



WELCOME TO



Little Ripley
Day Nurseries

Our Aim

At Little Ripley Day Nursery our aim is to provide a happy, safe and caring environment in which the children are relaxed and can thrive.

We do this in a home from home setting, with bright and comfortable rooms each containing a range of age appropriate games, toys and activities. Each nursery also has a spacious, well equipped outside garden and play area where children can run, climb, play, dig or just relax.





About Us

Little Ripley Day Nursery is a family run business. It was established in 1988 and now consists of a group of fifteen nurseries in Sutton Coldfield, Erdington, Great Barr and Kingstanding. We take great pride in all our nurseries and the facilities that we provide believing that every child deserves the best start in their life. Each nursery has a team of dedicated, experienced and qualified staff most of whom have been with us for many years, therefore providing continuity of care. We assure you that your child will be cherished, well cared for and treated with respect and dignity during their time with us.

Whilst the well-being and safety of the children in our care is our priority, we are also very mindful of the need to create an environment in which opportunities are provided that allow each child to learn, develop and reach their true potential. For this we follow the statutory framework for the Early Years Foundation Stage (EYFS) which provides the guidance that supports the learning and development of our children. The Early Years Curriculum is incorporated into all our games and activities and the children learn without feeling under pressure. Whether they join us as babies, toddlers or pre-schoolers, we are confident that when our children move on, they will be happy, caring and successful.



Questions, Questions!

Starting nursery can be a daunting time for children...and their parents. Will they settle? Will they be happy? How can I find out about how they are getting on?

Feeling prepared can help you and your child feel at ease. We have thought of a few questions and provided answers in this booklet. However, if you have any other questions or would like more clarity then please do not hesitate to get in touch. We are partners in your child's care.





Timings



When is nursery open?

Little Ripley Day Nursery is open from 7am-6pm, Monday to Friday, for 52 weeks of the year. The only closures are for Bank Holidays.

What happens if I'm late for picking up?

Our nurseries close at 6pm. If you find yourself running late and you do not think you will reach the nursery by this time, please contact the nursery manager so that we are aware of the situation and we can re-assure your child. We will work with you to plan the best course of action and will always act in the best interests of the child.

If a child is not collected within 30 minutes of the agreed time and we have not received a telephone call, we will contact the emergency contact numbers.

If all efforts to contact parents are not effective by 8pm we will inform the Emergency Duty Team, Children's Social Care and the Police.

At all times we will continue to care for your child.

What should my child wear?

There is no right or wrong way to dress your child for nursery, however, we recommend that younger children wear clothes that they can easily move in. They need to be able to move and crawl easily and pull themselves to standing. For children that are potty training it is helpful for them to wear clothes that can be quickly undone and encourage them to be independent and successful. We recommend that our older toddler and pre-school children wear clothes and shoes that they can fasten and unfasten themselves. We want them to be confident and independent in their dressing and self-care in readiness for the next step to 'big' school.

Whatever the age of your child aprons will be provided for 'messy play'. However, clothes can still get dirty from time to time and accidents do happen so no 'best' clothes please!

We like to make daily use of our outside space and encourage all children to take part in activities whatever the weather. For your child to take a safe and active part in outdoor play it would be helpful if they could have weather appropriate clothing – for the winter months a raincoat, wellies and a warm hat. As the weather gets warmer and summer arrives a sun hat and sun cream, and appropriate footwear.

We always have a supply of spare clothing 'just in case' so don't worry if you occasionally forget something; your child will not miss out. Please be aware that we do not take responsibility for lost items of clothing. We advise you to name as many items as you can, particularly coats, cardigans, jumpers and shoes.

For all children's safety, we advise against children wearing jewellery that could catch and cause injury. Also, small clips and hair slides should be avoided as they could be a choke hazard.

Anything else I need to take to nursery for my child?

We have a good supply of everyday items that your child might need during their day at nursery including wipes, tissues, cups, water bottles and bibs (if worn). We do however, ask you to supply the following items:



- **Comforter** – If your child has a comfort item or dummy, also known as a soother or pacifier please bring it to nursery. It will be used to soothe and settle your child when needed.



