



Ilkley Pre-School Playgroup

Helping young minds grow

Friend's House, Queen's Road, Ilkley, LS29 9QJ.

Tel: 07754 793644 Email: ilkleypreschoolplaygroup@hotmail.co.uk

Website: www.ilkleypreschool.org.uk Registered Charity No.1155808



FAQs - Frequently Asked Questions

As parents ourselves, we understand that sending your child to pre-school for the first time can be daunting, so we have compiled a list of 'Frequently Asked Questions' which we hope will answer any question you may have and put your mind at rest.

Why does my child need a preschool? Pre-schools are for young children aged 2 – 5 years to learn and play in small mixed groups in a safe and structured environment. They offer a variety of learning experiences, e.g. creative and imaginative play, quiet time, outdoor activities and physical play to improve a child's intellectual, physical and social skills, and prepare them for Primary school.

What is 'Nursery Funding'? The term after your child reaches the age of 3, he/she will become eligible for a free nursery place funded by Bradford Metropolitan District Council (Early Education Fund). Once the fund is allocated to pre-school the cost of the fees will be covered up to a maximum of 15 hours a week, for 38 weeks of the year. It is necessary to view your child's legal identification prior to them commencing an EEF place. This is to confirm date of birth, legal name and eligibility for the grant.

What if I want my child to attend for more than 15 hours per week? There is no limit on the amount of sessions your child attends. Where a child uses their full EEF grant of 15 hours at Pre-school and he/she also attends additional sessions, they will be charged at the lower under 3s rate of £12 per session.

Can I use my funding hours elsewhere? Yes. You can choose where to apply your funded hours or split them between settings. The funding rate for EEF is currently £14.25 per session. That is the fee we will charge if your child is eligible for funding but you choose not to use it at this pre-school.

How do I pay? You will receive an individual bill each term, showing the amount payable. Payment can be made via cash, cheque, online banking and childcare vouchers.

How many sessions should my child attend? This is up to you. Pre-school is open every morning with afternoon sessions and lunch club options on Wednesdays and Thursdays. We recommend that you commit to a minimum of 2 sessions per week, as we find that this helps them hugely to settle in. Once the nursery funding is applicable, we find that most parents take the maximum number of 5 sessions.

Why do I need to pay a deposit? Once you have decided you would like your child to attend Pre-school, a deposit of £25 will be required to secure their place. This will be taken off the first term's bill. However, if the place is not taken the deposit will not be refunded.

Do you offer full day sessions? Yes, we offer two full days on a Wednesday and Thursday from 9am-3pm.



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Do you offer Lunch Clubs? We offer two lunch clubs on a Wednesday and Thursday from 12 – 1pm. A lunch club costs £3.00 if people want to add that onto a morning session, but it is included if attending the full afternoon. Lunch clubs are a great way for the children to learn to eat together, socialise of a different level with their peers and encourage good behaviour.

What happens if I have to change the agreed number of sessions? In line with government funding requirements, we do stipulate that you give a term's notice when changing any agreed number of sessions (either increasing or reducing). If your child is below funding age, half a term's notice is required.

What do I do if my child is unable to attend today? If your child will be absent from attending pre-school you must notify us as soon as possible by speaking to a member of staff, phoning, texting or sending an email.

If we have not received any notification after your child has been absent for 2 days, we will contact you by telephone. If we have still not received any notification after your child has been absent for 4 days, written contact will be made.

Will my child attend 'mixed age' sessions? Yes. All our children of all ages mix and play together. We find that the younger ones enjoy playing with the older children, and we encourage the older children to look after the younger ones. We believe this is beneficial to a child's social development.

Does my child have to wear a uniform? No, but uniform is available to buy. Jumpers are priced at £5.00 and T-shirts at £3.00.

What does my child need to bring with them to pre-school? Each child has their own designated peg. A coat is required every day as we always play outdoors and the weather can change. We do realise that children may get wet and muddy or have the odd accident at toilet time, so it is useful to provide a change of clothing, and pull ups if required, in a named bag. In Winter please supply a hat and gloves, a pair of outdoor boots and indoor shoes. During the summer term, a sun hat and sun cream are essential. Please ensure that all items are named.

Can my child bring their teddy or comforter with them? Yes, if a child feels more comfortable with their favourite toy then they should bring one with them. We find that once a child becomes more settled, they don't tend to need one all the time, but it is always a good idea to keep it in their bag just in case.

Can I stay to ensure that my child has settled in? Yes, some new parents stay for the first session to ensure their child is happy and settled, and then gradually start leaving earlier until their child is comfortable with simply being dropped off. However, it is up to you how long and how often you wish to stay. Our staff will be happy to discuss all settling in



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arrangements with you. If your child seems happy to go in alone, it is also fine to leave them for a whole session straight away. We recognise that every child is different.

What if my child has difficulty settling in? It is only natural for some children to be upset at first, but our staff have a lot of experience in settling children. The key is to introduce them gradually to the setting and to offer gentle reassurance and attention. Please be reassured that we will always ring you if your child is particularly distressed, however these cases are very rare.

Do the parents have to do parental duties? No, parental duties are no longer required as we have high staff/children ratios beyond the statutory requirement. We do ask for extra help when going out on one of our local visits or walks and find that parents enjoy accompanying us. If you would like to 'stay and play' at any time, just let us know when you are available to come in and join us.

