



# Prospectus 2023/2024

## "A world of possibilities" .....



**The Owl & Pussycat Nursery**  
1 Montgomery Lane  
Harbourside  
Irvine  
KA12 8PS

01294 270700

[manager@owlandpussycatnursery.com](mailto:manager@owlandpussycatnursery.com)

REGISTRATION NUMBER

CS2009234991

## Welcome Note

Dear Parent / Carer,

We would like to extend a warm welcome to you and your child.

Starting nursery is a big moment for both parents and children. We know that you want your child to have the best start in life and choosing the right place for your child can often be a difficult decision. This booklet is designed to help you make the right choice so that your child is happy and successful at nursery.

The information in this booklet gives you a flavour of the experiences your child will encounter during their time in our Nursery. It cannot, however, convey the supportive and friendly atmosphere which is an essential part of a child's nursery experience.

The prime aim of all those who work in The Owl & Pussycat Nursery is to ensure that each child is happy and able to develop their full potential in a caring and stimulating environment.

I am sure you have very high aspirations for your child and expect high levels of achievement as well as good behaviour and regular attendance. The local authority and our nursery work in partnership with parents and carers.

Together we can ensure your child and all children progress well and make the best of their time at nursery. You can be sure our staff strive for nothing short of excellence and, working with you, we can achieve this for your child.

We look forward to your child attending our nursery.

Should you require further information please do not hesitate to contact us.

Yours Faithfully,

**Karen**

**KAREN THOMSON**  
Nursery Manager

*Benefits of a Nursery Education for Your Child*

- Nurseries provide continuity and stability for your child.
- Nurseries are reliable and do not become ill, go on holiday or hand in their notice to you.
- The nursery environment complements rather than replaces the parents' role.
- As your child interacts in an early year's group they develop personally and socially and learn to be aware of others' needs and to share and make friends.
- Research suggests that there are long-term benefits from nursery education. Children often perform better in school and later life and have more confidence.
- Moreover, your child's time in nursery will be happy, exciting and fun. We believe that a nursery education is the best possible start to give any child.

## About us

The Owl & Pussycat Nursery was opened in 2000 and has been a family run day care nursery which provides complete childcare for all children from birth to five years. Conveniently situated close to all amenities from the local train station, Maritime Museum, Harbourside to the retail park & town centre of Irvine, North Ayrshire.

We understand that choosing a nursery for your child is one of the most important decisions you will ever make. Our ethos is to provide a safe and friendly environment for you and your child with the opportunity to learn through play, within Care Inspectorate guidelines.

From the moment your child first enters our purpose built, state of the art, fully equipped nursery, you can be assured our fully trained and professional team of staff will provide them with a happy, loving, secure and stimulating environment in which every child steadily progresses and develops through the various stages of their formative years.

There are three main rooms and a dining room where all meals are freshly prepared on the premises using local produce where available. Breakfast, morning snack, lunch, afternoon snack and dinner (under 1's) are included in the session price.

At the Owl & Pussycat Nursery, every child counts! We aim to provide home from home surroundings where everyone's valued, respected, and supported.

By continually striving towards the development of an idyllic environment in which all children are provided with support, time, and space, enables children to grow and develop their self-confidence, self-esteem, and overall enjoyment of life. We also aim to achieve the goals set out by the Scottish Executive Curriculum for Excellence by providing a nurturing environment for young children through the highest standards of care and education.

There is a large car park located at the front of the building where you can safely drop off and collect your children.

We operate an open-door policy, and you are welcome to attend at any time of day to see the nursery fully operational. Please contact us to arrange a visit to enable you to see for yourself

the high quality of care we provide.

Our nursery is structured to suit the needs and requirements of each individual age group. For this purpose, the nursery is split into 3 purpose-built rooms, each one catering for a specific age group.

Additional rooms include:

- Baby Sleep room
- Office / Office
- Kitchen / Dining Room
- Sensory Room

We also have a new bespoke fully equipped, safe and spacious garden play area with a wide range of exciting outdoor equipment and large wooden gazebo.

We pride ourselves on building strong and effective working partnerships with all Parents and Carers which helps ensure that Parents are confident that their child is happy, safe, well cared for and always stimulated.

Parents and Carers are welcome to come into the nursery at any time to see how their child is progressing. We also provide you with regular feedback on your child's development which helps you make sure they gain the most from their experience in the nursery.

Your child will experience a wide range of fun and stimulating activities whilst at nursery. Children can delight in investigatory and exploratory play both indoors and outdoors daily. At nursery learning through play is central to our ethos and through these children can progress successfully through all areas of learning within the Early Years.

We offer a daily intake of 59 registered places and are registered with The Scottish Care Inspectorate for the Regulation of Care and are subject to annual inspections.

We hope you enjoy reading our Prospectus and look forward to catering for all your childcare needs.

#### Opening hours

Monday to Friday from 8.00am – 6.00pm / 50 weeks of the year.

Closed Easter bank weekend and for the period between Christmas and New Year

#### Our sessions are:

Morning sessions .....8.00am – 1.00pm / Afternoon sessions .....1.00pm – 6.00pm

Full day sessions .....8.00am – 6.00pm

The above sessions have been selected to promote and support the continuity of care for each child. Your child may attend at any time throughout their designated session; however, fees are based on the sessions stated above. Late collection fees do apply if your child is collected after their session time.

