



TiGGERS

Preschool Balcombe

Welcome Pack

Charity Number 1091348

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Introduction

This document is intended to provide the information that you may need to help you decide whether Tiggers Preschool is right for your child and also be a source of information/handbook for parents with children already attending Tiggers Preschool. If you need any additional information then please do not hesitate to speak to the Chair/Chairs of the Tiggers Preschool Management Committee, reachable via email at info@tiggerspreschool.co.uk.

If you would like to visit Tiggers Preschool during a session then please contact Clare Clarke-Jones (who is the Supervisor of Tiggers Preschool, responsible for its day to day running) by telephone on 01444 811331 or alternatively email admissions@tiggerspreschool.co.uk.

We hope that you will decide to send your child to Tiggers Preschool and look forward to welcoming you to the Tiggers Preschool family.

About Tiggers Preschool, Balcombe

Location and Opening Times

Tiggers Preschool sessions take place in the Parish Rooms on Stockcroft Road, Balcombe. Tiggers Preschool has exclusive use of the premises including the enclosed gardens during sessions. Children can enjoy a wide range of indoor and outdoor activities all year round in a safe, secure and friendly environment.

Tiggers Preschool is open every weekday morning during West Sussex County Council school term times. Our normal opening hours are 9.15am – 12.15pm. On Tuesday we also run an afternoon session from 12.15pm-3.15pm. Tiggers Preschool offers lunch clubs that run from 12.15pm – 1.15pm every lunchtime (if there are enough children).

Why Choose Tiggers Preschool?

Tiggers Preschool provides childcare for children between the ages of two years and school age. It accepts children who live in Balcombe and the surrounding areas. Please refer to Appendix 6 for the full admissions policy.

Tiggers Preschool provides quality childcare at an affordable cost. We accept government vouchers from all children of three years and above and those who qualify for the free entitlement between the ages of two and three. (Please refer to the fee section below for full details.)

Under our Ofsted registration, Tiggers Preschool is permitted to take a maximum of 32 children of 3 years and over with 4 members of staff. Tiggers Preschool takes up to seven 2 year olds (who require a higher ratio of staff) which means that Tiggers Preschool is required to have 5 members of staff for 32 children. At Tiggers Preschool we believe that our children benefit from a greater level of staff input and have restricted the maximum number of children attending each session to 28 and usually operates with 5 members of staff per session.

Tiggers Preschool is committed to providing a secure and caring environment where children can learn and develop at their own pace within a fun atmosphere. All children are individuals with differing needs and abilities and at Tiggers Preschool we endeavour to respond and adapt to each child's individual needs.

Confidentiality is paramount and we will always fully consider and respect the children's needs and those of their parents/carers.

Above and beyond all else, it is our hope that our children enjoy themselves while at Tiggers Preschool.

Please refer to **Appendix 1** to find out more about how Tiggers Preschool will help to develop your child's abilities.

Management of Tiggers Preschool

Tiggers Preschool is an individual Preschool managed by a committee made up of volunteering parents and local people. It is also an important part of the Balcombe community. Parent support and participation is fundamental to the running of Tiggers Preschool and without parents continuing to provide their time, help and expertise Tiggers Preschool would not be able to operate. **We ask all parents to help out at our fundraising events and to become involved in Tiggers Preschool in any way that they can.**

Please refer to **Appendix 2** to find out more about how Tiggers Preschool is run and how you can help.

Regulation

All Preschools are overseen by the Office for Standards in Education (Ofsted) which undertakes regular inspections to ensure that Preschools are fulfilling the regulatory requirements imposed on them.

For further details of Ofsted's involvement with Tiggers Preschool, please refer to **Appendix 3**.

Fees and Government Funding

As a community based preschool, we endeavor to keep our fees as low as possible.

The government provides 15 hours of funded childcare per week for all children from the age of three years to school age and also for two – three year olds who fit certain criteria. West Sussex County Council now provides funding for 40% of all two - three year olds in the area. To apply for this funding or for more information regarding the criteria please go to the West Sussex County Council website: www.westsussex.gov.uk/freechildcare. Alternatively, if you have any further questions please contact us at admissions@tiggerspreschool.co.uk.

Tiggers Preschool accepts government vouchers which can be used to pay the mandatory Tiggers Preschool fee against all morning sessions. Please note that, once eligible, we can only claim the free entitlement before the beginning of each term. If you join Tiggers Preschool part way through the term you will be required to pay the fees until the end of that term. We can then apply for the funding on your behalf for the following term.

In order for Tiggers Preschool to continue to provide quality childcare at an affordable cost, the Committee asks all parents to pay a non-mandatory fee of £3.30 per session. This contribution is fundamental in supplying essential resources needed to maintain our excellent standards such as craft materials, toys and books, as well contributing towards the daily snack. If you have any questions about this non-mandatory gift please contact the Chair of the Tiggers Preschool Management Committee.

Summary of Fees to be paid by Parents

Age Group	Mandatory Tiggers Preschool Fee	Voluntary Contribution	Total Charge per 3 Hour Session
2 – 3 years	£15.60	£3.30	£18.90
3 – 5 years	£13.50	£3.30	£16.80
Any age with free entitlement	£0	£3.30	£3.30

Extra Sessions Available

Tiggers Preschool offers extra sessions including a Lunch Club every day from 12.15pm to 1.15pm and flexi-spaces. These extras are billed monthly in arrears. For further information regarding any of these extras please speak to the Supervisor or contact admissions@tiggerspreschool.co.uk.

