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Friendly Foresters

A welcome guide to childcare at The University of Nottingham
www.nottingham.ac.uk/childcare



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Joining Friendly Foresters

Welcome

This booklet is designed to answer some of the questions that you may have about the Friendly Foresters unit and your child starting at the Playcentre. Some additional information is provided in the Childcare Services Prospectus however please do not hesitate to approach us if you have any queries or feedback.

Starting at the Playcentre

Starting at the Playcentre can be daunting for you and your child. We believe that each child and family is different and so we don't have a one-size-fits-all induction programme. We offer up to a month of free transition visits for your child.

Transition visits allow your child to visit, to get to know their key worker, to familiarise themselves with the Playcentre, and to start forming friendships with other children. Some children will require just a few visits while other children may need to attend almost daily.

To help your child settle at the Playcentre we ask you to provide us with photographs of family members (for example, parents, grandparents, aunts/uncles), special people in your child's life (close friends) and special things (such as pets).

We'll use these to make a family book which your child can go to at any point during the day and which they can share with their new friends and staff.

We will also use it to help make them feel safe and secure within the setting.

The first visit will last approximately one hour with you and your child spending time together in the Playcentre. The key worker will spend time with you finding out as much as they can about your child (for example, their routine, food likes and dislikes, their favourite activities) so that every effort can be made to support your child starting at the Playcentre. It is also a time for you and the key worker to start thinking about how best to support your child during the transition from home to the Playcentre.

A further visit will be arranged and on this visit you will be encouraged to leave the unit for a short while (15–30 minutes). It is important that you let your child know that you are going out for a short time but will be back soon. This will provide us with an indicator of how future transition visits should be scheduled. For example, if your child is happy for you to leave and shows no signs of distress or anxiety, or is easily distracted once you have left the Friendly Foresters, future visits can be planned so that they increase in length up to a regular session for your child.

However should your child find separation difficult and challenging, further visits with you present may be required and times that you leave will need to be shorter and more frequent.

It is very important that you attend the transition visits at the times scheduled. Staffing in the unit will have been organised to ensure that your child's key worker is free to spend time with you and your child. The visits will also be organised to ensure that in the early stages of visits, your child is not arriving at what we call 'transition times' within the unit (for example, getting ready for lunch) as these can be much more demanding upon a child when first starting at the Playcentre. As the visits progress and your child is starting to settle, visiting periods will lengthen and your child will be gradually introduced to transition times within the unit.

Starting out

Your key worker

Your child's key worker is a named staff member who will be your child's advocate while they are at Friendly Foresters. They are responsible for ensuring that your child's individual needs are identified and met within the setting.

This includes liaising with you, keeping up to date with what is happening outside of the Playcentre, observing your child, forming a deep understanding of what your child is doing and considering their next steps so that activities and events at the Playcentre can be designed to meet your child's needs.

The key worker forms a special bond with your child and is responsible for sharing relevant information about your child with their team to ensure that everybody is working together to give your child the best possible experience while they are with us.

The key worker will complete your child's daily diary, providing you with basic information about your child's day, including what they've had to eat, toileting, sleep times and — wherever possible — something about what your child has been doing at the Playcentre.