*Nursery closure*

The owl & Pussycat Nursery management reserves the rights to close the nursery at short notice in the event of extreme weather conditions or any other critical incidents that may affect the successful running of the nursery or put the health and safety of children or staff at risk. We will notify all parents as soon as possible in these circumstances.

## *Our Vision*

You and your child are our priority. We believe in providing a safe and welcoming environment that acts as an extension to each child's home and we know that working with integrity and openness is key to this. We ensure that all staff at The Owl & Pussycat Nursery provide the consistent high level of care and keep our ambitions and values at the forefront of our minds in all aspects of our work. In choosing our nursery, we assure you that you and your child will receive the highest quality of care and education from our outstanding team!

Our nursery is to be a respected local nursery ...where every child counts!

## *Ethos & Aims*

At the Owl & Pussycat Nursery we believe that a positive, child-centred ethos is essential in creating an environment that can reflect the values of our community and those of the wider society.

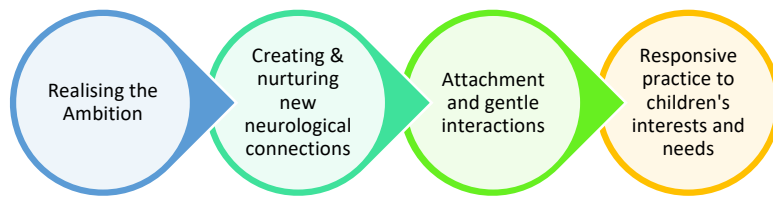
We strongly believe that every young person, regardless of their background or ability, has the right to a high-quality education through an ethos of achievement, enjoyment and compassion in a safe and caring environment, where everyone is valued.

We aim to be a nursery setting that enables children to thrive and to reach their full potential ensuring they are fully equipped for the next steps within education and for adult life.

The opportunities we provide for children have these four broad aims:

- To develop successful learners who work hard, enjoy learning, persevere and make progress from their individual starting points to achieve their full potential and show their initiative.
- To strive for excellence and set the highest expectations for all members of the school community through nurturing our children's interests and broadening their horizons.
- To create confident individuals who can communicate effectively and make decisions that enable them to live safe, healthy and fulfilling lives, promoting positive mental health and wellbeing.
- To cultivate responsible citizens who have respect for themselves, their community and other people and can make a positive contribution to society and the wider world.

**We follow an approach which aims to encapsulate children's holistic wellbeing whilst supporting them to thrive and develop.**

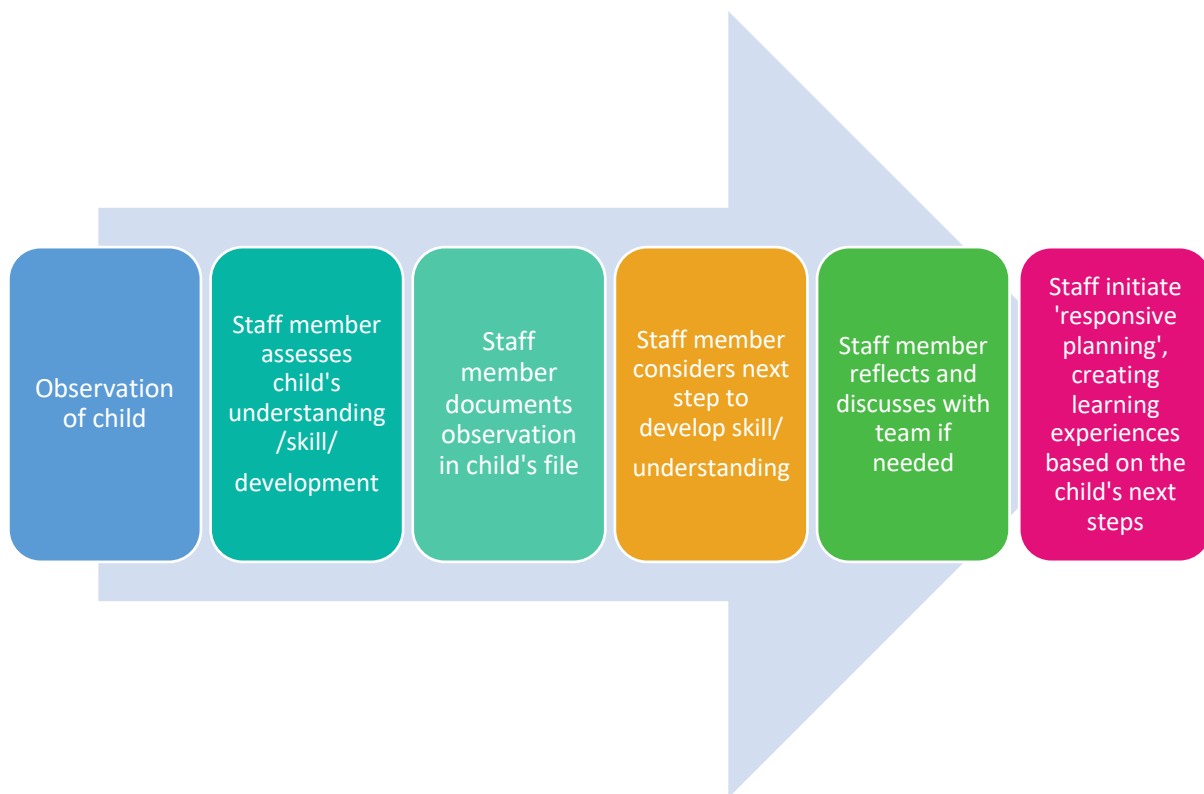


Through accurate observation, proper communication between teams and a good understanding of child development and recent documentation, staff can create next steps which is true to the child.

