



**Highwood
Nursery**



Brockenhurst College



HIGHWOOD NURSERY INFORMATION GUIDE

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Welcome



Welcome to Highwood Nursery – our Early Years facility at Brockenhurst College's main campus. We take pride in providing modern, family-focussed nursery services to parents/carers living or working in and around the New Forest. There are places for babies, toddlers and children up to the age of five.

Importantly, the Nursery is managed by diligent, dedicated, well-trained staff whose qualifications and experience make Highwood a leading light in local learning for the youngest in society.

We are rated GOOD by Ofsted and are active members of local childcare networking groups, sharing information on good practice with other local providers. Meanwhile, we have strong links with local schools and Hampshire County Council's services for young children.

As a busy parent, you will be pleased to know that we are close to Brockenhurst village and Brockenhurst railway station. It also has a convenient drop-off and pick-up point, making transport logistics easy.

Our unwavering commitment to providing a safe, caring and stimulating environment for young children means Highwood is worth a closer look for any parent shortlisting nurseries. With that in mind, please feel free to contact us to arrange a preliminary visit to see for yourself what makes Highwood Nursery special.

Sarah Bower
Nursery Manager

CHILDCARE AT HIGHWOOD NURSERY

At Highwood Nursery we provide 71 places for children aged between three months and five years. The Nursery is registered with Ofsted (Reg no EY477230) and is staffed by suitably qualified and experienced staff. Importantly, we provide a stimulating environment for children by ensuring a structured and varied day, which is suited to the age and individual needs of the children who attend.

CONTACT DETAILS

Day Nursery
(01590) 625332

College Reception
(01590) 625555

Email
highwoodnursery@brock.ac.uk

Website
www.highwoodnursery.co.uk



OUR AIMS AND VALUES

At Highwood Nursery we aim to:

- Provide an interactive and friendly atmosphere for all families in a diverse and supportive environment.
- Encourage children to engage with activities both independently and in groups, sharing ideas and feelings and listening to each other.
- Provide opportunities for children to become confident learners and valued members of the Nursery, helping them develop a strong self-image and self-esteem according to their individual needs.
- Encourage enthusiasm for learning in all areas of development.
- Provide the space and equipment needed to encourage the development of fine and gross motor skills.
- Form a partnership with you, keeping you informed of your child's progress through regular communication, learning journeys and progress tracking to identify areas for further development and support.
- Promote a healthy and safe environment, and encourage and promote good practice in childcare by providing positive role models.

NURSERY HOURS AND SESSIONS

We are open Monday to Friday from 7:45am to 6:00pm.

The Nursery is open for approximately 50 weeks of the year. We are closed on Bank Holidays and for around two weeks over the Christmas and New Year period. This Christmas closure is usually linked with the Hampshire school holidays. We are also closed for two training days that are set during the year.

Nursery sessions may be booked on an hourly or half-hourly basis. However, we require that you book a minimum session of four hours in the morning and/or afternoon for your child to make the most of the opportunities available. Children must attend for at least two sessions a week.

One month's written notice is required if you no longer wish your child to attend the Nursery, or if you need to change your child's hours. Occasional minor alterations may be accommodated earlier if staffing allows. Any amendments must be confirmed in advance by a senior member of staff.

In the event of a late arrival to collect your child, you will be charged £7.50 for every hour beyond the scheduled collection time.

Absence or sickness

Full payment will be required for occasional absences or sickness, or if your child is sent home due to being unwell.

Holidays

Please note that no charge will be made for Bank Holidays or any time the Nursery has a scheduled closure. Children on Early Years Education (EYE) funding over 38 weeks will not usually attend nursery during school holidays. You can book paid sessions during school holidays providing you give two weeks of notice. For children attending nursery for the full 50 weeks a year or on EYE stretched funding, full fees will be applied if you take your child out of nursery for any reason.

Term-time-only places

We can offer a limited number of term-time-only places. A term-time-only place will not be charged during the school holiday periods. As a result, your child will not be expected to attend during these periods. Term-time-only places are offered on a first-come-first-served basis.

EARLY YEARS EDUCATION (EYE) FUNDING

The following children are eligible for additional funding support through the Early Years Education funding scheme:

- All children will be eligible for universal EYE funding from the beginning of the grant period following their third birthday (i.e. January, April or September). Parents/carers on certain benefits will also be entitled to two-year funding during the term after their child turns two. This is only offered through the stretched offer in our setting to ensure continuity for younger children throughout the school holidays.
- There is an additional extended 15 hours available for working parents/carers who earn less than £100,000 a year each. This must be applied for by parents/carers independently here www.gov.uk/apply-30-hours-free-tax-free-childcare
- Parents/carers of children with significant Special Educational Needs may also be able to access additional funding under Disability Access Funding. We will work with you to claim for any additional funding for which they may be eligible at the time of processing the EYE funding application. We will also liaise with our Area Inclusion Co-ordinator and the Special Educational Needs service to ensure individual needs can be met.

