

## What to bring

- ✓ **Coat** waterproof is preferable
- ✓ **Spare clothes** for messy play and toilet training
- ✓ **Socks and spare underwear**
- ✓ **Nappies/wet wipes/cream**
- ✓ **Wellingtons** to leave at the nursery
- ✓ **Sun cream / Sun hat**
- ✓ **Comfort items**
- ✓ **Drinking cups/bottles** – we will provide a drinking vessel appropriate to the child's age and development, but if they do bring one in from home, it must be labelled with your child's name.
- ✓ **Bibs and bedding** – we provide clean bibs and bedding for your child to use while they are at the nursery. These will have been washed in non-biological washing powder.

## Dress code

Children will learn through indoor and outdoors play whatever the weather, and there will be days where clothes are likely to get messy or wet. For safety reasons we recommend footwear with covered toes and a secure back. We also recommend that children do not wear jewellery.

## Food and Drink

We have the our very own nursery kitchen where meals are prepared daily by our chef, using locally sourced seasonable ingredients. All our menus meet the Government Guidelines for the Early Years.

We are a  
nut free  
nursery



# Medication, health and safety

The health and safety of every individual child is always our primary concern. We ask parents and carers to follow our guidelines on medication and illness to help us keep the Nursery a safe environment for everyone.

## Medical authorisation and illness

We need your permission before we can administer any medication to your child and can only do so with medicine that has been prescribed by their doctor, dentist, or nurse.

Please request and complete a medication administration form from a member of staff when dropping your child off at the nursery.

Children and staff are vulnerable to infection so we advise that any child who is ill or has been prescribed with antibiotics shouldn't attend the nursery for at least 48hrs as they may still be infectious or require a higher level of care.

## Illness, accidents and emergencies

If your child is not feeling well, we ask that you don't bring them to nursery, as we don't have a nurse on site or the accommodation for ill children. In the event of an accident or sudden illness, the staff are equipped with the training and supplies to administer first-aid.

If the situation warrants further attention, emergency services will be contacted. You will be notified by phone if any injury or illness requires medical attention or if your child needs to be picked up. If we can't contact you, your chosen emergency contact person will be notified.

## COVID-19

We adhere to the latest government guidance at all times, with regular cleaning and handwashing built into the nursery day.

We can only administer medication if it's in its original container with the following information:

- Child's name
- Date of prescription
- Prescription expiry date
- Name of pharmacist
- Correct dosage instruction

Please give any medication to a member of staff on arrival. Medication is administered by the most senior member of the team and witnessed by a staff member in the child's room.

# Our Terms and Conditions

## YMCA Newark & Sherwood

### The YMCA Nursery will:

- 1.1. Inform you as soon as possible whether your application for a nursery place has been successful.
- 1.2. Provide the agreed childcare facilities for your child at the agreed times (subject to any days when your child's nursery is closed).
- 1.3. Try and accommodate any requests you may make for any additional sessions and/or extended hours of childcare at the nursery.
- 1.4. Provide you with regular verbal updates as to your child's progress.
- 1.5. Notify you as soon as possible of any days on which your child's nursery will be closed.

### You will:

- 2.1. Ensure all information supplied in your application form is accurate and correct.
- 2.2. Complete and return to us the Registration Form before your child can start at our nursery and immediately inform us of any change to the information provided particularly contact details.
- 2.3. Inform us if your child has any Special Educational Need and Disability (SEND) or medical needs.
- 2.4. Complete a medicine consent form if you require our staff to administer any medicines to your child.
- 2.5. Immediately inform us if your child is suffering from any contagious disease. For the benefit of the other children in the nursery, you must not allow your child to attend the nursery if they are suffering from a contagious disease which could easily be passed on to another child during normal daily activities of the nursery.
- 2.6. Keep us informed as to the identity of the persons who will be collecting your child from our nursery. If the person collecting your child is not usually responsible for collecting, we will require proof of identity and our staff will ask for the password you provided us with on registration. If we are not satisfied that an individual is allowed to collect your child, we will not release your child into their care. We will always call you if someone we are not expecting comes to collect your child.
- 2.7. Inform us if your child is the subject of a court order and provide us with a copy of such order on request.
- 2.8. Immediately inform us if you are unable to collect your child from nursery by the official collection time.
- 2.9. Inform us as far in advance as possible of any dates on which your child will not be attending the nursery.