For this approach to be successful, it is important that:

- Staff are adequately trained on child development.
- Staff can communicate effectively with manager if they are concerned or require support.
- Staff can collaborate with their colleagues and the children's parents to discuss next steps.
- Staff have positive, transparent relationships with parents and can use registration forms and 'all about me' forms (which are updated every 6 months) to gain an accurate understanding of the child's wellbeing and background which may affect development.





*Our main objectives as a high-quality early year's establishment are:*

- For the children will develop in a loving, caring environment that will prepare them for future life experiences.
- To provide a safe, stimulating, and friendly environment
- To meet each child's individual needs
- To foster independent learning
- To work together with parents, carers, and outside agencies to meet the needs of the child.
- To provide a full range of learning experiences and opportunities
- To promote equal opportunities, including race, gender, and disabilities
- To value each child as unique individuals and abilities
- To support children to grow a sense of well-being, confidence, and happiness.
- To promote the development of friendships and relationships through nurture and play
- To promote positive behaviour and self-regulation



- To establish strong, collaborative partnerships between staff, parents, and carers, through parental involvement, frequent communication, stay and play, parent's evenings, and open days.
- To create an enabling environment to have the freedom to express feelings, have fun, laugh, and encourage the development of humour and create a loving and caring environment so each child's potential can be nurtured.
- To promote learning and development through implementation of the current frameworks, legislation, and guidance from GIRFEC (Getting it right for every child), Realising the Ambition, Pre-Birth to Three Curriculum, The Curriculum for Excellence and any other relevant frameworks which promote children's development.
- To measure accurate progress through observations of the children and recording them in their learning journeys and into their learning journals
- To implement appropriate planning which is child led, spontaneous and considers the children's interests and ideas.
- To keep children safe and comfortable in our care
- To have ongoing staff training and promote professional development of all our staff.
- To implement our nursery policies and change the policies when needed to meet everchanging documentation and legislation.

## General Information

Our team of friendly and professional Staff are qualified to remarkably high standards, with some working towards further relevant qualifications. To ensure quality standards are always maintained within the nursery we operate an ongoing policy of training for all our employees. All our Staff are vetted as "Fit Persons" through PVG, Disclosure Scotland. They are also registered with SSSC (Scottish Social Services Council).

We like to think of the nursery as one big happy family, with the Staff working together as a team to care for the children and the Manager ensuring we always have a happy, smoothly run nursery.



## Nursery Fees



At the Owl & Pussycat Nursery we want to support you and your child and make your day as easy and stress free as possible. And to ensure we provide the best possible care and education we provide all the necessities within our fees, from the little things to wipe those little noses to nappies, food, wipes, wetsuits and wellies!

Daily charges:

Morning session 8.00am – 1.00pm £32 / Afternoon session 1.00pm – 6.00pm £32

Full day session 8.00am – 6.00pm £51.00

- Our Nursery offers a 10% (eldest child) sibling discount for any additional children who attend the nursery.
- Full fees are payable from the agreed start date. If you decide to delay your child's start date, fees are still payable from the original agreed start date.
- A £50 non – refundable deposit is required on booking your child's place at the nursery.
- Any child who is absent for 2 weeks or more without notifying the nursery shall be deemed to have withdrawn from the setting.
- Fees are due for the two weeks and future sessions will be terminated, in line with our policies and procedure. Full fees are charged for 50 weeks of the year, no charge is made for Easter Bank weekend or Christmas closure week.
- Fees are calculated with relevant deductions made and invoiced monthly. All fees are due on the 1st of the month for that month and are payable by standing order.
- If you require an alternative payment method this may be discussed and arranged with the Office.
- Fees are reviewed annually in July, and you will be notified in writing of any increases.
- These changes take effect from the following August.

## Funding Options

### Tax-Free Childcare

Tax-free childcare is a support offered by the governments to working parents who earns less than 100,000 pounds per year.

For more information on Tax-Free childcare you can visit

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

### Universal credit

Universal credit covers up to 85% of childcare costs for parents that are working or looking for work.

For more information you can visit <https://www.gov.uk/guidance/universal-credit-childcare-costs>

1140hrs funded hours.

The 1140 hours is a help from the government to provide North Ayrshire children funded hours for all children aged 3 and 4. We offer up to 30 hour per week of childcare depending on selection of term time or full year.

Wrap around services are included in childcare costs where and when available!

### Childcare Grant from Student Finance

If you are eligible for Student Finances, you might qualify for Childcare Grant.

#### Exceptions and payment extensions

The only exception to this is if circumstances have been explained to the manager and an extension requested in writing.

Confirmation of a new payment date must be sent to us via email or using the FAMILY app.

If the payment is not made on this arranged date, then the child's space at the nursery will be immediately suspended until payment is received. *The manager reserves the right to refuse entry to children if their parents or caregiver has not made a payment.*

### Children's clothing

- We promote learning and exploring through play. This can sometimes involve getting very messy or dirty in the garden.
- We will of course take precautionary measures to protect your child's clothing.
- We also provide children with all-in-one suits and wellies, however if you wish your child to wear their own outdoor clothing you are more than welcome to bring them to the nursery.
- We request that your child always has a spare set of clothes and appropriate clothing dependant on the weather. Come rain or shine we always enjoy our amazing outdoor space.
- In the warm weather we ask that you provide your child with a sun hat and sun cream which is water resistant, hypo-allergenic and SPF factor 50. We will of course ensure your child is protected with the sun cream you desire, if you would like to apply suncream before your child's session, we will then apply suncream throughout the day.
- During the cold weather can you please ensure your child has coat, hat and gloves.