Universal EYE funding for three-year-olds

All children are allocated 570 hours from the term after their third birthday. This can be taken as either stretched, 11 hours a week for 50 weeks, or term-time-only, which equates to approximately 15 hours per week over 38 weeks (i.e. not over the Hampshire school holidays). However, depending on how the school holidays fall, you should be aware that this may not cover all the weeks in the academic year. In this case, you can opt to pay for the extra hours if you still wish your child to attend. Funding can currently be claimed for any sessions between 8:00am and 6:00pm.

EYE funding for two-year-olds

Parents/carers in receipt of welfare benefits (economic criteria), or whose child is looked after by the local authority, or whose child has additional needs (non-economic criteria), may be entitled to EYE funding from the term after their child's second birthday. You can check your eligibility [here](#). You will then need to register with the Education Online Portal to complete the application process. Once successful, you will be given a code that you will need to pass onto us. Once in place, this funding will remain until the term after your child's third birthday. Please note that the two-year funding in our setting is only offered on a stretched basis at 11 hours a week for 50 weeks.

Extended 15 hours funding

This funding is for working parents/carers where each parent/carer works 16 hours or more a week and earns less than £100,000. You will need to apply by [clicking here](#). Once successful in your application, you will be given a code that you will need to share with us. We will then need your permission to check this code remains valid with Hampshire County Council before adjusting your fees. You will need to reconfirm your eligibility every three months as requested by HMRC to continue to claim. Once your eligibility has been confirmed, you will have up to an additional 570 hours on top of your universal EYE funding. This can then be taken, stretched, at 22 hours a week or 30 hours during term time only. If you do not reconfirm your eligibility you will be liable for any additional fees over and above the universal offer.

Children with Special Educational Needs (SEN)

Children with additional needs may be entitled to additional funding. However, authorisation will need to be given by the Special Educational Needs Service. Settings may also be able to claim disability access funding if your child is three or four years-old and in receipt of a disability allowance. Only one provider can claim this, so if you wish to nominate a provider, you will need to tick the box on the EYE form when you sign it.

What we will do once you have signed the permission form to claim your EYE funding:

- Show your EYE hours in your invoice but not charge you any further fees for these free hours. However, if you request additional hours over and above the free hours we have claimed on your behalf, you will be charged for these hours at our published rates. You will also need to pay for any meals or additional services provided such as trips or outings if you wish your child to attend.
- We will keep you informed of any changes to fees and meal charges through emails and our blog. We also agree to set out our invoices clearly.
- There is a copy of our privacy notice, detailing how data will be used, in our parent information pack. This is kept in the reception area.
- We will provide education for your child according to the Early Years Foundation Stage document.
- We will be inspected by Ofsted and their report will be made available.
- We will ensure the form is completed and understood by you in order to include your child on our headcount and claim form – we will then complete the relevant claim through the online portal.

We will provide you with the forms required to claim the EYE funding from the Local Education Authority. Upon your child's first term of claiming, we will ask for a copy of your child's birth certificate (if we have not requested this at your initial induction). This will enable us to ensure we have the required details for the claim to be processed, giving us proof of their date of birth and eligibility. Your free hours will then be input into our nursery management system and you will be charged for any additional hours or meals you have booked. Holidays will be charged as shown on our current pricing policy. Claims will be made once a term, with an adjustment period available mid-term. However, we ask that claims are not altered after headcount day unless there are exceptional circumstances.

Funding can be shared with other settings, although this must be clearly detailed by you on the claim form. If you do not notify us of a claim at another setting you will be liable for any additional childcare fees not covered.

Further support and advice about childcare costs can be found on the following websites:

www.childcarechoices.gov.uk

http://www.direct.gov.uk/en/Parents/Preschooldevelopmentandlearning/NurseriesPlaygroupsReceptionClasses/DG_10016103

OFSTED

We were last inspected by Ofsted in January 2020, when we were pleased to receive a rating of GOOD for all areas. We will be more than happy to give you a copy of our report.

Our Ofsted registration number is **EY477230**

Here are a few extracts from our latest report:

'Children feel safe and secure. They have good relationships with the staff and make positive friendships with their peers. Staff are attentive to children's needs and know how to comfort them effectively.'

'The curriculum at the nursery aims to provide children with experiences and opportunities that they may not normally have access to.'

'The manager is passionate about her role and the expectations for the nursery. She regularly self-evaluates and looks at areas for improvement and development.'

'Staff are knowledgeable about child development and confidently plan activities that the children's next steps in learning.'

'Staff and managers are highly effective in ensuring they provide targeted support for children with special educational needs and/or disabilities.'

USE OF SPACE AND GROUPING OF CHILDREN

Children are divided into different age groups as follows:

Bunnies

We can accommodate up to 14 children aged between three months and 18 months. There is a separate room that contains cots for sleeping. The staffing ratio in this unit is 1:3.