- **Nappies** (and wipes if used) – We ask you to provide a pack of nappies for your child and you will be told when these need replenishing. We provide cotton wool and water or lotion for changing nappies, but if you would rather specific wipes were used please provide these.



- **Formula/Breast Milk** – If your child drinks formula or breast milk, please ensure that you provide an adequate amount of milk for the time your child is at nursery.



- **Family Photos** – Please bring a photo of your child's immediate family into nursery to be displayed in their room, this helps with the home to nursery transition.

Who will be looking after my child?

Consistent, high quality care is maintained throughout our nurseries by our reliable and passionate staff, all of whom hold the relevant childcare qualifications and are fully trained in Safeguarding/Prevent, paediatric First Aid and Food Hygiene. All of our staff are also required to undertake a DBS check. Each nursery is overseen by a Manager and Deputy who co-ordinate the day-to-day running and organisation, and are available at any time should you need to talk to them. Our nurseries also have the benefit of a team of support staff including a cook, gardeners and site managers, allowing nursery staff to concentrate on the care of the children.

We understand that starting a new setting or just transferring from one room to another can be a challenging time. To help you and your child with this transition and to become familiar with their new surroundings, we operate a Key Worker system. A Key Worker is a member of staff who is responsible for a small group of children. They will have an overview and a particular interest in your child's welfare and development and their aim is to make your child feel safe and cared for.



PRIMARY ROLE OF YOUR KEY WORKER

1. The Key Worker is your first point of contact for all matters relating to your child on a daily basis. Please do advise them of any circumstance arising that may affect your child's well-being, for example, a family pet dies, your child has not slept well or a family member is away.
2. Your Key Worker will identify your child's needs and interests, and then plan activities and experiences to encourage and enhance their learning. They will observe and record each stage of his or her development in a Learning Journal.

If your child's Key Worker is not available on a particular day another practitioner within the room will take on their role and will be happy to talk on their behalf. Alternatively, you can ask to speak to the Manager or Deputy Manager.



**What if I forget to ask
or say something
at drop off or pick-up
time?**

You can call us at any time during the nursery day
or email at any time.

We will always respond to your communication as
quickly as possible

What will my child be doing at nursery?

Firstly, every day is different at our nurseries. We aim to make each day busy and fun by adopting a flexible approach responding to the interests of the children and providing a wide range of activities to stimulate and engage everyone. That said, children also like some routine so we have a schedule that allows for creativity within it. The adjacent table outlines the daily routines that are part of our nursery life.

Water and snacks are available throughout the day, and children are given the opportunity to rest and/or sleep when needed.

Breakfast Time and Free Play
Welcome Time (Singing, talking and sharing)
Free Play/Focused activities (Children can engage in activities of their own choosing or they will be encouraged to engage with activities prepared by adults to develop specific skills)
Garden Play (Accessing our outdoor area)
Hygiene Routines (Toileting, nappies and washing hands)
Dinner Time
Sleep Time or Quiet Activities (Activities such as drawing, reading, small world play)
Hygiene Routines
Free Play/Focused activities (Children can engage in activities of their own choosing or they will be encouraged to engage with activities prepared by adults to develop specific skills)
Hand Washing
Tea Time
Hygiene Routines
Free Play
Snack Time
Stories and songs

Anything else that my child may be doing?

All of our nurseries benefit from visiting specialist staff who run French, cooking and music sessions. Many of our nurseries also offer football coaching (small charge applied). These sessions are designed to be fun and interactive.

If you wish to learn more about these additional activities, please speak to the Nursery Manager.





Will they be learning?

Play underpins all development and learning for young children. Children learn through using their senses, getting involved and playing. As such, we plan fun, play based activities that focus on specific skills and areas of learning, but we also place great importance on child initiated activities in which the children choose what and how to play and who to play with. In order to support your child and plan appropriate activities relevant to their developmental stage we follow the EYFS statutory framework.

