

Welcome to Sunflowers at Grafton



Room
Room Leader
Key Person

If you have any questions or queries
please contact us or pop in for a
chat with one of the team

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www.sunflowers-grafton.co.uk

We hope that your family settle happily into Sunflowers at Grafton over the coming weeks and look forward to getting to know you all. There is a lot of information to absorb, so keep this summary of key points to hand ...

About Sunflowers ...

Our focus is on providing wonderful care for your child in a safe, warm, caring, home from home environment. We want you to feel confident that your child is happy, having fun and being supported and encouraged by our lovely Sunflowers team.

Each child has a Key Worker who has particular responsibility for the care of your child. They will plan activities to meet the individual needs of your child and work with you to create a rich and stimulating environment in which your child can thrive.

We create a 'Learning Journey' that tracks your child's progress and marks key developmental milestones, using the early years foundation stage (EYFS). You contribute to this by adding 'WOW' moments, photographs and additional information on places visited, holidays, trips and activities you may have done to build a full picture of your child's journey.

Behind the scenes at any nursery are many statutory requirements. We aim to communicate this to you as simply and clearly as possible. To find out more about the EYFS have a chat with the team or look at www.foundationyears.org.uk

Playing the natural way Children have access to outdoor play and adventures, every day, whatever the weather.

Community based and not-for-profit

Surplus income is ploughed back into Sunflowers to improve and expand our childcare services. Many parents and members of our local community play a role in our success by sharing skills and expertise, giving time to help at our working weekends, helping with fundraising or working as trustees (charity no. 1147882). If you would like to get involved please chat to your Room Leader or Sue England, our Business Manager.

Keeping in touch ...

Keep us updated with any news that may affect your little one, e.g. if they've had a particularly bad night, or seem a little under the weather, so that we can take account of this during the day. We will call you if we have any reason to be concerned about your child when they are with us, but if you need to call us and check then please do (and remember that it is never a bother to do so!)

Throughout the day we record information about what your child has been doing, what they have eaten and how long they have slept. Do take the opportunity to look through this at pick-up time as well as chatting to the team to get verbal feedback.

You know your child better than anyone else so these exchanges, daily chats and more formal parents' evenings are crucial to get a full picture of your child so that together we can give them the very best start.

We send regular emails with Sunflowers news and information and the primary contact for each family is added to this email group. If you would like another contact added just let us know.

www.sunflowers-grafton.org.uk has a Parent Zone full of information, including weekly menus, upcoming events, documents and FAQs. And don't forget to like our Facebook page for little snippets of information and reminders too.

Opening hours ...

Our opening hours are 7.50am to 6pm. Please allow sufficient time to collect your child and their belongings and leave the premises by the closing time of 6pm.

A safe environment ...

Building security Access to the building is via coded entry and only members of the Sunflowers team can admit entry. Please do not hold the door open for others to enter the building and make sure that all gates and doors are securely closed behind you.

In the event of an emergency, for example if the fire alarm sounds whilst you are in the building, please follow instructions given by the Room Leader. Take a few moments to familiarise yourself with the nursery layout and emergency exits. Note that a fire alarm test will take place every Tuesday at 9.00am.

Parking can sometimes be hectic. If the car park is full please use the playground overflow. Park considerately by a) not leaving large gaps between cars and b) face the building or middle of the car park to avoid reversing and reduce the risk of accidents.

What to bring ...

- Suitable clothing for the day. We go outside to explore and investigate in all weathers and get involved in some messy activities so don't wear your Sunday best!

- A spare set of clothing in a named bag. Please label all clothing and footwear
- Any comforters your child may use throughout the day.

Remember that our pricing includes all meals and snacks plus nappies, wipes and sudocrem if your little one is still in nappies.

If you do bring in any personal toys we will do our best to keep track of them (make sure that one of the team know about it and it will find its way into your child's drawer).

Food and drinks ...

The full breakfast menu is served until 8.30am. Morning snack is at 10am(ish).

Tasty 2-course lunches from Sue Brady Catering, Marlborough served at 12.15pm. Afternoon snack is 3pm(ish)

Tea is served just before 5pm. We serve a substantial tea so that you don't need to feed again when you get home.

Menus are on the website and the notice board in the entrance hall. All children have access to fresh drinking water throughout the day.

What to do if you have worries or concerns ...

If you are worried or concerned please chat to your Key Worker or Room Leader. If you are not able to, or are not happy with the outcome, chat to Lyndsey Turner, Childcare Manager.

Housekeeping ...

Registration and insurance Our Ofsted registration, latest Ofsted report and insurance are all displayed in the entrance hall.

Drop off and collection Room registers detail bookings for each day and are an essential record of who is on the premises. Please sign in and out each day. If someone else is dropping off or picking up for you, please ensure that the room team are informed and passwords are in place if required.

Late picking up? Let us know as soon as you can please. Late collection charges will apply if you are 5 minutes late.

20 is Plenty Out of consideration for our neighbours we ask everyone to limit their speed to 20mph on The Green. Please do not drive on the verges or private tracks.

Sunflowers at Grafton t-shirts and hoodies are available. Order forms are on the notice board in the entrance hall.

Our buildings and grounds are a **mobile phone, smoking and dog free zone.**

Terms and conditions ...

Policies and procedures can be found on our website. We draw your attention in particular to the Sickness, Medication, Safeguarding, Behaviour Management and Complaints policies.

We will bill you monthly at the start of each month. We ask you to settle in full by the end of the month. If paying direct our preferred method is bank transfer, but if not then cheque or cash. We accept childcare vouchers from many providers. Fees are payable in full if your child is ill or you are away on holiday.

Extra sessions may be booked if available, unfortunately we are unable to swap sessions

Full terms and conditions are on our website and on the reverse of each monthly statement.