



Here for young people
Here for communities
Here for you

A young child with blonde hair, wearing a red and white striped shirt, is looking through blue binoculars. The child is smiling and holding the binoculars with both hands. The background is a blurred outdoor setting with green foliage. The image is partially covered by a white diagonal shape on the right side.

YMCA Nursery Parent Handbook

Where imagination grows

📍 ymcanewarksherwood.org/nursery

✉ ymcanewarknursery@ymcans.org

☎ 01636 233 253

Welcome to YMCA Nursery!

Dear Parents and Carers,

Thank you for choosing YMCA Nursery at the Village. Our 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 time at the nursery.

We've tried to cover everything, but if you would like any more information, you can email ymcanewarknursery@ymcans.org, call us on 01636 233 253 or pop in to see us at the Village for a chat.

We can't wait to meet you.
YMCA Nursery Team

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Our core values

At the heart of all YMCA programmes are our four core values – **respect, care, honesty, and responsibility** that are rooted in everything we do. Through child-initiated adult-led play, we promote learning around curiosity and fun, giving children the opportunity to belong, contribute, and thrive.

The YMCA Nursery follows an exciting, progressive curriculum designed to encourage children to discover their interests and develop new skills, ultimately enhancing educational outcomes.

We have space for over 90 children in three age-related rooms and a sensory room, all designed using the latest thinking for early years development and learning.

Our rooms

Discover – Babies up to 24 months

Our two baby rooms have been developed and designed to allow babies to feel relaxed and comfortable in their surroundings with a heated floor and their own designated outside area to play and enjoy the fresh air. Every baby has a key worker who follows their routine and make sure your child becomes a ‘Discoverer’ of the amazing world around them. We provide clean bibs and bedding for your child to use which are washed in non-biological washing powder. We ask that you provide your own nappies, milk, and spare cloths.

Explore – Toddlers 24 to 36 months

The two toddler rooms will spark the interests of your young ‘Explorer’. We have lots of open-ended activities for your child to experience and enjoy with a large secure outside play area where doors left open most days. Key workers will be there to support your child’s interests so we can further develop their skills and knowledge. We ask that you provide your own nappies.

Adventure – Pre-school, 3 to 5 years

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

Sensory Room

Our purpose-built room has a wonderful range of sensory activities for children of all ages at the nursery to explore and enjoy.

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

We love having our doors open most days, letting in fresh air and giving all the children chance to play outside as much as they want to.

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 pre-school 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 time at the nursery.



‘In The Moment Planning’ encourages children to discover their interests whilst developing imaginations and creativity

Our curriculum is built on the YMCA six Pillars of Learning; Belong, Contribute, Thrive, Mind Body and Spirit



3 months to 3 years 3 years to 5 years

For children in the Discover and Explore rooms, we focus on prime areas for learning that follow the Early Years Foundation Stage (EYFS) statutory framework.

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.

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.

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.

In our Adventure room we build on prime areas, while also looking at four more specific subjects from the EYFS statutory framework.

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.

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 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 11-digit code which is obtained by registering at: www.childcarechoices.gov.uk

This must be obtained before the term in which your child turns three. The 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

The funding that the government allocates each local authority does not cover the cost of childcare but statutory guidance allows childcare settings to charge for additional services.

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. 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.

Supported places

Care to Learn is a government scheme that helps parents under 20 years old pay for childcare while they are in publicly funded education courses in England, including parents under 20 when they started their course.

If you are eligible and have children under five, you can access this extra government support of £160 per child per week. Ask about spaces.

Our daily fees

Age group	7:30am to 6pm	9am to 3pm
Babies 3 to 24 months	£54	£48
Toddlers 24 to 36 months	£52	£46
Pre-school 3 to 5 years	£50	£44

We are open weekdays **7:30am - 6pm** (excl. Bank Holidays)

Our offers

Free offer

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

15 hour offer over 51 weeks

One full day = 10 hours’ funding plus a £7 additional service charge.

30 hour offer over 51 weeks

Two full days = 20 hours’ funding plus a £14 additional service 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

Our 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

We love to take advantage of all the facilities at the YMCA Village, where the children enjoy time in the dance studio, multi-sports area, the gym, climbing centre and outside for walks.

Food choices

In the nursery kitchen meals are prepared daily by our chef using locally sourced seasonable ingredients. The menus rotate over eleven days, which means children that only come for one day a week will still see the full range of meals served in the nursery.

We believe that making choices about food is important and children at the YMCA Nursery love to decide what they’d like for lunch each day. Every morning children choose a picture from the two meals served that day and we’ve found that this has meant even fussy eaters are often excited to try and enjoy new things.

Here’s some examples of what our dedicated chef makes for the children:

- Muffins
 - Toast
 - Boiled eggs
 - Overnight oats
 - Waffles
 - Croissants
 - Cheese straws
 - Selection of wraps
 - Crackers with tzatziki
 - Milk, jelly and cookie
 - Melba toast with cream cheese
 - Ploughman’s platter
 - Crumpets and fruit
 - Melon and grapes
 - Natural yoghurt with seasonable compote
 - Fruit loaf
 - Sugar snap peas and houmous
- Rice cakes with cream cheese
 - Sweet and sour chicken
 - Beans and vegetarian sausage
 - wholemeal pasta bake
 - Cottage pie
 - Sweet potato, chickpea, and pepper curry
 - Chicken Brunswick stew
 - Vegetable cannelloni
 - Turkey bolognaise pasta bake
 - BBQ chicken melts
 - Lentil bolognaise
 - Creamy carbonara with garlic bread
 - Butternut squash and pea paella
 - Homemade pizza
- Beef lasagne
 - Wholemeal English muffin pizza
 - Macaroni cheese
 - Cheese and potato pie
 - Tuna fishcakes
 - Three bean chilli with rice
 - Jacket potato with cheese and beans
 - Roast dinner
 - Fruit crumble and custard
 - Banana bread
 - Sponge and custard
 - Pineapple upside-down cake
 - Fresh fruit salad
 - Butterscotch tart
 - Bread and butter pudding
 - Eve’s pudding

*All our menus meet the Government Guidelines for the Early Years. If your child has any special dietary or allergy requirements, please speak to us.