Bunnies Two

We can accommodate up to 14 children aged between 18 months and 30 months. In Bunnies Two, the children will start to develop their independence and build friendships. There is a mixed ratio in this room. Under twos have a ratio of 1:3 and those aged two and over have a 1:5 ratio. At around 30 months they will move up to our Squirrels room. Transition is handled sensitively and slowly, giving children the opportunity to move gradually between groups, building positive relationships with their new Key Carers. The time spent will vary between each individual child. Staff will liaise with you to ensure a smooth transition.

Squirrels

We can accommodate up to 20 children aged between 30 months and 44 months in our Squirrels room. The children have access to a range of resources and creative play opportunities both inside and out. These are chosen to help stimulate and meet their exploratory needs. The staffing ratios for this group are 1:5 – 1:8 depending on the children's ages. Children will generally move up to our preschool group a year before they are due to attend school. Staff will encourage them to spend time there during the term before they are due to move up.

Owls

We can accommodate up to 24 children in this area. Owls children are aged between 44 months and five years. By utilising both indoor and outdoor space, we are able to provide a variety of exciting activities to support the seven areas of learning. The staffing ratio for this group is 1:8. Staff in this room are focused on ensuring children have the skills they need to support them in moving on to school.

Liaison between groups

At Highwood there are times throughout the day, especially in the outside area, when children get the chance to mix with others of different ages and abilities. The children really enjoy this because it gives them the opportunity to meet siblings and build relationships with children of differing age groups, enhancing their play and communication skills.

HOW YOU CAN SUPPORT YOUR CHILD'S SETTLING

Before your child starts nursery, there are a few things that you could do at home that will prepare them, especially if they are very young.

To help with settling:

If your child has never been left before, it would be helpful if you could leave them with a variety of family or friends for short periods of time, at least two or three times before they start nursery. Each time you leave your child it is good to ensure you say goodbye and a huge hello when you come back. This helps them get used to you leaving them and also reassures them that you will return. This will not only prepare your child, but it will also reassure you that they have been left before and that they will be fine.

Feeding:

On your child's first settling session, your child's Key Carer will discuss individual feeding needs. For babies, there are a few things you can do at home beforehand that will help them adapt to nursery life.

- We suggest that you encourage your child to accept a cup or bottle to aid settling and help them maintain their feeding routine. Children can become very distressed and will go several hours without fluids if they are left for the first time and are not used to taking fluids from a cup or bottle. Therefore, it is really important that they are comfortable taking fluids from other means if being breastfed.

If your child is still having breastmilk, then we request that:



- Breast milk is provided in a bottle that is either expressed on the day the baby is attending or is frozen in a specific bag/ bottle labelled with the date the milk was expressed. All bottles must be clearly labelled with your child's name.
- All products will be stored in our milk fridge and only used on the day supplied.

If you would prefer to provide formula milk, then we ask:

- This is provided in a new, unopened box with instructions and with the date clearly visible. We are unable to take pre-measured containers or bottles that are already made up at home due to restrictions and guidelines from the Environmental Health Officer and Health Visitors.
- As part of the Ofsted regulations we must ask you to provide a clearly labelled bottle that can be kept at nursery. We will then sterilise this and make up the feeds as and when required. For more detailed information, please talk to staff during your settling sessions.

Staff will:

- Make up all feeds daily when required in our milk kitchen and inform you of what your child had eaten and drunk both verbally and through the white board each day.

- Remind you when your child's formula needs replacing and keep the formula you provide specifically for your child only.
- Keep empty bottles in individual labelled baskets in our milk kitchen.
- Provide a quiet area for mothers to come in and breastfeed if they wish.
- Sterilise all bottles, dummies and feeding equipment until your child is a year old or longer if you request.

Sleeping:

- We have a sleep room, which is a darkened, quiet area where children can sleep in cots during the day.

Additional requests:

- We are very limited on space in the Nursery, so we kindly ask that you do not leave any buggies or car seats inside the premises. We have a buggy park outside – items are left at your own risk.

THE STRUCTURE OF NURSERY PLANNING

The Nursery has a curriculum for each room, supporting children by providing experiences that develop the whole child. Young children learn by first-hand experience – i.e. doing, touching and seeing for themselves through play. Their intellectual, social, emotional, creative and physical development will be catered for by various play activities.

