

INFORMATION PACK



HEADSTART DAY NURSERY
107A-107B DUDLEY ROAD
GRANTHAM
NG31 9AB

MANAGER: NICOLA GEORGE

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Grantham Day Nurseries

Welcome to our Nursery. We are part of a small group of 4 childcare facilities in Grantham that caters for children aged 0 up to 11 years old. We can be found in the following locations:

Stepping Stones Day Nursery
Agnes Street, Grantham, NG31 9QP
Tel: 01476 593643

Headstart Day Nursery
107a – 107b Dudley Road, Grantham, NG31 9AB
Tel: 01476 591744

The Club House – Out of School Care
The Old School, St Anne's Street, Grantham, NG31 9AB
Tel: 01476 591744

The Club House at Huntingtower – Out of School Care
Huntingtower Community Pri. Academy, Huntingtower Road,
Grantham, NG31 7AU
Tel: 01476 591744

The facilities are part of Lincolnshire Childcare (Boston) Ltd, founded by Diane Smith B.Ed.(Hons) M.A. and the late Susan Jenkins B.A.(Hons) PGCE, both qualified teachers. They are all registered with OFSTED.

INTRODUCTION

Headstart Day Nursery is a warm, homely setting offering full-time care for children from birth to 5 years old. Each age group has its own cosy space, designed to help children feel safe, supported and ready to explore. Our aim is simple: to give your child a secure, caring and stimulating environment where they can grow with confidence.

We believe every child should be encouraged to develop at their own pace, and we're here to help them discover their strengths and reach their full potential. Every child is valued as an individual, and we welcome families from all backgrounds, races, religions and genders.

This booklet gives you a little glimpse into life at Headstart, but we'd love to show you around properly. You're welcome to arrange a tour of the Nursery in person, so you can get a real feel for our setting.

We understand that many little ones are still learning about toileting, so we're more than happy to support nappy changing and toilet training as part of their daily care.

Our Nursery is led by a supernumerary Manager, supported by a Deputy and an Area Manager. We have dedicated rooms for Babies and Explorers (0–2 years) and Little Learners (Toddlers). For children aged 3 and over, our Pre-School Learning Centre offers a rich, engaging environment that promotes early learning and help them develop the skills and confidence needed for school readiness.

This same nurturing approach continues in our Out of School Club, which provides care for school-aged children up to 11 years, before and after school, as well as during the holidays. Please speak to the Manager if you would like more information.

We truly value the involvement of parents, grandparents and carers. Building strong, trusting relationships with families is at the heart of what we do, and we look forward to welcoming you into our community.

We follow all OFSTED requirements across the Nursery, including enhanced criminal record checks and paediatric first aid training for every member of our team. This means you can feel confident that your child is cared for by fully vetted, well-trained professionals.

EARLY YEARS FOUNDATION STAGE (EYFS)

The EYFS Framework provides the guidance that all Early Years professionals follow to support children from birth to age five. It sets out the statutory welfare requirements that ensure children's safety and well-being, as well as the learning and development requirements that shape our planning, observations, and assessments.

Our daily practice is rooted in the four guiding principles of the EYFS:

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

We design our activities around children's interests and support their learning by creating an environment that is both engaging and stimulating. By getting to know each child and embracing inclusive practice, we help them feel safe, secure, and confident as they grow into strong, independent learners.

Guided by these principles, we support children's development across the seven areas of learning:

Prime Areas

- Communication and language
- Physical development
- Personal, social and emotional development

Specific Areas

- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

As a group of childcare settings, we fully embrace the ethos of the EYFS Framework, which recognises these areas as essential for "building a foundation for igniting children's curiosity and enthusiasm for learning, forming relationships and thriving."

KEY PERSON

When your child joins the Nursery, they will be placed in a group with a Key Person. This member of staff will spend significant time with your child, getting to know their individual needs, interests, and abilities. Under the guidance of the Manager, the Key Person supports each child's development across all areas of learning, building strong, trusting relationships that help children feel secure and confident. This foundation enables them to develop the skills they need to move smoothly into their next room or on to their new school.

THE BABIES AND PRE-TODDLER ROOMS (0-2 YEARS)

These rooms are two self-contained areas designed specifically for the needs of young babies and early toddlers. The atmosphere is calm and nurturing, and our high staff-to-child ratio allows for plenty of one-to-one interaction and loving care. We understand that we are looking after your most precious little one, and we make every effort to follow the routines you have already established at home.