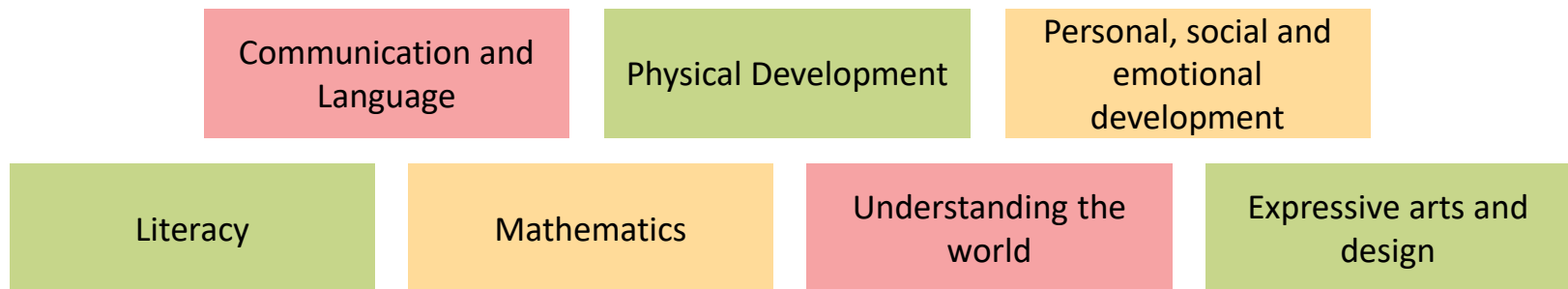
What is EYFS?

EYFS stands for Early Years Foundation Stage. It is a statutory framework that acknowledges that children develop and learn in different ways. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.

At Little Ripley the EYFS guides our teaching and learning. It is made up of four themes: The Unique Child, Positive Relationships, The Enabling Environment and Learning and development.

These themes are important as they all combine to ensure young children make good, strong progress in their earliest years. This stage in life is considered the most important as children's minds and bodies grow and develop most from birth to age five.

There are seven areas of learning. These are:



Activities and experiences are planned around these areas.

To find out more you can download a parent's guide to the EYFS:

[What to expect in the Early Years Foundation stage:a guide for parents](#)



How do I find out about how my child is getting along at nursery?

Little Ripley Day Nursery operates an open door policy whereby we encourage parents to pop in and chat with us about their child's needs and/or any concerns at any time. Your child's key worker is available on a daily basis to discuss your child's progress and chat about any issues. We also strongly recommend that you make use of our ParentMail messaging system by downloading the free app to your computer and smartphone. We use the ParentMail system to keep you up to date on nursery events and activities and to send routine messages. Please speak to your nursery manager for further details and information.

When your child first joins our nursery, we will invite you to join us for a Starting Points conversation, which will help us to build a full picture of your child. This provides us with a baseline from which to plan and work.

On a day-to-day basis we are constantly observing what your child can do so that we know what their next steps are. We record these observations electronically on an Interactive Learning Diary (ILD). The observations may consist of photographs, videos or written observations. The ILD is an online diary which has the added feature that you – as parents/carers – can view your child's observation diary and add to it. Please add any photographs or anything that you or your child would like to share, such as a special occasion or a milestone. This could be saying their first words or learning to swim. You will be given a password which will allow you to access your child's diary and we always look forward to reading about some of the great things your children do at home!



How do I find out about how my child is getting along at nursery?

Our observations enable us to track your child's development and prepare Progress Reports summarising your child's development. If you wish to discuss the report, you are welcome to request a time to speak to your child's Key Worker.

Parents of babies will be provided with written information about their child's day – sleep times, nappy changes, meals. This can be ongoing at the parent's/carer's request.

When your child reaches the age of two you will be invited to attend a routine appointment with your Health Visitor to monitor your child's development. To coincide with this – and in line with the Early Years Foundation Stage requirements – we will undertake a Two Year Progress Check. Your child's Key Worker will complete the check and will share it with you.





When will my child move to another room?

When starting at Little Ripley you will be offered settling in sessions; these are to help prepare you and your child for your first days with us. At your child's settling in session you will be asked to complete a Care Plan. This information will help the transition from home to nursery, giving us an insight into your child's life – their likes and dislikes, family members and home routines.

Your child will be placed in a room that best suits their needs taking into consideration their age and stage of development. There is no fixed period of time that a child is required to spend in any one room, and the decision to move children 'up' to the next room is taken when it is felt that the child has reached the next stage of their development and/or we feel they are no longer being challenged in their existing room. Moving room is an exciting time in your child's nursery life but, as with any change, it can also be an anxious time.