Lunch Club

Tiggers Preschool operates a lunch club every day providing a minimum of six children have signed up, and every single Tuesday. Parents should add their child's name to the sign up sheet in reception one week in advance and each Friday an email will be sent out confirming which days lunch clubs will run the following week. Parents wanting to add their child to an existing lunch club (if not already signed up) can simply send their child in with a packed lunch in the morning. This Lunch Club is included part of the Tuesday full-day sessions and Tuesday afternoon only sessions.

Flexi-Spaces or "Drop 'n' Shop"

Tiggers Preschool offers Ad-Hoc Flexi-Spaces called 'Drop 'n' Shop' sessions. This is to cover emergency childcare situations as well as planned appointments and can be arranged as late as the actual morning of the session. We also offer this facility on Tuesday afternoons. These are always subject to availability, so parents should check with the staff a day or so in advance.

Tuesday Afternoon Session

Every Tuesday Tiggers Preschool offers an afternoon session from 12.15pm until 3.15pm. This can be combined with Tuesday morning to make a school-style full day or is available as a single session. Please note, this afternoon session starts with lunch so children need to bring a packed lunch.

Summary of Fees for Additional Extras

Additional Extra	Fee
Lunch Clubs	£7.00
Adhoc Flexi Session (Shop 'n' Drop)	£20.00

Further Information

Further information about Tiggers Preschool is set out in the attached Appendices, in particular **Appendix 1** which discusses your child's development and **Appendix 4** which provides information about the day to day running of Tiggers Preschool. There is also a Policies and Procedures Manual which covers matters such as health and safety, equal opportunities policies and complaints procedures. A copy of this manual is available to view at Tiggers Preschool or alternatively a copy can be provided on request.

How to Register your child at Tiggers Preschool

If you wish to register your child at Tiggers Preschool, please fill in the Registration Form (found in **Appendix 5** Part 1) and send the form, together with a voluntary administration fee of £20, to the Supervisor at Tiggers Preschool. (See form for full details.) The Supervisor will contact you shortly thereafter to advise you whether your child's registration has been accepted. For any further information or to arrange a visit to come in and meet the Tiggers Preschool team then please contact admissions@Tiggerspreschool.co.uk.

(The additional forms set out in **Appendix 5** should be filled in and brought with your child on his/her first day at Tiggers Preschool.)

Contact Information

Name and Address: Tiggers Preschool
Parish Rooms
Stockcroft Road
Balcombe
West Sussex
RH17 6LH

Phone: 01444 811331

Chairperson of the Tiggers Preschool Management Committee

Karen Nower email: info@tiggerspreschool.co.uk

Admissions

Clare Clarke-Jones, Supervisor email: admissions@tiggerspreschool.co.uk

Please note that the Introduction section of this document provides an overview of Tiggers Preschool and certain key information. You are encouraged to read the document in full in order to develop a full understanding of what Tiggers Preschool can offer your child. There is a separate Policies and Procedures Manual which sets out further information as to how Tiggers Preschool is managed. A copy can be provided on request.

APPENDICES

Appendix 1 – Aims and Objectives

Key Objectives

- To make learning a fun experience for all involved.
- To provide a stimulating, caring and nurturing environment.
- To offer clear boundaries to the children within which they can feel confident about themselves and learn to respect others.
- To encourage the children to actively participate.
- To encourage all children to take responsibility for their own actions.
- To include all the children in the “how and why” of learning.
- To encourage parents/carers to take an active part in the child’s learning.
- To be approachable to parents/carers on any issue that may be concerning them.
- To equip children with the confidence and skills needed to start their school life.
- To plan a curriculum based on the six areas of learning in The Early Years Foundation Stage:
 1. Personal, social and emotional development
 2. Communication and language
 3. Physical development
 4. Literacy
 5. Mathematics
 6. Understanding the World
 7. Expressive Arts and Design

Your Child’s Development

Key Person

Your child will be assigned a key person who will plan for your child’s individual learning, development and care. You will be introduced to your child’s key person on their first day. The primary role of the key person is to develop a plan for your child’s development and to ensure that the plan is implemented. At certain times the key person will ask you about your child’s interests and for your knowledge about your child’s development - after all, nobody knows your child better than you do. The key person will use this information and the staff observations to plan the next steps in your child’s learning, and to challenge and stimulate them. Plans are confidential and will be kept in each child’s learning journal. The key person will share this information with you about every six to eight weeks; however, please feel free to see your child’s learning journal or discuss your child’s progress and development at any time.

Communication

We recognise the importance of maintaining a two-way flow of information between parents and staff. Please check the notice board on which information for parents is displayed. We will send important notices home with your child. We would also ask that you provide us with an email address to allow us to communicate with you electronically.

If you have any concerns at all about your child or the childcare provided, please contact either your key person or the Supervisor. If they are unable to address your concerns to your satisfaction, then please speak to the Chair/ Chairs of the Committee. We recognise that the matter may be confidential and can arrange an appointment outside of preschool hours at your request.

We have a parents’ Facebook Group to keep you up to date with what has been going on at Tiggers and upcoming events such as dress up days. We also have parents’ WhatsApp Group to let you know about other events such as fundraising events. Please let us know if you would like to be added to these groups by ticking the relevant boxes on the registration form, by speaking to a member of staff, or emailing info@tiggerspreschool.co.uk.

