



# Parent's Handbook



**DINKY DALES**  
**NURSERY LTD**



Dinky Dales Nursery Ltd  
The Old School  
Ravenstonedale  
Kirkby Stephen  
Cumbria  
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*Be Kind*  *Dream Big*  *Shine Bright* 

# *A little bit about us...*

Dinky Dales Nursery Ltd, was established in 2021 and is managed by the owners Julie Procter and Keeley Morland. The nursery is situated in the beautiful, rural village of Ravenstonedale.

The nursery is open from 8:00am-5:30pm, Monday to Friday all year round with the exception of bank holidays and a week over the Christmas and New Year period. Dinky Dales Nursery is an Ofsted registered provider for children of the ages 0-5 years.

We have 3 fun filled rooms here at Dinky Dales. The rooms are arranged according to the ages of the children. We have the Happy Hedgehogs room for children under the age of 2, this room can hold up to 9 babies per day with a 1:3 adult to child ratio. The Super Squirrels room for 2 and 3 year olds, this room can hold up to 15 children per day with a 1:5 adult to child ratio and the Busy Bunnies room, children move into this room the term after they are 3 and for their pre-school year. This room can hold up to 24 children with a 1:8 adult to child ratio.

Prior to your child starting nursery you will be offered a show around, this ensures children and parents are familiar with the building, staff and get to know our routines. We will also introduce the parents to the child's key worker and discuss preferred days/times/start day. We then offer a 2 hour free taster session that can be used whenever the parents choose and have space within the ratios.

Our aim is to provide a safe, fun and secure environment, where your child can learn through play. Dinky Dales Nursery is 'where children learn to explore' and they are encouraged to do this in every aspect of the provision through using their imagination and asking questions. All our learning and care requirements are based on the 0-5, Early Years Foundation Stage Framework (EYFS). Activities and topics are planned based on the children's interests, this 'golden thread' runs throughout everything we do at nursery. The nursery is required to adhere to the statutory welfare requirements. We are very proud of our small, friendly and caring atmosphere which is like home from home for our children. We hope to provide an environment where both children and parents are happy, relaxed and comfortable.

Dinky Dales Policies and Procedures are working documents and are available to you at any time. We have a comments, compliments and complains book, in the entrance hall and on our website. Any comments are most welcome.

We hope your child enjoys their time at Dinky Dales Nursery and we cannot wait to watch them grow and develop.



# MEET OUR DINKY TEAM



**JULIE PROCTER**

MANAGING DIRECTOR  
SENCO LEAD AND DEPUTY  
SAFEGUARDING LEAD



**KEELEY MORLAND**

MANAGING DIRECTOR  
DESIGNATED SAFEGUARD LEAD,  
DEPUTY SENCO LEAD HEALTH & SAFETY  
OFFICER AND FIRE OFFICER



**JODIE ROTHERY**

DEPUTY MANAGER  
BEHAVIOUR MANAGEMENT  
OFFICER



**JAIR DONALDSON**

DEPUTY MANAGER, DEPUTY  
SAFEGUARDING LEAD AND MENTAL  
HEALTH AND WELLBEING OFFICER



**FIONA MAUGHAN**

OFFICE MANAGER AND DATA  
PROTECTION OFFICER



**LAUREN BELFORD**

BABY ROOM LEADER AND  
DEPUTY SAFEGUARDING LEAD



**TJ KEEFE**

NURSERY PRACTITIONER



**HEIDI WATSON**

NURSERY PRACTITIONER



**ABI MASON**

NURSERY PRACTITIONER



**ISOBEL DARGUE**

NURSERY PRACTITIONER



**CARLEY THWAITES**

APPRENTICE NURSERY PRACTITIONER



**CARLA MIDDLETON**

NURSERY PRACTITIONER



**OLIVIA MOFFAT**

APPRENTICE NURSERY PRACTITIONER



**TALIA SIMPSON**

NURSERY PRACTITIONER



**SAMANTHA PROCTER**

OFFICE ASSISTANT



# Our Dinky rooms

## Busy Bunnies



Our Busy Bunnies room is for children aged over 3 years. Here children build their knowledge and independence through their love of play and exploration. We learn through play and follow children's interests to ensure that our curriculum is fun, exciting and challenging for all of our children. Our Busy Bunnies room staff work closely with parents and schools to ensure that the children's needs are met in preparation for the next step in education.

