



• THE COAT OF •
MANY COLOURS

PARENTHANDBOOK

INTRODUCTION

We are delighted that you have chosen Coat of many Colours Nursery for the care and education of your child. Coat of many Colours Nursery aim to promote a caring environment, through the highest standards of professional practice, in which children can flourish, physically, emotionally, socially and intellectually. We aim to encourage the development of each child to enable them to maximise their potential within a caring, stimulating and homely environment.

We hope that this handbook will be a useful guide to help you settle your child into the nursery and act as a reference document for the future. If you have any questions or queries, please speak to the nursery manager, the deputy manager, your child's key person or the senior nursery nurse of your child's department. We are all here to help.

We look forward to building a strong and positive relationship with you and your family.

SETTLING IN

We recognise and understand the anxieties for both parents and children when starting at nursery. Some children will settle in on their first visit and others will take a little longer to get used to a new environment. To support you and your child when settling, the nursery manager will contact you before your child's start date to arrange a convenient time for the first settling in session. The number of settling in sessions will then be discussed and agreed with you during your first visit.

During the settling in sessions, your child's key person will discuss with you your child's needs, likes/dislikes, favourite foods, sleep patterns, routines, etc. This information will enable us to cater for your child's individual needs and assist in the settling in process. We will also discuss with you our documented policies and procedures and answer any questions that you may have.

THE KEY PERSON APPROACH

You will often hear the phrase 'key person' in the nursery. Whilst the children are cared for in groups, it is important that we meet the individual needs of your child and ensure that he/she has an opportunity to bond with one 'special person' at the nursery. It is also important that you have a specific person whom you can get to know and share information with about your child.

Each child is assigned a key person at the settling in stage. It is their role to share information with you about your child and ensure that your child's individual needs are being met. The key person will observe your child and plan for his/her learning and development and make assessments on progress.

YOUR CHILD'S FIRST DAY

The nursery provides all educational materials, linen, refreshments, snacks, breakfast, lunch and afternoon tea. You only need to bring with you a spare set of clothes (or more if your child is toilet training) and any personal items, such as a comforter or favourite teddy, which your child may require. These should all be placed in the red Coat of many Colours Nursery backpack provided by the nursery. Parents with very young children will also need to provide nappies, wipes, nappy creams and formula/breast milk.

Children will regularly take part in messy activities involving paint, glue, etc., so should not be brought to nursery in their best clothes. Children will also spend time in the garden every day so

suitable seasonal clothing is essential, for example, a warm coat, hat and gloves in the winter months, and sun hat and cream (minimum SPF 25) in the summer months.

All items must be clearly marked with your child's name. Unfortunately, we cannot take responsibility for lost personal items.

COAT OF MANY COLOURS NURSERY

PARTNERSHIP WITH PARENTS

We aim to make your child's early years experiences as positive as possible. In order to achieve this, it is important that we communicate effectively with you and build positive relationships between you and the nursery team.

At Coat of many Colours Nursery, parent care is just as important as childcare!

JOINT PARENTAL RESPONSIBILITY

In the event of a family dispute between parents, there are clear legal procedures that childcare providers must follow:

Parents who are married have equal rights over their child (joint parental responsibility), unless we are informed otherwise by way of a court order or through social services.

To avoid aggravating a dispute further, we will always remain neutral unless specifically ordered otherwise by way of a court order or by social services.

INFORMATION FOR PARENTS

Copies of our policies and procedures are displayed throughout the nursery.

The nursery will normally be inspected by Ofsted every three to four years. Extracts from our most recent inspection report can be found on our website, www.cmcnursery.co.uk, or downloaded from the Ofsted website, www.ofsted.gov.uk. Alternatively, we will be happy to provide you with a copy if required. You will also find the latest report on display in the nursery.

We aim to give parents as much information about the nursery as possible. You will find various information boards in the nursery, such as 'parents' information', 'policies and procedures', 'food and drink' and 'our team'.

Additional parents' notice boards are also located in the children's rooms giving more specific information.

PARENT CONSULTATION MEETINGS

We hold regular meetings with you to discuss your child's progress. Appointments will be made with you for a convenient date and time.

COMMUNICATION

Daily feedback is provided through a combination of daily diaries, verbal updates, and our online learning journal platform — Tapestry, which can be easily downloaded and accessed by parents. Depending on your child's age and room, the method of feedback may vary, but your child's key person is always available to discuss any aspect of their care and development.

If you ever have a concern, we encourage you to raise it early — a conversation with your key person can often resolve it quickly. For anything further, please feel free to speak directly with the nursery manager, who will be more than happy to support you.

COAT OF MANY COLOURS NURSERY

EMAIL AND WEBSITE

We will endeavour to email you updates about nursery events and what the children have been up to at the nursery. You can find further details of nursery news updates and nursery calendars on our website, www.cmcnursery.co.uk, on our Facebook page and by following us on Twitter or Instagram.

NURSERY EVENTS

We hold regular events at the nursery, including Open Days, Fun Days, Charity Events, and seasonal celebrations such as Mother's Day, Father's Day, Sports Day and Workshops. Parents and children are warmly invited to attend, and we always appreciate parent involvement in helping to organise and support these special occasions.