EXAMPLE OF A TYPICAL DAY'S ACTIVITIES

8:00am – 8:30am Breakfast

8:00am – 12:00noon

Free play and planned activities, incorporating both the indoor and outside environment, including:

- Creative play
- Cooking
- Malleable play
- Construction
- Small world
- Role play
- Sand/water play
- Mark making
- Stories and singing

10:00am – 10:30am Snack Bar open

12:00noon – 12:30pm Lunch is served

12:30pm – 4:00pm

Free play and planned enhanced activities, incorporating both the indoor and outside environment, including:

- Creative play
- Cooking
- Malleable play
- Construction
- Small world
- Role play
- Sand/water play
- Mark making
- Stories and singing

12:30pm – 2:00pm Sleep if required

4:00pm – 4:30pm High Tea is served

4:30pm – 6:00pm

Free play and planned enhanced activities, incorporating both the indoor and outdoor environment:

- Creative play
- Cooking
- Malleable play
- Construction
- Small world
- Role play
- Sand/water play
- Mark making
- Stories and singing



We believe very strongly that every child is unique, an individual, and deserves the best possible start in life. By building strong, positive relationships with parents, carers, professionals and Key Carers, we create an exciting and enabling environment, where your child will learn and develop naturally, ultimately reaching their full potential.

Our Learning Journey document will help create a record of your child's individual development. This will be reviewed, assessed and shared with you regularly through contact with your child's Key Carer.

A variety of activities will be provided each day that will encourage your child to learn and develop, supporting their individual needs. These will include planned and purposeful play opportunities, both adult-led and child-initiated, as well as *ad hoc* activities informed by your child's individual interests.

Staff will use the role of the Key Carer and partnerships with you to ensure they are knowledgeable about your key child's abilities, interests and development, before planning for their individual needs. Staff will use your child's Learning Journey through the Family app to record observations and assessments. This is shared regularly so you can be aware of how to support your child's development at home.

CLOTHING

All clothing must be marked with your child's name.

At Highwood we encourage children to explore and experience the environment in which we live. Although we provide protective clothing for painting and gluing, some children may still get dirty, so please ensure that your child wears easily-washable clothes that they do not have to worry about soiling.

We try to encourage children to dress and undress themselves if they are able. The kinds of clothes you give them to wear will either help or hinder this. For example, toggles, large zips or press studs are much easier to use than fiddly buttons.

When children are toilet training, please consider their clothing and ensure it is easy to remove.

The weather rarely keeps us in, unless it is very bad. Therefore, it is essential that you send your child with suitable clothing. This means warm, waterproof coats when it is cold, and a sun hat for when it is really warm and sunny, along with that all-important sun cream for protection.

Children's clothing items required:

- Coat
- Hat
- Gloves or mittens – on elastic if possible
- Shoes – suitable for indoor and outdoor play
- Change of clothes in case they get soiled – more if toilet training
- Sun hat
- Sun cream
- Wellington boots

PRICING POLICY

From 1 April 2026

Standard rates

Three months – two years	£7.20 per hour
Two years – three years	£7.15 per hour
Three years and over	£7.10 per hour

College staff and self-paying students

Three months – two years	£7.10 per hour
Two years – three years	£7.05 per hour
Three years and over	£7.00 per hour

Students may be entitled to support with their childcare costs through a bursary if on a low income. Please contact the Student Finance and Welfare team at Student Services through Brockenhurst College's Main Reception on 01590 625555.

Sessions

Due to a high demand for places, we operate a minimum requirement of a four-hour session in the morning and/or afternoon for all sections of the Nursery. Children must attend for at least two sessions a week.

ALL FEES MUST BE PAID IN ADVANCE

You will be invoiced on the first day of the month for the forthcoming month. All fees are payable in advance and within 14 days of the invoice being issued. You will be expected to set up automatic payments through direct debit on the Family system unless paying by voucher. If payments are not made on time, the debt will be passed to the college Finance team for collection and your child's place will be in jeopardy.

Non-payment in fees may result in court action. Other forms of payment can be expected for the first month's fees and the initial deposit.

Term-time-only places

We are able to offer a limited number of term-time-only places. A term-time-only place will not be charged during the school holidays stated and your child will not be expected to attend during these periods.

Childcare vouchers

We participate in a variety of childcare voucher schemes, including the Government's Tax Free Childcare scheme. Please speak to the Nursery Manager if you would like further information about paying your fees in this way.



Sickness and absence

Due to strict staffing ratio requirements, full fees will apply if your child is sent home due to sickness or is absent for any reason, even with prior notification. Individual circumstances may be reviewed at the manager's discretion for long-term sickness or hospitalisation lasting more than four weeks.

Holidays

No charge will be made for Bank Holidays or any time we have a scheduled closure. Children on EYE funding over 38 weeks will not usually attend nursery during school holidays. You can book paid sessions during school holidays with two weeks' notice. For children attending nursery for the full 50 weeks a year, or on EYE stretched funding, full fees will be applied if you temporarily take your child out for any reason.

NURSERY MEALS AND SNACKS

- Breakfast is served 8:00am – 8:30am
- Cooked Lunch is served 12:00noon – 12:30pm
- High Tea is served 4:00pm – 4:30pm

Meals are generally served at the above times unless specific dietary requirements require otherwise.



Babies under one will be fed according to their personal dietary needs

We recommend that babies are able to accept a cup or bottle prior to starting nursery. This will aid settling and help maintain their feeding routine.

