



The Happy Hearts Parent
Welcome Handbook

The Happy Hearts Parent Welcome Handbook

This parent information handbook is designed to provide you with general information and introduce you to the ethos and daily routine at Happy Hearts. More detailed policy documents are held at the nursery, so please do not hesitate to ask should you like to read them.

About the Nursery

Happy Hearts is a term time, sessional nursery catering for children from 2 – 5 years old. Our motto at Happy Hearts is 'Inspiring Curious Minds.' We place immense value on discovering the unique voice within each child. Our philosophy is about inspiring the children's love of learning, awakening their natural creativity, and developing their inner confidence to make positive choices throughout their lives. One key aspect of our ethos is to encourage children to respect and care about each other. There are many ways to explore this, as the children learn to thrive as part of a group.

Located at the top end of Kensington High Street, Happy Hearts is the natural choice for families living in Kensington, Notting Hill, Holland Park and South Kensington. Our established links with several of the leading private schools in London means we can help and prepare your child for the next stage of their learning journey.

School Ethos

We have a clear vision of what we want to achieve at Happy Hearts; to provide a safe, happy, caring, secure and stimulating environment for each child. Enabling the children to reach their full potential, promoting self-confidence and positive attitudes. We want to develop the children's role as citizens of the world as well as their sense of community, ensuring equal opportunities in all aspects of school life. We believe that improving the life chances of our children through high quality teaching and learning should be at the heart of all we do.

Our Aims and Objectives

We care for children in a well-planned environment and our emphasis is to provide a safe and happy nursery where the children feel secure and grow in confidence. We consider it a great privilege that parents trust us to care for their children and endeavour to create a warm and stimulating environment that every child deserves. We also aim to provide a welcoming, close-knit and supportive community where parents can get to know and trust our staff and socialise with other parents.

Contacts and Daily Schedule

Nursery Contact Information

Happy Hearts

16A Abingdon Road

London

W8 6AF

Tel: 0207 937 5528

Admin: info@happyhearts.uk

Accounts: accounts@happyhearts.uk

www.happyhearts.uk

All administration and accounts queries should be directed to the office (details above).

Your Child's First Day

We understand how the first day can be an emotional time for both parents and children; we therefore feel that it is best if you stay with your child for a short time, then say goodbye, and tell them that you will be back very soon. We will always contact you if your child becomes distressed and you can return to the nursery to collect them at any time. Just to reassure you though - most children settle down once their parents have left.

Items Your Child Will Need Each Day

- A school backpack
- A change of clothes (please make sure that all items are labelled). These will be kept in your child's clothes bag which remains on their peg.
- If your child is in nappies, please bring a supply of nappies and wipes to school. These will also be kept in your child's clothes bag. Please make sure that we always have a sufficient stock of your child's nappies and wipes. If you bring in ten nappies and one pack of wipes every Monday that should suffice.
- If your child is not eating our catered lunch, they will need to bring in a healthy packed lunch every day.

Please do not put any nuts in your child's lunch box. Our nursery has a strict no nuts policy.

Invoicing

School fees must be paid for each term before the commencement of said term. Unless the current term is your child's first term with us, this invoice may also include any extra sessions that your child attended during the previous term. Payment for each invoice is always due upon receipt.

Communication With Key Workers

Each child at happy Hearts is allocated a class teacher. We aim to build a relationship with parents by operating an 'open door' policy and class teachers are available to talk informally day to day and after hours by appointment. Parents are also welcome to email the office where questions/concerns will be dealt with as quickly as possible. Meetings can be arranged with the Head Teacher, or the owner, Dr Jafroudi.

The Nursery Day

Alongside Literacy and Numeracy, morning sessions usually include daily circle times, science, cooking, arts and crafts. There are also weekly music, dance, tennis, French classes, as well as monthly Forest School sessions, all of which are taught by specialist teachers.

In the afternoons, the children enjoy sports, such as football with Little Kickers, Yoga and Fitness Friday. There are normally combined with activities such as, drama, science, gardening, Art Attack! and Modelling Club, together with trips to the park and library.