### Payment:

- 3.1 Details of our current fees are on our website. We may review these fees at any time but will inform you of the revised amount at least 1 month before it takes effect. If you do not wish to pay the revised fee, you may end this contract by giving us 1 month notice in writing to [nursery@ymcans.org](mailto:nursery@ymcans.org).
- 3.2 Fees must be paid monthly, in advance and all booked sessions must be paid for. The first month fee must be paid in full on or before the first day your child attends one of our settings.
- 3.3 No refund will be given for absence due to illness or holidays.
- 3.4 All payments made under this contract must be by BACS, local authority funding, childcare voucher, or tax-free childcare.
- 3.5 If you have requested additional sessions or have been unable to collect your child by the official collection time and we have as a result provided you with additional childcare facilities, we will charge you for additional childcare monthly in arrears.
- 3.6 If you fail to make payment in full by the 7th of each month a £30 will be added to your account.
- 3.7 If you are late collecting your child a £5 fee will be incurred for every 5 minutes you are late, this will be invoiced and sent to you.
- 3.8 Where the fee band changes after a child's birthday the reduction will take effect from the first day of the following billing period.
- 3.9 If you are unable to pay the calendar month fee by the 7th of the month, please speak to the nursery manager or Assistant operations manager as soon as possible to prevent any debt accruing or your child's place being suspended.
- 3.10 A deposit of £50 per place booked is payable. Deposits paid will be offset against your first month fee providing the following conditions are met:
  - a) The offered place is taken up on or before the agreed start date.
- 3.11 If an agreement has been made for your fees to be paid by a third party (such as a University or Job Centre Plus), we must receive satisfactory written confirmation that the third party will be responsible for the fees. Until such written confirmation has been received, you remain responsible for the settlement of all fees.

### Suspension of childcare place:

- 4.1 We may suspend the provision of childcare to your child immediately after 7th of each month if the fees requested have not been paid.
- 4.2 Your child's behaviour at the nursery is deemed, by us, to be unacceptable or endangers the safety and wellbeing of the other children. We will always communicate with you in this situation, and it will not be a surprise. The suspension shall continue whilst we try and address these problems with you and other professionals to support a satisfactory reintroduction back into nursery.
- 4.3 If your child is suspended part way through a month, we shall give you a credit for any fees you have already paid for the remaining part of that month, calculated on a pro-rata basis. This credit may be offset against any sums payable by you to us.
- 4.4 If the period of suspension exceeds 1 month, either of us may terminate this contract by written notice.

### Cancelling your contract:

- 5.1 You may cancel your contract with us by giving one month notice in writing to [nursery@ymcans.org](mailto:nursery@ymcans.org). If you wish to withdraw your child from the setting and have not given one month notice in writing, one month fee must be paid in lieu of notice. For funded children, this charge is not covered by funding and if you do not provide one month notice of intention to withdraw your child(ren), you will become liable for payment of fees in lieu of notice and charged one month fee according to your attendance pattern.
- 5.2 If you wish to change your booking pattern this can be done immediately if sessions are being increased, subject to availability or with one month notice if sessions are being reduced.

### General

- 6.1 Safeguarding children is paramount. We have an obligation to report any situation where we consider a child may have been neglected or abused to the relevant authorities. We will usually discuss this with you however where we consider a child to be at risk of significant harm we may do so without your consent and/or without informing you.
- 6.2 We have a duty of care to give all children the same opportunities. To do this, we need to be made fully aware of any SEND and/or medical needs for your child. Failure to inform us of your child's needs could result in your child's needs not being met and your child being put at risk.
- 6.3 If we must close our nursery due to events or circumstances which are outside our control, we will credit you with an amount that represents the number of days the nursery is closed in excess of 2 days.

6.4 If you have any comments regarding the services we provide or wish to make a complaint, please discuss these with your child's keyworker. If this is not resolved to your satisfaction, please contact the Nursery Manager. YMCA has a complaints policy that will be followed.

6.5 Unless we specifically request otherwise, your child should not bring their own toys to nursery. If they do bring toys with them, we accept no responsibility for any loss or damage to those toys.

6.7 YMCA nursery is a NUT FREE environment, this includes creams containing nuts that may put staff or children at risk.

6.8 We may make changes to these terms and conditions from time to time, and we will notify you in writing if we make any changes to these terms and conditions.

6.9 A minimum booking of two sessions per week is required.

6.10 We do not offer babysitting services as part of our childcare services. If you wish to use any of our employees to provide babysitting services to you, you acknowledge and agree that this is done entirely at your own risk. You will be contracting directly with the individual providing those babysitting services to you and YMCA accept no liability to you for the supply of any babysitting services.





YMCA Newark and Sherwood  
Community and Activity Village,  
Lord Hawke Way, Newark NG24 4FH

👉 [ymcanewarksherwood.org/nursery](https://ymcanewarksherwood.org/nursery)

✉ [ymcanewarknursery@ymcans.org](mailto:ymcanewarknursery@ymcans.org)

☎ 0787 282 4333

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Here for you