Snacks and drinks

Milk and water are offered throughout the day. A café-style system is operational for snacks of fresh fruit and drinks each morning.

Dietary requirements

Any specific dietary requirements will be catered for as long as we are notified in writing and you have completed the relevant section on your child's registration form. We will try our best where possible to ensure alternative foods look similar to foods eaten by the rest of the group. If your child has a dislike of certain foods, we will aim to cater for this if we are notified in writing and it has been requested on the dietary requirements section of your child's registration form. However, if your child does not have a specific allergy and our provision still becomes too limited, we reserve the right to request that you provide a healthy packed lunch.

Packed lunches

Children may bring in their own lunch and tea if preferred. Due to food hygiene regulations

we cannot reheat any food brought in, with the exception of pre-sealed jars/packets of baby food.

We ask that you encourage a healthy diet and provide lunch in a named lunchbox. We also ask that sweets and chocolate are saved for when children are at home. Importantly, please do not send nut products in lunchboxes. This is because we often have children with severe nut allergies.

If you ask staff, they will be able to put your child's lunchbox in the fridge. Alternatively, you can add an ice pack to keep food cool. This is appropriate for products that need to remain under a certain temperature such as yoghurts, cooked pasta and/or meat.

Meals

Breakfast – £1.65

Lunch – £3.65

Tea – £2.65

Children under one will be charged half fees for meals once they start solids and full fees when they turn one. All meals will be added to monthly invoices and will be credited if prior notice is given for any absences.

MONTHLY MENU EXAMPLE

We work closely with Nursery Kitchen to supply our children with fresh, tasty, and nutritious meals and snacks.