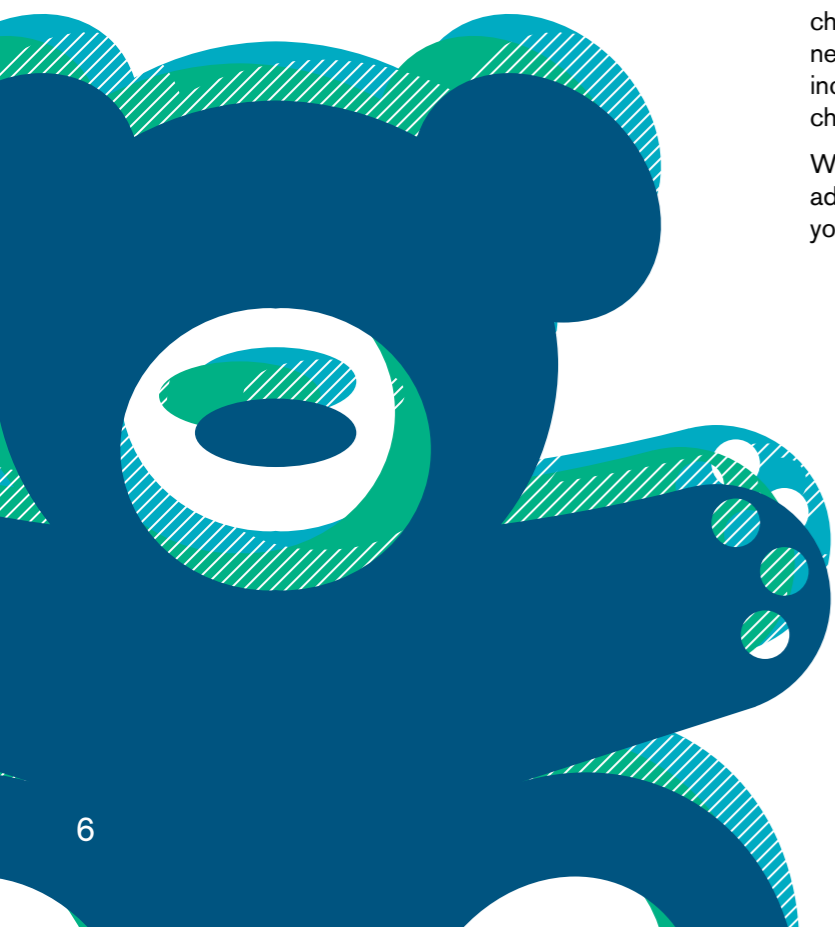
The daily diary will continue until your child reaches three years of age. There is space within the diary for you to provide messages for staff, feedback and anything else you think is relevant. The daily diary goes home with your child each day and we ask that you return it to us with your child the next session they attend.

Staff work on a shift system at the Playcentre and although your child's key worker may not always be available, the shift system should enable you to see the key worker at some point during the day. The key worker will introduce you to the other team members so that if you wish to pass on any messages verbally you can do this. Likewise, the key worker will ensure that any messages that need to be passed on to you are shared with their team members before they leave the building.

There will be times when your child's key worker is not present; for example, annual leave, training courses or supporting other teams. Once your child is settled, the key worker will help them to form relationships with other team members so that anxiety and stress when they are absent are minimised.

We try very hard to ensure consistency with your child's key worker; however, sometimes events necessitate a change of key worker. Examples include long-term sickness, maternity leave or a change of role.

When this happens, we will let you know in advance and will plan an appropriate transition for your child to their new key worker.



Early Years Foundation Stage Child Development Record

The CDR is a very important document that provides a real insight into your child, what they have been doing at the Playcentre, how their development is progressing, their personality and preferred learning style and what staff plan for your child. The CDR contains both 'formative' assessments (that are on-going snapshot observations of your child at play) and 'summative' assessments (a summary of what all the formative assessments tell us about your child and where they are at).

Your child's key worker will meet with you twice a year in a 'parent's meeting' whereby you have uninterrupted time to sit and look at the CDR, share your thoughts and views with the key worker and identify any areas for further development. It is also an opportunity to update the CDR ensuring that the information we have is up to date. The key worker will provide you with a written report on your child's progress and a copy of this will be kept in the CDR.

We really appreciate your support in developing the CDR and ask you to contribute too. Samples of things that your child has done (for example, a drawing, painting) and photographs of your child at play will be included in the CDR from the Playcentre and we welcome contributions from home of your child's experiences outside of the Playcentre.

Your child's key worker will introduce you to the CDR during the transition visits to the Playcentre. When your child is ready to move into Woodland Wonderers the CDR will go with them into the unit. When your child leaves our service we give you the CDR to take away with you and share with your child's school or next provider.

Early Years Foundation Stage

The Early Years Foundation Stage (EYFS) is the statutory framework within which we operate. You will hear the EYFS mentioned quite a lot at the Playcentre as it sets the standards for learning, development and care for children from birth to five years of age. There are four guiding principles that cover the EYFS and these are:

- Unique child
- Positive relationships
- Enabling environments
- Children develop and learn in different ways and at different rates

We hope these principles will be evident from the way we plan the environment; the way we see your child as an individual with individual needs; the activities we plan; the key working system, which offers quality and consistency for your child; the way we aim to work in partnership with yourself; and the way in which we strive to offer equality of opportunity for all children.

