PARENT HANDBOOK

Heads of Ayr Nursery
Dunure Road, Ayr, KA7 4LD

Tel: 01292 388456

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WELCOME TO HEADS OF AYR NURSERY

Dear Parent / Guardian,

On behalf of all our team we would like to thank you for choosing to register your child with us and we very much look forward to getting to know them and you during their time with us.

Please take the time to read this handbook. We hope you find it useful and interesting as a guide to how we operate and what to expect as the parent / guardian of a newly registered child. At Heads of Ayr Nursery your child is our number one priority. If there is something which has not been addressed in these pages, or you have questions about anything mentioned within, then please don't hesitate to get in touch. We encourage open communication between our team and parents and guardians in order to give the best nursery experience for the children here.

It is our hope that over the time your child is with us you'll see the hugely positive benefits of our day care service to the wellbeing and development of your child and we look forward to ongoing discussions about this throughout their time here.

Kindest regards,

Kerri Miller

Nursery Manager

The Rankin Family

Nursery Owner

VISIONS, AIMS, AND VALUES

OUR VISION

Positive, caring relationships based on trust and respect are at the heart of our philosophy. We have a clear vision of what we want to achieve at Heads of Ayr Nursery:

We create a home from home, welcoming environment promoting positive, nurturing relationships based on trust and respect.

Providing a natural environment where children can actively explore outdoors, developing new skills and experiencing the wonders of nature first-hand.

To help all children thrive and grow, enabling them to reach their full potential, preparing for the future.

We continue to work collaboratively with families and our community to develop a shared vision and passion to support children to feel valued and inspired to achieve their full potential.

"A UNIQUE NURSERY THAT OFFERS CHILDREN CHALLENGING AND FUN EXPERIENCES, NURTURING RELATIONSHIPS, ENRICHED LEARNING AND AMAZING PLAY. ALL OF THESE EXPERIENCES WILL ENABLE AND PROMOTE POSITIVE EMOTIONAL AND PHYSICAL WELLBEING."

OUR VALUES

We have a clear understanding of our values at Heads of Ayr Nursery:

Happiness and Wellbeing

Engagement

Respect

Compassion and Kindness

Achievement

Honesty and Trust

Inclusive and Nurturing

OUR AIMS

We believe that every day there is more to learn and that the opportunity to do so is all around us. As well as being a place of learning, we pride ourselves on ensuring that all children are coming in to a loving, caring environment where they are valued and listened to. We also involve children and parents in trying to continually improve our service.

At Heads of Ayr Nursery we aim:

- To provide a safe, happy, caring and nurturing homely environment where children feel secure, valued, supported and respected.
- To provide an inspiring learning environment with high quality experiences where children can explore and investigate, encouraging them to succeed.
- To create a nursery which feels like home and to provide an extended family environment which children can rely on for support
- To foster high quality leadership and learning at all levels
- To work in partnership with other agencies and our communities to promote and improve outcomes for children
- To work in partnership with parents to improve learning and close the attainment gap.
- To promote a culture of ambition, recognising and celebrating success and achievements.
- To equip our children with skills for lifelong learning, enabling them to reach their full potential, following their dreams and aspirations.

- To encourage a healthy and fulfilling relationship between future generations and our environment, the outdoors and animals.

- To provide unique opportunities for children to engage with various animals.

- To provide a service that is eco conscience with minimal impact on our environment, teaching future generations of its importance.

Heads of Ayr Nursery's aims are based around Realising the Ambition (2020), How Good is our early learning and childcare (2017), Health and Social Care Standards (2018), My World Outdoors (2018) and Space to Grow (2019). These aims reflect our high aspirations and our commitment to excellence. Through effective teamwork

open lines of communication and in partnership with our parents, we will work towards the realisation of our vision, values, aims and mission statement.