Our high staff/child ratio means that each child is given as much individual attention as they need, in order that they can thrive, feel happy and reach their full potential. We practise purposeful planning and have consistent systems and measures, through which we report your child's progress.

Arrival and Departure

Children should be brought into the nursery by an adult and signed in on the register. It is a legal requirement that your child's arrival and departure are recorded. The nursery opens its doors at 09:00 and closes them at 09:30. To avoid missing registration, it is important that your child arrives at the nursery during these times. Please try your best to be on time so that your child has time to settle into the morning routine with their peers.

At collection all children need to be signed out on the register by an adult, morning pick up is between 11.45 – 12.00pm. If your child is staying for lunch, pick up is at 13:00. If your child is staying for the full day please collect your child between 15:00 and 15:30. The nursery closes its doors at 15:30.

Once your child has been signed out of Happy Hearts, your child is your responsibility. Please note we have a duty of care to contact Social Services regarding any child uncollected within 45min of their collection time and whose parents have not made any contact with Happy Hearts.

Safety of Children

Children are not permitted to leave the premises at the end of their session with anyone other than the parents, or an authorised responsible carer – if your child is to be collected by anyone other than the registered carer, written/email authority must be given together with a full description.

We operate a password system. The person authorised to collect by the parent/carer must provide the password on collection.

Attendance

Please email or telephone the office if your child is sick, or likely to be absent for any reason or is unable to participate in an activity. Any requests for extended periods of absence should be sent to the office.

School phone number: 0207 937 5528

School email: info@happyhearts.uk

Nursery Food

We know how important it is for children to stay fuelled on the right foods whilst in our care. We also recognise the importance of introducing a diverse range of delicious flavours to encourage good, healthy eating habits for the future. That's why at Happy Hearts we use a wonderful catering company that delivers freshly prepared nutritious meals daily. They cook exclusively for nurseries and create delicious and well-balanced menus that are healthy and of the highest quality (complying with core nutritional standards and guidelines). We aim to cater for all dietary requirements, and should you prefer, we also provide the option for your child to bring in a healthy packed lunch. Children also have healthy snacks in the mornings and afternoon that mainly consist of fruits and vegetables. Fresh drinking water and milk are available at the school at all times.

Visits

Children benefit from being taken out of the setting to go on trips to the local park or other suitable venues for activities which enhance their learning experiences. Staff ensures that procedures are followed to keep children safe on outings and follow strict guidelines and carry out risk assessments. Parents are asked to sign a general consent form on registration for their children to be taken out as part on the daily activities of the setting. For major outings a specific consent form is completed prior to the outing.

Nursery Records

Detailed records are kept for each child in the nursery. Should any of the details that we hold for your child change, please let the office know so that our records can be amended accordingly.

Settling-in Procedure

We want children to feel secure, stimulated and happy in the nursery and with staff. We also want parents to have confidence in both their children's well-being and their role as active partners in the setting and therefore believe that the settling in of new children is important. We aim to work as closely as possible with parents and carers to ensure children soon settle into their new nursery routine. Please remember that children vary greatly in the amount of time needed to settle into nursery life.

Please ensure that your child always has a complete change of clothes (and several changes of underwear) in their backpack, and please make sure that they are all clearly labelled. Please provide the nursery with a labelled supply of disposable nappies if required.

Prior to Starting Nursery

- Links made with parents/carers
- Parent complete All about Me records

Settling-in Morning

- Parent/carer brings their child for a short visit to meet their class teacher and staff. Discussion takes place regarding the child's requirements and routine, etc.

Start Date

- Parents bring their children into the nursery to help with settling them in for the first week by staying for 30 minutes or so, if necessary. However, we do find the best policy is to say goodbye and leave as soon as possible.
- The Head Teacher and your child's class teacher will keep you informed about child's settling in and children can be collected early in the first week if necessary.

Following on

- Parents/carers will receive information about their child's progress in the form of a school reports in the Autumn and Summer Term. Parents/carers will be invited into the schools for a Parent's evening in the Spring Term.
- Parents/carers may look at their child's learning profile at any time.
- Your child has a daily diary which your child's class teacher will use to inform you about what your child has been doing throughout the day.