Your child will have their own peg card with their name and picture on to identify where they can hang their bag and coats etc. This is to promote to children who want to bring their personal items into the nursery, that they have a 'safe' place to store their treasures. Where possible we try to store their 'special' toys in their own bag and share them at circle time, however children can have their 'special' toy or comforter if needed at any time.

### Nursery uniforms

Our Nursery uniform is optional and can be ordered and purchased from the Office at any time.

Polo shirts - £7

Sweatshirts - £10

Cardigans - £12



## Healthy & Tasty food

- We follow the Food Standard Agency guideline.
- We use fresh ingredients and prepare healthy, home-made meals.
- We provide water and milk.
- We take consideration of dietary needs and allergies of all children in our care.
- We have a custom-made menu changed monthly.

We have our very own fully qualified nursery cook who freshly prepare and cook all meals and snacks throughout the day.

We work alongside each parent/ carer and their child to ensure individual dietary requirements are met. Our menus are adapted to ensure a healthy and nutritional alternative is offered to suit all dietary needs, in line with the government guidelines.



We provide the following: Breakfast Variety of cereals, toast, muffins, crumpets and porridge. Morning snack Fresh fruit, vegetables or healthy snack. Lunch A daily variety of protein, carbohydrates and vegetables with a healthy pudding. Afternoon snack Fresh fruit, vegetables or healthy snack. Dinner A light meal served with vegetables or salad and a pudding.

Milk is provided at breakfast, morning and afternoon snacks. Water is provided at all other mealtimes and throughout the day.

Each child is requested to bring a water bottle in which will be labelled with their name and/or picture.

Menus are displayed at the entrance, all additional information regarding the 14 allergens can be found in the dining room, which can be requested at any time.

We encourage all our children to sit together around the table at mealtimes. Staff model positive body language and communication during this period and encourage manners.

We provide cutlery and cups depending on the age and stage of development of each child and provide opportunities for each child to meet their next steps with regards to self-help skills and feeding.

We encourage all our children to be as independent as possible by the time their journey comes to an end with us, and they are ready to go to school. Children are given opportunities to self-serve when appropriate, including learning how to pour drinks, grasp, hold cutlery correctly, cut up their food, spread and hold, learn good table manners and be social when eating altogether.

We do ask you to supply “made up” baby milk in bottles daily and we can supply babies with pureed fruit/vegetables/meals for when they are ready to be weaned in close consultation with parents/carers. We are not able to serve homemade food from home to the children for health and safety reasons. We can accept sealed baby food jars and yoghurts. The manager will be able to discuss all requirements with you so that we may endeavour to suit all your needs.

Menus for children under one are arranged with the parents/carers to ensure a consistent approach in food provision, including food types such as soft, cooked vegetables, meat i.e. lamb or chicken, fish, starchy foods i.e. potato, chapatti and rice, pulses i.e. peas, beans and lentils, dairy products i.e. whole milk and fromage frais, and fruit (soft, or cooked without adding sugar)

We believe that good, wholesome food, is essential for health and as such, are constantly reviewing what food we offer the children.

## Enabling environments

Baby Room: Birth - 2 years - The Staff to child ratio in this room is 1:3

These rooms are peaceful havens, which are cosy and homely. We recognise how important these first; formative months and years of a child’s life are. Sleep, emotional and physical nurturing, and sensory stimulation play such an important part in development of young babies. We aim to work alongside parents and carers to create a warm personal atmosphere in our baby rooms. Our experienced, baby practitioners recognise this as well as being committed to encouraging each child to learn and grow through experiential play. We care for children aged from 3 months to 18/24 months old.

Our baby room is self-contained, with its own sleep room, changing facilities and large outdoor area. This ensures that each child’s routine is mirrored whilst in our care which supports the transition from home into nursery. Soft play, ball pools, sensory toys and treasure baskets containing everyday items, all contribute to making your young child’s day stimulating and fun. Staff, take time to talk to and listen to your baby as the rudiments of speech develop, helping and encouraging in the first steps towards language acquisition.

Each child’s needs are carefully assessed and through working with all parents/carers we ensure we always provide the best possible care for each individual child. Each day a ‘daily record’ diary is completed with information about your child’s day for you to view on FAMLY. We continuously review each child’s needs and development, working with the parents/carers through verbal hand overs, all about me documents and care plans which are completed and reviewed regularly to ensure we provide the best possible care.

Toddler Room: 2 - 3 years - The Staff to child ratio in this room is 1:5

As your child gets older his or her concentration levels increase, and he or she is ready for more challenging activities. In the 2-3 years playroom, language and literacy skills are fostered through social interaction and sharing of experiences and vocabulary develops as confidence grows. Your child will also begin to recognise symbols and language as conveying meaning. The toddlers have free access to many activities during the day. There is also a cosy corner for taking naps or reading books. The children are encouraged to progress and become more confident and independent through their play. Play is more purposeful in the 2-3 years room and children are encouraged to develop other skills through the wide range of indoor and outdoor play equipment we have on offer. We care for children aged from 18/24 months to 3 years old. This large open space is perfect for the children to play and explore freely with confidence. The room has access to its own toilet & changing area, sleep area and cosy area where the children can enjoy exploring books in a relaxed environment.

