

**Welcome to**

# spring

by Action for Children





# Spring Nurseries

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Whether you are choosing your child's first nursery or looking for a new nursery, we understand it is a big decision for parents and carers - after all the early years are the most important for learning. We are delighted you would like to learn more about Spring Nurseries.

We pride ourselves on providing bright and engaging environments with professional and nurturing teams who inspire and enable children to discover their individuality and creativity, supporting to unleash their full potential.

In this welcome guide you will find some useful information about starting nursery and what you can expect while your child is in our care.

We look forward to welcoming you to the Spring family.

## Our Core Values

Nurture  
Passion  
Inclusion  
Ambition  
Collaboration

# Introduction

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**Supporting Children to Thrive: Spring by Action for Children provide flexible, seamless and holistic childcare solutions for every step of a child's journey in our encouraging, nurturing and safe environments where children can unlock their full potential and be at their healthiest.**

Children's early years are the most important years of their lives, and we are passionate about being a springboard for healthy first steps. Our approach focusses on the individual needs and interests of every child which is reflected through the child-led learning and play offered at all our settings. We have a large focus on health and wellbeing to incorporate nutrition, physical activity and positive attitudes into the children's experiences at Spring. Child and parent wellbeing is our key priority.

We maintain high standards in care and safety and provide high quality early years education. We know that children greatly benefit from high quality care, this is demonstrated through our inspection reports, parents reviews and our internal quality assurance programme 'Quality Matters'.



# Healthy Lifestyles



**At Spring by Action for Children, we have a key focus on health and well-being. We make nutrition and physical activity part of each day to give all children a healthy start. Our health and wellbeing approach feeds into the children's learning so we are also able to educate children on looking after themselves and one another.**

Our aim is to make eating a happy, social occasion. All food served is healthy and well balanced, aiming to introduce children to a variety of tastes reflecting a variety of cultures. We always have vegetarian alternatives and all diets are catered for, subject to medical approval. At snack time, children can choose to have either water or milk to drink, choosing from a selection of fruit, vegetables and other healthy snacks. Water is available throughout the day.

Within all our Spring by Action for Children settings, we follow Eat Better Start Better guidelines and have accredited menus indicating high-quality and nutritious food served to all children. Some of our Nurseries use Apetito the leading producer of delicious and nutritious meals who provide award-winning meals to nurseries, schools and hospitals across the UK with each meal being cooked by professional chefs. Our Eat Better Start Better accredited menus meet national best practice guidelines and offer children the nutrients and energy they need to thrive. Healthy eating habits in the years before school are very important because they influence a range of health and development outcomes in later life.



At all of our Spring Nurseries and Spring Oscars settings, we have a large focus on outdoor play. We do this through using our outdoor spaces to explore, create and investigate and some of our settings have Forest Schools. We like to keep children active and exploring the natural environment around them. Many of our settings also take children on walks to learn about the world around them such as to the beach, post box, park and so on. Through these short trips, children get to take in their surroundings and learn about important things such as road safety and how to behave appropriately in different environments. Children really enjoy these visits and it helps them to get exercise.

If you would like to discuss your child's nutrition and exercise requirement, you can speak to your nursery PANCo (Physical Activity and Nutrition Coordinator).

# Why Spring Nurseries?

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- **High Quality Parent Partnerships**

We pride ourselves on the partnerships we build with parents and feel strongly about involving parents in each step of their child's care and learning journey. Parents love our Family app for keeping them informed throughout each nursery day. We use modern innovative technology to log each child's observations, learning journey, invoicing and information relating to each child through a secure and reliable app that parents can access whenever they like at no extra cost.

Progress reports are carried out every half term, with this being shared with the parents and longer progress reports carried out termly which is then shared with parents via Family as well as during our termly parent's evenings that provide quality communication, exchanging children's achievements at home and discussing how they are progressing in the setting.

- **Opportunities For Children**

Spring by Action for Children feel strongly about providing children with fun and unique learning opportunities to grow their confidence and development. We do this through offering **Forest Schools** where we have a natural, large outdoor environment to explore. We also partner with other organisations such as **Boogie Mites** to provide musical sessions that include rhythm and movement activities to the enchanting sounds of the Boogie Mites soundtracks to support early communication and language development whilst keeping children moving their bodies.

- **Investors In Our People**

Our teams are always kept inspired and motivated through with a career progression pathway and ongoing training opportunities to ensure they can always apply the most knowledge and best practice to every child's nursery experience. Each Nursery Manager is Mental Health First Aid Trained and we have an Operations Manager that oversees every nursery too. We have paediatric first aid trained staff at all our Spring settings.

Individual team members get the opportunity to train in additional qualifications such as Forest School Leaders and PANCo (Physical Activity and Nutritional Coordinator) to continually improve each child's learning and development experience.