SUGGESTIONS

We welcome any suggestions or feedback from you regarding all aspects of the nursery. Please feel free to discuss any ideas with us or use the parent questionnaires and/or suggestion box.

NUTRITION

Our aim is to provide a balanced, nutritious and varied menu, which is appealing and appetising to all of the children in our care. Our menus are displayed on the 'Food and Drink' board in the nursery and comprise the following:

Breakfast – sugar free cereals, toast, porridge, etc.

Lunch – freshly prepared 'home cooked' meal consisting of a main course and pudding.

Tea – high tea, for example, cheese and tomato pitta breads or freshly made pizza. Mid-morning and afternoon snacks – fruit or vegetable sticks, plain biscuits.

Drinks – water (available throughout the day), milk, juice.

Breast feeding is encouraged, and mothers are welcome to drop in throughout the day to breast feed or bring in expressed breast milk. For bottle fed children, you need to provide ready to use cartons or pre-measured formula and sterilised bottles. We will then mix the formula with boiled water when required. Weaning takes place in accordance with parents' wishes and current recommendations. Puréed food is provided by the nursery. Parents are given an update of babies' food and fluid intake via a daily diary.

FOOD ALLERGIES AND INTOLERANCES

If your child suffers from an allergy, the nursery manager and the key person will carry out a risk assessment during the settling in visits. A care plan and emergency procedures will be agreed with you, based on the information provided to us. If required, we will work with health visitors and other medical professionals to ensure that we are able to meet your child's needs. The nursery cook will always provide a suitable alternative, as similar to the original meal as possible.

Unfortunately, due to allergies and intolerances, we are unable to accept any foods, pre-packed or otherwise, including children's birthday cakes, at the nursery. However, the nursery cook is able to make a cake for your child's birthday for a small charge. Please give us at least one week's notice to allow our cook time to purchase any necessary ingredients and prepare the cake.

We do not use nuts or nut products in our foods.

VEGETARIAN/PREFERRED OPTIONS

For our vegetarian children, we will provide a vegetarian alternative to all meals and snacks. If you have a preferred choice due to religious beliefs, we will always provide an alternative, again making this as similar to the original meal as possible.

ACCIDENTS AND INCIDENTS

As children develop physically, particularly in the early stages of walking, accidents can occasionally happen. In this event, the majority of staff are trained in first aid.

If your child has an accident at the nursery, you will be informed upon collection and asked to sign an accident form. In the event of a bump to the head, you will be informed immediately by telephone. Your child will be monitored and, in most cases, will be able to continue with their day as normal. In the event of an accident causing concern, you will be asked to collect your child and a visit to your GP recommended.

Should your child have an accident that requires further medical support, you will be contacted immediately, and any necessary action taken. In extreme cases, this could involve calling for the support of paramedics.

ILLNESSES

From time to time, children may become unwell whilst at the nursery. If this should happen, we will inform you immediately and agree a course of action. At Coat of many Colours Nursery, we generally follow the guidance for schools and nurseries issued by Public Health England, although we may take a company view and extend the exclusion periods for certain illnesses. Children may not attend nursery whilst infectious and, in the event of sickness and diarrhoea, may not be admitted for 48 hours after the last bout of illness.

For a detailed list of exclusion periods, please check the policies and procedures board in the nursery. For further information about childhood illnesses and the signs and symptoms that accompany these, please visit the NHS website, www.nhs.uk.

MEDICINES

Coat of many Colours Nursery are happy to administer prescription medication (and long-term medication, such as an inhaler or eczema cream) at the nursery, provided your child is well enough to attend nursery and the staff team have sufficient information and training to do so.

All medicines brought into nursery will need to be recorded and we will require your signature to authorise the administration. All medicines must be in the original container, labelled with your child's name, the dosage required and the date that it was prescribed. Any medicines not meeting these criteria cannot be administered. We are not able to administer the first dose of a prescribed medicine. Therefore, children must have had the first dose at home a minimum of twenty-four hours prior to coming to nursery.

The nursery provides Calpol, a temperature reducing medicine, which will be given as per the manufacturer's instructions and recommendations, provided you have given your written consent on the nursery contract. We will contact you by telephone prior to the medicine being administered. We will only administer one dose per day for a maximum of two consecutive days. If your child's temperature does not reduce, or rises again later in the day, you will be contacted and asked to collect your child from nursery.

VACCINATIONS

We would recommend that children are fully vaccinated for their own protection and for the protection of those that cannot be vaccinated due to their age or for other reasons.

Please note, however, that vaccination is not a condition of admission to the nursery and thus there may be children attending that have not been fully vaccinated.

THE EARLY YEARS FOUNDATION STAGE (EYFS)

The Early Years Foundation Stage (EYFS) is how the Government and early years professionals describe the time in your child's life between birth and the age of 5. This is a very important stage as it helps your child get ready for school, as well as preparing them for their future learning and successes.

COAT OF MANY COLOURS NURSERY

From when your child is born up until the age of 5, their early years experiences should be happy, active, exciting, fun and secure and support their development, care and learning needs.