GENERAL INFORMATION

Name:	Heads of Ayr Nursery
Address:	Dunure Road Alloway by Ayr KA7 4LD
Email:	hello@headsofayrnursery.co.uk
Website:	www.headsofayrnursery.co.uk
Telephone:	01292 388456

Denominational Status:	Non-denominational

General Information:	All staff are qualified in Early Childhood Education and hold a full PVG Scotland disclosure certificate which was issued before commencing employment or placement. Parents only need to supply nappies or formula where required. The nursery employs a chef to prepare nutritious and tasty food. This can be pureed if required. Hygiene and infection control policies and procedures are strictly adhered to in order to prevent and keep infectious diseases at a minimum; parents are expected to comply by keeping sick or very ill children at home.

Capacity:	Heads of Ayr Nursery can cater for 57 children at any one time. There is space in our 2-3 room for 25 children and in our 3-5 room for 32 children.

Registration No:	CS2020380758
Date of Registration:	2nd February 2021

OUR TEAM

ROLE	STAFF MEMBER
Nursery Manager	Kerri Miller
Deputy Manager	Caroline Eady
Office Administrator	Rochelle West
Senior Team Manager	Chelsea Robertson
Room Leads	Steph Gelston Fern McGill

Early Years Practitioners	Lisa Jack Nicola Wheeldon Aillie Flanagin Caitlin Paterson Linda Woods Holly Pririe Sasha Gormanley Hannah Fallow Hilary Storrie Skye Lee Nadia Al-Buaijan Leigh Clark Rebecca Campbell Caitlin Rae – Apprentice
Safeguarding Officer	Kerri Miller
Chef	Lindsey Semple

USEFUL CONTACTS

The Care Inspectorate

Suite 3
Sovereign House
Academy Road
Irvine KA12 8RL

Tel: 01292 323920
Web: www.scswis.com

COMPLAINTS PROCEDURE

We are always keen to maintain our quality of service, if you have any comment about our service; please contact the Nursery Manager (Kerri Miller) in the first instance. In almost every case, things can be solved at nursery level, but if parents feel their concerns have not been properly addressed by the nursery, then you should contact the local Care Inspectorate.

OUR FACILITIES

Our purpose-build nursery building contains a number of useful and exciting features including:

- Two large, bright playrooms each with their own storage, bathroom, and changing facilities.
- A large, shared sheltered patio space
- A huge outdoor garden with natural play equipment including tunnels, slides, sandpits, and treehouses.
- An outdoor bathroom.
- A spacious, welcoming cloakroom
- Secure reception area and staff offices

- On-site laundry facilities
- On-site food preparation area and dishwashing facilities
- Disabled bathroom
- Our own car park and driveway

OPENING HOURS

We are open Mondays – Fridays from 8am – 6pm 51 weeks per year.

To allow the nursery to close at 6pm all parents should arrive to collect their children by 5.50 pm. If going to be later in cases of emergency, please contact the nursery as early as possible.

Full Day:	8am – 6pm
Half Day (am):	8am – 1pm
Half Day (pm):	1pm – 6pm

DATES FOR YOUR DIARY…

CLOSED	25th December 2026
RE-OPEN	**5th January 2027**

PLEASE NOTE: Differing start/closing dates for age groups/rooms

FEES

We are now in partnership with South Ayrshire Council and can offer funded place's. Please speak to a member of staff in the office for further details.

FULL DAY £73	HALF DAY (AM) £42	HALF DAY (PM) £42

Fees are payable weekly or monthly in advance. Fees are payable for periods of nonattendance including sickness and holidays this also applies to unforeseen circumstances such as dangerous weather conditions or other circumstances that would force the nursery to close. Your chosen booking pattern will remain in place unless amended with a revised booking pattern then undertaken. **Age 2-3**: The fees are generally calculated by multiplying the **weekly rate by 51 weeks and divided by 12 months** (**1 week** is deducted for the Christmas period when the nursery is closed for the holidays). 2 Full days is our minimum attendance.

Age 3-5: The fees are generally calculated by multiplying the **weekly rate by 50 weeks and divided by 12 months** (**2 weeks** is deducted for the Christmas period when the nursery is closed for the holidays).

We reserve the right to refuse access should your account go into arrears.
Our pricing is inclusive of nutritious, tasty meals prepared on-site by our nursery chef. As well as regular, supervised visits to the neighbouring attraction Heads of Ayr Farm Park.