Curriculum Planning

At Tiggers Preschool we believe your child learns best through play. We have organised the room into different

areas of play or “workshops.” The workshop areas are: Construction; Small world; Books & ICT; Graphics & Creative; Sand & Water; Malleable; and Games & Puzzles. Each workshop is filled with resources for your child to access and play with. For example, the graphic & creative area contains a painting easel and paints, pens, paper, glue, scissors, glitter and stickers.

Our workshops are carefully planned to cover the seven areas of learning which make up the Early Years Foundation Stage (see Key Objectives above).

These workshops and areas of learning are also reflected in our outdoor environment. Children are free to move between all workshops and, once the register is completed, between the indoor and outdoor environment. We are fortunate at Tiggers Preschool to be able to plan activities both inside and outside including planting flowers, fruit and vegetables in the garden.

We try to respond to your child’s current interests when planning, because, as we know, children are much more receptive to learning when the subject matter interests them. Early Years education is about looking at a child’s strengths and interests and building on them.

Children will always have access to books, both factual and fiction. We encourage the children to enjoy books by sharing stories and by helping them to find information from factual books.

We have an area in which the children can pursue creative activities. These activities include drawing, cutting, sticking and using clay. Painting and sand play are also always available. We encourage imaginary and “role” play, which the children benefit from enormously. This may be in the form of the home corner, or it may be a post office or shop.

Physical play is also encouraged. Outside, the children can use the many toys including the slide, trampoline, cars, bat & ball games and other equipment. Inside, our staff also take music with movement sessions and lead the singing of action songs.

At Tiggers Preschool we have children of a range of ages and abilities. When planning, we take this into consideration and ensure that all the children will be challenged and stimulated. Adult interaction will support the children’s learning and will also extend it. The staff will undertake sensitive observational assessment in order to plan to meet your child’s individual needs and provide experiences that are appropriate to his/her age of development.

Staff will encourage children to ask questions and help them find solutions to problems.

We encourage parents to offer their input to make our children’s learning more varied and fun. For example, if you have a job that you could come in and discuss with the children, it would enrich their learning experiences. Please speak to a member of staff if you can help.

We like to organise local outings within the village for the children, such as the Autumn Walk. In order to do this we are required to get official parental approval. We therefore ask that you sign and return the enclosed consent form. For trips outside the village involving the whole group, a separate consent form will be issued.

Record Keeping

All preschool groups are required to keep a record of development (known as a learning journal) for children receiving government funding. It is important to build on what your child already knows in order to develop their confidence and extend their skills. Please ask a member of staff if you wish to see your child’s learning journal at any time.

Our members of staff work in partnership with parents to promote, value and build on children’s previous learning. On that basis, if you have anything you would like to share with the staff about your child’s progress or any concerns you may have, please talk to them. Where requested, comments from parents will be incorporated into the child’s learning journal.

It is necessary to carry out observations (in accordance with Ofsted guidelines) on all our children. The observations are used to inform a child’s developmental progress and then help plan for the next stage of learning.

When your child moves on, it is usual to pass on his/her learning journal. This requires parental consent (please refer to the consent form in Appendix 5, Part 3.)

Learning journals and other records relating to individual children will be retained (unless passed onto their next school) for a reasonable period of time (three years minimum) after children have left Tiggers Preschool. These records will be kept in a secure storage area and will only be accessible to those who have a right or professional need to see them.

Tiggers Preschool will have regard to data protection laws in holding any information relating to your child.

Developing Social Skills (Behaviour Management)

Unacceptable behaviour will be discouraged by clear explanations as to why it is unacceptable. Realistic goals are to be set for the individual child so that they understand what is expected of them.

Children are encouraged by all staff to:

- Share
- Listen to, and follow, adult instructions
- Be kind and considerate to their peers and to adults
- Respect others' wishes
- Respect preschool equipment

Appendix 2 – Tiggers Preschool People

Tiggers Preschool Staff

Clare Clarke-Jones Supervisor, Child Protection Officer, Health and Safety Officer and Behaviour Management Officer; NVQ level 3 Child care Learning and Development, First Aid

Vikki Maynard Deputy Supervisor and Early Years Practitioner; Level 3 Diploma, First Aid

Michelle Walker Special Educational Needs Co-ordinator, Early Years Practitioner; NNEB, First Aid

Karen Martin Early Years Practitioner; Diploma in Preschool Practice, First Aid

Zara Fenn Kitchen Assistant; Food Hygiene Level 2, First Aid

Staff Ratios

On any morning, at least half of our staff, including the manager, are fully qualified i.e. hold an NVQ level 3 in child care or equivalent. Ofsted require a ratio of one adult to every eight children for children over three years, with a ratio of 1:4 for children under three years which means that Tiggers Preschool is required to have five staff for 32 children. As set out earlier, we believe that your child benefits from a greater level of adult input and there are usually five members of staff working at Tiggers Preschool every session with a maximum of 28 children.

Staff checks, qualifications and training

All staff members have an enhanced DBS (Disclosure & Barring Service) check.

In the event that the supervisor is absent, a Team Leader will be named as the temporary supervisor.

Our members of staff attend training sessions arranged by Sure Start and the Early Years Partnership in order to keep up to date with their skills.

At Tiggers Preschool, we continually strive to improve the care we provide.