The toddlers are prepared in readiness for the pre-school group, by learning numbers, days of the week, colours and some shapes in daily circle times. The children thoroughly enjoy this event as part of their daily routine. It allows for quality time with a key person and helps form a secure attachment.

This room has free-flow access to the outdoors allowing the children to choose what and where they want to play throughout the day. We really are an outdoor nursery and enjoy observing the cause and effect of the natural environment.



welcome  
to our  
happi  
mess



Preschool: 3-5years – The staff to child ratio in this room is 1:8

When your child progresses into the pre-school room, we provide a range of educational play opportunities to prepare him or her for school and the children experience more independence. For example, they may be able to take advantage of free flow activities between indoor and outdoor environments and toilet areas.

Simple numeric skills are developed, and children have opportunity to problem solve within their environment and always have access to a numeracy area. Staff endeavour not to miss any learning opportunity when counting, using number or discovering more about shape, space and measure.

The room caters for 32 children at any one time, and each have their own toilet facilities, along with a shared learning sensory room. Staff also endeavour to engage in sustained shared thinking with the children and this is done through problem-solving, working independently and working as a group. We aim for the children to become independent and autonomous learners. The staff in the pre-school room and across the nursery attend regular training through various training providers and in-house training delivered by North Ayrshire Early Years Professionals which includes training on outdoor & environment learning experience activities.

We ensure that all children's needs are catered for. Each activity and area is adapted to focus on the children's interests, ensuring all children have the enabling environment to play and learn confidently. There are lots of areas where children can relax and read stories with their peers. We have designed the playroom to enable a free flow concept between both room and garden when suitable.

We encourage all our wonderful children to gain life skills and independence to ensure they are ready to take their next big steps as they grow. We understand the vital importance of School Readiness for all children. To help embed this we have registration time twice per day, encourage independence throughout the personal care routines and self-service at meal and snack times to name but a few.



### *Outdoor and Physical Play*

We recognise the importance of outdoor activities and fresh air. Children need opportunities to run, climb, explore and learn about the environment. Children are encouraged to get their hearts beating fast and be active throughout the day!

All rooms have direct access to our new bespoke secure outdoor garden areas. Our children and staff of the nursery ensure they enjoy and explore the outside many opportunities throughout the day. The outdoor area is a natural haven for children of all ages to learn, play and explore the natural environment. From the mud kitchen, work bench & tools, and car / bike track where the children can develop their skills in all areas of development and learn and play in our fabulous outdoor area. All children are provided with all-in-one suits and wellington boots so we can play outside in all weathers, studying the cause-and-effect different weather has on the environment.

Our gardens have secured sheltered areas for our youngest children to be able to play and explore safely however they do of course access all the provision within the nursery garden too from sheltered areas, bunker and large wooden gazebo. We believe that all children should play outside in all weather, therefore come rain, shine or snow you will always find children exploring the amazing outdoor.

We have a 'Free Flow' approach, and when the gates are locked, we allow the children to explore the garden and come and go as they please! We feel this is the best way to promote independence and is in line with our In the Moment Planning approach. We respond to our children and their wants and needs – if they want to go outside, they can go! Children are always supervised and gardens always risk assessed before the doors open.





## Curriculum

At The Owl & Pussycat Nursery we believe that the early years curriculum should be broad and balanced, offering children the opportunity to achieve success in many different areas. The knowledge-based curriculum that we teach in Preschool meets the requirements set out in the Early Years Foundation Stage Curriculum. Our curriculum planning focuses on the Characteristics of Learning, Development Matters and Early Learning Goals expectations. The curriculum also promotes children's spiritual, moral, social and cultural development and supports the children in developing principles for distinguishing between right and wrong. Children are encouraged to think creatively and critically and to respect others and the environments in which they live. We believe that the curriculum should stimulate enjoyment of and commitment to learning as a means of encouraging the best possible progress and the highest attainment for all pupils, preparing them effectively for the next steps in their education.

The curriculum is made up of seven areas of learning and development, three prime areas (communication and language, physical development and personal, social and emotional development) and four specific areas (Literacy, Mathematics, understanding the world and expressive arts and design). In nursery there is a large emphasis on developing the prime areas through a high-quality play curriculum and provision based on children's needs and interests. There is a balance between child initiated and adult led activities as well as mathematics and literacy sessions to support children's key learning and development. We also believe in the importance of learning outside and children have access to a range of different experiences, resources and activities in the nursery and preschool outdoor area.

## Management Structure

The Manager is responsible for the day-to-day running of the nursery and is supported by the Deputy Manager with a team of staff.

All nursery practitioners are fully qualified. We also have nursery apprentices and volunteers who are working towards their childcare qualification. All staff working directly with the children complete their Paediatric First Aid and Safeguarding qualifications within the first six months of joining us. \*Excluding volunteers and student placements.

We understand the importance of all staff members holding these qualifications to ensure the best possible care for your child. When recruiting staff members, we ensure all successful candidates complete a vigorous recruitment procedure, have a thorough understanding of the nursery policies and procedures and how the nursery operates and have a true passion for working with children.