Additional Charges are as follows:

Late collection fee:	£10.00 for every 10 additional minutes.
Late payment fee:	£20.00

1140 hours free childcare

We aim to provide these hours on a flexible basis to support the lives of families

Parents can choose to have 1140 free with no additional charges throughout the year. No registration fee will apply.

Session choices are as follows:

Option 1: Term Time 38 week – 3 X 10 hours per day (8.00am – 6.00pm)

Option 2: 50 weeks 2 x 9 hours per day (8.30am – 5.30pm) and 1 x 4 hours 45minutes AM Session (8.00am – 12.45pm)

Option 3: 50 weeks 2 x 9 hours per day (8.30am – 5.30pm) and 1 x 4 hours 45minutes PM Session (1.00pm – 5.45pm)

ENROLMENT

Registration can take place at any time throughout the year, provided there are suitable spaces available. A non-refundable fee of £30 will be required prior to your child starting nursery. If you placement is 3 months or more in advanced the enrolment fee will be £60.

There is no registration fee necessary when your child is 3 and accessing council funding hours. If spaces are not available, we will offer places on a first-come-first-served basis from our waiting list. Your start date in nursery is when your contact begins and billing commences.

KEY WORKERS

To help your child feel comfortable, they will be allocated a Key Worker. This staff member will take responsibility for the care and wellbeing of your child during their time with us. Parents are encouraged to share info with their key worker as required regarding their child's needs. Regular reports will be completed so that parents can discuss their child's progress on an individual basis.

SETTLING IN

It is important to us that your child feels at home with us. On your child's first day, you will be introduced to staff and shown around the premises. You will also be asked to complete any paperwork to finish the enrolment process. Generally, children only stay for a short period on their first day. We will work with you to gradually build this up to their full session. The length of time for settling can vary, but usually only takes a few sessions.

ARRIVAL AND COLLECTION

In the interests of your child's safety, we require a record of the persons whom you grant permission to collect your child. You should always make a point of telling nursery staff if your child is going to be collected by someone other than yourself. This avoids any difficult situations when a child cannot be allowed to leave with someone not known to the staff. We are not legally permitted to release your child to anyone under the age of 16.

It is important that children are collected on time as they can become distressed if parents/guardians are late. If you have been held up, please try to contact us at your earliest convenience so that we can reassure your child and plan their care accordingly. Late fees will apply. Parents and guardians should arrive no later than 5:50 to pick up children, and if they require more than 10 minutes for handover then they should plan to arrive earlier.

CLOTHING AND PERSONAL ITEMS

Your child should be dressed comfortably in comfortable clothes that are easy to wash and manage as we try to encourage independence where possible. A warm jacket is advisable for outdoor play. It is crucial that children are safe as they play, and suitable footwear is essential. Please ensure children have wellies available every day they are attending and avoid open-toed shoes. We also ask that parents provide appropriate changes of clothing and footwear in the event of any accidents, or messes. All clothing should ideally be labelled. The nursery will provide aprons when taking part in messy activities.

It is also up to parents to provide 2 sachets of Calpol for emergencies, sun hat and sun cream, and any formula milk they wish their child to have whilst at nursery.

We ask parents to leave any toys or personal belongings at home to avoid accidents or losing treasured belongings.

NURSERY CURRICULUM

Our goal is to provide a safe, nurturing, and stimulating environment in which we can offer each individual child a balanced programme of experiences and adventures tailored just for them.

The first five years of a child's life is extremely important, not only as a pre-cursor to their school years but also on their long-term development. The toddler years are a period of rapid growth as well as a time for new experiences, discovery and, building essential life skills. We aim for every child attending our nursery to become successful learners, confident individuals, responsible citizens, and effective contributors through the key aspects of our system and the Curriculum for Excellence. These guidelines allow children to develop and learn in a way that suits them to reach their full potential.

