



ASK KINDERGARTEN & CLUBS

All Saints' Church, Church Street, Old Isleworth, TW7 6BE
www.askkc.uk • 07306 086666 • ask@askkc.uk

ASK Kindergarten Handbook for Parents

Mark & Danielle Stewart would like to welcome you to ASK Kindergarten & Clubs, a family run business aiming to create a very happy home from home for your child. We engage and excite the children with fun-filled activities so that they learn through play. We started ASK because of our own children, so we know how important your child is and we strive to deliver the highest quality of care and education to help them to achieve their best.

This handbook provides you with an introduction to ASK, our routines, our approach to supporting your child's learning and development, and how we work together with you to best meet your child's individual needs.

ASK Kindergarten & Clubs is:

- managed by Danielle who holds a PGCE qualification and Early Years Teaching Status;
- registered with Ofsted (Registration No. EY483684);
- open for 3 terms per academic year (38 weeks) and for 5 days each week;
- open from 07:30 to 18:00 each day; and
- closed for half term holidays, bank holidays and school holidays as published on the Term & Holiday Dates page on our website: www.askkc.uk/schooltermdates.html.

ASK Kindergarten sessions are:

- 09:00 to 12:00 : Morning
- 12:00 to 15:00 : Afternoon
- 09:00 to 15:00 : Whole Day
- 07:30 to 09:00 : Wraparound - Breakfast
(limited places available for children over 3 to join our Breakfast Cub session - please enquire)
- 15:00 to 18:00 : Wraparound - Extended Afternoon
(limited places available for children over 3 to join our After School Club session - please enquire)

ASK Kindergarten aims to:

- provide high quality care and education for children below statutory school age;
- work in partnership with parents to help children to learn and develop;
- nurture the moral, social, emotional and physical wellbeing of each unique individual;
- be an open and welcoming Early Years setting; and
- offer children and their parents a service that promotes equality and values diversity.

Starting at ASK Kindergarten - *the first days*

We want your child to feel happy and safe with us. To make sure that this is the case, our members of staff will work with you to decide on how to help your child to settle into ASK. Our policy on the Role of the Key Person and Settling-in is shown at the end of this handbook.

- Please bring your child's Birth Certificate or Passport on the first day as we will need to make a copy to keep in their file.
- If your child is eligible for a funded place you will need to fill in a Parent Declaration form which is part of our Registration Pack.
- For two year old funded places, we will need to see the eligibility voucher code sent to you by LB Hounslow and proof of address which can be a recent (within 3 months) utility bill or bank statement, or your latest Council Tax bill.

Please note that if your child has a funded place, you have an obligation for them to attend and you must let us know the reason for any absence. Persistent non-attendance may result in LB Hounslow withdrawing the funding for your child's place and you will then be liable for the full cost of the sessions.

If you have any questions about anything, please don't hesitate to speak to us at the beginning or end of sessions or you can send us an email. We're very friendly and happy to chat with you!

Daily Drop-Off & Pick-Up

Drop-Off

- The main entrance is the black metal gate beneath the tower of All Saints' Church.
- The gate will be opened at 9:00.
- A member of staff will greet you and your child will be signed in.
- Please try to arrive in good time before we lock the gate.
- If you're running late and the gate is already locked, you can either ring the bell which is just inside the locked gate or call us on 07306 086666.
- If the weather allows, sessions will take place in our Forest School area at the rear of the church car park.
- On these days, drop-off and pick-up will be at the Forest School wooden gate and not at the church tower gate.

Pick-Up

- Please ensure that you arrive promptly either at 12:00 or at 15:00 depending on your child's finish time.
- This is particularly important at 15:00 as our members of staff have to leave in good time to collect their own children from local primary schools.

It's vital that we know who is picking up your child. If there are any changes during the day please call us on 07306 086666 to let us know. Please make sure that you speak to a

member of staff rather than leaving a voicemail or sending a text message. We'll ask you for a password if we don't already know the person who is collecting your child.