Two Year-old Progress Check

Around the time of your child's second birthday we will provide you with a written report summarising your child's development in personal, social and emotional development, physical development and both communication and language development. We ask that you share this with your Health Visitor at your child's two year-old health check.

If you would like to know more about the EYFS you can download information from the Department for Education website (www.education.gov.uk) or speak to your child's key worker or a manager.



Play and learning

At Friendly Foresters, there is a daily routine and curriculum plan which you can see on the unit notice board. We offer a broad range of activities that meet the requirements of the Early Years Foundation Stage and most importantly, are fun for your child to engage with. Below is a sample of experiences that your child will have with us each day in Friendly Foresters:

Welcome circle/circle time

The children are gathered together in small groups and say hello to their friends. This supports all the children in getting to know each other, forming friendships and learning to take turns and listen. The welcome circle also ensures that children who only attend for part of the day are acknowledged and welcomed into the group. Staff plan activities for the welcome circle which might include:

- singing
- finger rhymes
- dancing
- reading a story
- puppet play
- games and much more

Children will share with their friends what they have been doing outside of the Playcentre (for example, a holiday, the arrival of a new sibling, a trip to see grandparents or a new pet). This helps form the link between home and the Playcentre, in addition to supporting your child's developing confidence and memory, and their recall and verbal skills. Occasionally we will have special days such as Book Day or Show and Tell and you will be asked to support your child in bringing something from home to share with their friends.

Child-initiated play

Play is key to supporting and promoting your child's learning at Friendly Foresters. Your child will have access to a range of experiences that they can choose to engage with including (but not limited to):

- painting
- sticking
- drawing
- box-work modelling
- play dough

- let's pretend (for example, doll play, dressing up)
- block play (blocks of different sizes, shapes and weights)
- sensory play (such as cornflour and water, mirrors at low levels, sensory blocks, fabrics for games such as peek-a-boo, finger painting and jelly play)
- musical instruments
- small world play (such as sea life and wild animals)
- puzzles
- games
- tricycles
- climbing equipment
- balancing equipment
- balls and much more

Equipment is on low-level accessible shelving and each play item has a 'home', thereby encouraging and supporting your child in tidying up after play. We encourage the children to take care of their environment and have respect for things.

We discuss with the children what they are doing and as they mature, encourage them to reflect on what they have done and plan what they would like to do. This encourages your child to be an active problem solver, to vocalise their thoughts with others, to plan and to develop both memory and recall skills.

Staff will support your child in reflecting upon things that have happened and lessons that can be learned (for example, if you pour all the water from the water tray into the sand pit you will have wet sand for a few days!).

Staff will interact at appropriate times to extend the children's play, by posing problems for them to solve and introducing new language, concepts and ideas. They will help children negotiate with each other where there are disagreements and support them in developing social skills such as turn-taking, sharing, deferred gratification and expressing emotions in appropriate ways.

There is no such thing as 'Oh, they are just playing' as play is a very powerful medium through which children learn and rehearse the skills and knowledge that they need for the future.

Play can be messy so please do not send your child to the Playcentre in their best clothing. Even with the use of aprons clothes will get dirty and may become stained from paint.

Adult-led activities

These are more structured and planned by staff to offer specific experiences to your child. Examples include:

- Introducing new painting techniques such as splatter painting, food printing, marble painting, string painting, icing sugar painting or bubble painting (when they can blow and not suck!)
- Taking the children on a local walk to observe things in the natural environment and focus on shape, texture, smell, size, colour or changes that are occurring and gathering things to create a picture in Friendly Foresters. The children might take photos of what they see to create their own Nature Walk Book. Staff will introduce written words that describe the things children have seen, thereby supporting children's understanding that print conveys meaning.
- Bead threading (lots of patience required!).
- Gardening – growing tomatoes and sunflowers.
- Creating dens using blocks, cardboard boxes, blankets and sheets.
- Developing spatial awareness by creating obstacle courses.

We will introduce phonics to your child through the pure sounds approach using fun hands-on activities. They will have lots of opportunities to practise their emergent reading and writing skills by ensuring each play area offers experiences embedded in their play. For example, in the construction area they can 'draw' their building and staff will support them in labelling or writing about their building; they can make flags and signs to use with their block buildings; and in 'let's pretend' there will be paper and pens for them to 'write prescriptions', 'draw up shopping lists', 'create menus' and much more.