The Committee and the Running of Tiggers Preschool

Chairperson:	Karen Nower (info@tiggerspreschool.co.uk)
Treasurer:	Kasia Landricombe (finance@tiggerspreschool.co.uk)
Vice Treasurer:	Mary Ericson
Secretary:	Kate Cartmell
Fundraising Co-ordinators:	Joss Gaynor, Nicky Ellis, Amy Twigg (fundraising@tiggerspreschool.co.uk)
Safeguarding Officer:	Nicky Ellis
Health and Safety Officer:	Kate Cartmell
Marketing:	Rebekah Heaton

The Committee members are all volunteers and are not remunerated. There is a full Committee meeting at least once every term.

While the supervisor is responsible for the day-to-day running of Tiggers Preschool sessions, the Committee is responsible for management in broadly the same way a board of directors runs a company, responsible for operations and making strategic decisions. The Committee members are all DBS checked. The Committee ensures that Tiggers Preschool is responsibly financially managed. The Committee members are the employer of the staff and it is the Committee members who enter into contracts such as the contract to occupy the Parish Rooms.

There is an Annual General Meeting every year during the Autumn term and all parents are encouraged to attend the AGM to find out about the management of Tiggers Preschool during the previous year and how they can get involved.

Tiggers Preschool is set up as an unincorporated association and its members are the parents whose children are registered at Tiggers Preschool and the staff who work at Tiggers Preschool. If you would like to see a copy of the constitution which governs how Tiggers Preschool is managed, please speak to the Chair of the Committee.

Tiggers Preschool is a registered charity and as such is a non-profit organisation.

We ask all parents to consider getting involved in Tiggers Preschool. We appreciate that most parents do not have huge amounts of free time but it can be a very rewarding experience playing a part in deciding how your child's preschool operates.

Parents can:

- a) become a member of the Committee
- b) assist the Committee by offering their skills (e.g. HR, accountancy, marketing etc.) on an ad hoc basis
- c) help out with organising fundraising events
- d) provide support by attending fundraising events
- e) can attend sessions as a parent helper
- f) occasionally donate fruit and other healthy snacks for the children's mid-morning snack.

Please speak to the Chair of the Committee to find out how you can help.

Appendix 3 – Regulation

Ofsted

Ofsted regulates the provision of childcare by preschools. Tiggers Preschool is on the Ofsted Early Years Register.

If you have a general query concerning childcare, you can write to Ofsted at Piccadilly Gate, Store Street, Manchester M1 2WD or by email at enquiries@ofsted.gov.uk. If you have any concerns about the service Tiggers Preschool provides, you can also telephone Ofsted confidentially on 08456 014772.

Ofsted undertakes regular inspections of Tiggers Preschool when it looks at staff/children ratios, health and safety, environment, staff training etc. Ofsted consider whether: (i) the childcare provided is of a high standard, (ii) the children are happy and stimulated and (iii) children's curriculum covers the six areas of learning set out in the EYFS (Early Years Foundation Stage).

Tiggers Preschool last received a full inspection by Ofsted in June 2019. The setting received a rating of Good in all areas. For further information about Ofsted and a copy of its latest full inspection report, please go to www.ofsted.gov.uk.

Early Years Foundation Stages (EYFS)

The principles of the EYFS

- that each child is unique
- it is important for the child to develop positive relationships;
- to create enabling environments; and
- to encourage learning and development.

The principles meet the Every Child Matters outcomes which are for a child to be safe and healthy, to enjoy and achieve, to make a positive contribution and to prepare the child for economic well-being.

The aims of the EYFS

- to set standards
- to provide equality of opportunity
- to create a framework for partnership working
- to improve quality and consistency
- to lay a secure foundation for future learning.

Appendix 4 – Terms and Conditions

Hours of Opening/Term Dates

Tiggers Preschool is open from Monday to Friday from 9.15 am until 12.15pm and until 3.15pm on Tuesdays during West Sussex County Council school term times. Term dates including half term breaks will be posted on the notice board.

Tiggers Preschool is closed on bank holidays and on INSET days. The dates of INSET days will be posted on the notice board. You will not be charged for bank holidays and INSET days.

Arrivals

Tiggers Preschool opens at 9.15am. Please do not arrive before then as the staff will be busy setting up the hall ready for the morning. Parents and children should use the side door of the Parish Rooms by the paved area. Parents are asked to change children's coats and shoes on arrival and help their child find their name badge and put it on our Tigger Face.

Please be prompt in dropping off your child. We ask that parents drop children by no later than 9.30am. This is both to manage the supervision of arrivals safely and to also ensure that activities planned for your child and their development are achieved each session. If you have a reason for being late then please let staff know in advance. Anybody arriving at the setting after 9.30am without a previous arrangement will be refused entry and the child will have to return home.

Departures

Pick up time is 12.15pm. Only parents, or an adult authorised by a parent, can collect children. If someone other than yourself is collecting your child, please enter the details in the Child Collection Book when you drop him/her off. This can be found on the table as you enter each morning. Please ensure that the person collecting your child knows the password that you have given to us. Please be prompt in picking up your child. If a child is picked up later than 15 minutes after the end of a session then the committee reserve the right to impose a fine of £5.

Parents should check the child's drawer in the entrance room for messages and artwork before they leave. They should also ensure that any indoor shoes or clothing that are being left on the property are put inside their child's bag and hung on their respective peg. Shoes should not be left on the floor as the Parish Rooms are used by other groups and items may go missing.