Curriculum

At Happy Hearts we maintain the highest standards throughout a child's learning journey by following the Early Years Foundation Stage (EYFS) complemented by aspects of the Montessori Method. In practice, this means encouraging self-directed activities, guided creative choices and collaborative play, to help and develop independent learning that allows us to offer children a broad and well-rounded education. Children primarily learn through play and teachers act as facilitators of their learning, moving each child forward at their own pace.

The Early Years Foundation Stage is made up of seven areas of learning:

1. Personal, Social and Emotional Development

We know that every child is different to the next. Some children are naturally more confident and forthcoming than others. But occasionally, they're not – children change and their needs fluctuate. Our teacher/child ratio means that we really get to know your child, so that we can be more finely attuned to supporting their emotional well-being, learning and development.

We help them to work with others and take part in new activities in a way that makes them feel assured and empowered. Children learn best by doing, and in fostering self-motivated learning, we facilitate their development as confident, successful individuals capable of interacting effectively and exercising respect and compassionate consideration for themselves and others.

2. Communication and Language

Children gain confidence from being able to communicate. Speaking and listening are skills to be learned, like everything else. At Happy Hearts, we provide continuing opportunities for children to express themselves and develop their confidence in all aspects of communication. For children who speak English as an additional language, they will receive support and encouragement at every stage, while they master the English language.

3. Physical Development

We guide the children to develop an understanding of the importance of physical activity and making healthy food and lifestyle choices for themselves. We explore fine and gross motor skills through fun activities and implement lots of opportunities for children to develop and improve physical coordination. We have daily outdoor activities and the children can enjoy a variety of sports, fitness and movement classes each week.

4. Literacy

At Happy Hearts, the children have free access to a wide range of books. We also take the children on trips to the library, to encourage them to select their own reading material, practise reading skills and take part in researching topics. As part of our curriculum, we follow Jolly Phonics and Letters and Sounds programme, and help the children to incorporate what they learn in games and activities.

5. Mathematics

We guide the children to develop an understanding of mathematical concepts like number recognition, counting and calculating and shapes and measurements, we encourage the children to develop their mathematical skills by giving them opportunities to explore, discuss, practise and enjoy what they learn. We guide the children to see how mathematical ideas can be seen in the world around us, learning about time, money and space.

6. Understanding the World

At Happy Hearts, we encourage the children to understand how community works, and to take an active part in it. We help them develop their knowledge about local life, by taking walks, supporting charities and observing different aspects of the neighbourhood. We also nurture a growing sense of the wider world, and how technology is a big part of that. The children are taught about British Values, as well as enjoying an introduction to other cultures and beliefs, by celebrating a variety of festivals and important dates on comprehension and appreciation of other cultures. We also place great importance on the natural world and our environment, giving children the chance to try their hand at gardening, learning about wildlife and observing natural habitats.

7. Expressive Arts and Design

Creativity is crucial to a well-rounded sense of self, and we encourage children to explore their feelings and thoughts through various expressive mediums, such as art, music, movement, design technology and imaginative role-play. We provide material and equipment for the children to use in their creative pursuits, as well as facilitating peripatetic support for specialist music, movement and artistic sessions.

Assessment

Assessment is an important part of your child's class teacher's role. It enables them to recognise your child's progress understand their needs and to plan activities and support. It involves staff observing children to understand their level of achievement, interests and learning styles and to then shape learning experiences for each child reflecting those observations. Class teacher's respond to their own observations about the child's progress and observations that parents and carers share. Parents are kept up to date with their child's progress and development. Any learning or development needs are addressed in partnership with parents/carers, and any relevant professional.

Information Sharing

We place strong emphasis on working with parents as partners and believe that an on-going dialogue is important. As well as daily contact with the staff who care for your children you will receive a daily diary which will provide you with a short summary about what your child learnt at school that day. The diary also provides an opportunity for parents/carers to tell their class teacher anything your child may

have done at home, especially on the weekend. We use this information to prompt your child when we talk about the weekend on a Monday during weekend news.

Each child has a profile, which contains planning, observations, next steps and outcomes. This helps the class teacher monitor your child's progress. Profiles remain in the child's classroom and are available to view at any time. You will be given your child's profile when they leave the nursery.

