



PRE-SCHOOL

Registered Charity 1030979

## What You Need to Know when starting at Rub-A-Dub



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## Introduction

Welcome to Rub-A-Dub! We are delighted that you have chosen our pre-school.

The information in this pack is to help you to prepare to come to Rub-A-Dub and to answer any questions you may have. If there are any further questions you may have or would like further details about anything in this pack, please let us know.

## Starting at Rub-A-Dub

Just before you start at the pre-school, we will invite you and your child to attend an induction meeting at the pre-school. At the meeting, your child will be able to mix and play with the other children and partake in the activities available. You will also meet with your child's key person.

At the induction, you will also be given a copy of our Childcare Terms and Conditions for you to read and sign. A copy of our T&Cs is on our website on the Downloads tab. You will also be asked to sign a consent form to use Family, an online system to help keep you informed.

When you come to the induction, we ask you to bring along either your child's passport or birth certificate, as we need to verify their date of birth.

## Clothing- being appropriately dressed

Coming to pre-school is lots of fun and that can often mean messy fun! We ask that you send your child to the pre-school in suitable clothing, (items that you do not mind getting a bit messy), not only for the activities but also for the weather.

We also ask that you bring:

- Nappies/pull-ups, nappy bags & wipes if not yet toilet trained
- Two spare sets of clothes in a bag including pants!
- A warm/waterproof coat for cold days + hat & gloves
- A jumper or cardigan everyday
- A pair of named wellies
- Sun cream on sunny days
- A hat or cap in the summer months

Please apply sun cream before your child comes to Rub-A-Dub.

Consider layers that your child can remove when indoors.

Naming clothing and bags will also help us to ensure that items are always returned to the rightful owner!

If your child is attending our Forest Rangers session it is important that they are appropriately dressed for the weather as we will be going outdoors all year round. We recommend:

- Waterproof trousers and coat
- Wellies
- Warm socks
- Warm clothing under the outer wear in the colder months
- Wearing layers during the cooler months
- Hat (both warm and sun hat)
- Gloves

Top sleeves and trousers need to be long – short sleeves and shorts are not suitable attire for playing in the forest!

Please note that if we consider your child not to be appropriately dressed for this session, we do reserve the right to send them home.

If your child attends Forest Rangers you will receive a pack providing you with more details.

If you would like your child to attend Forest Rangers but are concerned about the provision of wellies and waterproof outer layer please speak with our manager.

## **Nappies / Toilet training**

Each day, Rub-A-Dub has a named member of staff who is responsible for ensuring children in nappies are changed on a regular basis. If it becomes obvious that a child needs changing, the child will have their nappy changed.

Our staff will record on Family when a nappy is changed.

If your child is not toilet trained, please provide spare nappies/wipes in a named bag.

Rub-A-Dub recognises that toilet training is a big step for children and parents. We encourage parents to speak with their child's key person when toilet training starts so that we can support your child in this process.

If your child is not entirely toilet trained, please provide extra changes of clothes in a named bag.

## **Snacks & Lunch**

To keep costs low, we ask parents to provide a healthy snack if your child attends a morning session.

When your child is with us for the whole day, you need to provide a healthy packed lunch in a named box.

Ideas on what to provide as a snack or lunch can be found in our parent leaflet '**Healthy eating**'.

Please be aware that we may have children at the setting with food allergies or specific dietary requirements. We will remind parents about certain foods, such as nuts, should not be included in a packed lunch or as a snack, via our newsletters and notices in the room.

## Sickness & Allergies

Whilst it is impossible to list all childhood illnesses and whether or not you should be sending your child to Rub-A-Dub, we can offer some guidance on the main ones we are asked about:

- **Sickness / diarrhoea** – do not send your child. Children who have suffered from sickness and/or diarrhoea **must have been clear of symptoms for at least 48 hours before returning to the pre-school**
- **Covid and Flu-like illness (including Covid-19)** – please keep your child at home whilst they are showing symptoms such as a high temperature. If your child has symptoms that indicate they may have Covid please follow the national guidance. The NHS website also details the symptoms [Coronavirus \(COVID-19\) symptoms in children - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms-in-children/) Whilst the guidance states that if the symptoms are mild and your child feels well enough to go to school, we do ask that you consider keeping your child at home for 3 days from onset to protect the vulnerable children and adults at the setting.
- **Chicken Pox** – please follow the advice from your Nurse/GP. The advice is usually a timeframe of when your child should avoid contact with others and we ask you to follow this. Children should not return until all of the blisters have crusted over.
- **Measles and Mumps** – for measles they need to be kept at home for at least 4 days after the rash appears. For Mumps it is at least 5 days after the swelling started.
- **Conjunctivitis** – if your child is receiving medication for this they may come to the pre-school.
- **Head lice** – your child may come to the pre-school if they are undergoing treatment.