If a child is not collected at the end of the session, the Supervisor will phone the child's parents/carers. If nobody can be contacted, the Supervisor will contact the Child Protection helpdesk at Haywards Heath to register the problem and to seek advice for further action. It is likely that the child will stay with two members of staff until such time that a parent/carer can be contacted or until Social Services has resolved the situation.

The Gate

Please ensure you bolt the gate at the **front and back** every time you enter or leave Tiggers Preschool. Tiggers Preschool is situated near a road and it is imperative to shut and bolt to ensure the safety of the children. It is very easy to think someone is coming right behind you and leave it. Never take that risk.

Parent and Emergency Helper Rota

Whilst there are always enough staff to satisfy Ofsted's staff/child ratio, Tiggers Preschool runs a voluntary helper rota and we encourage parents to volunteer whenever they are able. The children love it when their Mum, Dad or carer comes in for the morning - it makes them feel special – and it is a great opportunity for parents to get to know their child's friends. It is also an excellent opportunity for parents to watch and discuss their child's development.

There is a rota for parent volunteers on the notice board - please put your name beside the date or dates you would like to come into Tiggers Preschool. We can only have one parent/carer helper per morning. If, for whatever reason, you are unable to stick to the dates you have put down please cross your name out in order to give someone else the chance to come in on that morning.

Occasionally due to staff sickness or other unforeseen circumstances Tiggers Preschool needs an emergency helper to come in to cover the staff absentee. If you are interested in helping out at short notice then please contact admissions@tiggerspreschool.co.uk and we will add you to our list of emergency helpers. Emergency helpers are contacted by email as soon it is apparent that one is needed and is done on a first come first serve basis.

Refunds

Fees are due for all sessions your child is booked to attend. Unfortunately we are unable to give a refund if your child is ill or on holiday, or if Tiggers Preschool is forced to close in circumstances beyond its control.

We ask you to give us at least one calendar months' notice if you decide to take your child out of Tiggers Preschool or reduce their sessions. If this happens mid-term, the Committee reserves the right to ask you to pay the fees for the remainder of that term (if your child does not qualify for Government funding), unless the space can be filled. For funded sessions, the funding can be moved within West Sussex. Please speak to the Admissions Officer to discuss your particular circumstances.

Increasing your child's sessions mid-term will result in you being charged for the additional sessions in the case of Government funded children.

Invoices

Invoices are issued by email on a monthly basis and payment is due within 14 days of receipt. Please can you ensure that you use your child's **invoice number** as your payment reference.

As a registered charity we rely on prompt payment by all our families. We would therefore be grateful for every effort to be made for invoices to be **paid on time**, and reminders will be sent via email for late payments.

Outstanding fees

If at any time you have a genuine problem paying fees, please do not hesitate to speak to the Chair of the Committee, or the Supervisor, in absolute confidence. The Committee is committed to finding a solution that offers minimal disruption to your child in such circumstances. In extreme cases where fees have been overdue for some time and no effort is being made by the parents to rectify the situation e.g. arranging a payment plan, the Committee reserves the right to exclude a child from the group.

Obtaining Government Funding

When your child is eligible, we will email you with the relevant information and forms. You will need to be complete and return the forms to the Supervisor or Administrator before the end of the term before your child is eligible, and ensure they have seen proof of your child's date of birth. Tiggers Preschool then claims the fees from the Education Department and, once agreed, the funding is paid directly to Tiggers Preschool. Please note: if we do not receive completed paperwork on time we will not be able to claim on your behalf and you will need to continue to pay the fees for another term.

Government vouchers can only be accepted from the beginning of the term after your child's third birthday i.e. if your child's birthday is in October, then you can use your vouchers to pay for Tiggers Preschool morning sessions from the beginning of the Spring Term.

Changes to Fees

The Committee reviews the fees on a yearly basis and reserves the right to increase them as and when it deems it appropriate e.g. to reflect changes in government funding. Appropriate notice of any changes will be provided to parents in writing.

Shoes and Clothing

Children at Tiggers Preschool enjoy activities both inside and outside all year round, as we are lucky to have exclusive access to the Parish Room gardens during sessions. Please ensure your child is equipped with the right clothing dependent on the time of year e.g. hats and sunscreen in summer, a warm coat and footwear during the colder months.

Please also ensure that your child has a pair of non-slip shoes purely for inside use while at Tiggers Preschool. This cuts down on the amount of mud and dirt brought into the premises.

Please ensure that all items of clothing and shoes are labelled well. We cannot be responsible for items of clothing that go missing.

Food

Tiggers Preschool provides a small healthy snack for the children during the morning session. These snacks are bought from local shops, but Tiggers Preschool would gratefully accept any donations of healthy snacks e.g. fruit from parents.

Staff preparing the snack will have attended the necessary food preparation training courses. Parents of any child with specific dietary requirements should inform the Supervisor. Occasionally parents will be asked to bring in food for children for special occasions.

Lunch Club

When there is sufficient interest, Tiggers Preschool operates a lunch club at an additional cost of £7 per child per session. Please note that there needs to be sufficient demand for this to operate and Tiggers Preschool currently requires a minimum of six children to commit to each of these sessions to make it viable for staffing and overhead costs.

For Lunch Club, children can stay for an additional hour, during which they eat their packed lunch together and enjoy more Tiggers Preschool time. Children must be provided with a labelled lunch box and drink. Please ensure your child's lunch is nut free. Pick up time for Lunch Club children on these days is 1.15pm.