We aim to make the transition as smooth as possible and any move will first be discussed with you. The following procedure will then be put into place;

- You will be shown the 'new room' and introduced to the staff so that you may have an opportunity to see where your child will spend their day, ask any questions and talk about any new routines.
- Supported by their Key Worker, children will gradually be introduced to their new room and given the opportunity to participate in various activities including art, messy play, music, story time, lunch and eventually an afternoon session.
- A move date will be discussed and agreed with you.
- A new Key Worker will be chosen and will introduce themselves to you.

If, for any reason a child has difficulty settling in their new room a familiar member of staff will join the room for a while to support and ease the transition.



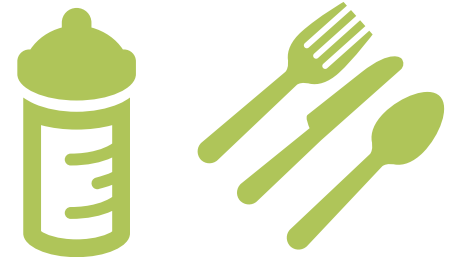
What will my child eat at nursery?

We believe that mealtimes should be social, happy times and we place importance on giving our children wholesome, nutritious snacks and meals.

Each Little Ripley Day Nursery has its own dedicated cook who prepares fresh meals every day and include foods from cultural backgrounds, providing children with familiar foods as well as introducing them to new ones, broadening their experiences of the wider world. Our children are encouraged to be as independent as possible and are provided with cutlery, dependent on their individual development. No child will be forced to eat or drink anything against their will. If your child has any food allergies, is vegetarian or for religious reasons cannot eat certain foods, please let us know.

Milk feeds and weening foods for our babies are provided by the nursery. Babies are usually introduced to liquidised food following discussions with parents.

All our meals, as well as snacks, are included in our nursery fees and weekly menus are displayed for you to view within the nursery.





Can I add or change days?

We understand that sometimes your plans and work patterns may change and we try to be as accommodating as possible. Your nursery Manager will be happy to discuss with you any additions or changes that you may wish to make.

What if my child is unable to attend or is ill?

If your child is unable to attend nursery for any reason, including illness, you can inform us using the ParentMail system. If your child becomes unwell whilst at nursery we will in the first instance try to contact you as the parent or carer. If we are unable to contact parents, we will then attempt to reach the emergency contacts provided. If your child has prescribed medication to take throughout the day, the person who drops the child off at nursery must complete and sign a medication form. We do have an “Exclusion due to illness” policy in place, which applies for certain illnesses including chickenpox, measles, mumps and meningitis. For your information we have set out a table of childhood illnesses that may affect your child and the period of exclusion in line with Public Health England’s guidance:

ILLNESS	PERIOD OF EXCLUSION
Chickenpox	Exclude until the blisters have healed, usually five days from the onset of rash, and until clinically fit.
Conjunctivitis	None once medication has begun (contact Health Protection Duty Room if outbreak occurs poster in office)
Diarrhoea and/or vomiting	48 hours from last episode of diarrhoea or vomiting
German Measles (Rubella)	Exclude until six days after development of rash
Hand, Foot and Mouth Disease	None, but if you feel your child needs one to one care or has difficulty eating and/or drinking we recommend they remain at home
Head Lice	None (treatment is recommended in cases of live lice)
Impetigo	Until lesions are crusted and healed, or 48 hours after commencing antibiotic treatment
Measles	Exclude until four days after the appearance of rash
Mumps	Exclude for five days after onset of swelling
Ringworm	Exclusion not necessary during treatment
Scabies	Once treatment has been started there is no need to exclude
Thread worm	None (treatment is recommended for household)
Whooping Cough	Exclude until child has received five days of antibiotic treatment or 21 days if no antibiotics are being administered
Respiratory infections, including coronavirus	Three days after testing as long as the child feels well and does not have a temperature.

Please note that if your child does not attend their session due to illness, you must still pay for your child’s space at the nursery.



How can I pay my childcare fees?