Water is always available, and we encourage children to drink throughout the day

All our meals are nutritionally balanced, and include seasonable vegetables or vegetable sticks

Vegetarian choices are available every day

We are a nut free nursery

What to bring and being prepared

Messy play is fun, and children will be using water trays, making crafts and spending time outside, whatever the weather. There'll sometimes be days where a spare set of clothes are needed!

- Coat - waterproof is preferable
- Wellingtons - to leave at the nursery
- Spare clothes - for messy play and toilet training
- Socks and spare underwear
- Sun cream and sun hat
- Comfort items
- Nappies, wet wipes and cream
- Preferably footwear with covered toes and a secure back
- We also recommend that children don't wear jewellery.

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 YMCA Nursery a safe environment for everyone.

We adhere to the latest government guidance on COVID-19 with regular cleaning and handwashing built into the nursery day.

Our doors are open most days, letting in plenty of fresh air and keeping germs at bay.

If your child isn't feeling well, we ask that you don't bring them to nursery, as we don't have a nurse on site if they require a higher level of care. We advise that any child who is infectious shouldn't be in the nursery for at least 48hrs to help stop spreading germs to other children and staff.

Please let us know all your child's health needs when they start at the nursery, and immediately if they change in any way. For children with long-term medical conditions, we can work with you to develop a health care plan.

Accidents and emergencies

In the event of an accident or sudden illness, the staff are equipped with the training and supplies to administer first-aid and if the situation needs further attention, emergency services will be contacted.

You'll 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.

Prescription medication

We need your permission before we can administer any prescription medication to your child from their doctor, dentist, or nurse and you will need to complete a Medication Administration Form.

If your child is on a course of antibiotics, we can only administer the medication at the start of the course. All medication must be in its original container and include:

- Child's name
- Date of prescription
- Prescription expiry date
- Pharmacist name
- Correct dosage instruction on a pharmacy label.

The medication form must be signed for daily at arrival AND collection of your child. On collection we will confirm when the last dose was administered.

Medication is administered by the most senior member of the team and witnessed by a staff member in the child's room.

Non-prescription or emergency medication

When you register we will ask you if you're happy to give consent to 'emergency' treatment of Calpol to be given to your child. This if necessary, may also be given verbally and signed for retrospectively.

Before administering Calpol we will:

- Record a temperature of over 38°C
- Remove some clothing, give a cool drink and sit quietly with a member of staff
- Take the temperature again after five minutes
- If after three recordings of over 38°C we will call you and administer Calpol
- If we can't contact a parent or other named contacts, we will make a decision to administer Calpol on your behalf.

Once Calpol has been administered we will ask you to collect your child as soon as possible.

Security and safeguarding

The YMCA Nursery reception has restricted access with additional security required to enter beyond reception to all the rooms and the outdoor spaces.

We operate a password system for collection and your child will not be released to anyone unless they correctly tell us this password. 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.

We pride ourselves at the YMCA on our excellent safeguarding practices, taking legal and moral obligations seriously, ensuring the children in our care are safe within the nursery and beyond.

All staff are checked through the Disclosure and Barring Service (DBS). This is checked each term through the DBS Update Service.

The nursery has CCTV in operation at all times, to monitor the safe and secure environment for children, parents, and staff.

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).

If any issues were to arise, we would always discuss any concerns with you.



How we communicate with you

It's important to us that we share information with you about your child as well as news and updates of what's happening in the nursery. Keep an eye on the parent noticeboards, and our regular newsletters. Here we'll share events and dates for your diary in the coming term as well as all the latest news.

We have an open-door policy and welcome regular feedback so that we can continue to meet and exceed parent expectations and improve our service. Please feel free to talk to any member of the team, you'll see their pictures and names up on the notice board.

On your phone or online

At the YMCA Nursery we use an app' called **iConnect** which has a Parent Zone that you can access through the app or on the web. Using this means you can stay connected to your child's day at the nursery in real-time. The user guide will help you get set up and explain how you can keep up to date with your child's time with us.

Parents Forum

We host 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 also a great opportunity to hear your views, meet us, and other parents and carers.

Feedback or concerns

We'd want 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 the Nursery Manager.

Complaints process

As a parent or carer, if you have concerns about the quality of the care your child is receiving, we invite you to discuss them with us. Catherine Shotton our Assistant Operations Manager who can be reached on 07787 178 269.

If you cannot resolve your concern through discussion, you can send a formal written complaint to ymcanewarknursery@ymcans.org or post to YMCA Nursery at the Village, Lord Hawke Way, Newark, Nottinghamshire, NG24 4FH.

If a formal written complaint relates to the requirements of the Ofsted Registration, we must carry out an investigation into your concerns.

Further information is available at [ofsted.gov.uk](https://www.ofsted.gov.uk).

YMCA Nursery at the Village **Ofsted: RP903314**



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 the 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 the 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 ymcanewarknursery@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 £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 ymcanewarknursery@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.
- 5.3 We reserve the right to cancel your contract if we are unable to meet the needs of your child after the settling in period.

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.



📍 ymcanewarksherwood.org/nursery

✉ ymcanewarknursery@ymcans.org

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