## Super Squirrels



Our Super Squirrels room is for children aged 2 and 3 years. In this room we have specific areas, thought of by the children, to promote independence and spark interest. Imagination is key and our provision is designed to inspire minds. The Super Squirrels room adapts a free flow provision, which allows the children to engage in high quality learning.

## Happy Hedgehogs



The Happy Hedgehogs room is for children from 6 months-2 years. It is a cosy area full of a diverse range of resources for exploring the senses and developing the skills for early learning. In this room our staff members are highly trained and qualified to provide the best safe and caring environment for babies.

## Key Person

Your child will be allocated a key person, who will have the responsibility of caring for your child within the group. The key person will link with parents/carers on a daily basis and will monitor, observe and record your child's progress throughout their time at Dinky Dales. At different ages and stages, their key person will change.



# Indoor Shoes

*At Dinky Dales we endeavour to create a homely environment. In order to achieve this the nursery has a no outdoor shoe policy.*

*We ask children, staff and visitors (who will be entering the room) to bring an additional pair of indoor shoes/slippers to wear when inside the nursery.*

*It is the choice of the parents whether their child will wear a pair of shoes, slippers or grippy socks. We ask that these have an enclosed heel and toe, a hard grippy bottom and are clean.*

# Outdoor Area

*We have a huge playground full of equipment and resources to promote all developmental areas. We recognise the positive impact fresh air and outdoor experiences have on the progression and wellbeing of children. We try and spend as much time as possible in the beautiful surroundings we have here in Ravenstonedale.*

*Each room has their own playground areas which are utilised throughout the day. These areas offer vast opportunities for age appropriate learning where senses are stimulated and fun is a priority.*

*Our newly refurbished Dinky garden celebrates the great outdoors through messy play, growing vegetables, bug hunts and many more exciting activities. We like to create as many extended opportunities as we can for all children in our care, this includes going out trips outside of the setting. We have previously been pumpkin picking, swimming, had a visit from a fire engine and many more!*



# Terms and Conditions

## Admissions

The nursery operates a waiting list system and places are offered on a first come, first served basis. Spaces will be offered to siblings of children already enrolled in the setting first. If spaces are full, the child will be kept on the waiting list and Julie or Keeley will be in touch when the place is available. We do experience a high demand for places and ask that you are patient while we do everything we can to get your child booked in.

## Settling In

Parents are encouraged to bring their children for a visit before starting nursery. This allows the child to get to know the environment and the staff they will be with. We suggest bringing your child for a short 2 hour session in the week before they start which will be free. We take every step to ensure that your child settles in to nursery and is happy in their new environment.

## Clothing

We advise parents not to send their children in their best clothing, as they will take part in messy activities! Please provide a spare set of clothes for your child just in case they get theirs messy. When the babies are doing messy play (e.g. tuff trays, painting etc.), they do this in nappies or vests to save their clothes from getting covered. Please make sure your child has appropriate clothing for the weather too.

## Behaviour

The nursery operates a policy of encouraging positive behaviour. All efforts will be made to diffuse situations by distraction and encouragement of positive behaviour. If necessary a child will be taken away from a situation to calm down in the calm corner, where they can then talk about their feelings and how to solve the situation, they will then return to play with their peers.

## Meals and Snacks

Meals are not provided at nursery and parents must send a packed lunch. We can heat hot meals in the microwave. Milk and water is provided with a mid-morning and afternoon snack. We promote healthy eating at all times in the nursery and would encourage parents to follow this as much as possible. We are a **NUT AND SHELLFISH** free nursery so please check the ingredients carefully on the meals your provide. The nursery provides snacks at 10am and 2pm for all children.

## Safeguarding

We take our children's safety very seriously here at Dinky Dales Nursery. We have a safeguarding policy in place to ensure that children's safety is our main priority. All staff are safeguarding trained. Keeley Morland is our Designated Safeguarding Lead( DSL).