Name & Picture	Job Role & Qualification
KAREN THOMSON	Nursery Manager  B.A. (Hons) Childhood Studies Childhood Practice SVQ 7 & 8 Early Education & Childcare
CLAIRE GORMAN	Depute manager.  HNC in Early Education and Childcare Working towards PDA Childhood Practice
ERIN GAITENS	Early years Senior SVQ 3 in Early Education and Childcare Working towards Level 4 Childhood Practice
CHLOE BEVERIDGE	Early years Senior SVQ 3 in Early Education and Childcare
TRACY HUGHES	Office Administrator

### Booking your child into our nursery

When you enrol into The Owl & Pussycat Nursery, we need to know the sessions and days you wish your child to attend. If you wish to increase the sessions your child attends, we will of course try to accommodate this as soon as possible. If the requested session is not available at the time, you can be put onto the waiting list. If you need to reduce or cancel any of your child's sessions, four weeks' notice is required in writing.



### Registration form

This will be given to you prior to your first settling in session alongside the nursery's new starters pack. The Registration Form must be completed, signed and returned to us before your

child can be left in our care. The information provided ensures that our staff know your child's individual needs and requirements, enabling us to provide the best possible care. You are also required to sign and date our childcare agreement, which can be found within the registration form, this is to ensure that all the nursery policies and procedures for caring for your child, along with their well-being and care are fully agreed upon. We ask for you to inform us as soon as possible of any change in your child's routine, dietary requirements or personal contact information. This is vital for us to provide the correct care for your child.

## Terms & Conditions of Enrolment

For the child to begin on their first day at The Owl & Pussycat Nursery, the parent must:

- Have filled out a registration form.
- Have signed the declaration at the end of the registration form, which states:

£50 registration fee (non-refundable) is required when registering your child.
You pay for 50 weeks of the year averaged out over 12 months (regardless of personal holidays, sickness, or nursery closure including holidays). Fees are payable in ADVANCE.
A minimum attendance of 2 days per week based on half day or full day is required.
I understand that I am required to set up a standing order for the 1 <sup>st</sup> of each month, for the payment of my child's fee after completion of registration. I understand that fees are subject to change, and I will receive prior notice to any such increase.
I understand four weeks' notice is required on either side or full fee in lieu of notice.
We require payment to terms. Payment must be made on time, in full, and without any deduction, set off or counterclaim. If an account is outstanding, we will refer the matter to our debt collection agents which will incur costs. Any costs incurred to collect the debt will be added to the debt, plus VAT at the prevailing rate. You agree that you will be legally liable to pay us that surcharge, and that payment of the same can be enforced against you in court. You also agree to pay interest at the relevant reference rate provided for under the Late Payment of Commercial Debts (Interest) Act 1998, which interest is payable both after and before any judgment of the court and continues to accrue.

By signing the terms and conditions, a service user (parents/caregiver/bill payer) is accepting liability for all payments due to The Owl & Pussycat Nursery.



## Settling in

We pride ourselves on ensuring each individual child has the smoothest transition into the setting, therefore we will work with you to agree the best process for your child.

The settling in period is completely free of charge to ensure all children are completely settled before their agreed start date. Children commence their settling in days a minimum of one month before their agreed start date, this may be longer depending on the circumstances of each child's individual needs.

On the first settling in session, we advise you to stay with your child for approximately 30 minutes. Prior to your child's first induction you will be asked to complete forms and go through the nurseries policies and procedures. From then onwards each child's key person will work with you to increase the times your child spends at the nursery until fully settled into the setting.

This is a vital process which we feel should not be rushed, however alternative settling in may be considered and accommodated with the Manager's consent.

## Care plans

Care plans are completed on enrolment and reviewed every term. This document ensures that any changes in your child's needs or requirements are continuously updated and met whilst in our care. We do however pride ourselves in our communication between parents/carers and ask to be notified on hand over of any changes as and when they occur.

## Progress checks

We understand the importance of early intervention and furthering learning opportunities for each individual child.

To support this, we complete progress checks for each child throughout the time here at nursery.

Progress checks are completed: - Four weeks on entry into the setting – In addition to the above your child's Key Person will complete a progress check every term. The progress check highlights each area of development and where your child is in line with the age range set out in the framework.

Your child's key worker will identify if they are emerging, developing or secure in each area and give examples for evidence to support the report.

You will be notified via email when the report is live, and you will be able to access this via your FAMLY account. After each report is completed, tracking is completed to identify any gaps/gifted learners and you are offered a parent's appointment to discuss your child's progress.

You are of course welcome at any time to meet with your child's Key Person or the Nursery Manager to discuss your child and their development/needs at nursery.

We see you the parent/carer as the main educator in your child's life and wish to work in collaboration with you to ensure your child is enjoying and achieving.

A Transfer Document will be completed for your child when they are due to leave nursery to go to Primary School and an additional copy will be given to each parent/carer.



*The Early Childhood Platform.*

We aim to capture those special moments that you love to see and treasure whilst your child is at nursery. We operate 'FAMLY' which enables you to see observations and videos of your child as they grow, learn, play and develop throughout the day.

Your child's key person will include on FAMLY any next steps highlighted in their progress check, this supports your child's development both in and outside of nursery. Most importantly it provides a link between you, your child and the nursery, providing communication opportunities. The FAMLY software and floor books are fantastic opportunities to develop learning, play and communication.

However, we still feel it is extremely important to communicate verbally and/or face-to-face whenever possible. If you would like to have a chat, please pop into the office or give us a call/email at any time.