MONDAY

WEEK 1

ALLERGY SAFE LUNCH:
Paneer & pea curry

TEA: Cheese & broccoli pasta bake

ALLERGY SAFE TEA:
Gluten-free Pasta with red pepper and butternut squash sauce

SIDE DISHES & DESSERTS
Rice, sweetcorn
Apricot yoghurt

WEEK 2

ALLERGY SAFE LUNCH:
Roast chicken

ALLERGY SAFE TEA:
Ratatouille with gluten-free pasta

SIDE DISHES & DESSERTS
Carrots, roast potatoes
Mango yoghurt, pineapple slices

WEEK 3

ALLERGY SAFE LUNCH:
Classic fish pie

TEA: Cheesy peasy pasta

ALLERGY SAFE TEA:
Gluten-free pasta fagioli

SIDE DISHES & DESSERTS
Carrots
Braised apples

TUESDAY

WEEK 1

ALLERGY SAFE LUNCH:
Tikka turkey

ALLERGY SAFE TEA:
Lamb and chickpea stew

SIDE DISHES & DESSERTS
Naan bread
Lemon cake, mango yoghurt

WEEK 2

ALLERGY SAFE LUNCH:
Smokey bbq beef

ALLERGY SAFE TEA:
Lentil dhal with vegetables

SIDE DISHES & DESSERTS
Sweetcorn
Pear oat crunch

WEEK 3

ALLERGY SAFE LUNCH:
Lamb hotpot

ALLERGY SAFE TEA:
Mini jackets with sweet chilli chicken

SIDE DISHES & DESSERTS
Sweetcorn
Ginger cake, apricot yoghurt

WEDNESDAY

WEEK 1

ALLERGY SAFE LUNCH:
Roast Chicken

TEA: Creamy tomato & mascarpone pasta

ALLERGY SAFE TEA:
Ratatouille with gluten-free pasta

SIDE DISHES & DESSERTS
Peas, roast potatoes
Braised apples with raisins

WEEK 2

ALLERGY SAFE LUNCH:
Chicken korma curry

ALLERGY SAFE TEA: Beef chilli

SIDE DISHES & DESSERTS
Rice, wholemeal bread
Vanilla cake, blackcurrant yoghurt

WEEK 3

ALLERGY SAFE LUNCH:
Roast chicken

TEA: Cheese and tomato pizza

ALLERGY SAFE TEA: Vegan / gluten-free cheese and tomato pizza

SIDE DISHES & DESSERTS
Broccoli, roast potatoes
Poached peaches

THURSDAY

WEEK 1

LUNCH: Cheese bolognese pasta

ALLERGY SAFE LUNCH:
Gluten-free pasta fagioli

ALLERGY SAFE TEA:
Mini jackets with sweet chilli chicken

SIDE DISHES & DESSERTS
Broccoli
Blackcurrant yoghurt, watermelon slices

WEEK 2

ALLERGY SAFE LUNCH:
Spanish cod

TEA: Cheese & broccoli pasta bake

ALLERGY SAFE TEA:
Bean cassoulet

SIDE DISHES & DESSERTS
Peas
Banana with custard

WEEK 3

ALLERGY SAFE LUNCH:
Cauliflower and coconut curry

ALLERGY SAFE TEA:
Herby tomato turkey with potatoes

SIDE DISHES & DESSERTS
Rice
Watermelon slices

FRIDAY

WEEK 1

ALLERGY SAFE LUNCH:
Salmon & pineapple Thai curry

ALLERGY SAFE TEA:
Homemade baked beans with jacket potatoes

SIDE DISHES & DESSERTS
Rice
Banana with custard

WEEK 2

ALLERGY SAFE LUNCH:
Veggie pineapple Thai curry

ALLERGY SAFE TEA:
Broccoli and sweet potato bake

SIDE DISHES & DESSERTS
Rice
Orange segments

WEEK 3

ALLERGY SAFE LUNCH:
Chicken and pepper fajitas

TEA: Paprika macaroni beef pasta

ALLERGY SAFE TEA:
Bean cassoulet

SIDE DISHES & DESSERTS
Wraps / gluten-free wraps
Cucumber sticks
Banana cake, strawberry yoghurt

POLICIES AND PROCEDURES

To see the full version, please ask at the office.

Collection Policy

Children must be collected by an adult or sibling, ideally over 16 years of age. If any person other than you is collecting your child, please inform the Manager or her deputies by phone, email or in person, telling them who that person will be. We will then ask you several security questions, including a password that has been discussed and agreed between you and the Nursery. The person collecting your child must provide proof of identity when they arrive and know the password that has been agreed.

Admissions Policy

We aim to ensure that Highwood is accessible to children and families from all sections of the local community.

Settling-in Policy

Our aim is to work in partnership with you to help them become familiar with the setting. We know children learn best when they are healthy, safe and secure. Also, we aim to build positive relationships with you to ensure we can meet children's individual needs and help them settle-in. All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children to settle.

Allergy Policy

We are aware that children can have allergies that may cause reactions. It is of utmost importance to ensure the individual needs of every child are met and that every child is kept safe. We will follow this policy to ensure allergic reactions are prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

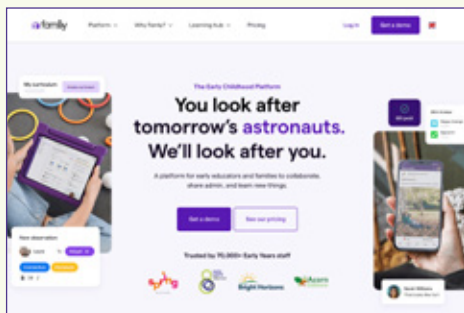
To ensure all allergy information is passed to the setting, you will be asked to fill in a Health Care Plan at registration. This will be discussed in depth with the Senior Nursery Nurse and Key Carer. The Health Care Plan will be shared with the Nursery Manager, Deputy Manager, Senior Nursery Nurse,

Key Carer, Cook and administrative staff. The administrative staff will input all information into our administration system, Famly.

You must inform the setting of any changes to your child's allergy or symptoms. Administrative staff will review all allergies at least every three months. All changes will be recorded on Famly.

Famly Policy

At Highwood we aim to continue to develop and grow in a society led by technology, enabling us to encourage a two-way partnership with you. To achieve this, we use an app called Famly. This platform gives you access to your individual child's developmental records, invoices and general information.



We use a management system through Famly that has various strands that staff and you can use to access and collate specific data, helping to support children. Famly allows staff to log child-specific observations using the curriculum, providing an online Learning Journey. You can also view invoices, sleep patterns, meals and general information. In addition, there is a facility to pay your fees. All information is stored securely on a server controlled by Famly in accordance with Brockenhurst College's Data Protection Policy. To ensure security you will need to provide an email address and request registration through our office. If you lock yourself out by entering the wrong password three times, you will need to request that the management team unlocks your account and sends you a link to reset your password. Importantly, you must keep your log-in details and passwords secure. On receipt of your deposit, registration information will be sent to you.

The management team will oversee and monitor staff who have their own individual usernames and passwords, ensuring appropriate access to Famly on our iPads, which are stored securely. Staff must abide by all Highwood Nursery and Brockenhurst College policies, including the Data Protection and Confidentiality Policy that works alongside this policy.

Photographs can only be taken by staff on nursery iPads. They will then be uploaded to Famly and be visible through the app. Please note that you must not share these photos through any form of social media under any circumstances. There may be some circumstances where a child is in the background of another child's photo, which makes it imperative that any photographs are stored for personal use only. Failure to comply with the Famly Policy could result in your Famly account being withdrawn.

Famly gives you the opportunity to be involved and contribute to your child's development by enabling them to upload photos and notes about life outside nursery. As part of our Partnership with Parents Policy, we appreciate the value and importance of working alongside you. We hope that Famly will further support and encourage strong positive relationships between you and the Nursery.

Safeguarding Policy and Procedures

We work with children, parents/carers, external agencies and the community to ensure the welfare and safety of children, and to give them the very best start in life. Children have the right to be treated with respect, helped to thrive and safeguarded from abuse.

We support the children in our care, protect them from maltreatment, and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures (please refer to our Inclusion and Equality Policy for further information).