Staff have also been trained in the Maths Project offered by the local education authority and we offer a structured, play-based approach to supporting your child's emergent understanding of mathematical concepts, including two-dimensional shapes and their properties (and how to identify these shapes in their everyday environment), counting, one-to-one correspondence and much more, in accordance with their level of understanding.

You can see what specific activities are planned for your child on the environment plan on the unit notice board.

In addition, there are many opportunities for learning that aren't planned, such as a spider in the Playcentre or worms coming out of the soil after heavy rainfall. These become valuable spontaneous learning experiences for the children and are recorded throughout the week on the environment plan.

Outdoor play

Both child-initiated and adult-led structured activities are offered outdoors. We go out in most weathers (with the exception of severe fog, heavy sleet and storms) so please make sure that your child has appropriate clothing at the Playcentre. A range of play equipment is available to encourage the development of large and small muscles, spatial awareness, balance and coordination. This includes:

- tricycles
- balls
- hoops
- beanbags
- balance beams
- climbing equipment
- painting easel
- sand/water trays
- block play
- dolls and pushchairs and much more

Outdoors offers both open and canopied areas and has a child-safety surface installed to minimise the risk of injury if your child should fall over. There is also a small garden area where the children grow their own vegetables and flowers and learn to care for things in their natural environment.

There will be set times during the day when children in Friendly Foresters will be taken outside as a group; however, they can also choose to play outdoors at other times of the day. We encourage and facilitate free-flow play between indoors and outdoors where possible.

Please note that if your child is not well enough to participate in outdoor play then they are not well enough to be at the Playcentre.

Drop-off and collection

The Playcentre opens at 8.15am and closes promptly at 5.45pm.

You may arrive 5-10 minutes before opening time to begin settling your child into the Playcentre but please do not leave before 8am.

If you wish to chat with staff about your child's day, please make sure that you arrive to collect your child no later than 5.30pm. Staff also have dependants outside of the work setting and so are unable to remain on the premises after 5.45pm.

If you are going to be late collecting your child, it is important that you telephone us as soon as you can so that appropriate arrangements can be made to care for them until you arrive.

Please note that two members of staff are required to stay on the premises until you arrive and this may not be someone from your child's unit.

There is also a late-collection fee that will be charged: current rates are £5 per child for every 15 minutes or part thereof. This fee is updated annually and changes will be highlighted in the Childcare Services Newsletter.

Certain times of the day can be very busy, with many parents and children arriving and departing within a short space of time. For the safety and wellbeing of your child, please make sure that you let a staff member know that you are dropping off or collecting your child. **Please do not assume that they are aware.**

Staff will complete the unit register as you drop off and collect to ensure that we have an up-to-date record of who is on the premises at any given time.

It is important that you don't let anybody into the Playcentre that you don't know. If somebody tries to follow you in to the Playcentre and a staff member isn't present, please ask them to wait at the door and let a staff member know. This will help us to keep your child safe while in our care.

Where several parents are arriving or leaving at the same time, it may not be possible for staff to speak to you about your child's day: they still have to care for the remaining children and where the unit is busy, time will be very limited. Please be patient and consider the needs of all the children present.

If there is something specific you wish to discuss, please call the Playcentre and book an appointment to see your child's key worker or a manager.

Meals

We use the Nutmeg Recipe Analysis and Menu Planner to ensure that the diet we offer provides all your child's essential nutrients.

We provide a broad range of foodstuffs, some of which may be unfamiliar to your child. We encourage children to try different foods but do not force or put pressure on them to eat things.

We offer a range of activities to support healthy eating, including food-tasting sessions, cooking activities and 'let's pretend' play.

For further information please ask us for our Feeding Young Children booklet.

Meal times

Meals are at the following times:

- Breakfast: 8.30-9am
- Morning snack: 10.15am
- Lunch: 12pm
- Tea: 3pm
- Afternoon snack: 5pm

Drinking water is available at all times.

You will be emailed a copy of our menu plan which highlights what foodstuffs we will provide for your child. We are always looking for new foodstuff and recipe ideas so if you have a family favourite, please let us know.