Please keep in mind that Tiggers Preschool encourages healthy diets and so please try to make the packed lunches as healthy as possible. Appropriate foods for packed lunches are sandwiches, fruit, juice, yoghurt, etc. There is limited fridge space so please only pack food that will keep in a container for at least three hours at room temperature.

Flexi-Spaces

Tiggers Preschool is permitted under its Ofsted registration to have 32 children per session. Occasionally sessions do not have the full complement of children and we may be able to offer ad hoc spaces ('Drop 'n' Shop'). If you would like to book a 'Drop 'n' Shop', please speak to the staff. Flexi-spaces cost £20 per session.

Children with Additional Support Needs

There will be no discrimination against children with additional support needs. Continual assessment of children at Tiggers Preschool may reveal that specialist help is required from an outside agency. We will offer full support liaising with parents and agencies as required.

Equal Opportunities

All the children have equal access and opportunity to use the equipment available and are encouraged to participate in all activities.

Health and Safety

Tiggers Preschool complies with all health and safety legislation applicable to it in relation to space, facilities and fire inspection. For example, we carry out fire drills each half term on different days to ensure all children and adults take part in at least one.

A member of staff qualified in first aid is present at each playgroup session. All staff are trained in food hygiene.

Please do not bring pets or any other animals onto the Tiggers Preschool premises without receiving advanced permission from the Supervisor.

Tiggers Preschool has a non-smoking policy. This applies to the outside space as well as indoors.

Child Protection

Please read the enclosed letter at the end of this appendix from West Sussex County Council carefully. It explains the responsibility the Supervisor has for contacting the Social and Caring Services Locality Office if she is at all concerned about the welfare of a child at Tiggers Preschool. Please read the child protection section in the Policies and Procedures for further information.

Administering of Medicine

If your child suffers from asthma, staff can administer inhalers. Staff will also administer other prescription drugs where you have provided satisfactory evidence of the prescription. A written consent form must be completed in advance.

Staff can also administer non-prescription medicine, provided you have completed a written consent form. Tiggers Preschool reserves the right to refuse to administer non-prescription medicine at the discretion of the Supervisor.

Please inform staff if you have given your child any medication prior to arriving at Tiggers Preschool.

Sickness and Other Absences

Children with simple skin complaints such as roseola, athlete's foot and cold sores can attend Tiggers Preschool.

Any child suffering from vomiting or diarrhea should be kept at home until at least 48 hours after the symptoms have disappeared. Children with infectious illness such as chicken pox should not attend Tiggers Preschool until the child is fully recovered and is no longer infectious. More details can be found in the [Health Protection Agency's website](#). Please speak to a member of staff if you have any concerns or queries.

If your child becomes ill during a session, he/she will be comforted and closely observed by staff. Every effort will be made to contact you and your stated emergency contacts. Occasionally it may be necessary for a qualified member of staff to administer first aid, contact the child's doctor or activate the emergency services.

If your child is ill and unable to attend a session, please let us know by telephoning the Tiggers Preschool number (01444 811331) after 8.45am or email supervisor@tiggerspreschool.co.uk

If there will be a planned absence, for example a holiday, we would be grateful if you could let us know as soon as possible.

Head Lice

Head lice and their eggs (nits) are a common problem in all schools and preschools, and are easily transferred from child to child. Please check your child's hair regularly and, if he/she is suffering from nits, treat it as soon as possible by using a suitable shampoo and a head lice comb. If you have any doubts about treatments please speak to your Health Visitor or Pharmacist. There is no need to keep your child out of Tiggers Preschool if he/she is suffering from nits.

Lost Children

In the unlikely event of your child going missing from Tiggers Preschool, we will make every effort to contact you and your stated emergency contacts immediately. The surrounding area will be thoroughly searched by members of staff. If your child is not found quickly, the police will be called.

Complaints Procedures

Should you wish to make a complaint, please speak to either the Supervisor or Chairperson/Co-Chairs of the Tiggers Preschool Management Committee. If you do not receive a satisfactory response from them, you can contact Ofsted. The telephone number for Ofsted's Complaints and Enforcement Department is 08456 404040.

Tiggers Preschool maintains a complaints record with details of all complaints made in accordance with Ofsted's regulations. This includes details of how the complaint was handled and any remedial action taken.

Policies and Procedures

The Policies and Procedures Manual sets out additional terms pursuant to which Tiggers Preschool is operated e.g. complaints procedures. A copy is attached to the notice board at Tiggers Preschool. A copy can be provided to you on request.

Information for Parents Placing their Children in Registered Childcare Provision in West Sussex

Please see a copy of a letter regarding this from the Childcare Development Manager from the West Sussex County Council on the following page.

Adults and Children

(01293) 600570 (Direct)
(01293) 600586 (Fax)
marie.foley@westsussex.gov.uk

www.westsussex.gov.uk

Briarswood Centre for
Children and Families
Pound Hill Infant School
Crawley Lane
Pound Hill
Crawley
West Sussex
RH10 7EB
0845 075 1007



**Information for parents placing their children in
registered childcare provision in West Sussex**

Dear Parent/Guardian

As you may know the valuable services offered by providers of registered childcare for children under the age of eight years are subject to regulation by Ofsted.

The purpose of regulation is to protect children, to provide reassurance to those who are arranging for their children to be looked after and to ensure that services meet the requirements of the Early Years Foundation Stage. Ofsted's Childcare Inspectors carry out regular inspections to ensure the setting continues to meet these requirements and that the children are well looked after.