Can I stay and play with my child? Parents and carers are welcome to stay and play for a session whenever they wish. If you would like to be involved in an activity, bake, garden, sing, play music, read a story or just join in with us – then let us know! At present one of our Grandma's teaches French songs to the children every Monday. Participating in a session can be very enjoyable and it gives you a chance to see first-hand your child at play, as well as getting to know the staff and other children better. Being involved can be fun and rewarding for you and your child. Younger siblings are always welcome to come along. Any suggestions are welcome.

Why do I have to hand my phone in when I visit? All visitors to pre-school are politely requested to sign-in and place their mobile phone in our secure box, this is in the interests of safeguarding yourself and the children whilst you are at pre-school.

Will my child have a dedicated Key Person? Yes. Each child has a Key Person from day one in accordance with the Early Years Foundation Stage. Their role is to ensure that every child's care, learning and development needs are tailored throughout all pre-school activities. A key person also provides a consistent relationship and point of contact for each child, and their parents regarding all pre-school matters. For additional information please see our 'Key Person Policy' at pre-school.

Will I receive feedback about my child's progress? Yes. Each child has an individual Learning Journal where their progress, developments, as well as planned next stages, are recorded together with pictures. You can ask to see this book whenever you'd like. When your child finishes pre-school, you will be given the book as a memory of your child's time here. If you would like to talk about his or her progress, please ask to have a chat with their key person.

We always value your input and you are invited to add pictures or comments to their learning record. This gives a much more balanced view of their progress and achievements, as what we observe at pre-school gives only a snapshot of their lives.



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What's 'Showing'? 'Showing', or 'Show and Tell', is a weekly opportunity to bring from home an object or picture, or to tell us about an experience that they would like to share with the group.

It is just one way we help the children to:

- a) Build a link between home and pre-school,
- b) Become increasingly confident in talking in a group situation, and
- c) Develop their thinking, understanding, vocabulary and self-expression.

At the same time, all the children are learning how to:

- d) Take turns,
- e) Ask and answer questions,
- f) Listen and respond in a calm, quiet atmosphere.

We try to keep this time short and focused whilst balancing this with ensuring all children have a turn. It is helpful if parents can encourage their child to bring something (which might be an idea rather than an object) which is related to our current theme or is particularly significant to them (eg. talking about a special event, outing or activity).

A list is displayed of which showing day each child has been given and which member of staff is responsible for that day in the foyer. Feel free to ask any questions or make comments. We are always open to suggestions!

Does my child need to be toilet trained? No. We have change facilities for younger children who are in pull-ups as well as a training seat and we assist older children when they need to go to the toilet. However, we do recommend you leave a bag with a change of clothing on their peg in case of any little 'accidents'.

How many toilets are there? We have a boys' cloakroom with toilet and hand wash facility as well as an identical one for the girls. There is also a larger general toilet with changing facilities.

Are the children helped with going to the toilet? Yes, we assist a child where necessary but encourage them to be independent when we feel they can go by themselves. In line with 'Child Protection Policy' however, only a qualified member of staff (or the actual parent of the child, if that parent is at the pre-school) can do this.

Are the children given food when they are there? Yes. The children all sit down together to eat a healthy snack and a drink of milk or water at snack time. A jug of water and plastic cups are available throughout the session.

Do the children wash their hands regularly? Yes. All the children wash their hands before snack time and after every toilet trip. They also wash their hands regularly after every messy activity.

What if my child has a specific food allergy? Please speak to a member of staff and they will ensure that this is always considered.



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What if my child doesn't sit still? Don't worry. The idea of sitting still at 'Quiet Time' may seem a little daunting but your child will soon learn, by watching the other children, how to sit and listen. These quiet sessions are very enjoyable so we find that they want to participate and give their full attention.

Are the doors to the pre-school always locked? Safety of our children is our priority. The doors and gates are kept locked throughout the session and the main door is only open at drop-off and pick-up when staff members and parents are present.

Are the children supervised whilst playing outside? Yes. They are supervised at all times.

What's a C.I.O.? In September 2014, the pre-school became a Charitable Incorporated Organisation ('CIO') which requires several parents and staff to act as trustees and help to run the pre-school together. As we are now an Incorporated Organisation the trustees are no longer personally liable should the pre-school run into debt.

Why do you need to fundraise? As a charity, and therefore a service to the community, the fees we charge are minimal to cover only the rental cost and staff salaries. Therefore, we depend very much on all our fundraising activities for equipment, paint, paper, outings, parties etc. Please support our efforts in any way you can.

Where can I see the pre-school's policies? The pre-school has a fully comprehensive list of policies to ensure robust safeguarding of all our children and complete transparency to our parents. All policies are available to view at any time at the pre-school or on request via email. Our staff members will be more than happy to discuss any aspect of the policies with you if you have any questions or concerns.

How do I make a complaint? In the unlikely event that you have a complaint, please see the Playgroup Leader (Tracy Fearnley) or Chairperson (Vanessa Brain) in the first instance to discuss the situation. If you feel as though further action is necessary you should contact – OFSTED, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD.

If you have any further questions, please don't hesitate to call us on: 07754 793644