0-3 Curriculum

Pre- Birth to Three is the name of the Scottish Executive's published guidelines for under threes. At Heads of Ayr Nursery, we aim to use these guidelines to promote healthy relationships, respect, and responsive care within the playrooms, which is the basis for linking into the Curriculum Framework later in nursery.

Observation

Key workers will regularly assess the stages of development to identify the next steps required to progress learning through a variety of means. These will include discussion with parents, interaction with children, and continuous observation of their play. Staff will carefully record all observations to use them when planning and reporting on each child's progress.

Planning

Staff will carefully plan to provide a wide variety of activities and learning experiences to promote the development and learning of each child in all aspects of the curriculum. This will be based on the information gathered in observations and in accordance with the Scottish Executive Guidelines including 'Birth to Three', 'A Curriculum Framework for children aged 35', and The Curriculum for Excellence.

Implementation

Staff will attend regular meetings to plan and evaluate for the week ahead. These plans are then used to create a framework for your child's time with us, enabling a natural progression towards future learning at the pace of the child.

REPORTS AND ASSESSMENTS

All children attending Heads of Ayr Farm Park have their development progress recorded as part of their Achievement Record. We observe each child closely to ensure progress is being

made, under the Curriculum for Excellence. These records are available for you to see via learning journal and you can also discuss with a member of staff at a time that suits you both,

and we always value any contribution you would like to make towards them. In order to discuss progress fully, there will be special Parents' Meetings throughout the year. However, if at any time you have any concerns about your child's development, please come initially to the management who will arrange discussions with the Key Worker.

If at any time we are concerned about any aspect of your child's development, health, or behaviour, an appropriate member of staff would discuss the matter with you and work together to help your child. If we feel professional help may be required to assist your child, we will discuss with you our findings and give you advice on how to get in contact with the appropriate professionals. We would take no action until it had been discussed and approved by you.

We evaluate our work routinely and may also be evaluated by the Quality Department within Educational Services in South Ayrshire or inspected by HM Inspectorate and Social Care and Social Work Improvement Scotland (SCSWIS) in the future.

All accidents & incidents will be recorded and parents asked to sign at pick up time. Copies can be issued at parental request.

ACCESSIBILITY STRATEGY

At Heads of Ayr Nursery we recognise our responsibility and duty to ensure that all children who learn with us have equal access to the curriculum and support appropriate to the needs of each individual. Not only does this cover the provision of appropriate experiences and activities, but also the physical environment, for example, ramp access and amended facilities.

Often, we know before a child starts nursery that he/she will require some extra support and after consultations with parents and other professionals, we make appropriate plans/adaptations. Sometimes it is not until a child has been attending for a while that they may need some extra support. At this point parents will be consulted and with their permission, the child may be referred to other professionals.

We support and implement Getting It Right For Every Child (GIRFEC) policy and procedures. We endeavour to work closely with parents and carers to ensure successful support for your child.

EQUAL OPPORTUNITIES AND INCLUSION

At Heads of Ayr Nursery, we operate an Equal Opportunities policy, which aims to provide and maintain equality of opportunity for all children, parents, and staff within the nursery. We are committed to reflecting the needs of our service users as well as the wider community.

At our nursery, we strive to promote equality and help every pupil benefit from education, with particular regard paid to pupils with disabilities and additional support needs as part of our inclusion policy. Staged intervention are used for short-term reviews of development and learning for children who may need that little extra support to eliminate any barriers to learning.

All staff ensure equal opportunities are given regardless of race, religion, sex or ability.

PROMOTING POSITIVE BEHAVIOUR

We aim to encourage a high standard of behaviour and achievement through a wide range of strategies and activities. To develop behaviour and social skills in an appropriate manner we set out 'Golden Rules' for the children to understand and respond to situations with a calm and consistent approach. We believe in encouragement and positivity, so children are praised for their achievements. If negative behaviour occurs, we will try to divert the child away from cause.

Because consistency plays an enormous part in young children's development, we hope that our strategies are similar to those used at home, and if not, we would gently encourage

parents to adapt. Should a child's behaviour become a concern, parents will be consulted and joint strategies will be implemented in order to support the child.