Safeguarding children is everybody's responsibility. All staff, students, supply staff and visitors are asked to adhere to this policy.

Safeguarding is a much wider subject than the elements covered within this single policy. Therefore this document should be used in conjunction with the Nursery's other policies and procedures regarding safeguarding. We remain up-to-date with legislation and new frameworks, and we use the following guidance to ensure we are proactive in keeping our children and staff safe.

Legal framework and definition of safeguarding:

- Children Act 1989 and 2004
- Childcare Act 2006 (amended 2018)
- Safeguarding Vulnerable Groups Act 2006
- Children and Social Work Act 2017
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2021
- Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2022
- Data Protection Act 2018
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015
- Inspecting Safeguarding in Early Years, Education and Skills settings 2019
- Prevent Duty 2015

Safeguarding and promoting the welfare of children, in relation to this policy, is defined as:

- Protecting children from maltreatment.
- Preventing the impairment of children's health and/or development.
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Our Safeguarding Policy intention

To safeguard children and promote their welfare, we will:

- Create an environment that encourages children to develop a positive self-image.
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct.
- Ensure all staff can identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take.
- Encourage children to develop a sense of independence and autonomy that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all children.
- Promote tolerance and acceptance of different beliefs, cultures and communities.
- Help children to understand how they can influence and participate in decision-making, and how to promote British values through play, discussion and role modelling.
- Always listen to children.
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need.
- Share information with other agencies as appropriate.

All staff are aware that abuse occurs in our society, which is why they remain vigilant for signs of abuse and will always report any concerns. We understand, accept and believe strongly that we have a moral and legal duty to protect and promote the welfare of children.

Our prime responsibility is the welfare and wellbeing of every child in our care. As such, we believe we have a duty to the children, parents/carers and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing

information with any relevant agencies such as local authority services for Children's Social Care and family support, as well as health professionals including Health Visitors, and/or the Police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team where appropriate.

Highwood Nursery aims to:

- Keep the child at the centre of all we do, providing sensitive interactions that promote children's wellbeing, confidence and resilience. We will support children to develop an awareness of how to keep themselves safe and healthy, as well as develop positive relationships.
- Ensure staff are trained from day one to understand safeguarding and child protection. They must also be alert to possible signs of abuse, understand what is meant by child protection, and be aware of the different ways in which children can be harmed, including by other children.
- Be aware of the increased vulnerability of children with Special Educational Needs and Disabilities (SEND).
- Be aware of the possible increased vulnerability of children from isolated families and/or families that have vulnerabilities.
- Ensure that all staff feel confident and supported to act in the best interest of the child by maintaining professional curiosity around the welfare of children and sharing information, seeking help at the earliest opportunity if necessary.
- Ensure that all staff are familiar and updated regularly with child protection training and procedures, and are kept informed of changes to local/national procedures, including thorough annual safeguarding newsletters and updates.
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Hampshire Safeguarding Partnership.



- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interests.
- Keep the setting safe online. We refer to the document 'Safeguarding children and protecting professionals in early years settings: online safety considerations' and use appropriate filters, checks and safeguards, monitoring access always and maintaining safeguards around the use of technology by staff, parents/carers and visitors.
- Ensure that children are never placed at risk while in the care of nursery staff.
- Identify changes in staff behaviour and inform the duty manager.
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on nursery premises. This includes reporting any such allegations to Ofsted and other relevant authorities, including the local authority.
- Ensure you are fully aware of our safeguarding and child protection policies and procedures when they register with the Nursery and are kept informed of all updates.
- Regularly review and update this policy with staff and parents/carers where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by Hampshire Safeguarding Partnership.

The Designated Safeguarding Leads (DSL) at the Nursery are Sarah Bower and Kirsten Hill.

Whistleblowing Policy

Employees are often the first to realise that there may be something wrong in their setting. However, they may not express their concerns because they feel that speaking up would be disloyal to their colleagues. They may also fear harassment or victimisation because of speaking.

At Highwood Nursery we are committed to the highest possible standards of openness. We encourage employees and others with genuine concerns about any person linked with the setting and/or others (e.g. parents/carers) to come forward and voice those concerns. This policy document makes it clear that employees, parents/carers and others can voice ANY concern without fear of adverse consequences.

We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity. This is to enable any problems to be resolved as soon as they arise.

Partnerships with Parents Policy

We aim to support you, as your children's first and most important educators, by involving them in their children's nursery education. As part of Brockenhurst College, we also aim to support you in their continuing education and personal development.

Confidentiality Policy

We aim to ensure personal information and the privacy of each family is respected. We do this through ensuring that all parents and carers can share information in the confidence that it will only be used to enhance the welfare of their child. We also ensure record keeping systems that meet the legal requirements.

Data Protection Policy

We will ensure that all personal data relating to staff, parents/carers and children, which is required in order to run the provision effectively, including information that is required by local or national governing bodies, will be dealt with in accordance with the General Data Protection Regulations (GDPR) and the Human Rights Act 1998.