Parents evening is arranged annually in the Spring Term for you to come and look at your child's work and to discuss their development. Written reports are done in the Autumn and Summer Term.

Progress Check Age Two

In line with the Early Years Foundations stage (EYFS) we provide parents with a short written summary of their child's development in the three prime learning and development areas of the EYFS: Personal, Social and Emotional Development, Physical Development; and Communication and Language when the child is aged between 24-36 months. Parents are invited in to have a 15min discussion about their child's progress and talk about how their development will be taken forward in the Nursery.

Equal Opportunities

Happy Hearts implements a policies and procedures to promote equality of opportunity for children in our care. We provide an environment in which all children, including those with special educational needs and disabilities are supported to reach their full potential. We ensure that our provision is inclusive to all children with special education needs and disabilities. We have regard for the DfEs Special Education Needs Code of Practice (2015) and have a designated Special Educational Needs Officer who works in partnership with parents and other agencies to meet the child's needs.

English as an Additional Language

Happy Hearts welcomes children who do not have English as their first language and we aim to ensure that the needs of these children are met fully, allowing them to enjoy a broad and balanced curriculum. Various measures are implemented to help children integrate in the class which include use of specific resources, advice to parents and where necessary liaison with appropriate professionals. We welcome all children from many different parts of the world and have a high number of languages spoken. Although English is the primary language our staff and nursery is multi-cultural and we help children develop their language skills where English is their second language.

Outdoor Play

Weather permitting, we take the children to Holland Park on a daily basis. This is a wonderful opportunity to enjoy the space, use outdoor equipment and continue our discovery about the natural world. Trained Forest School teachers help the children learn from the natural surroundings, while guiding their developing knowledge of how we respect the environment.

Educational Trips and Visits

Happy Hearts believes that learning outside the classroom gives children the opportunity to develop their resourcefulness and initiative. Trips outside the classroom can relate to theme or topic work or to enhance physical skills, self-reliance and teamwork. Detailed risk assessments are carried out and completed by the school for all education trips and visits. A general consent form is sent out at the beginning of the year for local visits and individual forms sent out prior to a more extended visit giving details about the visit and any additional cost.

Pastoral Care

Your child's class teacher, as well as providing your child with a broad and balanced curriculum, is there to monitor the well-being of your child, to promote a positive atmosphere within the nursery group and to deal with any emotional, educational and behavioural problems that may arise. If you have any issues that you wish to discuss please do liaise with your class teacher to find a mutually convenient time to meet to discuss these in more detail.

Safeguarding

Happy Hearts has a designated Safeguarding Officer who co-ordinates child protection issues. Staff are trained to understand our safeguarding policy and procedures and have up to date knowledge of safeguarding issues. We have a robust set of Safeguarding Policies, which are available on request.

Achieving Positive Behaviour

At Happy Hearts we believe that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour. Children need to learn to consider the views feelings, needs and rights of others and the impact their behaviour has on people, places and objects. This is a development task that requires support, encouragement, teaching and setting the correct example. Like all nurseries we have a set of rules so that the nursery is a pleasant and safe place for everyone. The rules are kept simple and children are

introduced to them by the nursery staff. We have a Positive Behaviour coordinator whose role is to support personal, social and emotional development.

Parents will be contacted where behavioural problems become apparent (please see discipline policy which is kept in the nursery). We expect parents to take our expectations very seriously and give the nursery full support in this area. The owner reserves the right to suspend or remove a child whose behaviour is a risk to themselves or others in the nursery.

Complaints Procedure

Happy Hearts believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve and give prompt attention to any concern's parents may have. We anticipate that most concerns will be resolved quickly by an informal approach to your child's class teacher or the Head Teacher. If this does not have a satisfactory outcome, complaints should be made in writing to the Owner. We have set of procedures for dealing with complaints, which can be found in our Policy Document, which are available on request. Complaints against staff members are taken very seriously and will be dealt with immediately. Happy Hearts keeps a 'summary log' of all written complaints, which are made available to Ofsted inspectors.

Parents may approach Ofsted directly at any stage of the complaint's procedure. The number to call Ofsted with regard to a complaint is: 0300 123 1231.