OUTINGS AND PARENTAL CONSENT FORMS

Part of what makes our nursery so unique is having such a wonderful and educational visitor attraction right on our doorstep. Our staff will lead the children on excursions to Heads of Ayr Farm Park on a regular basis. There, the children will observe and discover a huge range of animal species and their behaviours, learn about our environment, and play on the many themed attractions. As well as Heads of Ayr Farm Park, we are also lucky enough to be situated on the famous landmark, the Heads of Ayr, with access to a private beach and wooded area which the children will also visit regularly. The permission for these short outings is granted in your contract and enrolment forms.

In the event that we decide to go further afield than our next-door neighbours, this will be organised well in advance to allow permission slips to be returned to the nursery. Without a permission slip, your child will unfortunately be unable to take part.

LEARNING JOURNAL

Heads of Ayr Nursery uses an online system created by **Learning Journals** to record and share significant points of learning. This system enables parents to access and comment on their child's ongoing progress in learning. Parents and carers can access their child's profile from home online. If you do not have an internet connection at home, you are welcome to view your child's profile from Heads of Ayr Nursery.

PROTECTING YOUR CHILD

It is the responsibility of every adult to protect children from harm. Harm can present itself in one or more of five categories:

- Physical Injury
- Sexual Abuse
- Non-organic Failure to Thrive
- Emotional Abuse
- Physical Neglect

Our nursery manager is the Child Protection Co-ordinator for the nursery, and all staff have had sufficient child protection training. We take matters such as this very seriously and follow the South Ayrshire Child Protection guidelines.

If staff have any reason to be concerned about a child in respect to any of the above, they have a professional obligation to report their concerns to management and agree a course of action. This could include monitoring the child and discussing the issue with the parent/carer. It may, however, result in a more formal referral with another agency such as the Health Board or Social Services. An investigation may take place which ultimately, in extreme cases, may result in statutory measures being enforced.

NURSERY SECURITY

All entrances to the nursery are security controlled for the safety of children and staff. Visitors should put their details in the visitor's book. The nursery garden is totally secure allowing opportunities for outdoor play and exploration. The nursery grounds and reception area are monitored by CCTV.

FIRE DRILLS

Fire procedure notices are displayed throughout the nursery. There will be termly fire drills, both 'Announced' and 'Unannounced', which means that some will be explained to the children beforehand what will happen and what they are to do. Returns for these fire drills are completed and recorded in the Fire Registers.

PRACTICING GOOD HYGIENE

We practice a programme called 'Child Smile' to promote good oral health. After snack time every day, we will help the children to brush their teeth. The Community Dental Service provides toothbrushes and their storage 'buses'. Parents can help to support this at home by restricting sweets to a once-a-day treat, keeping sugary foods and drinks to a minimum, and practice regular brushing at home.

Handwashing is a major factor in the prevention of infection, especially after handling farm animals. Children will participate in regular handwashing as routine and after all animal petting to prevent the spread of bacteria.

HEALTHY EATING AND ALLERGIES

Snacks and meals are provided during each session in the nursery and can be seen on our menus. Alternative selections can be offered for picky eaters, and we ask that parents

make us aware of your child's food preferences. Every child also receives milk and water regularly throughout the day and a selection of fresh fruit will always be available.

Please note that all snacks offered may contain traces of nuts. Please be sure to let staff know immediately should you discover your child to have an allergy of any kind. Ingredients and allergen information can be requested from our kitchen at any time. To keep track of allergies, the kitchen staff will be made aware of all children with known allergies and their scheduled dates in the nursery.

MENUS

Our menu may change per season or dependent on the children's preferences. Parents will be notified regarding any menu changes and should be assured that our menus are carefully planned by our chefs to be tasty as part of a well-balanced diet.

Menus are served on a ten-week rotational basis. See below for an example of our menu.