If your child requires regular Calpol/Calprofen (i.e., medicine to reduce pain or fever), we do ask you to consider whether your child should attend Pre-school. If you have given any of these types of medication after 4am, your child should not come to the setting that day. If you have given your child medication, its effects will diminish during the morning and if your child is showing signs of being unwell, staff will call you to collect your child.

If you are unsure if your child should come to the pre-school please speak with a member of staff.

If your child is not attending their usual session, please let us know by calling from 8.15am onwards on 07894 073865.

## Medication

If your child needs to take regular medication, please inform us as we do have a separate form that needs to be completed.

## Allergies

Our staff are experience with caring for children with allergies, particularly nut allergies. If your child does have, or you may suspect may have, allergies please speak with our manager.

## Funding and Fees

### Funding Facts

There are 3 types of funding available to parents:

- Universal 15 hours
- 30-hour funding
- 2-year-old funding

Details about each funding can be found below.

When using the early years entitlements, it is expected for the child to start at a setting on the first day of the funded period, dependant on the start dates of the terms set by the provider. It is possible for a child to start later in the funded period, but a provider can only claim for the remaining number of weeks in that period, and it will depend on the reasons why the child is starting late. If you are starting part way through a funded period, we strongly advise you to speak with our manager to check if we are able to submit a claim for the early years' entitlement.

As a term time setting, funding is available across the academic year, which is 38 weeks. The year is divided into 3 funded periods (defined by Wiltshire Council): Autumn, Spring and Summer, and a maximum number of hours can be claimed in each period. The table below details the weeks and total hours for all 3 entitlements:

	Autumn Terms 1 & 2	Spring Terms 3 & 4	Summer Terms 5 & 6
Number of funded weeks	14	11	13
Maximum hours	210	165	195

For example, if you are entitled to 30-hour funding, you will be able to access a total of 420 hours in the Autumn period, which is 30 hours per week, made up of 15 of universal and 15 additional hours.

The pre-school calendar details the start and end dates of each term. We generally follow Wiltshire Council's school dates. We publish our calendar on our website as well as being displayed in our door notice board.

At the start of each funded period, parents will be required to sign the Parent Declaration form confirming the number of hours of care Rub-A-Dub is providing. If this form is not completed, we are unable to claim the hours and parents will be responsible for paying for those hours.

If a child is attending for less hours than their full funded entitlement, parents will not be able to use the remaining hours with us on an 'ad hoc' basis. Wiltshire Council expects a child to be attending the hours on the Parent Declaration on a regular basis and will only pay Rub-A-Dub for the hours on the form.

More information about funded hours can be found in our **Funded entitlement fact sheet**.

Funded hours can only be changed at the start of the funded period. More details on this can be found in our leaflet **Parents Guide on Giving Notice**.

**Funded hours may only be used during our core hours between 9am to 3pm. Hours outside of these times will need to be paid for.**

## Universal 15 hours

We are registered with Wiltshire Council for the universal funded entitlement hours for 3- and 4-year-olds. All children are entitled to 15 hours of funded care from the start of the full term after their third birthday:

<b>When your child turns 3</b>	<b>When they can get 30 hrs from</b>
1 <sup>st</sup> September to 31 <sup>st</sup> December	Term starting on or after 1 <sup>st</sup> January
1 <sup>st</sup> January to 31 <sup>st</sup> March	Term starting on or after 1 <sup>st</sup> April
1 <sup>st</sup> April to 31 <sup>st</sup> August	Term starting on after 1 <sup>st</sup> September

## 30 hours childcare

If you are applying for the additional funded hours (15 hours which takes you to a maximum of 30) it is important to apply in plenty of time in order to have a valid code in time for the start of a funded period. The code needs to be issued by HMRC before the start date of the term, for example to use the hours from September, the code must be issued before the 1<sup>st</sup> September.

As we are required to check the validity of the code on Wiltshire Council's system, we will ask you to sign a consent form.



You can apply from when your child turns 2 years and 36 weeks old.