When bringing your baby to Nursery, we ask that you pack everything they may need for the day—just as if you were taking them out yourself. This includes enough food and milk, suitable feeding equipment, bibs, disposable nappies, wipes or cream, and a change of clothes. For safety reasons, any food you provide must be decanted from glass jars. Please ensure that all containers and utensils are microwave-safe and that all belongings are clearly labelled.

In these rooms, we work very closely with parents, carefully noting and sharing details about your baby's day. We know that leaving a baby can feel especially emotional, and we aim to make the process as reassuring and comfortable as possible. If you ever feel concerned or simply want to check in, please do not hesitate to call and speak with the Manager or Supervisors.

THE LITTLE LEARNERS ROOM (TODDLERS)

As children approach the age of two and begin to show greater awareness of the world around them, we gradually introduce them to the Little Learners Room, where activities become more varied and stimulating. This transition is always tailored to each child's individual development and readiness.

In this room, children begin to experience more structured play while still enjoying plenty of choice and flexibility. We introduce a simple daily routine and gently encourage early social skills and interaction. All play experiences are carefully planned around each child's interests to support learning and nurture their growing curiosity. Children are given opportunities to develop both gross motor and fine manipulative skills, helping them gain confidence in their physical abilities.

Language development is a key focus at this stage. Staff spend a great deal of time talking and listening to the children, sharing books, singing songs, and encouraging early communication in a warm, supportive environment.

The 2-Year-Old Assessment is carried out in this room, usually around six weeks after your child's second birthday. Your child's Key Person will discuss this with you beforehand so that your observations from

home can be included, ensuring a complete and accurate picture of your child's development.

THE PRE-SCHOOL LEARNING CENTRE (3+ YEARS)

In these rooms, children begin a more structured learning programme designed to meet their individual needs and developmental stage, while still placing a strong emphasis on learning through play. Their day includes a wide variety of activities such as drawing and painting, cutting and sticking, imaginative play, sharing books, and exploring construction toys and puzzles. We also include dedicated time for early literacy and numeracy development.

Activities are shaped by the children's own interests and take place both indoors and outdoors, offering rich opportunities for exploration and growth. Children move into this area of the Nursery as part of their preparation for primary school. A key focus is helping them develop independence and self-care skills, with plenty of support and encouragement from their Key Person. This helps them grow in confidence and feel ready for the next stage of their learning journey.

We are proud of our strong relationships with local primary schools. During the term before the children start school, we arrange for their new teachers to visit the Nursery so they can meet the children and begin building those important early connections.

PROVISION FOR SPECIAL EDUCATIONAL NEEDS & DISABILITIES

The Nursery has a Special Educational Needs & Disabilities Co-ordinator (SENDCO), who has received additional training in this area. The SENDCO works closely with all practitioners to help identify any additional needs and is responsible for liaising with parents and carers, as well as external agencies and support services. A full copy of our SEND policy is available on request.

We recognise that some children may have specific educational, emotional, or physical needs which, if not supported, could affect their progress. Our aim is to give every child the best possible start in life. Throughout the Nursery, we provide activities and support tailored to each child's individual needs, helping them to grow, thrive, and reach their full potential.

COMMUNICATION WITH PARENTS/CARERS

We believe that strong communication with families is essential. Everyone benefits when we share what is happening in your child's world. This communication takes place both formally and informally—

from quick chats and emails about your child's day to more detailed updates about their learning and development.

Nursery life can be very busy, so if you would like a more in-depth conversation, please let the Manager know. They will be happy to arrange a meeting—either in person or via video call—with your child's Key Person.

You will also receive log-in details for our **Parent Portal**, which gives you access to your account and to your child's online learning journal, **Footsteps**. Here you can view observations, photos, and examples of your child's drawings and creations at any time.

We also hold open evenings where you can spend time exploring the Nursery and talking with your child's Key Person. In addition, we produce regular newsletters to keep you informed about upcoming events, activities, and important updates.

NURSERY HOURS

The Nursery is open strictly from 7.30 am to 6.00 pm, Monday to Friday. Within these hours, we offer two structured sessions:

- Morning session: 9.00 am – 12.00 noon
- Afternoon session: 1.00 pm – 4.00 pm

Our fees are **£7.80 per hour** for Nursery sessions and **£6.30 per hour** for our Holiday Club (available during school holidays only). A non-refundable deposit is required to secure your child's place; this will be deducted from your final invoice.

Fees must be paid monthly in advance and can be settled using tax-free childcare, childcare vouchers, debit or credit card, or by BACS transfer. We do not accept cash payments.