Other information

Playcentre pets

We have Friendly Foresters pets called Sally and Stevie Squirrel — a stuffed toy! We encourage the children to take Sally and Stevie home at weekends and during the holidays and we hope you will record the adventures that your child, Sally and Stevie have. Some parents provide photographs of the adventures, others write little stories — it's up to you! This helps make a bridge between home and the Playcentre and the children love taking the pets home with them. We display the adventures on our notice board.

Birthdays and celebrations

We celebrate birthdays and other special days (for example, your child's last day in the Playcentre, and festivals such as Diwali, Chanukah, Christmas and Eid). For celebrations of birthdays, we provide a cake for your child to decorate with their friends.

Due to food hygiene regulations, we are unable to accept cakes purchased or made off our premises. You may wish to bring in little packets of sweets or treats that the staff will distribute on your behalf to the parents of the children, who can then decide if they would like their child to have the treat. Some children may have allergies or food intolerances and it is important that parents can make the decision as to what they will allow their child.

If you are having a party for your child away from the Playcentre and would like to invite their friends, we are more than happy to distribute party invitations for you. Unfortunately we are unable to give out other people's contact details so please remember to put your own details on the invitations. Your child's key worker will be happy to help you identify which children your child plays with regularly and considers to be friends.

Family patterns and lifestyles are very varied and as a result of this we have 'special person days' rather than Mother's Day or Father's Day. This ensures that those children who have little or no contact with one of their parents do not feel left out in any way.

We celebrate a range of religious events during year. Staff plan this in advance and you will be given a special events sheet for your child's CDR so that you can identify the important celebrations for your family. The key worker will then ensure that these are celebrated with your child at the Playcentre.

There are so many different festivals it would be impossible for us to cover everything so we ensure that what we celebrate is age-appropriate and covers a range of cultures and religions. We always appreciate contributions from parents so if you are having a special celebration and would like to share this with us, please let us know.

English as an Additional Language

The children who attend our service may speak several languages. Sometimes children are new to the UK and have very little understanding and/or speak (expression) very little English. Please don't worry! Your child's key worker will ask you to provide us with some key words in your child's first language and ask you to spell them both correctly and phonetically (as you sound them).

Children with English as an Additional Language (EAL) may take more time to settle into the Playcentre as they have more things to familiarise themselves with. We will try to reflect your child's language and culture within our setting and may ask for your help in writing some labels in your first language for us to use in the environment. Our equipment aims to reflect the diversity in our social worlds and therefore there should be things that your child can identify with in the Tree Tops Unit. It is important that your child retains their first language and therefore we recommend that you continue to use it with them.

Our environment is language-rich and we have a lot of experience working with children who have EAL. We find that understanding comes very quickly while expression (talking) may come a little later. If you have any concerns please discuss these with your child's key worker or a manager.

What your child will need

Personal bag

We advise you to provide a bag, small enough to fit on your child's coat peg at the Playcentre, in which to keep your child's personal belongings. You can place your child's diary in this bag so that staff can access it. Staff can return the diary to your child's bag once they have completed it.

Please do not use plastic bags as this poses a health and safety risk. If there are any letters to go home we will also put these in your child's bag, so please make sure you check it regularly.

Change of clothing

Children can get into a mess for many reasons. Please provide spare clothes (including socks and vests) for your child. If we need to change your child during the day, we will put the dirty clothes in your child's bag for you to take home. In winter your child will need:

- a warm waterproof coat
- hat, scarf and mittens/gloves
- a good pair of wellies!

We will take children outdoors in a variety of weather conditions so please ensure you have provided clothing that will enable your child to play comfortably.

In summer your child will need:

- a sun hat (preferably one with a flap at the back that covers their neck area)
- sun cream
- appropriate lightweight clothing

English weather is unpredictable and so we advise that the items above are provided to the Playcentre to use year round. Please label your child's belongings to avoid mix-ups as children often 'share' things and remove items such as shoes.

Comforters

Comforters (ie, a teddy or favourite blanket) often help children when they are settling into the Playcentre or at specific times (ie, sleep time). If your child has a comforter, please discuss this with your child's key worker. Please note that apart from comforters we do not encourage children (or parents) to bring in toys from home. All our equipment is vetted to ensure that

appropriate safety standards are met and that toys are age-appropriate. If your child brings a toy to the Playcentre we will ask you to take it away and this can be quite upsetting for your child. We cannot accept any responsibility for the safe-keeping of such items.