There is a specific legal requirement that all providers safeguard and promote the welfare of the children in their care. This means that they have a responsibility to report any concerns regarding a child in their care. Steps taken must be in accordance with the Local Safeguarding Children's Board Procedures. This ensures, where necessary, action is taken to protect children from harm.

It is important to remember that the guiding principles of the procedures and the supporting legal framework is that the needs of the child are paramount and that children have the right to be safeguarded from harm. However we do recognise that this process can be very distressing for parents.

We have asked your childcare provider to bring this matter to the notice of all parents so that you are fully aware of the procedure they have to follow in these circumstances.

Yours sincerely,

A handwritten signature in black ink, appearing to read "M. B. Foley".

Marie Foley
Childcare Development Manager

January 09

Appendix 5 – Forms

Part 1 – Registration form

Personal Details:

Child's Name..... DOB

Mother/Carer 1 Name

Father/Carer 2 Name

Parent/ Carer Address

.....

..... Postcode

Who is in the household?.....

Telephone numbers Mother(Mob).....(Home)

Telephone numbers Father(Mob).....(Home)

Email address mother/carer 1

Email address father/carer 2

Session Times: The day(s) I would like my child to attend Tiggers Preschool is /
are: Monday Tuesday Tuesday PM Wednesday
Thursday Friday

Potential Start Date:

Voluntary Contribution: I wish to opt out of the Voluntary Contribution

Note: We will endeavour to meet your preferred session day requests but if a session is fully subscribed, we would hope to offer you an alternative day.

Deposit: We ask for a voluntary non-refundable registration fee of £20 to cover administration costs. Cheques can be made payable to: "Tiggers Preschool Balcombe" and should be sent, together with this form, to: The Admissions Officer, Tiggers Preschool Balcombe, Parish Rooms, Stockcroft Road, Balcombe, West Sussex, RH17 6LH.

Preferred form of communication: It would help Tiggers Preschool save on paper and administration costs (as well as being environmentally friendly), if we can communicate with you by email and if you have provided us with an email address we will use that as our primary means of communicating with you; however we appreciate that not all people have ready access to email, so if you would prefer us to send hard copies of communications to you by post, please tick here .

Parents' Facebook Group and WhatsApp Group: We have a parents' Facebook Group to keep you up to date with what has been going on at Tiggers and upcoming events such as dress up days. We also have parents' WhatsApp Group to let you know about other events such as fundraising events. Tick here to be added to the Facebook Group and here to be added to the WhatsApp Group.

How did you hear about Tiggers Preschool?

..... Signed

.....

Print Name

Date

This form will be destroyed once the data has been recorded on our secure database

Part 2 - Record of Information

Child's name..... DOB.....

Emergency Contact Telephone Numbers (for adults who can be contacted after parents)

Name	Name
Home	Home
Work	Work
Mobile	Mobile

Names of adult(s) child lives with

Religion.....

Please provide names of other adults who are authorised to collect child from the preschool. We would also appreciate a photograph of these people so that we can identify them. It would also be helpful if they know your secret password (**please see below**)

On occasions when parents/carers normally authorised to collect the child are not able to, we will identify the person by password procedure.

Please provide a password that can be used on these occasions.....

Dr/GP name and telephone number.....

Name of Health Visitor.....

Any medical/ dietary conditions which may affect child's development or welfare (e.g. asthma, peanut allergy)

Is the Child on a Child in Need/Child Protection Plan? Yes/No Is

the family being supported by the Children and Family Centre? Yes/No

Does the family have additional support needs? Yes/No

Any additional learning needs of child (short/long term, temporary or permanent)

Any special likes , dislikes or fears of a child (e.g. cuddles, milk, special toys, loud noises)

Any special words used by the child for routine activities(e.g.toileting)

Does your child attend another setting? If so, where?.....

Signed.....

Print Name Date.....

Part 3 – Parental Consent Form

Please Tick Where appropriate

I confirm that I have read the Tiggers Preschool Preschool Balcombe Welcome Pack and agree to abide with the policies and procedures	Agreed	
In the unlikely event that it is necessary for my child to receive medical attention, I hereby give consent for the staff of Tiggers Preschool to take responsibility for my child's welfare until such a time that I, or my representative, can continue with the care.	Consent	Do Not Consent
I give consent for my child to go on educational outings within the village of Balcombe. NB. Child / staff ratios are maintained during outings; the Tiggers Preschool telephone is also carried as well as a first aid kit.		
I give consent for Tiggers Preschool to use photographs of and work by my child whilst they are attending the setting for any of the following and understand some photographs may remain after my child has left the setting Displays at the setting and at Haywards Heath Library Website Posters Flyers In Newspaper articles Closed Facebook page (only accessed by current parents and staff) Public Facebook page Children's Learning Journals	Consent	Do Not Consent
I give consent for Tiggers Preschool to use the staff's written observations, photographs and Dictaphone observations and videos of my child whilst they are attending the setting for any of the following: For staff's NVQs and other educational courses/qualifications (which means that an external verifier may see them); For Ofsted inspections / Quality Assurance evidence (in which case the mentor and verifier may see them).	Consent	Do Not Consent
I have read the E Safety Policy and Procedures and give consent for my child to use the internet under adult supervision	Consent	Do Not Consent
I give consent for Tiggers Preschool to share information in my child's Learning Journal with other childcare settings attended by my child.	Consent	Do Not Consent
I give consent for Tiggers Preschool to send my child's Learning Journal to their new school/preschool upon leaving.	Consent	Do Not Consent
I give consent for Tiggers Preschool to share information about my child's Learning and Development with the Linked Health Visitor	Consent	Do Not Consent

I give permission for staff to take my child's Learning Journal out of the setting to update/write NSLs/Transition Reports. Every attempt will still be made to keep the contents confidential and each folder will be signed out for the evening so that the setting knows exactly where it is. (The data in these documents is name, date of birth, the family section completed by the parent and a photograph)	Consent	Do Not Consent
--	---------	----------------

Signed Print name.....