<b>When your child turns 3</b>	<b>When they can get 30 hrs from</b>	<b>Recommended time to apply</b>
1 <sup>st</sup> September to 31 <sup>st</sup> December	Term starting on or after 1 <sup>st</sup> January	15 <sup>th</sup> October to 30 <sup>th</sup> November
1 <sup>st</sup> January to 31 <sup>st</sup> March	Term starting on or after 1 <sup>st</sup> April	15 <sup>th</sup> January to 28 <sup>th</sup> February
1 <sup>st</sup> April to 31 <sup>st</sup> August	Term starting on after 1 <sup>st</sup> September	15 <sup>th</sup> June to 31 <sup>st</sup> July

You will also be required to reconfirm your details with HMRC on a regular basis. If we are informed that your code is no longer valid, and we are unable to receive the funding for those hours, you will become liable to pay for those hours.

## 2-year-old funding

Funding may be available if parents are in receipt of one of the following:

- Income Support
- Income based Job Seekers Allowance (JSA)
- Income related Employment and Support Allowance (ESA)
- Universal Credit - if you and your partner are on a low income from work (this usually means a combined income of less than £15,400 a year after tax)
- Support under part six of the Immigration and Asylum Act 1999
- The guaranteed element of State Pension Credit
- Tax credit and have an annual household income of less than £16,190 (as assessed by HM Revenue and Customs).
- Non-EEA citizens who have a household income of £15,400 a year or less, and have leave to remain with no recourse to public funds on family or private grounds
- Non-EEA citizens who have a household income of £15,400 a year or less, and have the right to live in the UK because you're the main carer of a British citizen (known as a Zambrona carer)

Or if the two-year-old:

- Has a statutory statement of Special Educational Needs (SEN) or an Education, Health and Care plan. As statements and statutory plans are issued by Wiltshire council, we are able to identify these children internally. Therefore, parents are unable to self-refer for funding based on this criteria

- Has left local authority care through a Special Guardianship Order, adoption or a Residence Order
- Is currently a Looked After Child, for example in foster care
- Is in receipt of Disability Living Allowance (DLA)

You will need to apply directly to Wiltshire Council:

<https://parentportal.wiltshire.gov.uk/web/portal/pages/home>

If your application is successful, you will need to provide your code (issued by the Early Years Team at Wiltshire Council) to us to enable us to claim the funding. As with the funding for 3- and 4-year-olds, funding will only start at the beginning of the funded period after their second birthday. For example, child's birthday is in December, funding starts from January, the start of the Spring period.

The guidance around making changes to hours and giving notice are the same as those for funded 3- and 4-year-olds.

## Fees

Fees are invoiced for each half term and are to be paid in advance. We usually issue our invoices within the first two weeks of the term. Please note we operate a 'no-pay, no-stay policy'.

Through careful management of the setting, we try to keep fees as low as possible. We review our fees annually, with any increase taking effect from April.

Fees are different for 2-year-olds and those age 3 and over. This is because there is a legal requirement for children age 2 to be in a ratio of 1 staff member to 4 children but it is 1 to 8 for 3s and above. However, if you are accessing our 'early bird drop off' at 8.30am, the fee is the same regardless of the age of your child.

There is also a small weekly charge to attend the Forest Rangers session. The additional charge is to cover the extra costs involved in providing this activity. For the safety of all we have an extra member of staff in the forest. We also use this charge to help pay for any specific training and equipment that is used in the forest.

If you have selected Forest Rangers and accept a place, your invoice will show the total cost for the term. The fees are due even if your child does not attend the session that week for any reason.

As we want to ensure this additional service is available to all, if the pre-school receives the Early Years Pupil Premium for your child, the Forest Rangers charge will be waived. We will also not apply this charge for anyone who has claimed 2-year-old funding with us previously. We are aware that some families may not qualify for the waiver, and will struggle to pay the fee. As we want to be inclusive, if you would like your child to attend the session, please speak with our manager. Any discussion will, of course, be confidential.

If you have any questions about your invoice, please either speak with our manager or email our Treasurer at [rubadubtreasurer@gmail.com](mailto:rubadubtreasurer@gmail.com)

If you have any concerns about paying your fees, please either speak with our manager or Treasurer.

Our current fees can be found on our website.

## Methods of Payment and help with fees

We currently accept a range of childcare vouchers, such as Edenred. If you are considering paying by vouchers please speak with a member of staff and they will check with the Treasurer to see if we are already registered with the provider.

We are also registered with HMRC to receive payments from the Tax-Free childcare scheme.

For more information regarding help with childcare costs please visit: <https://www.childcarechoices.gov.uk/>

If not paying by any of the above methods our preferred method of payment is by bank transfer. The details of how to pay will be on our invoice.

## Early Years Pupil Premium (EYPP)

If your child is aged three or four years old and accessing Free Entitlement Funding, you could help us get some extra funding to improve what we provide for your child.

Are you in receipt of one of the qualifying benefits listed below?