# Terms and Conditions

## Absences

If your child is going to be absent from nursery, please inform us as soon as possible. No deduction will be given for absent days due to sickness. If we are expecting your child and they haven't been dropped off at nursery we will get in touch and ensure everything is ok. If your child is in receipt free funding and is absent during term time due to sickness, the hours are lost and will not be transferable to other days.

During holiday periods, if you can let us know that your child will be off 72 hours before the expected start time you will not be charged for their place.

## Medication

The nursery manager will administer medication which is prescribed by the doctors only. A form has to be filled in and signed by the parent before leaving. If your child is showing any symptoms of being unwell please refer to 'Illnesses and Exclusions' information later in this document.

## Arrival and Departure

Children must be dropped off and collected from nursery promptly at the correct time. Additional charges will be added for late collections and early drop offs. No child will be allowed to leave the premises with anyone who is not known, notified to staff or on our 'photo ID form'. No one under the age of 16 will be able to collect a child from the premises. If you need to extend your child's hours please inform a member of staff we will do everything we can to accommodate.

## Cancellations

If you should wish to cancel your child's place at nursery, we require one months notice.



# Terms and Conditions

## Nursery Grants

The nursery is registered to receive Government Funded Childcare for children from 9 months old (the beginning of the term after). Certain criteria applies for some of the funding.

For further information and to find out what you may be entitled to, please go to:

**<https://www.childcarechoices.gov.uk>**

**<https://www.gov.uk/free-childcare-if-working/check-youre-eligible>**

**<https://www.gov.uk/help-with-childcare-costs>**

## Fees

Fees are due at the beginning of every month in advance. Bills are sent via Famly during the first week of each month. All bills must be settled by the end of the 2nd week of the month. We are registered to accept payments from the Tax-Free childcare scheme run by HMRC.

For more information please go to

**<https://www.gov.uk/tax-free-childcare>**

Fees are charged per hours booked in at nursery and there will be no deduction for being dropped off later, or being collected earlier.

Non-payment of fees in full after 1 month with result in us printing off the invoice and handing it personally to you. After the second month of non-payment you will receive a final reminder with one week to pay this. Failure to do so will result in your childcare space being terminated until payment is received in full .

**All children= £5.15 per hour, unless eligible to funded hours.**

## Holidays

We do not offer deductions for any absent days during term time, however during the holiday periods you can reduce your days (or not attend at all) and will only be charged for the days you are booked in. Attendance during holiday time must be booked in advance but if your child is absent for any reason, you will still be charged for what you've booked unless we receive 72 hours notice.

If your child is in receipt free funding and is absent due to holidays in term time, the hours are lost and will not be transferable to other days or refunded to you. Bank holidays and the Christmas closure period will not be charged for.

Any other questions, please ask a member of staff at nursery, or ring/email us using the details on the front page.

# *Illnesses and Exclusions*

We understand that children generally get colds and runny noses and this is acceptable to nursery. However, if they have a cough, runny nose and are not themselves we ask that parents don't bring them to nursery so infection is not spread to children and staff.

The following periods of exclusion apply at all times, when a child has been ill.

- Chicken Pox** - 1 week or until spots are dry and scabbed
- Cold Sores** - 7-10 days until they have crusted over completely
- Conjunctivitis** - 2 days after treatment start
- COVID-19** - Complete 3 days isolation and return when recovered
- Cryptosporidiosis** - 48 hours from last episode of diarrhoea
- Diarrhoea/Vomiting** - 48 hours after last episode
- Ear Infection** - 24 hours after treatment
- Flu** - Until recovered
- German Measles/Measles** - 1 week
- Hand foot and mouth** - 72 hours
- Head lice** - After treated and clear
- High temperature** - 24 hours after temperature returns to normal
- Impetigo** - 48 hours after treatment and the scabs are dry
- Meningitis** - Until recovered
- Mumps** - 1 week
- Oral Thrush** - 48 hours after treatment
- Scarlett Fever** - 24 hours after commencing treatment
- Shingles** - 48 hours
- Slap cheek** - 48 hours
- Streptococcus A**—Until recovered
- Threadworm** - Return after treatment
- Tonsillitis**—24 hours after treatment
- Whooping cough** - 5 days commencing treatment or 21 days from onset of illness if no antibiotics

We advise that children on antibiotics should have at least 48 hours of treatment, before returning to nursery.