Or you can write to the following address:

**The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

Birthdays

We try to make these special for your child – please let us know in advance if you wish this to be celebrated and whether you will be bringing in a cake or treat (nut free) – simple cakes or cupcakes with a low sugar content are advisable.

Celebrations

We are a multi-faith nursery and try to celebrate all major festivals and celebrations – If you have a special festival that you celebrate and would like to share with us please contact the office. We very much enjoy parents coming in to tell us about special festivals and celebrations and/or providing relevant artefacts, books or food.

General Medical Information

The health and wellbeing of every child at Happy Hearts is a shared responsibility between the parents and staff. Please do keep us informed if your child is unwell and should they become ill during the day we will contact you to make arrangements for them to be collected (for this reason it is vital that you keep the nursery informed of any changes to parent/carer telephone numbers).

To prevent the spread of infection we follow the Local Health Protection Agency guidelines on sickness. Children who have had a temperature should not return to the Nursery for 24 hours after the temperature returning to normal. Children who have had diarrhoea and/or vomiting should not return until 48 hours after the last episode. For other conditions e.g. chicken pox, please contact the Head Teacher for the recommended period to be kept away from Nursery.

First Aid

At Happy Hearts all staff are First Aid trained and are able to take action to apply first aid treatment in the event of an accident involving a child.

Prescribed Medication

While it is not our policy to care for sick children, we will agree to administer medication that has been prescribed by a doctor. If a child has not had medication before it is advised that the child stays at home for the first 48 hours to ensure no adverse effects, as well as to give time for the medication to work. Before medication is administered the parent/carer must complete and sign the medication records book.

Reporting of Accidents/Serious Injuries

There is an Accident Report log that is filled in and signed by the staff member who witnessed the accident as well as the parent/carer on collection when any type of accident has occurred. Parents will be informed immediately should the child require external medical attention or sustain a head injury no matter how minor.

In the unlikely event that a broken bone is suspected or other potentially serious injury has occurred, the child will not be moved and an ambulance will be called immediately, a senior member of staff will accompany the child and wait at the hospital until the parent/carer arrives.

Allergies, Epipens and Inhaler

Any known allergies should be recorded on the registration form and a risk assessment will be carried out by the nursery to ensure your child is not put at risk and receives the correct treatment in an emergency. Oral medication and Epipens must be prescribed by a GP and parents must give written consent for staff to administer them. The Nursery requires two inhalers and Epipens (one for use in the Nursery and one for our evacuation pack.)

Happy Hearts has a Nut Free Policy. Please do not bring anything into the nursery that contains nuts or may have come into contact with nuts.

Sun Cream and Sun Hats

Children should be provided with their own clearly labelled sunscreen and sun hats that should be kept in their school bag during the Summer months. Parents/carers must give written consent for staff to apply sunscreen when required.

Toys, Games and Valuables

Personal toys are not permitted in the nursery except for Show and Tell on a Friday as they can cause problems with ownership. Happy Hearts will not hold responsibility for any lost toys or games. During the settling in process your child may need the comfort of a pacifier or special toy at times, please discuss this with your child's class teacher to ensure it is stored safely during school hours.

Uniform

Uniform is compulsory and children are required to wear their uniform daily unless otherwise specified. Our uniform consists of a polo shirt or dress, a jumper or cardigan, a clothes bag, a backpack, and a coat, all of which have the school logo on. These can be purchased from a company called Sogan's. You can access our page of their website by clicking on the following link:

<http://www.theschoolwearspecialists.co.uk>

Alternatively you can purchase the uniform in person at their store in Fulham. Please be aware that the hat and coat are optional, your child can wear any trousers, shorts, leggings, skirt, or tights, provided they are navy blue, and they can wear any shoes you choose.

Please clearly label all items of clothing. Happy Hearts will not be held responsible for any unnamed or lost articles of clothing.

Last Words

Thank you for reading all the way to the end. Being familiar with all of the information above will help make your child's time with us run as smoothly and as happily as possible. We very much look forward to you joining us at Happy Hearts. All our Policies and Procedures are available at the Happy Hearts office for your viewing.