Breakfast will be offered between 8am and 8.30am to those who require it

WEEK ONE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MORNING SNACK	Crackers with spread and a selection of fresh fruit	Rice cakes with a selection of fresh fruit	Breadsticks with a selection of fresh fruit	Wholemeal toast with a selection of fresh fruit	Low sugar cereal and a selection of fresh fruit
LUNCH	Salmon enchiladas served with rice and a selection of vegetables Selection of fresh fruit	Pork meatballs served with pasta, homemade tomato sauce and a selection of vegetables Selection of fresh fruit	Chicken goujons served with mash potatoes and a selection of vegetables Selection of fresh fruit	Penne Pasta served with a homemade cheese sauce and a selection of vegetables Selection of fresh fruit	Beef Bolognese served with pasta and a selection of vegetables Selection of fresh fruit
MID AFTERNOON SNACK	Homemade apple and banana oaty bake	Homemade vegetable pizza flatbreads	Homemade banana and pear oat flapjacks	Homemade savoury pancakes	Homemade blueberry and banana oaty slice
LIGHT TEA	Vegetable pasta medley	A selection of filled wraps served with fresh salad	A selection of filled bagels served with fresh salad	A selection of filled pitta breads served with fresh salad	A selection of filled paninis served with fresh salad

Alternatives will be served to cater for all dietary and allergy requirements

MEDICATION AND ILLNESS

If your child has any medical problems, it is very important that staff are informed. We encourage parents to read our full medication and illness policies and maintain an open communication with nursery staff.

MEDICATION

If your child requires medication during his/her time at nursery – please discuss this with the staff. A consent form for the Administration of Medicine must be completed.

Heads of Ayr Nursery does not hold stock of any medicine.

ILLNESS

If your child is unwell, we ask parents to refer and adhere to our exclusion policy to protect staff and other children. We ask that parents please phone the nursery to inform us if your child is unable to attend nursery.

If your child becomes ill while at nursery we will try to contact you or the emergency contact(s) which you give us on your child's admission to nursery.

If your child has an infectious disease such as chickenpox, etc, we ask that parents check with your doctor as to when it is safe for your child to come back to nursery. This will help contain any outbreaks in the nursery. We follow the NHS guidelines on infection control.

MINOR ACCIDENTS AND UPSETS

This will be dealt with by a member of staff trained to administer first aid within the nursery. We will always inform you about these minor accidents.

VISITS BY MEDICAL STAFF

If children require extra support from other medical staff such as Speech Therapists, Physiotherapists, Occupational Therapists, they may visit them in nursery as part of their treatment plan. Parents would be informed in advance and given regular feedback on their child's progress.

COVID-19

At Heads of Ayr Nursery, we will always follow the relevant Scottish Government guidelines in response to COVID-19. It is mandatory that all staff practice and enforce the rules and regulations of these guidelines in order to maintain compliance. We advise parents to refer to our COVID-19 policy. As per our nursery policy please do not send your child/ren into the setting if they have a high temperature or feeling unwell.

SAFE SLEEP

Heads of Ayr Nursery promotes the rights of the child and observe their right to sleep. We will comply with the sleep instructions expressed on your child's enrolment form to ensure your child has a safe and comfortable nap when at nursery.

Sometimes parents request that their child should not nap in the middle of the day. In our under 3's room, we will not deny a child sleep if that is what they need and they are in nursery for a full day. We will endeavour to support parents' wishes wherever possible but cannot deny a child in desperate need of sleep.

SAFETY OUTDOORS

All children must have their own sun cream and sun hat with them at nursery. We only allow children who have adequate protection from the sun to play outdoors.

EMERGENCY CLOSURE

Should the nursery experience difficulties with severe weather, power failures, fuel supplies, flu epidemics, or other emergencies, it may be necessary to close the building. We will keep you closely informed via telephone, notices, press or radio releases.

In the case of emergency evacuation, staff will accompany all children to the car park or surrounding fields next to the nursery.

PUBLIC LIABILITY INSURANCE

The nursery holds public liability insurance a copy of which is displayed in the nursery foyer area.

DATA PROTECTION

Information on pupils, parents & staff that is required and may be used for teaching, registration and assessment and other administrative duties will be stored and protected under the new GDPR policy effective from 25th may 2018.

Under no circumstances will we ever share you or your child's personal information with any third party.