If you need to call us, please be aware that at busy times we may not be able to answer the phone straight away, so please keep calling until you get through to us.

You can park in the All Saints' Church car park at drop-off and pick-up. The entrance is in Park Road through the open green metal barrier between the Park Road Allotments and no. 4 Hotspur House. Turn in and drive along the gravel road which will bring you into the car park.

Illness

- If your child is too ill to attend ASK, please call us on the first morning of the illness before 9:00.
- If we are concerned about your child's health while they are at ASK we will phone you and ask you to come and collect them if we think it is necessary.
- If your child has a fever, you need to ensure that their temperature has returned to normal at least 24 hours before bringing them back to ASK.
- All members of our staff hold a Paediatric First Aid qualification and they will all be able to attend to your child in case of minor accidents.
- We record all accidents and you will be informed at the end of the session and asked to sign our Accident Record.

Packed Lunch

If your child is staying for lunch at ASK, please provide them with a packed lunch. Please make sure you go for healthier options as we are continually promoting healthy choices when it comes to food. Less salt and sugar is a good thing! Please don't include food that needs to be reheated - from a food hygiene point of view, we're not able to do that.

As we have children with nut allergies, it's very important that we maintain a nut-free environment at ASK, so please ensure that you don't send any food that contains nuts.

Drinks & Snacks

Please send your child in every day with a piece of fresh fruit. At fruit time, the children sit together and help to cut up the fruit and share it out. In this way we are teaching about both healthy eating and the social aspect of all sitting together to eat.

Water is available at all times throughout all of our sessions and we'd like you to send your child in with their own named water bottle which we will refill as required.

Parent Meetings

We hold these every term. These meetings are excellent opportunities to discuss and share information with your child's key person about how your child is progressing. These early years are a partnership between us and you and we welcome any information that you might like to share with us about your child's development away from ASK.

If you have any concerns at any other time, please do not hesitate to speak to a member of staff. You can have a quick chat at the beginning or end of a session or you can make an appointment for a longer discussion.

Clothing

Please send your child to ASK wearing clothes that you don't mind getting covered in sand, mud, water, paint, playdough, and anything else that they might be playing with during the day. We encourage them to get very involved in messy play as it's a vital part of their development! As they are likely to get wet and dirty, please make sure you send them in every day with a bag containing a change of clothes. If possible we would prefer a drawstring bag rather than a backpack as we have limited space on the pegs.

Please make sure that all clothing is named.

We provide protective trousers for the children for rainy days and muddy days at Forest School. We encourage children to gain the skills that help them to be independent and look after themselves. These include taking themselves to the toilet and taking off, and putting on, outdoor clothes. Clothing that is easy for them to manage will help them to do this.

If you have a pair of welly boots that can stay at ASK, that would be ideal, but if not, please send them in with your child each day as we will be doing Forest School on a regular basis and it can get quite muddy out there!

For emergencies, we will have a small supply of spare clothing which, if we need to put on your child, we ask that you wash and return to us as soon as you can.

If your child is still using nappies, please send in a supply of nappies, wipes and nappy bags in their clothes bag. Please talk to us when your child is ready to start toilet training so that we can work with you during that process, and please provide us with extra changes of clothing during that time as there are likely to be quite a few accidents!

Fees

Fees are payable half-termly in advance on receipt of an invoice. Our payment due date is the 1st of the month and we request that you please pay the invoice promptly by internet banking transfer to the ASK bank account. The account name is ASK Kindergarten & Clubs, the sort code is 40-38-18 and the account number is 01836137. Please use the transaction reference that is on the invoice that you are paying. A first reminder will be sent out after one week if the invoice has not been paid and if we need to send out a second reminder, we reserve the right to charge a late payment fee of an additional 5%.

Fees must still be paid if children are absent through illness or holidays taken during term-time or without notice for a short period of time. If your child is going to be absent over a longer period of time, please let us know, in good time, by email.

For your child to keep his/her place at ASK, you must pay the fees.