Packed lunches

You will be given a booklet about packed lunches with advice on ensuring that you provide your child with a balanced meal. The booklet contains ideas of foods you may wish to include in your child's packed lunch. Please note that we are unable to reheat any food. We have a large fridge to store your child's packed lunch, so items such as meats, cheese and yoghurts will be kept safely.

Your child's key worker will show you the lunch trolley. We ask that you place your child's lunch box on the trolley. Staff will then make sure that your child's lunch is placed in the fridge to keep the food safe. It is important to make sure that your child's lunch box is safe to avoid cross contaminating other food stored in the fridge, as this could have serious consequences for a child with food allergies. Your child's key worker will be able to offer advice on what makes a safe lunch box.



Policies and procedures

A copy of all Childcare Services' policies and procedures are kept in the Policy and Procedure Guide in the main hallway. We will provide a free copy of any policy on request. Below are some of the areas that may affect you and your child.

Administration of medication

Your child may need medication on a regular or occasional basis. For ongoing medication your child will have an individual medical plan that will provide us with all the information we require to meet your child's needs.

Where medication may be invasive (such as an EpiPen) our staff will be trained by a relevant professional to ensure that we are all able to follow your child's healthcare plan. You will be asked to complete an open administration of medication consent form and contribute to the development of the healthcare plan and subsequent reviews. We may ask you for further information from those professionals involved with your child; for example, a hospital treatment plan.

Where your child may need medication occasionally, such as treatment for an ear infection, we will ask you to complete an administration of medication form for each medication. If you give your child any medication before bringing them to the Playcentre, including over-the-counter medication, please let staff know. It is important that you discuss with your child's key worker any specific medication needs your child has. Please note that with the exception of paracetamol suspension (such as Calpol) and teething gels, we will not administer any other over-the-counter forms of medication, although you are welcome to pop in and do this yourself.

Accidents

If your child has an accident at the Playcentre, even a minor one, we will provide you with a written accident form, completed by somebody who witnessed the accident, when you collect your child. You will be asked to read the accident form and sign the Playcentre copy to confirm that you have been informed about the accident. We also have previous incident forms that we ask you to complete when dropping off your child if they have had an accident while away from the Playcentre.

This ensures that we all have the necessary information to ensure the health, safety and wellbeing of your child.

If an accident results in a more serious injury (for example, a cut above the eye or biting through the lip) we will telephone you and let you know.

If there is a very serious accident we will call for medical assistance as well as letting you know. It is important that you ensure our contact numbers for you are up to date.

Illness

If your child is unwell please do not bring them to the Playcentre. If your child has diarrhoea and/or vomiting, they should only return to the Playcentre after a minimum of 48 hours without symptoms.

Sometimes children seem under the weather but with no specific signs of illness and you may think that they will cope with the Playcentre. However, if your child is unable to cope with the Playcentre day we will contact you and ask you to take your child home. Some children cope better with coughs and colds than others.

Where your child has a high temperature, is sneezing a lot and/or is not coping, please do not bring them to the Playcentre. Where children have unexplained high temperatures we will ask you to collect your child from the Playcentre and we will continue to monitor their temperature until you arrive. Where your child is clearly unwell you may ask us to give them some paracetamol suspension that you have already provided us however you will still need to collect your child from the Playcentre.

Please remember that we have a duty to protect the health of all the children and while we understand that you may have work or study commitments, the Playcentre day is demanding and does not offer a suitable environment for an ill child. Likewise, we try to keep the Playcentre as hygienic as possible and when children are brought into the Playcentre who are unwell, illnesses can spread very quickly in a group environment such as ours.

Allergies and special diets

We cater for most dietary needs and you will be asked to complete an AI-1 form for the identification of any special dietary needs your child has, whether they are related to an allergy, food intolerance, religion or preferences (for example, vegetarian). If your child has special requirements you will be asked to complete an AI-2 and/or AI-3 form that will provide us with further detail so that we can ensure your child's dietary needs are met.

For children with moderate to severe allergies we will do a full risk assessment and care plan to ensure that we minimise the risk of your child being exposed to anything that may trigger an allergic reaction. When your child starts at the Playcentre, you will be given a booklet about our food and drink policy. Please keep us informed of any changes to your child's dietary needs.

