



## FAQs

- Has the time come for you to return to work?
- Do you feel your child would enjoy and benefit from the experience of spending more time with other little people?
- Are you beginning to worry about leaving them?

**Now the difficult part - which nursery should you choose and how you go about making the decision that's right for your family.**

At All My Friends, we know that this is *truly* one of the hardest times for you. We have had hundreds of babies and children through our doors over the last 14 years and we are aware that this is not only one of the hardest decisions for you to take, but also one of the most important. To help you start the thought process, we have compiled the following list of important questions for you to ask and provided you with answers from All My Friends Barnwood Nursery.

### **Ofsted**

Following our last inspection in March 2019, we were rated a strong GOOD by Ofsted. We also achieved the Bristol Standard in May 2018, which recognises our continuous cycle of monitoring, review and improvement of every aspect of nursery life for the benefit of the children who attend. In May 2019 we received The Bristol Standard Quality Improvement for Birth to Five certificate in recognition of our continuing reflective journey.

### **Staff**

Before they start work all our staff are fully reference-checked and DBS cleared. Every member of staff is qualified or on a qualification pathway or are highly experienced in childcare. Our apprentices are always supported while working with the children. Our entire team receives regular training updates as part of our commitment to their continuing professional development.

### **Staff Ratios**

We are required to comply with Ofsted regulations around the number of staff who work in the rooms. In the Snowdrops under twos baby area, there is one member of staff to three children. Our Bluebells two-year-old area has a member of staff to four children, and our Sunflower and Pre-school three and four year-old areas have 1 member of staff for up to 8 children. There is always a duty manager on site.

### **First Aid**

All members of our staff team including our apprentice and the Managing Director have been trained in Paediatric First Aid and renew their training at least every 3 years. We also have specialist experience of caring for a number of additional medical needs. Please ask if you would like further information regarding a particular additional need.

### **Sessions**

Whether you want your child to come to nursery for a couple of mornings a week or full-time, we can offer something for everyone and try to be as flexible as possible once they have started. We have a minimum session requirement of two half days per week to make it easier for the children to settle.



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### **Funding**

Every three and four year old child is entitled to a minimum of 15 hours childcare a week funded by the Government. Some working parents are able to increase that up to 30 funded hours per week. In addition, parents of two-year olds may also be able to claim 15 funded hours. We can give you more information about this on an individual basis if you would like to speak to the Nursery Manager directly. Children are eligible to receive funding the term after their third birthday. If a child is eligible for 2-year-old funding it is the term after their second birthday.

### **Opening Hours**

We are open all year round except Bank Holidays and the period between Christmas and New Year from 7.30am until 6pm.

### **How long will I wait for a space?**

We usually have only limited space available for an immediate start (but please ask if you have an urgent need and we will do what we can to help). If you decide you would like your child to join our register to start at some future time and have paid any required registration fee, we will hold that space for you. Your child will then be guaranteed a place with us until they leave for school.

### **How long will it take my child to settle in?**

Children's levels of confidence vary. Some children will come along for a visit and will be happy to stay on their own that same day! For other children it can take a little longer. When a child is due to start, we will arrange some settling in sessions with you and the first one you will be able to stay with them. The second one they can stay on their own. If it takes a little longer, then we'll work with you to give them as long as they need.

### **What is included in the fees?**

Our fees start from £28.50 per session. We provide all snacks and drinks, breakfast lunch and tea in our session fee. Our fees cover the cost of all nappies and wipes while your child is at nursery. Funded children must provide their own nappies. Fully funded children can provide their own meals on our funded days. Alternatively, you can pay a consumable charge of £6 for a morning session and £4 for an afternoon session. If you have more than one child, we also offer a sibling discount.

### **How do I know what the children have been doing all day?**

We regularly post details of what the children have been getting up to on Facebook. We also use an online platform called Blossom, which gives each parent a personal login to see photos and videos and read about the things your child has been doing while at nursery. Parents can also upload information to Blossom so that we can follow up any areas of interest from outside the nursery which your child may have. Your child will be assigned a key worker once they start at nursery and that person will be your main point of contact.



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### **What makes us different?**

Once your child starts to attend All My Friends you will become part of our community. We will always do everything we can to make your child's time with us as much fun as it can be and for them to be cared for as they would at home. We will welcome them with a smile in the morning. We will comfort them when they fall over. Their day will be spent with their friends, exploring new challenges and participating in a wide variety of indoor and outdoor activities.

We do spend a lot of our time outside. We provide some protective clothing for messy activities but do ask parents to send their children to nursery in comfortable, washable clothing, with a change of outfit in a bag to change into if necessary. Of course, the children have a choice to go outside or stay in, but most will choose to be outside where they get lots of fresh air, and the opportunity to run, climb and jump until they are out of breath! The children have the opportunity to grow plants, fruit and vegetables and spend a lot of time learning about nature and the environment. When our fruit and vegetables have grown, we even pick and eat them!

During the year we have many outings to the shops and park and to a local residential care home to enjoy sharing an exercise class with the residents, who have become firm friends and who love it when the children visit!

We are confident that your child will have an amazing time every day while they are with us. We do everything we can to stimulate and encourage them to be curious and inquisitive and we love watching them grow and develop new life skills. We are also here for you and will always make time to work in partnership with you and your family to support your child's development, education and care in the best way we can.

If you have any questions not answered here, please ask us! We're here to help.