# Bringing Your Child to Nursery

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## Clothing

During their time at Nursery your child will explore paint, water, sand and more. We do encourage children to wear aprons, but they don't always work. Please bring your child in clothes that can be cleaned and washed at home. At nursery your child will play outside everyday. In the cold weather they will need to be warmly dressed with a coat, hat and scarf. In wet weather they will also need wellies. When it's hot, please bring sunblock cream and a sun hat to keep them safe while they explore.

We ask parents to prepare their child's bag with wipes, nappies, formula, spare underwear (if toilet training) and spare clothes.

## Settling In

Each child is allocated a key person when they start nursery, the key person will get to know you and your child through small taster sessions, finding out your child's likes and dislikes, styles of learning and age and stage of development, as well as medical and dietary needs. The sessions will be arranged to provide your child with opportunities to get involved in aspects of the day and develop a bond with their key person as well developing the trust that their parent/carers will return soon. You may be asked to bring in your child's comforter if they have one, a favourite toy or photos of important people. These sessions are arranged prior to your start date to give your child plenty of opportunities to settle at the setting.

## First Day

The first day is like any other nursery day. We welcome parents to call us as many times throughout the day as they wish to check on their child and hear how they are doing. You will also have access to our Family app where you will receive real-time updates and images to show you what your child is doing throughout the day including notifications for mealtimes, nappy changes and more.

## Hand Over

On hand over your child's key person will bring them to the door, and will provide feedback on their day. This includes what they have been doing, how they have been and they will be able to answer any questions a parent might have. This will also be displayed on the Family app so if one parent picks up and forgets something they can refer back to Family to provide the other with feedback.

# Registration and Funding

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All children must be registered with our nursery to access their place. As part of the process, you will be asked to provide documents to evidence your child's date of birth. This confirms they have reached the eligible age for free entitlements.

A copy of the document will be retained. This will be stored securely and destroyed when there is no longer a good reason to keep it.

Government funding is intended to cover the cost to deliver 15 or 30 hours a week of free, high quality, flexible childcare. It does not cover the costs of meals, consumables, additional hours or additional services. Additional hours/services are charged at the current rates and are agreed in advance with you.

You will be given a copy of our terms and conditions for more information on any additional charges. Early Education Government funding is offered within national parameters:

- No session to be longer than 10 hours per day
- No minimum session length (subject to Ofsted registration requirements)
- Not to be used before 6am or after 8pm
- Only can be used for a maximum of two sites in one day.

We aim to ensure children who attract any additional funding such as 'Early Years Pupil Premium, SEND inclusion funding and any locally available funding are supported in order to fully achieve potential.

## Help With Fees

All parents of three and four year olds are entitled to the Education Grant, a contribution towards the cost of 15 hours of nursery education,

You may also be eligible for additional 15 hours of nursery education. Further information can be found at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

Your two year old may also be eligible for government funding for an additional 15 hours per week.

If you are working and meet the eligibility criteria, we can also help you to claim the childcare element of Working Tax Credit. (Contact the HMRC Tax Credits Helpline on 08453003900 or go to [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits))

You can also access the tax-free childcare scheme to get 20% off your nursery bill each month. Visit <https://www.gov.uk/tax-free-childcare>.

We can also work with your employer to see if your company offer a salary sacrifice scheme or if you are a student you may be entitled to help with childcare fees.

Spring Nurseries also offer a military discount at our military settings. Speak to your Nursery Manager to claim this.



# Sickness and Medicine

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**The welfare and health of your child are our primary consideration. We believe it is in your baby or child's best interests to be at home if they are unwell.**

**We are happy to discuss any long term condition management with you and work flexibly to ensure we meet your child's needs.**



Symptoms and illnesses that require a child's exclusion can be found in the Public Health England Guidance on Communicable Diseases, these are displayed within the nurseries.

If your child has a notifiable and/or communicable disease confirmed by the Doctor, Spring Nursery staff should be informed and other parents/carers will be notified. You will be required to provide a note from the Doctor or Freedom from Infection certificate before returning. When your child is considered to be well enough to be at Nursery they are considered to be well enough to participate in all activities, both indoors and outdoors.

Notifiable diseases will be reported to Ofsted as required.

Spring by Action for Children staff will administer medication prescribed by a Doctor, Dentist, Nurse or Pharmacist, such as antibiotics for long term illness, if we have written permission from parents/carers.

Medicines containing aspirin will only be given if prescribed by a Doctor.

If your child has been sick or had diarrhoea, we will ask you to keep them at home for 48 hours after their last bout before they return to Nursery.

If your child has a raised temperature of 38.2c or above we will ask you to take your child home and/or seek medical treatment if there has been a prolonged period of raised temperature.

For the latest Covid-19 guidance and precautions, please visit our Covid Safe website page.

# Safeguarding Your Children

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Safeguarding children is of upmost importance to us. The Early Years Foundation Stage Safeguarding and Welfare Requirements sets out what early years' providers must do to safeguard children.

It states that: "Providers must have and implement a policy and procedures to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board". "A practitioner must be designated to take lead responsibility for safeguarding children in every setting. Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues".