THESE ARE IN PLACE TO HELP PREVENT THE SPREAD OF INFECTIONS AND ILLNESSES.

# Frequently asked questions

## When do children eat and what do I need to provide?

We have food at:

10.00 – SNACK TIME – nursery provides

12.00 – LUNCH TIME – Parents/carers provide

2.00 – SNACK TIME – nursery provides

4.00 – TEA TIME – parents/carers provide (some parents bring snacks and some bring meals)

Snack rotas vary but we will always try to pick items which the children in the room like and if they don't, we will provide something they do like.

For mealtimes we have a toaster, microwave and kettle so we can make anything that you think is suitable for your child.

We promote healthy eating. At mealtimes please provide a main meal and at least one piece of fruit alongside other healthy items. Please no sweets or chocolates.

Nursery is a NUT free zone and SHELLFISH free zone. 'May contain nuts' is fine. We advise you not to bring meals such as homemade fish pie which may contain fish bones, as this may be a choking hazard and we aim to keep all children safe. An information sheet on choking is included in this handbook.

Children can bring in their own water bottle, this will be accessible for them throughout the day to have a drink when they would like.

## When is the Nursery open?

We are open Monday - Friday 8.00am-5.30pm all year round (excluding Bank Holidays). We also close for about a week between Christmas and New Year. We will ask every holidays if you would like your child to attend.

## How do I book a start date?

Please let us know when you would like your child to start nursery and the times you would like them to attend. This will include a 2 hour free taster session which can be taken by itself or as part of the child's first day.

# Frequently asked questions

## What do I need to bring?

We love to be outside, therefore we ask parents/carers to provide suitable clothing that you don't mind getting messy. Waterproof clothing and wellies are beneficial as well as a woolly hat and a sun hat. These can stay at nursery if this is easier (lots of parents leave a bag at nursery).

We will also need some spare clothes for if your child has an accident or their clothes get wet/dirty during play.

If your child requires nappies – please provide these. These again can be left at nursery (a few to last a while) or you can bring a few in your child's bag just for the day. We provide wipes, but if your child has a preference they can bring their own.

If nappies are not provided an additional charge will be added to your invoice.

Please could you name your children's clothing to help staff.

## Will you follow my child's routine?

YES! We ask parents to write down the child's routine prior to the child starting. This will allow us to stick to it throughout the day.

## Where will my child sleep?

We have cots or sleep mats; we can use whatever your child is used to at home. We also have music we can play, twinkly lights or whatever your child may need to help them get to sleep. We can also rock them to sleep if this is something they are used to.

## What if my child is toilet training?

We have small toilets, a small seat and potties available and can go with the routine that you are following at home. We make 'toileting charts' so you know when your child has been to the toilet.



# Frequently asked questions

## How will I know what my child is doing?

We endeavour to have good quality discussions with parents/carers at dropping off and collection time. We also use an online app called Famly. When your child starts you will receive an email with how to log in. This will give you access to photos throughout the day of what your child is doing as well as assessments, invoices and news. We send out a monthly newsletter which will inform you of events and topics happening at the nursery.

## How do I help my child at home?

- Reading a story
- Painting and drawing
- Baking
- High quality conversations – modelling correct pronunciations.
- Playing with playdough
- Playing outside
- Building towers
- Counting
- Listening games
- Cutting and sticking
- I-spy
- Singing and dancing
- Getting messy!
- Imaginative play
- Encourage their interest

## What do we teach?

At Dinky Dales, we follow the 'Development Matters' curriculum. This is part of the Early Years Foundation Stage.

The following documents can be viewed online:

- Development Matters (Revised July 2021)
- Statutory Framework for the Early Years Foundation (Effective 4th September 2023)

# Frequently asked questions

## What do we teach?

To develop children's knowledge and skills, we base our topics on the children's interests. We do this with the hope that this will increase engagement and interactions in the activities.

Using the Famly app, we complete observations on children. These are then linked to the 7 areas of development in the EYFS which are; communication and language, personal, social and emotional development, physical development, literacy, maths, understanding the world and expressive arts and design. In each term, we will complete assessments to determine how well your child is progressing and what we can do further to support their progress through using 'what's next'.