We are in receipt of nursery education funding for two, three and four year olds; where funding is not received, then fees apply.

We accept childcare voucher payments and payments using Tax-Free Childcare. If you need to register, please click on this link: www.gov.uk/apply-for-tax-free-childcare

Information about HM Government help with childcare costs can be found at: www.childcarechoices.gov.uk

ASK KINDERGARTEN DAILY FEES 2023-2024

ASK Kindergarten Sessions

£ 28.80 : 09:00 to 12:00 Morning

£ 28.80 : 12:00 to 15:00 Afternoon

ASK Kindergarten Wraparound Sessions

please ask about availability (for ages 3 and over)

£ 14.40 : 07.30 to 09.00 Breakfast

£ 28.80 : 15:00 to 18:00 Extended Afternoon

ASK Kindergarten Extended Sessions

for children who also attend Nursery at The Blue School or St. Mary's

£ 12.00 : 07:30 to 08:40 + Nursery Drop-Off

£ 33.80 : 09:00 to 12:30 + Nursery Drop-Off

£ 33.80 : 11:40 to 15:00 + Nursery Pick-Up

£ 33.80 : 11:45 to 15:00 + Nursery Pick-Up

£ 24.00 : 15:30 to 18:00 + Nursery Pick-Up

ASK Kindergarten Extended Sessions

for children with 30 hours funding who also attend The Blue School or St. Mary's

£ 9.80 : 09:00 to 12:30 + Nursery Drop-Off

£ 9.80 : 11:40 to 15:00 + Nursery Pick-Up

£ 9.80 : 11:45 to 15:00 + Nursery Pick-Up

Deposit

We require a deposit of £100 at the time of registration for funded and non-funded children. If you decide not to take up the place or if you withdraw your child within the first month, this is non-refundable.

Registration Fee

Once your child has started, £60 of the deposit will be retained by ASK as the Registration Fee. The remaining £40 will be refunded to you in your first invoice.

Funding Information

15 Hours Funding - *for eligible 2 year olds*

Parents of children eligible to receive 15 hours funding for 2 year olds will usually receive a voucher code from the Early Years team at LB Hounslow. If you think you might be eligible and you haven't received a code, you can check on the council's Childcare and Early Years website page: fsd.hounslow.gov.uk/synergyweb/Childcare_Main_Page.aspx

15 Hours Funding - *for 3 to 5 year olds*

All children are eligible for 15 'Universal' hours funding from the beginning of the term after their 3rd birthday. Funding is for 38 weeks (570 hours total) per school year (September to July). Parents need to complete a Parent Declaration Form which is available from ASK.

30 Hours Funding - *for eligible 3 to 5 year olds*

For ASK to be able to claim the 15 'Extended' hours funding, eligible parents must have applied for a 30 hour code by the deadline which is the end of the month before the start of each term i.e. August 31st for the Autumn term, December 31st for the Spring term and March 31st for the Summer term. Once parents have received the 30 hour code it needs to be given to ASK to complete an online validation before the funding can be claimed.

To check your eligibility for 30 hours funding and to apply, please follow this link to the GOV.UK website: www.gov.uk/apply-30-hours-free-tax-free-childcare

Early Years Pupil Premium

The Early Years Pupil Premium (EYPP) is designed to narrow the attainment gap between young children from low-income families and their peers by improving the facilities, equipment and learning experiences to benefit the growth and development of eligible children. The EYPP provides additional funding for three and four year old children whose parents are in receipt of certain benefits or who were formerly in local authority care but who left care because they were adopted or were subject to a special guardianship or child arrangements order. We can use the extra funding in any way we choose to improve the quality of the early years education that we provide for children who are eligible. This could include, for example, additional training for our staff or additional resources specifically tailored to eligible children.

Notice of Leaving

We require a minimum of 1 month's notice in writing by email if, for any reason, your child will be leaving ASK, otherwise there will be a charge of 1 month's fees in lieu.