- Income Support • income-based Job Seekers Allowance (NOT contribution based JSA)
- income-related Employment and Support Allowance (NOT contribution-based ESA)
- support under Part VI of the Immigration and Asylum Act 1999 - National Asylum
- Seekers Support (NASS)
- the guaranteed element of State Pension Credit
- Child Tax Credit (you must NOT be entitled to Working Tax Credit and have an annual income (as assessed by HM Revenue & Customs) that does not exceed £16,190
- Working Tax Credit 'run-on' - the payment you receive for a further four weeks after you stop qualifying for Working Tax Credit.

Or, has your child:

- been looked after for one day or more
- been adopted from care
- left care under a special guardianship order or residence order

If you can answer yes to any of the above, please speak to our manager, or complete the **EYPP Data Collection form**.

A reminder that if you qualify for EYPP and the pre-school receives the funding, the additional fee for Forest Rangers will be waived.

## Voluntary Donation

To help with the rising costs of running the pre-school, we ask all parents for a voluntary contribution each term. The money raised is used to purchase the consumables that the pre-school needs each term to support the play and learning activities for the children, as well as items such as disposable gloves, tissues and soap

If you pay any fees, your invoice will show two payments; one without the donation and one with. If you do not pay any fees, you will receive notification of the donation that we suggest for the term.

**The donation is entirely voluntary and whether or not you contribute, your child will receive the same Rub-A-Dub experience.**

We decided to introduce the voluntary donation as the majority of our parents only use funded hours with us. Unfortunately, the funded rate has over the years not been sufficient to meet the costs of providing a place and we felt that it was unfair on fee paying parents to subsidise funded hours.

In accordance with government guidelines, if you would prefer to purchase items yourself, rather than pay the donation, please speak with our manager as they will be able to provide you with a list of items that you can select from to purchase.

## Changes to sessions and giving notice

Generally, we require a half term's notice if you wish to change your child's sessions or leave the setting. The notice period is there to provide financial stability for the pre-school and we ask that parents respect this.

If you are accessing funded hours, normally any changes can only take place from the start of the following funded period. We recommend that you speak with our manager first before making any changes to understand any implications.

If the appropriate notice is not provided, parents are liable for the fees for the notice period, even if their child does not attend.

We also have a very useful leaflet: **Parents Guide on Giving Notice**. A copy can be found on our website and at the setting.

## Arrival and collection guidance

Our morning session starts at 8.30am (early bird drop off) with our core hours starting at 9am. We endeavour to open the door 5 minutes before 9am, but this may not always be possible. The afternoon session starts at 12pm and as with the morning we will open the door 5 minutes beforehand if possible.

We ask that you arrive for the session on time. In our experience we find that late arrivals can disrupt children who have already settled in for the session.

The same applies to collection your child at the end of the session (12pm for mornings only and 3pm for afternoons or all day, if attending for the core hours only). For collections at 3pm we endeavour to open the door at ten to three.

We understand that there may be occasions when parents (or whoever is collecting your child) may be running late. If this happens, (and it is safe to do so) please call the pre-school so that our staff are aware.

### Arriving

Upon arrival, your child will be met at the front door and welcomed into the room. Upon entering the room, children are encouraged to find their names peg and to hang up their coat. They also find their name plate and to place it on a drawer. This drawer is where children can place any items, they may have brought with them, and parents/carers will find works of art and other items.

Please check your child's drawer at the end of each session.

### End of the session information

We use Famly to provide our parents with information about what has been happening during each session, using the 'newsfeed' option.

### Late collection fee

Due to the financial impact late collections have on the pre-school, unless previously agreed we reserve the right to charge a late collection fee of £15 per child if the child is not collected by 10 minutes past the session end time. The fee will be

doubled if the child is not collected within 30 minutes past the official end time of your session.

As we staff our sessions by the number of children in the session, it is essential that parents are not late collecting their child after the morning session. The pre-school is required to vacate the room by 6pm, and as the staff have to pack away, it is essential that children are collected on time. If you, or whoever is collecting your child is running late, please contact the pre-school to let the staff know.

## Family

Family is an online system that allows us to share your child's learning and development as well as a means of communicating with you.

The Family website can be accessed on a computer or laptop as well as via their app on any Apple or Android device such as a tablet or smartphone. Staff are able to upload photos and observations of your child in an instant. You will receive a notification when a new item has been uploaded to your child's account. You will also be able to add comments to any of the pre-school's messages and even upload your own observations or photos from home.