#### Invoices

Invoices will be sent on the 23<sup>rd</sup> of each month via the FAMLY app. If a parent or caregiver has asked for additional days throughout the month after this date, they will find a separate invoice for extra childcare on their account on the FAMLY app.

If a parent or caregiver is claiming support from Universal Credit, management can email proof of payment if they do not accept the invoice from FAMLY.

*Emergency contacts*

We require a minimum of 2 emergency contacts to be given on your child's personal record.

The 2 named persons will be contacted if parent/carers 1 or 2 are unreachable.



## Things to Bring to Nursery

The Owl & Pussycat staff provides protective clothing for the children when they play with messy activities although we recommend children do not wear their best clothes to nursery.

Parents will need to provide the following items but we ask that no carrier bags are brought into the nursery please:

- Changes of clothes in case of accidents.
  - Plastic Water Bottle
  - Outdoor clothing e.g., wellies and sun hat depending on weather conditions.
  - Disposable nappies.
  - Creams (if required)
  - A comforter if required.
- We do ask that children do not wear jewellery in the nursery for their own safety and for the safety of others. The nursery cannot be responsible for the loss of such items.



## Administering Medication

The Owl & Pussycat has a very strict policy on the administration of medication. We are happy to administer any prescribed medication which is still contained inside the prescribed box and/or has the prescribed label on. It is a requirement that the nursery Medication Sheet is completed and signed by yourself and a staff member before we can administer the medication. The medication will be given in line with the nursery's Medication Policy and the directions on the prescribed label. Unfortunately, we are unable to administer any medication which is non-prescribed except for nappy creams etc.

If your child starts to display signs of an allergic reaction or sickness, we will monitor your child to see if symptoms reduce and if not, you would be asked to collect and seek further medical

attention. It is in our Child Care agreement that if a child is unwell, they cannot be cared for by the staff of and therefore would need collected.



## *Sickness and absences*

Full fees are payable for sickness, absences and holidays. We display a sickness information and guidance poster in the entrance hall where you will find all the legislation with regards to incubation periods. For example, if your child has sickness and/or diarrhoea, they must be clear of all symptoms for at least 48 hours before returning to nursery. This is to ensure your child has made a full recovery and to prevent further illness within the setting.



## *Hygiene routines*

We are a member of Child smile and aim to promote healthy lifestyles and routines for children in our day-to-day activities. To ensure that children are learning the importance of a healthy lifestyle, faces are washed after every meal and teeth are brushed once a day. We provide each child with a named toothbrush and toothbrush tube. Our dental hygienist works alongside the management to ensure that we have the most up to date policies and the children and their families are informed of any changes/new initiatives to promote healthy lifestyles.

## *Positive behaviour*

We encourage and promote positive behaviour in all children who attend the setting. All staff members are trained in techniques and strategies to encourage kindness, sharing and making relationships with their peers. In some cases, children may challenge their behaviour. If this is the case, we will of course discuss this with you and work together to promote positive behaviour. We have a Promoting Positive Behaviour Policy available which can be found within the nurseries policies and procedures.

## Reflective practice

We welcome feedback from all our parents/carers at any time to ensure we are continuously improving our care and the service we provide to all our families. We are an open-door nursery therefore please feel free to pop in at any time to discuss anything with a member of the team. Nursery questionnaires are sent out twice a year.

The questionnaires are evaluated, strengths celebrated and maintained. Any concerns or further actions that need to be implemented are reflected upon and if necessary, changes will be made immediately or as soon as possible. Staff meetings and children's room meeting are held termly.

Our aim through these meetings is to reflect on the nursery's practices and monitor the standards of the setting. In addition, policies and procedures, safeguarding, training and any issues deemed necessary will be discussed to enhance and protect the care we provide.

## Key person system

Every child is allocated a named Nursery Practitioner on induction and every room move. This person will care for your child wherever possible. They are responsible for their 'key child's' well-being, ensuring all their individual development needs are catered for and adapted if needed. The key person also builds bonds with the families, ensuring they have a known person to exchange day-to-day information or concerns with.

## Policies and procedures

A copy of the nurseries policies and procedures are in the entrance hall. These policies and procedures govern the way the nursery runs and are available at any time. We welcome all parents/carers to come and discuss any policies with us further. If you wish to read through the policies this can be done in our parent's room, alternatively an electronic or paper copy can be sent to you. All policies are working documents and are updated annually or earlier if required. You will be notified of any changes.



## Nursery Inspections

All childcare for children under the age of eight years are regulated by Care Inspectorate. We must meet and implement the Early Years Foundation Stage Framework. We are inspected to ensure that we are meeting the required standards of care and education and that children are progressing with us accordingly. We aim to exceed these standards by offering you a high quality and excellent service. We are inspected by Care Inspectors regularly to ensure that our care and educational standards are meeting guidelines and expectations within the Early Years Foundation Stage Framework. Under the reformed Early Years Foundation Stage Framework 2014, the nurseries are marked against three key judgements. The grades include outstanding, good, requires improvement and inadequate. • If you wish to contact Care Inspectorate the address and telephone number is detailed further on in the prospectus. • If you wish you may access The Owl & Pussycat Nursery inspection reports on the internet at [www.careinspectorate.gov.uk/reports/](http://www.careinspectorate.gov.uk/reports/) • If you do not have internet access or have difficulty accessing the reports then speak to the manager who can arrange copies to be made for you.



## Partnerships with parents

We aim to work in partnership with parents and carers and value the support of parents in helping us to improve the learning of pupils. We hold a variety of parent information sessions including workshops where parents are provided with information to support their child with their learning. There are also enrichment opportunities where parents can come into school and work with their child on a project or activity.