Special educational needs

We have a duty to ensure that all children can access our services and get the most from their time with us. We work closely with the local education authority to identify special needs and to ensure that we tailor our service to meet those needs. If you have any concerns about your child's development please discuss these with your child's key worker or our Special Educational Needs Coordinator. If we have any concerns about a child's development, we will discuss these with you in the first instance and work with you to give your child the best possible start.

Behaviour management

We have a positive behaviour management policy in operation where the emphasis is on rewarding positive behaviour and enhancing a child's self-esteem. The managing of children's behaviour is always consistent and applicable to their level of development and understanding. Children are encouraged to participate in developing Playcentre rules and understanding why those rules are in place. Examples would include not hurting others, using your voice to express what you want and having empathy for others when they are upset. The word 'no' is never used without an explanation. We encourage even our youngest members to learn that inappropriate behaviour has consequences both for themselves and others.

Developing an understanding of the needs of others and learning how to control impulses is central to our approach. We avoid using words like 'silly' and 'naughty' as this does little to support a child's growing

understanding of social rules. We focus on the behaviour as being unacceptable rather than on the child's sense of self. For very young children, we will often use distraction and it is only if a specific behaviour gives cause for concern (for example, biting other children regularly) that we would discuss with you how this should be approached. We would use observation to see what may be triggering this behaviour and set up a behaviour plan that will support your child while they go through the transition and at the same time, keep other children safe.

The above is an overview of a few of our policies. It takes us between three and six months to fully induct a new staff member and we ensure that they are fully up to speed with our policies and procedures and have been assessed to be competent before they are left alone with children. Our Childcare Services Policy and Procedure Guide is available in the main foyer. If you would like a copy of a specific policy please let us know and we can either email it to you or give you a hard copy. If you have any feedback please contact us.

Child protection

We have a duty to safeguard all the children in our care and take this responsibility seriously. Staff are fully trained in safeguarding and complete a refresher course every three years.

We have a number of policies and procedures designed to ensure that your child is safe in our care. Staff are not allowed mobile telephones in areas where children are present and are allowed only to use Playcentre cameras to photograph children at play. We have strict guidelines about how these images can be used and staff are fully trained in safeguarding. We ask that you do not use your mobile phone in any of the indoor or outdoor play areas or bathrooms. If you have any concerns about your child or another child, let us know.



Safety and security

We realise it can be difficult to leave your child. We take our responsibility seriously and have a large number of measures to ensure your child is safe. These include:

- conducting risk assessments and regular reviews
- controlled door entry to stop unauthorised persons entering the building
- weekly testing of fire alarms and termly fire drills
- regular testing of smoke detectors and servicing of fire equipment and alarms
- escorting all visitors at all times
- completing registers for children on entry and leaving and checking them during transitions (for example, from outdoors to indoors)

- panic alarms located in the building and directly connected to security
- vetting of staff (for example, enhanced disclosure and barring (DBS) checks, verification of identity, minimum of two references, qualification check, occupational health check)
- ensuring that all staff are trained in paediatric first aid and have level two food hygiene certificates and level two health and safety certificates
- purchasing equipment designed specifically for young children from reputable specialist suppliers

The list is by no means exhaustive and we continuously look for ways to improve our service to you and your child. Please let us know if you have any concerns or feedback.

Final word

We want Friendly Foresters to be a fun and exciting place for you and your child and for each day to be the best it can be. We appreciate your support and offer many opportunities for you to join in with us and help shape our service. We have a regular newsletter and your contributions to this are very welcome, whether you have found a great place for a day out, have a recipe that your child loves or an amazing book that your child just will not leave alone!

We carry out customer surveys every two years and really appreciate the time you take to complete these. They give us the most accurate picture of what you think about our service and help us identify any areas we need to improve. We also organise special events and fun days and are always grateful for your help and support.

If you have any concerns or queries or if you wish to comment on the service you can email us, chat with your child's key worker or discuss them with a manager. Your views do count...

Contact us

We hope you have found this information useful; however, we realise that you may have more questions. Please do not hesitate to contact us.

Key people

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The University of Nottingham has made every effort to ensure that the information in this booklet was accurate when published. Please note, however, that the nature of the content means that it is subject to change from time to time, and you should therefore consider the information to be guiding rather than definitive.

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