Parents

You are regarded as members of ASK who have full participatory rights. These include a right to be:

- valued and respected;
- kept informed;

- consulted;
- involved; and
- included at all levels.

ASK recognises parents as the first and most important educators of their children. All of our staff see themselves as partners with parents in providing care and education for their children. There are many ways in which parents take part, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with our staff;
- contributing to the progress check at age two;
- helping at sessions at ASK;
- sharing their own special interests with the children;
- helping to provide and look after the equipment and materials used in the children's play activities;
- taking part in events and informal discussions about the activities and curriculum provided by ASK;
- joining in community activities, in which ASK takes part; and
- building friendships with other parents at ASK.

Parent Helpers & Joining In

ASK encourages parents to join us as helpers at a particular session or sessions. Helping at the session enables parents to see what the day-to-day life of ASK is like and to join in helping the children to get the best out of their activities.

Being a parent helper is not the only means of taking part in the life of ASK. Parents can offer to take part in a session by sharing their own interests and skills with the children. We also welcome parents to drop in and see ASK at work or speak with members of staff.

Key Person & Your Child

ASK uses a key person approach. This means that each member of staff has a group of children for whom they are particularly responsible. Your child's key person will be the person who works with you to make sure that the childcare that we provide is right for your child's particular needs and interests. When your child first starts at ASK, they will help your child to settle and throughout your child's time at ASK, they will help your child to benefit from our activities.

Learning Opportunities for Staff & Parents

As well as gaining childcare qualifications, our staff take part in further training to help them to keep up-to date with thinking about early years care and education. We also keep up-to-date with best practice, as a member of the Early Years Alliance, through *Under 5* magazine and other publications produced by the Alliance. Copies of the magazine are available for you to read at ASK.

Timetable & Routines

We believe that care and education are equally important in the experience that we offer children. The daily routines and activities at ASK are provided in ways that:

- help each child to feel that he/she is a valued member of ASK;
- ensure the safety of each child;
- help children to gain from the social experience of being part of a group; and
- provide children with opportunities to learn and help them to value learning.

We organise our sessions so that the children can choose from, and work at, a range of activities and, in doing so, build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in adult-led small and large group activities, which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others. Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity, and are encouraged, to take part in outdoor child-chosen and adult-led activities, as well as those provided in the indoor playrooms.

Children's Development & Learning

We aim to ensure that each child:

- is in a safe and stimulating environment;
- is given generous care and attention, because of our ratio of qualified staff to children, as well as volunteer helpers;
- has the chance to join in with other children and adults to live, play, work and learn together;
- is helped to take forward his/her learning and development by being helped to build on what he/she already knows and can do;
- is provided with interesting activities that are appropriate for their age and stage of development;
- has a key person who oversees and helps them with their progress; and
- is in a setting which sees parents as partners in helping each child to learn and develop.

The Early Years Foundation Stage (EYFS)

Learning, development and care for children from birth to five is guided by the **Statutory Framework for the Early Years Foundation Stage** (DfE 2021).

ASK reflects the four overarching principles:

Every child is a *unique child*, who is constantly learning and can be resilient, capable, confident and self-assured.

Children learn to be strong and independent through *positive relationships*.

Children learn and develop well in *enabling environments*, in which their experiences respond to their individual needs and there is a strong partnership between practitioners, parents and/or carers.

Children develop and learn in different ways and at different rates. The framework covers the education and care of all children in early years provision, including children with special educational needs and disabilities.

The 7 Areas of Learning & Development:

- *Prime Areas*
 - Personal, Social & Emotional Development
 - Physical Development
 - Communication & Language
- *Specific Areas*
 - Literacy
 - Mathematics
 - Understanding the World
 - Expressive Arts & Design

Our Approach to Learning, Development & Assessment

Learning through play

Being active and playing supports young children's learning and development through doing and talking. This is how children learn to think about and understand the world around them. We use the EYFS statutory guidance on education programmes to plan and provide opportunities which will help children to make progress in all areas of learning. This programme is made up of a mixture of activities that children plan and organise for themselves (child-led) and activities planned and led by practitioners (adult-led).