Student Placement Policy

We recognise that qualifications and training make an important contribution to the quality of the services we provide. As part of our commitment to quality, we offer placements to students from local schools and colleges who aim to pursue a career in childcare. We aim to provide students on placement with valuable experiences that contribute to the successful completion of their studies.



Medication Policy

At Highwood we aim to maintain the health and wellbeing of individual children when they are recovering from an illness, infection, or going through long term health issues, by administering the appropriate medication and ointments on the specific request of you.

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and wellbeing, when they are recovering from an illness, or where there is an accepted health reason.

As a setting we must have regard to the statutory guidance set out in the EYFS, which states that 'Medicines must only be administered if they have been prescribed for that child by a doctor, dentist, nurse or pharmacist'.

Medicine, both prescription and non-prescription must only be administered when written permission has been obtained from you. Medicine will only be administered in an emergency. For example, when your child has a high fever.

Managing Allergies, Sickness and Infections Policy

We aim to promote good health and take necessary steps to support the identification of allergies and prevent contact with allergenic substances. As a result, we work closely with parents and carers and make regular updates to individual children's records when appropriate. We aim to prevent the spread of infection by taking appropriate action when children are unwell and by offering support and advice to parents and carers.

Behaviour Management Policy

We aim to create a caring, happy and stimulating environment by providing regular, consistent routines and boundaries that give structure to children's lives. We aim to build their resilience, self-confidence and promote their personal, social and emotional development.

We aim to promote British Values and teach children to behave in socially acceptable ways by promoting the following four values; democracy, rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs.

Physical Handling Policy

We aim to help children take responsibility for their behaviour. This will be done through a combination of approaches set out in the Nursery's Behaviour Management Policy, and will include:

- Providing positive role models.
- Planning a range of interesting and challenging activities.
- Setting and enforcing appropriate boundaries and expectations.
- Providing positive feedback.

Bereavement Policy

We aim to support children, parents/carers and staff when experiencing the loss of a close family member or friend. As such, we will help individuals deal with the range of emotional, spiritual and intellectual responses in a caring and supportive environment.

Babysitting Policy

We aim to ensure you and staff are clear on their roles, should they make personal arrangements for childcare outside of the Nursery's operational hours. Please note that we do not operate a babysitting service outside our normal operating hours. However, we do understand that you may sometimes ask nursery staff to babysit for your child in

their homes. Please be aware that any such arrangement is nothing to do with the Nursery.

Equal Opportunities Policy

We aim to treat all children and their families with respect and provide a happy, secure environment. This environment will be one that is free from discrimination, where everyone can flourish and feel that their contributions and diverse backgrounds are considered and valued.

Inclusion Policy

We aim to value and include all children equally, whatever their abilities. We expect children to reach their full potential thanks to our diligent planning, support and guidance, which will always be calibrated to meet individual needs.

Trip and Outing Policy

We aim to keep children safe on trips and outings, while encouraging them to explore the environment. Through visiting local venues and settings, the Nursery aims to broaden children's knowledge and experiences, enhancing their development and widening their learning alongside the national curriculum.



Failing to Collect Policy

We aim to ensure that children are collected by an authorised adult. You can be assured that appropriate care and procedures will be implemented should collection be delayed unavoidably.

Lost Child Policy

We aim to ensure children's safety remains our highest priority, both on and off the premises, while in the care of staff. Through the implementation of various procedures and notices, including those for trips and outings and collecting your child, we aim to ensure your child's security is maintained constantly. In the unlikely event that a child has become lost, we aim to ensure they are found promptly.

Health and Safety Policy

We aim to make children, parents/carers and staff aware of any health and safety issues in order to minimise hazards and risks.

Smoking and Vaping Policy

We aim to protect all employees, customers, visitors and children from exposure to second-hand smoke and vapours. We also aim to comply with the Health Act 2006 and the Health and Safety regulations and Welfare requirements of the Early Years Foundation Stage.

Waste Management Policy

We aim to encourage recycling where practicable and ensure the proper and safe storage, handling, transportation and management of waste as required by the Environmental Protection Act 1991.

Staff Childcare Subsidy Policy

As an integral part of Brockenhurst College, we aim to provide college staff with subsidised childcare places and priority on our waiting list.

Student Childcare Subsidy Policy

Brockenhurst College aims to ensure that every student can successfully pursue a course, by giving nursery place priority and by providing reduced rates and/or financial assistance where appropriate.

Emergency Procedures

Emergency planning is of critical importance and a high state of readiness is always maintained. Further procedures will be detailed under our Health and Safety, Emergency Procedures and Evacuation policies, as well as Brockenhurst College's Critical Incident Policy.

To secure a place at Highwood Nursery, please sign and return the contract and pay your deposit. If you require this brochure in another format, please ask a member of our management team.





Highwood Nursery

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