Newsletters, consultation evenings and special events also help to support the work with our parents. Curriculum planners are available on displays for parents to see what the children are learning in nursery each term. Parents' views are very important to us, and we encourage parents to provide feedback for us whenever possible.

## Complaints procedure

### STATEMENT OF INTENT:

The Owl & Pussycat Nursery believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### AIM:

We aim to bring all concerns to a satisfactory conclusion for all the parties involved.

Methods To achieve this, we operate the following complaints procedure.

If you are unhappy with any of the services or care provided by us, we welcome you to come and see the Manager, or alternatively you may discuss this with a staff member you feel most comfortable with. The Nursery Manager will ensure that all complaints are dealt with in line with the relevant procedures and in a timely fashion. If you are still unhappy you can contact the Director (owner) or if you would prefer to speak to Care Inspectorate directly, we are more than happy to support you in this process.

The details for Care Inspectorate alongside our complaint's procedure can be found in the nursery entrance hall and below:

Telephone: 0345 600 9527      E-mail: [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

Address: Care Inspectorate **Compass House, 11 Riverside Drive Dundee, DD1 4NY**

## Privacy Notice & Policy

**The Owl & Pussycat Nursery** is committed to protecting your privacy. We have updated our Privacy Notice to reflect the changes to data protection law brought about by the General Data Protection Regulation ("GDPR"). We have set out below important information that explains how we use the personal information that you provide to us.

## **Who we are:**

The Owl & Pussycat Nursery (“we”) is a private limited company. We own and operate a children’s nursery, providing early years childcare services in North Ayrshire.

## **What information do we collect and why is the information collected?**

When you contact us with an enquiry or when you become a customer, we will ask you to provide certain personal details about you (as the parent/guardian) and your child/children. This is so that we can respond to your enquiry and/or process your information if you wish to become our customer. We will also use your data to process payments/refunds and to monitor and improve our services.

As written in our terms & conditions on our registration forms, your data may be passed on to other professionals who require it for child protection and wellbeing purposes.



## **The Care Inspectorate states:**

*In accordance with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210, Regulation 5: Personal Plans, every person attending a registered service must have a personal plan within 28 days of them starting to use the service.*

*This includes people who attend services on an infrequent or irregular basis. People experiencing care and their families or representatives cannot opt out of having a personal plan.*

## **Sensitive (“special categories”) of personal data**

While providing our services, it may be necessary for us to store/process sensitive (known as “special categories” of data) personal data about you or your child. The GDPR defines special categories of data as personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership and the processing of genetic data, data concerning health or data concerning a natural person’s sex life or sexual orientation. During carrying out our legitimate activities in the provision of childcare services, we may process some personal data pertaining to you and/or your child when required. This could include

information about your child's health for example. We will only process this category of data in accordance with the law.

### **Your Rights**

You have the right to access any personal information that **The Owl & Pussycat Nursery** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update/correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You also have the right to request erasure of your personal data or to restrict processing in accordance with data protection laws, as well as to object to any direct marketing from us and to be informed about any automated decision-making that we use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the relevant request; this is to ensure that your data is protected and kept secure.

If we process data based on your consent, you have the right to withdraw your consent at any time (although this will not affect the lawfulness of any processing which occurred based on your consent prior to withdrawal).

### **Photographs & video**

We sometimes use photographs and videos for preparing and publishing promotional material and on our websites. We will only publish photographs and videos of your child with your consent. We request this consent in written form and you can withdraw it at any time. If you provide your consent, we will continue to use photographs and/or videos until you withdraw your consent.

If you have a complaint regarding the way that we have handled your personal data, please contact us at the above address so that we can investigate your complaint. Once we have investigated your complaint, if you are still not satisfied with the outcome, you have the right to complain directly to the Information Commissioner's Office at the address below. It is not necessary for you to complain directly to us before complaining to the Information Commissioner's Office.

Information Commissioner's Office 45 Melville Street, Edinburgh, EH3 7HL

Tel: 0303 123 1115

Email: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)



## *Safety and Security*

We have the highest level of security and safety in the nursery, and it is reviewed regularly to ensure best practice. We have 24-hour CCTV in operation which remotely stores and monitors all images. The manager will also routinely check and monitor random images each day.

We restrict who enters the nursery and ensure we have procedures in place to make sure no unauthorised person is allowed access into the nursery.

We have a robust and thorough Child Protection Policy, Recruitment Policy and Security Policy, all of which contribute to ensuring the security and safety of all the children in our care.

We have a Policy of the Month system whereby a different policy is displayed in the hallways each month so that parents/carers can contribute if they wish and keep up to date with any amendments.

All policies and procedures are available through request from the nursery manager. No mobile phones are permitted in the children's areas by any member of staff, student or volunteer at any time. We request that parents/ carers and/or visitors to the nursery do not use their mobile phone or a camera whilst inside the nursery at any time.

All equipment is carefully selected for its suitability and is regularly checked.

All door handles are set at a high level.

Premises are continuously inspected and maintained.

Children can only be collected by persons authorised in advance by the parent/carers with a password procedure in place for unforeseen emergency situations.



**The Owl & Pussycat Nursery is committed to offering a service where every child matters and that their time with us is a seamless extension of home that allows all children to develop their full potential.**

**Thank you.**

**Karen and the staff team.**