Bookings must include a **minimum of two sessions per week**. Outside of the structured sessions, children may arrive and leave at the times listed in our Nursery Hours leaflet. We ask parents and carers to adhere to their booked times so that we can maintain correct staffing ratios. Any part-hours used outside of booked times will be charged to the next full hour. Collections after 6.00 pm incur an additional charge of **£10.00 for every 15 minutes**, or part thereof.

Half fees are charged for absences due to illness or holidays. Full fees apply for unnotified absences. All absences must be reported to the Nursery by **8.30 am**. The Nursery closes on Bank and Public Holidays and over Christmas; no fees are charged during these closures. Please note that one month's notice is required to cancel your child's place. Fees in lieu of notice will be charged if the correct notice period is not given, and your deposit may be forfeited.

We offer a hot lunch each day at a cost of **£4.00 per meal**. Meals are provided by an external caterer with whom we work closely to ensure they meet our healthy eating standards and the EYFS Nutrition Guidance. If you prefer, you may provide a packed lunch for your child which must comply with our Lunch Box policy – please inform the Manager of your choice.

We also provide complimentary breakfasts for children (from age 6 months old) arriving before 8.30 am and light teas for those collected after 5.00 pm.

POLICIES

Our full set of policies is available for you to read on our website. The following however, is an outline of some key points from our policies:

- Parents are welcome to provide a packed lunch, although the Nursery also offers hot meals. Healthy snacks and water or milk is provided during each session. If you choose to send a packed lunch, it must comply with our Lunch Box Policy. Packed lunches should be placed in insulated bags or boxes and must include ice packs to keep food fresh. Please note that packed lunches brought from home **cannot be heated** at the Nursery.
- If your child needs medication, please inform the Nursery and complete and sign a medicine card with the exact dosage and times required. Medication will only be administered according to these written instructions. However, if your child is clearly unwell or has an infectious condition, it is in everyone's best interest for them to remain at home. In such cases, we reserve the right to refuse admittance. Please refer to our enclosed Exclusion Policy for further details.
- If your child had sickness and diarrhoea, we do require her/him to be clear of any symptoms for 48hrs before returning to the Nursery.
- If your child suddenly requires medical attention, and we cannot contact you or a nominated carer, we shall contact your doctor or our local medical centre. In case of emergency, we shall arrange transportation to the nearest hospital.
- We will always inform you if your child has had an accident at the Nursery. If we feel the incident needs to be formally recorded, an Accident Form will be emailed to you. We ask that you reply by return email to confirm that you have received and read the form.
- Head Lice – In the event of a child coming into Nursery with head lice we will talk to the parent and request that treatment is applied to clear them. In cases of persistent or extreme infestation

we reserve the right to ask the parent to collect their child from Nursery and to bring him/her back only when the infestation is completely cleared.

- We will not allow a child to leave the Nursery with an unauthorised person. To avoid embarrassment, please let us know in advance of any changes in your collection arrangements.
- You must inform us if your child suffers from any allergies or any dietary problems. We cannot be held responsible unless this is clearly stated in the Childcare Record.
- We work in accordance with The Children Act 2006 and Lincolnshire Safeguarding Children Partnership Code of Practice. We intend to create an environment in which children are safe from abuse, and in which any suspicions of abuse are promptly and appropriately responded to. As to how we achieve this please see our Safeguarding Children's Policy & Procedure.
- Half fees will be charged for any absence due to illness or holidays, but full fees will be charged in the case of un-notified absence. All absences must be notified to the Nursery by 8.30am. The Nursery does close for Bank and Public Holidays, and over Christmas. We do not charge any fee when the Nursery is closed.
- Any hours booked under the government's Early Years Entitlement are not transferable to different days or hours, due to absence.
- One month's notice is required if you wish to cancel your child's place. Fees in lieu of notice will be charged if the right amount of notice is not given, and you may lose your deposit.
- The Nursery cannot be held responsible for your child when in your care on the Nursery premises, e.g. prior to arrival and after collection.
- If a child is not collected, we will make every effort to contact a known authorised person. In the event of us being unable to do this, we are then bound by law to contact the Children's Services emergency team.

Should you have any reason to complain about the Nursery please see the Manager immediately. Your concerns will be dealt with promptly, but if you are not satisfied with her response, please ask to talk to our Area Manager who will try to resolve the issue. If you are not happy with the outcome you can contact OFSTED at Piccadilly Gate, Store Street, Manchester M1 2WD or telephone 0300 123 4666.