Characteristics of effective learning

We understand that all children engage with other people and their environment through the characteristics of effective learning that are described in the Early Years Foundation Stage as:

- playing and exploring - engagement;
- active learning - motivation; and
- creating and thinking critically - thinking.

We aim to provide for the characteristics of effective learning by observing how a child is learning and being clear about what we can do and provide in order to support each child to remain an effective and motivated learner.

Assessment

We assess how young children are learning and developing by observing them frequently. We use information that we gain from observations, as well as from photographs or videos of the children, to document their progress and where this may be leading them. We

believe that parents know their children best and we will ask you to contribute to assessment by sharing information about what your child likes to do at home and how you, as parents, are supporting development.

We make periodic assessment summaries of children's achievement based on our on-going development records. These form part of children's records of achievement. We undertake these assessment summaries at regular intervals, as well as times of transition, such as when a child goes on to school.

The progress check at age two

The Early Years Foundation Stage requires that we supply parents and carers with a short written summary of their child's development in the three prime areas of learning and development - personal, social and emotional development; physical development; and communication and language - when a child is aged between 24 - 36 months. Your child's key person is responsible for completing the check using information from on-going observational assessments carried out as part of our everyday practice, taking account of the views and contributions of parents and other professionals.

Online Learning Journal

We keep a record of achievement for each child by using an online Learning Journal called Tapestry. This helps us to celebrate together your child's achievements and to work together to provide what your child needs for his/her well-being and to make progress. Your child's key person will work in partnership with you to keep this record. To do this, you and they will collect information about your child's needs, activities, interests and achievements. This information will enable the key person to identify your child's stage of progress. Together, we will then decide on how to help your child to move on to the next stage.

Working Together for Your Children

We maintain the ratio of adults to children at ASK that is set by the Safeguarding and Welfare Requirements. Wherever possible, we also have volunteer parent helpers to complement these ratios.

This helps us to:

- give time and attention to each child;
- talk with the children about their interests and activities;
- help children to experience and benefit from the activities we provide; and
- allow the children to explore and be adventurous in safety.

Policies

Our staff can explain our policies and procedures to you, copies of which are available at ASK or on our website: www.askkc.uk/policiesandprocedures.html. Our policies help us to make sure that the service provided by ASK is a high quality one and that being a member of ASK is an enjoyable and beneficial experience for each child and his/her parents. Our policies are reviewed on a regular basis (at least annually) and we welcome

the participation of parents to work with us to adopt the policies. Reviewing the policies makes sure that they are enabling ASK to provide a quality service for its members and the local community.

As part of the registration process we are required to provide you with these links to our website to particular policies that you should read before your child starts at ASK:

- **03. ASK Safeguarding and Child Protection**
- **33. ASK Admissions**
- **41. ASK Making a Complaint**

Information We Hold

We have procedures in place for the recording and sharing of information (data) about you and your child that is compliant with the principles of the General Data Protection Regulations (2018) as follows:

The data we collect is:

- Processed fairly, lawfully and in a transparent manner in relation to you and your family.
- Collected for specified, explicit and legitimate purposes and not further processed for other purposes incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which data is processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form that permits identification of you and your family for no longer than is necessary for the purposes for which the personal data is processed.
- Processed in a way that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

When you register your child with us, we will provide you with a privacy notice that gives you further details of how we fulfil our obligations with regard to your data.

For further information about how or why ASK collects personal data or how ASK uses and protects personal data, please follow these links to particular Policies and Procedures on our website:

- **35. Children's Records**
- **36. Provider Records**
- **37. Transfer of Records to School**
- **38. Confidentiality & Access to Records**
- **39. Information Sharing**

Safeguarding Children

ASK has a duty under the law to help safeguard children against suspected or actual 'significant harm'. Our employment practices ensure children against the likelihood of

abuse at ASK and we have a procedure for managing complaints or allegations against a member of staff. Our way of working with children and their parents ensures that we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies when necessary, to help families in difficulty.