We know child abuse can be physical, sexual, emotional, neglectful or a mixture of all of these. In any situation where we are concerned that a child might be at risk of abuse, our first responsibility and priority is towards the child. If any staff member, student or volunteer is concerned about a child's safety or welfare, they must discuss it with the designated lead responsible for safeguarding in our Nursery without delay.

If necessary, the person responsible for safeguarding will take action in line with our Child Protection and Safeguarding Policy and Procedures, providing it would not put the child at risk of further harm, they will also discuss concerns with you.

We keep child protection concerns confidential and only share them with people who need to know the information. We will take action in line with our Policy if we notice:

- significant changes in children's behaviour
- deterioration in their general wellbeing
- unexplained bruising, marks or signs of possible abuse neglect
- any comments made which give us cause for concern:
- any reasons to suspect neglect or abuse.

We will keep a factual record of our concerns, discuss them by telephone with the local Children's Social Care team and follow this up in writing within 24 hours. It is not our responsibility to investigate the situation. If we receive allegations that a member of staff/volunteer has harmed a child, or may be unsuitable to look after children we are required to report it to Ofsted and the Designated Officer in the Local Authority who ensure a proper investigation is carried out.

## Listening to Children

**If we think that a child might be telling us that they or another child has been abused, we will:**

- Show that we have heard what they are saying and we take their account seriously.
- Encourage the child to talk, but not prompt them or ask them leading questions.
- We will not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Explain what actions we must take in a way that is appropriate for the age and understanding of the child.
- Write down what we have been told using the exact words used.
- Make a note of the time, date, place and people who were present.
- Report our concerns immediately to Children's Social Care.

In all safeguarding concerns we will report details of any previous concerns, details of any explanations from mothers and father/carers, any action taken such as speaking to mothers/fathers/carers. We will also report the child's name and address, the date and time of the record and factual details of the concern, for example bruising, what the child said and who was present.



# Behaviour

## We aim to:

- help children to develop a sense of caring and respect for one another
- encourage children to co-operate with each other and respect each other
- encourage the development of social skills and help children learn what is acceptable behaviour
- develop children's confidence and self esteem
- help children to develop self discipline and self esteem in an atmosphere of mutual respect and encouragement.

# Feedback

**We welcome suggestions, feedback and complaints and try to stay in touch through various ways with you and your children.**

The nursery has a suggestion box, we send our parent surveys and we are grateful for any reviews we receive on DayNurseries.



Sometimes there may be things you are not happy about and wish to complain. If this is the case, we wish to:

- listen and learn
- put things right
- improve our service.

If you should have cause for complaint regarding the service we provide, you should:

1. Talk to the key person/room leader to see if the issue can be resolved. If the issue cannot be resolved in this way, make an appointment or telephone/email the Nursery Manager. Your complaint is acknowledged within 3 working days, and a response to your complaint within 10 working days. If the complaint resolution cannot be supported in ten working days, we will keep you updated.
2. If you feel your complaint has not been resolved at first stage, you can escalate to the Operations Manager, by emailing [spring@actionforchildren.org.uk](mailto:spring@actionforchildren.org.uk)
3. If you feel the Operations Manager has not satisfactorily managed your complaint you can escalate in writing for the attention of Head of Commercial, either via email, [spring@actionforchildren.org.uk](mailto:spring@actionforchildren.org.uk) or by post to:  
Spring by Action for Children,  
3 The Boulevard,  
Ascot Road,  
Watford,  
WD188AG.

We will notify you of the outcome of the investigation into your complaint within 28 days of having received the complaint. All complaints will be kept together with the action taken in response.

As part of our registration with OFSTED, you have the right to make a complaint to OFSTED by ringing 03001231231 or in writing to OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M12WD.



## Keep In Touch

We pride ourselves on our parent communication and useful social media channels where you can access a variety of child related content, advice and updates.



Send us an email  
[Spring@actionforchildren.org.uk](mailto:Spring@actionforchildren.org.uk)



Visit our website  
[www.springchildcare.co.uk](http://www.springchildcare.co.uk)



Find us on Facebook and like our page to see updates  
[@SpringbyActionforChildren](https://www.facebook.com/SpringbyActionforChildren)



Follow us on Instagram  
[@Springnurseries](https://www.instagram.com/Springnurseries)



Like our LinkedIn page  
[Spring by Action for Children](https://www.linkedin.com/company/SpringbyActionforChildren)



Follow us on Twitter  
[@SpringChildcare](https://twitter.com/SpringChildcare)



If you'd like to see footage of what we get up to at Spring Childcare, you can subscribe to our YouTube Channel [Spring by Action for Children](https://www.youtube.com/channel/UC...).



We have a parent community over on our Facebook group that we'd love you to be part of called **'PARENTING, FAMILY & CHILDCARE CHAT AND SUPPORT COMMUNITY'**

**famly.**

We are proud to use Famly, an innovative Nursery Management software which enables you to participate and be active in your child's journey within our nurseries. With your permission when your child is with us, you will receive your own personal login details including access to booking, invoicing information, your child's information and a seamless approach to staying in touch with each other.