Relationship to child Date.....

Part 4 - GDPR

Personal Data is any data that can be linked to a single person and identifies them in some way.

For example, name, personal email address, telephone numbers, bank account details, marital status, date of birth, although this list is not exhaustive.

Tiggers Preschool has conducted a thorough audit to verify their compliance and will take all reasonable steps to avoid a breach of security.

We are asking for your permission to continue using your data in the manner described in our GDPR Policy. The policy covers

- How we obtain data at Tiggers Preschool
- How the data will be used
- How we store this data
- Who will see this data
- The retention periods

Please confirm that you have read our GDPR Policy and Procedures. These are available on the website and in reception. A copy will also be sent to you via email.

When signing this form, you are confirming that we have consent to hold personal data for all named contacts involved in your child's care. This includes any named adult authorised to pick up your child. Any adult that we can phone in an emergency, child minders, nannies and au pairs.

Please tick:

<input type="checkbox"/>	I have read Tiggers Preschool GDPR Policy and Procedures
<input type="checkbox"/>	I give permission for Tiggers Preschool to continue to hold my personal data in the way described in the Tiggers Preschool GDPR Policies and Procedures
<input type="checkbox"/>	I give permission for Tiggers Preschool to email me regarding my child's place at the preschool

Name.....

Signature.....

Date.....

Part 5 – Parental Responsibility

The Early Years Foundation Stage Framework Statutory Requirement ‘Safeguarding and promoting children’s welfare’ states that childcare providers must obtain ‘information about who has legal contact with the child and who has parental responsibility’.

(For guidance on what parental responsibility means please visit <https://www.gov.uk/parental-rights-responsibilities/what-is-parental-responsibility>)

Tiggers Preschool therefore requires all parents/carers to complete the form below for each child who attends Tiggers Preschool. If there are any subsequent changes to these details you must inform Tiggers Preschool in writing immediately.

Child’s Name

Child’s Date of Birth

Parent/Carer 1

Name

Relationship to Child

Legal Contact Yes/No

Parental responsibility Yes/No

Parent/Carer 2

Name

Relationship to Child

Legal Contact Yes/No

Parental responsibility Yes/No

Date form completed

Appendix 6 – Admissions Policy

Tiggers Preschool accepts children from two years to school age.

It is advisable to register your child at Tiggers Preschool well in advance of when you would like him/her to start. The registration document is available at Appendix 5 and asks you to specify which days you would prefer your child to attend.

The availability of places is the primary method of determination for whether and when a child gets offered a place.

In addition the Supervisor may consider:

- a) the age of the child. Children under three years are required to have a higher staff ratio under Ofsted regulations, therefore there are a limited number of places that Tiggers Preschool can offer to child of that age
- b) whether the child has any siblings who have or who still attend Tiggers Preschool

The Supervisor has ultimate discretion in deciding whether a child will be offered a place at the setting. Parents have a right of appeal a decision through the Complaints Procedure (details of which are set out in the Policies and Procedures Manual).

Tiggers Preschool operates an equal opportunities policy so does not discriminate against any child who has special needs. In addition, it does not discriminate against children who are not potty trained - though we would ask that you inform us of this in advance to starting at Tiggers Preschool so we can ensure we have appropriate facilities available.

Appendix 7 – Your Child’s First Day

Before your child starts at Tiggers Preschool, we will contact you to check whether you have any concerns or questions you wish to discuss prior to him/her starting at Tiggers Preschool.

On your first day, please arrive at 9:30am rather than the usual start time of 9:15am. Arrival time is one of our busiest times, so arriving at 9.30am will ensure that a member of staff is able to welcome you and your child properly and give you a short induction. Parents are very welcome (and indeed are encouraged) to stay with the child for one or two sessions to help him/her settle in. Some children may take longer to settle than this. If the Supervisor has any concerns about your child settling, she will discuss this with you and may ask that you stay for additional sessions. The final decision as to whether a child can be left unaccompanied lies with the Supervisor.

On your first day you should bring:

1. A completed Record of Information Form (See **Appendix 5**, Part 2)
2. A completed Parental Consent Form (See **Appendix 5**, Part 3)
3. A completed Parental Responsibility Form (See **Appendix 5**, Part 4)
4. A full change of named clothes for your child
5. A pair of named non-slip indoor shoes (e.g. plimsolls)
6. Suitable outdoor clothing – warm/waterproof coats, hats, gloves and footwear in winter, or hat and sun cream in summer. Please ensure these are also named.
7. Any prescription medicine that your child may be required to take while at Tiggers Preschool
8. If your child is in nappies, sufficient nappies, wet wipes, nappy bags and nappy cream for the session

Tiggers Preschool offers children a healthy mid-morning snack. If you have any fruit, bread sticks, popcorn or other healthy snacks, any donations would be gratefully received.