Please read our Safeguarding and Child Protection Policy and Procedures which is available on our website by clicking on this link:

03. ASK Safeguarding and Child Protection

Special Educational Needs & Disabilities (SEND)

To make sure that ASK meets the needs of each individual child, we take account of any special needs a child may have. We work to the requirements of the Special Educational Needs and Disability Code of Practice: 0 to 25 years (2015).

Our SEND Co-ordinator (SENCO) is:	Danielle Stewart
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The Management of ASK

ASK is owned by:	Mark Stewart
ASK is managed by:	Danielle Stewart
ASK is governed by:	Mark & Danielle Stewart

The Role of the Key Person and Settling-In Policy

Policy statement

At ASK Kindergarten & Clubs (ASK) we believe that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to attend or work in.

We want children to feel safe, stimulated and happy at ASK and to feel secure and comfortable with our members of staff. We also want parents to have confidence in both their children's well being and their role as active partners with ASK. We aim to make ASK a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

The key person role is set out in the Safeguarding and Welfare Requirements of the Early Years Foundation Stage. Each child must have a key person. These procedures set out a model for developing a key person approach that promotes effective and positive relationships for children.

Procedures

- We allocate a key person before the child starts.
- The key person is responsible for:
 - providing an induction for the family and for settling the child into ASK;
 - completing relevant forms with parents, including consent forms;
 - explaining our policies and procedures to parents with particular focus on policies such as safeguarding and our responsibilities under the Prevent Duty;
 - offering unconditional regard for the child and being non-judgemental;
 - working with the parents to plan and deliver a personalised plan for the child's well-being, care and learning;
 - acting as the key contact for the parents;
 - developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child at ASK and at home;
 - having links with other carers involved with the child and co-ordinating the sharing of appropriate information about the child's development with those carers; and
 - encouraging positive relationships between children in her/his key group, spending time with them as a group each day.
- We promote the role of the key person as the child's primary carer at ASK, and as the basis for establishing relationships with other adults and children.

Settling-in

- Before a child starts to attend ASK, we use a variety of ways to provide his/her parents with information. These include written information (including our Handbook for Parents and policies), displays about activities available within ASK, information days and evenings, and individual meetings with parents.

- During the half-term before a child is enrolled, we provide opportunities for the child and his/her parents to visit ASK.
- The key person welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process.
- We use pre-start visits and the first session at which a child attends to explain and complete, with his/her parents, the child's registration records.
- When a child starts to attend, we explain the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into ASK.
- If necessary, the parent, carer or close relative can stay, to begin with, and then gradually take time away from their child and increase this time as and when the child is able to cope.
- Younger children will take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their parent to be on hand to re-settle them.
- We judge a child to be settled when they have formed a relationship with their key person; for example, the child looks for the key person when he/she arrives, goes to them for comfort, and seems pleased to be with them. The child is also familiar with where things are and is pleased to see other children and participate in activities.
- When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when.
- We recognise that some children will settle more readily than others, but that some children who appear to settle rapidly are not ready to be left.
- We do not believe that leaving a child to cry will help them to settle any quicker. We believe that a child's distress will prevent them from learning and gaining the best from ASK.
- We reserve the right not to accept a child into ASK without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.
- Within the first four to six weeks of starting, we discuss and work with the child's parents to begin to create their child's record of achievement.

The progress check at age two

- The key person carries out the progress check at age two in accordance with any local procedures that are in place and referring to the guidance *A Know How Guide: The EYFS progress check at age two*.
- The progress check aims to review the child's development and ensures that parents have a clear picture of their child's development.
- Within the progress check, the key person will note areas where the child is progressing well and identify areas where progress is less than expected.
- The progress check will describe the actions that will be taken by us to address any developmental concerns (including working with other professionals where appropriate) as agreed with the parent(s).
- The key person will plan activities to meet the child's needs within ASK and will support parents to understand the child's needs in order to enhance their development at home.