Our fees are payable monthly or weekly in advance by standing order, cash, cheque, credit/debit card. We also accept vouchers and tax-free childcare.

Payment needs to continue in the event of illness or holiday, including bank holidays, in order to retain the place. A month notice in writing is required to terminate the contract. Fees are reviewed on an annual basis and we will give you one month's notice on any changes.



Is my child eligible for funding?

All children are eligible for 15 hours of free nursery education for 38 weeks of the year from the term following their 3rd birthday. We also offer the 30 hours Government entitlement for eligible families. Some 2 year olds may also receive 15 hours of free nursery education for 38 weeks of the year.

To learn more about government childcare funding and your eligibility please visit:

www.childcarechoices.gov.uk



Just to let you know...

The nursery reserves the right to terminate your child's nursery place in the case of non-payment of fees. However, this is a last resort and we will always endeavour to work with you to resolve any payment issues.

Please call our Head Office 0121 354 7878 if you need to discuss this.

What should I do if I have a concern?

We hope that you will be happy with the service provided by Little Ripley and we welcome suggestions and comments that parents may wish to offer.

If you are concerned and wish to discuss any aspect of your child's care at Little Ripley Day Nursery these are your options:

1. Speak directly, write a letter or telephone a member of staff. Any member of staff will be happy to help, but it may be best to start with the Key Worker most closely concerned with the issue and/or your child's key worker. If you need to discuss the matter further you may also speak to the Manager, or to the Deputy. Be as clear as possible about what is troubling you and we will do our very best to resolve the matter immediately and to your satisfaction. If you have made a complaint in writing, raised a concern or made a suggestion in writing, we will contact you within five working days, to respond to your concerns and to explain how we propose to proceed.

Your complaint or concern will be treated in a confidential manner and with respect.

2. If for any reason you do not feel satisfied with the outcome, or that your concerns have not been fully and fairly considered, the Manager will refer the matter to Ruth Appleby (Registered Provider). Alternatively, you may wish to contact Mrs Appleby directly or contact the registered body Ofsted.

We recognise and acknowledge your entitlement to complain and we hope to work with you in the best interests of the children in our care.

How do I contact you?



Email us: info@littleripley.co.uk



Call us: 0121 354 7878



Or check out our website for further information: www.littleripley.co.uk

Our Nurseries

335 Birmingham
Road
Sutton Coldfield
B72 1DL
0121 382 2822
brmanager@littleripley.co.uk

17 Burnett Road
Sutton Coldfield
B74 3EL
0121 352 0187
burnettmanager@littleripley.co.uk

2 Goldieslie Road
Sutton Coldfield
B73 5PQ
0121 354 8324
gr2manager@littleripley.co.uk

4 Goldieslie Road
Sutton Coldfield
B73 5PQ
0121 354 3597
gr4manager@littleripley.co.uk

268 Kingsbury Road
Erdington
B24 8RB
0121 373 8863
krmanager@littleripley.co.uk

243 Marsh Hill
Erdington
B23 7HY
0121 377 6637
mhmanager@littleripley.co.uk

52 Old Oscott Hill
Great Barr
B44 9SN
0121 384 3781
oohmanager@littleripley.co.uk

28 Oscott School
Lane
Great Barr
B44 9AE
0121 360 5095
oslmanager@littleripley.co.uk

105 Short Heath Road
Erdington
B23 6LH
0121 382 8881
shmanager@littleripley.co.uk

1 Tudor Close
Sutton Coldfield
B73 6SX
0121 354 9230
tcmanager@littleripley.co.uk

107 Warren Road
Kingstanding
B44 8QL
0121 377 6442
wrmanager@littleripley.co.uk

Withy Hill Farm
Withy Hill Road
Sutton Coldfield
B75 6JS
0121 378 1027
whmanager@littleripley.co.uk

133 Wood End Lane
Erdington
B24 8BD
0121 382 2723
wlmanager@littleripley.co.uk

134 Wood End Road
Erdington
B24 8BN
0121 448 0809
wermanager@littleripley.co.uk

29 South Parade
Sutton Coldfield
B72 1QY
0121 238 1200
spmanager@littleripley.co.uk



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