## Transitions

When a child moves up into the next room we complete transitional sessions, this includes a couple of hours in the room getting to know staff members. Their new key person will have a discussion with their previous key person and ensure they understand as much as possible about that child prior to their transition. We also work closely with schools to make transitions from nursery to school run smoothly. We will (when possible) invite the child's new teacher into the setting to have a chat with your child and discuss the transition. We will also make schoolbooks with pictures in, so the children are aware of the classroom they will be moving into, their new teacher and share this with their friends at nursery.

## Will I be eligible for Funding?

There is a range of Government funding available for term time only. Please have a look at the websites below to find out what you may be eligible for and how to apply:

**<https://www.gov.uk/free-childcare-if-working/check-youre-eligible>**

**<https://www.gov.uk/help-with-childcare-costs>**

Any questions please do not hesitate to ask a member of staff.

# Early years food choking hazards

Below is a table of advice on key foods for care givers who are involved with preparing and serving food for babies and young children (under 5 years old)

Vegetable and fruits	Advice
Pips or stones in fruit	Always check beforehand and remove hard pips or stones from fruit.
Small fruits	Cut small round fruits like grapes, cherries, berries, strawberries and cherry tomatoes, into small pieces: cut lengthways and then again cut them in halves (quarters).
Large fruits and firm fruits	Cut large fruits like melon and firm fruits like apple into slices instead of small chunks. For very young children, consider grating or mashing firm fruits, or softening them up by steaming or simmering.
Vegetables	Cut vegetables like carrots, cucumber and celery into narrow batons. For very young children consider grating or mashing firm vegetables and legumes like butter beans, chickpeas and tofu, or softening them up by steaming or simmering.
Skin on fruit and vegetables	Consider removing the skin from fruit and vegetables, especially for very young children. Peeled fruit and vegetables can be swallowed more easily.
Cooking fruit and vegetables	Consider softening firm fruit and vegetables (such as carrots, broccoli, yam and apples) by steaming or simmering until soft. Serve cut into slices or narrow batons.
Meat and fish	Advice
Sausages and hot dogs	Cut sausages and hot dogs into short strips. Cut them in half and then lengthways or as thinly as possible. Peeling the skin off the sausages helps them to be swallowed more easily.
Meat or fish	Remove bones from meat or fish. Cut meat into strips as thinly as possible. Remove skin and fat from meat and fish, it will help the food pass smoothly down the throat.
Cheese	Advice
Grate or cut cheese	Grate or cut cheese into short strips. Cut lumps of cheese as narrow as possible.
Nuts and seeds	Advice
Chop or flake whole nuts	Chop or flake whole nuts, peanuts and seeds. Whole nuts should not be given to children under five years old.
Bread	Advice
White bread and other breads	White bread can form a ball shape with a dough-like texture at the back of a child's throat, if not chewed properly. Brown bread or toasted white bread are good alternatives. Cut bread, chapatis, naan bread and other breads into narrow strips.
Snacks and other foods	Advice
Popcorn	Do not give babies and young children popcorn.
Chewing gum and marshmallows	Do not give babies and young children chewing gum or marshmallows.
Peanut butter	Do not give babies and young children peanut butter on its own, only use as a spread.
Jelly cubes	Do not give babies and young children raw jelly cubes.
Boiled sweets and ice cubes	Do not give babies and young children boiled, hard, gooey, sticky or cough sweets, or ice cubes.
Raisins and other dried fruits	Do not give babies under the age of 1 whole raisins or dried fruits. Cut them into small pieces.

Make sure food is prepared appropriately for children under 5 years old, see: <https://www.nhs.uk/start4life/weaning/>

It is also advisable that care givers are familiar with how to respond to a choking incident, see: How to stop a child from choking: <https://www.nhs.uk/conditions/baby/first-aid-and-safety/first-aid/how-to-stop-a-child-from-choking/> and How to resuscitate a child: <https://www.nhs.uk/conditions/baby/first-aid-and-safety/first-aid/how-to-resuscitate-a-child/>





**WE PROVIDE A CARING AND SAFE  
ENVIRONMENT WHERE ALL CHILDREN CAN  
BUILD THEIR IMAGINATION AND RESILIENCE  
THROUGH EXPLORATION AND PLAY**