It is important to know that the safeguarding of our children is very important to us. Everything that is added to Family can only be viewed by the setting staff that use the system on the settings laptop and tablets and by parents using their own log in. Parents will only have access to their own child's account, and will not be seen by other parents.

It is crucial that parents do not share photos or videos from their child's account on any social media as this will breach the confidentiality agreement that we ask parents to sign. Any incidents where this confidentiality is broken will result in access to the system being withdrawn.

Once we have received your signed consent form, you will be sent a link and instructions.

## Parents Evenings

3 times a year you will be invited to a parents evening. This provides you with an opportunity to meet with your child's key person to exchange knowledge about your child, find out more about how they are developing and for you to ask any questions.

## Behaviour Policy

Our policy is called 'Promoting Positive Behaviour' and a copy is available from the pre-school. We recommend that parents/carers do read the policy to fully understand how the pre-school encourages positive behaviour and what happens when inconsiderate behaviour occurs.

We encourage children to be caring and tolerant towards each other and do not allow bullying or bad language. We do not smack a child, shout at a child or humiliate a child in any way. We aim to maintain a good level of discipline without being strict or intimidating. Our procedure is to:

- Quietly ask the child not to do whatever is causing a problem, or suggest a different approach
- Talk to the child, explaining why what they are doing is unacceptable
- Diffuse any situation of conflict by suggesting a way of sharing, taking turns or introducing a different activity.

Encouraging positive behaviour is a partnership between parents/carers and the pre-school. If any parent or carer should have any questions or concerns about their child please speak with our manager or another member of staff. We will always make time to sit down to discuss any issues

## Closures

There may be occasions when the pre-school will be unable to open. This could be due to an official Red Weather Warning, a recommendation from Wiltshire's School Effectiveness Team for schools to close or it could be due to issues at the Lansdowne Hall meaning that it is not safe to open, for example a broken heating system reducing the temperature below a suitable level.

If we have to close at short notice, we will send parents a message via email, Family as well as posting on our Facebook page and website.

When it comes to severe weather (snow or stormy weather), we also advise parents to listen to the local radio for school closures; if Derry Hill school is listed as closed, then Rub-A-Dub will also be closing.

The pre-school does not have to offer alternative sessions for hours that are funded in the event of a closure for any reason.

If in the event of a closure, the pre-school will still incur its usual operating costs. If the pre-school is closed for more than 3 consecutive days, we will credit the fees for any days we are closed from day 4 onwards.

## Complaints

Whilst we endeavour to ensure that your experience at Rub-A-Dub is an enjoyable one, if any of our parents should have any concerns, we encourage them to discuss them with either our manager or chair of the committee. We hope that by having a discussion with parents as soon as possible, any concerns will be resolved quickly.

If a parent wants to make a complaint, we do have a complaints process. At the pre-school, a complaints flowchart is always on display and is also available on our website.

We always take complaints seriously and will do our best to resolve any issues amicably.

## Fire/Lockdown/Accident procedure

Fire and lockdown drills are carried out on a regular basis and our staff are fully aware of the procedure.

Details of any accident, no matter how small, are entered into an accident book and signed by a member of staff and parent/carer of the child. Any major accident would be dealt with in the appropriate way and the parent/carer contacted.

## Special Needs

We welcome children with special needs and have a special educational needs coordinator to help support your child's time with us.

If your 3- or 4-year-old is in receipt of Child Disability Living Allowance and are receiving the Early Years Entitlement, you are eligible for the Disability Access Fund (DAF). This is paid as a fixed lump sum amount per eligible child to one early year's provider.

If your child is attending more than one provider you will need to choose which provider will receive the DAF payment.

Our pre-school does not request any additional payments from parents whose children have special needs. Where possible, we will work with parents to apply for support payments from the council.

For more information about the Child Disability Living Allowance please follow this link: <https://www.gov.uk/disability-living-allowance-children>

## Equal Opportunities

We support equal opportunities in our childcare and employment of staff. As set out in the Policies and Procedures for EYFS we are committed to anti-discriminatory



practice to promote equal opportunity and the valuing of diversity for all the children and families in Rub-A-Dub Pre-school.

## **Day carers and child protection**

As a Childcare Provider registered with OFSTED, we are required to follow the child protection Procedures agreed through the Wiltshire Safeguarding Vulnerable People Partnership.

As a Childcare Provider involved in the care of your child, we will try to share with you any concerns we may have. However, we do have a duty to refer to Social Services if we suspect that child abuse is taking place. Our first concern will always be the welfare of your child. Please refer to Rub-a-Dub's Safeguarding Children and Child Protection Policy and Procedures.

Our Social Services referral team telephone number is: Tel: 0300 4560108