Nurseries, pre-schools, school reception classes and childminders registered to deliver the EYFS must follow a legal document called the Early Years Foundation Stage Framework.

The EYFS framework exists to support all professionals working in early years and was developed through consultation with a number of early years experts and parents. In 2012, the framework was revised to make it clearer and easier to use, with more focus on the things that matter most. This new framework also has a greater emphasis on your role in helping your child develop.

Your child will be learning skills, acquiring new knowledge and demonstrating their understanding through seven areas of learning and development. Children will mostly develop the three prime areas first:

- **Communication and language**
- **Physical development**
- **Personal, social and emotional development**

These prime areas are the most essential for your child's healthy development and future learning. As children grow, the prime areas will help them to develop skills in four specific areas:

- **Literacy**
- **Mathematics**
- **Understanding the world**
- **Expressive arts and design**

These seven areas are used to plan your child's learning and activities. The professionals teaching and supporting your child will make sure that the activities are suited to your child's unique needs. This is similar to a curriculum in primary and secondary schools, but it is suitable for very young children and is designed to be extremely flexible so that staff can follow your child's unique needs and interests.

With the EYFS, children learn through playing, exploring and being active, and through creative and critical thinking, which takes place both indoors and outside.

To read more about the EYFS, please visit www.foundationyears.org.uk.

SAFEGUARDING CHILDREN

Safeguarding the children in our care is of paramount importance to us. More detailed information can be found in our safeguarding children's policies, procedures and guidelines. However, we would like to draw your attention to our responsibilities within this.

All children have the right to grow up in a safe, secure and nurturing environment. They should feel comfortable that their individual needs will be met and not live in fear of harm or neglect.

In the event that we have concerns regarding your child, we will act upon them. Any staff member who has a concern will raise it with the nursery safeguarding co-ordinator. Wherever possible, the concern will then be discussed with you. From this discussion, a decision will be made as to whether further action should be taken.

Where it is decided further action is necessary, this may be to seek advice or make a referral to children's social care, the designated social worker or, if appropriate, the police. Confidentiality will be maintained as far as possible. However, the degree of confidentiality will be governed by the need to protect your child.

All staff in the nursery are aware of their responsibilities regarding safeguarding children and receive regular training in safeguarding children.

To ensure that our staff are suitable to care for your child, they all undergo disclosure and barring service checks prior to being allowed unsupervised access to the children. These checks are updated every three

COAT OF MANY COLOURS NURSERY

years. In addition, no member of staff is permitted to commence employment until two satisfactory written references have been obtained.

SPECIAL EDUCATIONAL AND ADDITIONAL NEEDS

Working so closely with your child from such a young age and from making detailed observations and assessments, we are well placed to observe a child who may need additional support in one or more areas.

Any member of staff who has a concern regarding your child's development will raise this with the nursery special educational needs co-ordinator (SENCO), who will then discuss this with you. Between you, the SENCO and your child's key person, a course of action will be agreed.

If following this course of action, it is felt it may be necessary to seek further advice and assistance from outside professionals, we will obtain your consent to do so. In this eventuality, we respectfully request that you seriously consider this input, as we are all working towards supporting and encouraging your child to allow them to reach their full potential.

Confidentiality will be always maintained and no decisions will be made without your prior consent.

More detailed information can be found in our special and additional needs policies and procedures, available at the nursery.

BEHAVIOUR MANAGEMENT

We believe that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We aim to encourage acceptable behaviour whereby children learn to respect themselves and others.

We have a named person who has overall responsibility for issues concerning behaviour management. We require all staff, parents, volunteers, students and visitors to provide a positive role model of behaviour by treating the children and one another with friendliness, care, respect and courtesy. We expect all adults to apply these rules consistently.

We use positive strategies for managing any conflicts by helping children find solutions in ways that are appropriate for the children's ages and stages of development, for example, discussion, distraction and praise. We praise and endorse desirable behaviour, such as kindness and willingness to share. We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.

When children display unwanted behaviour, we help them to see why their behaviour was wrong and how to cope more appropriately. We manage children's unwanted behaviour in ways that are appropriate to their ages and stages of development. For example, by distraction, discussion or by withdrawing the child from the situation. In cases of serious unwanted behaviour, such as racial or other abuse, we make it clear that this behaviour and attitude is unacceptable by means of explanations, rather than personal blame.

We never use, or threaten a child with the use of, physical, emotional or corporal punishment. We will not single out children, humiliate or embarrass them. We will not shout at children or raise our voices in a threatening way in response to their behaviour.

We work in partnership with all parents. You will be regularly informed about your child's behaviour by the key person. We will work with you to address recurring unwanted or unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately. With your consent, we may engage the assistance of outside agencies.

EQUAL OPPORTUNITIES

We are committed to promoting equal opportunities and all children in our care are treated with equal respect, regardless of ethnic origin, gender, disability, race or religion. Wherever possible, those designated disabled or disadvantaged will be considered for a place at the nursery, taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

COAT OF MANY COLOURS NURSERY

COLLECTION OF CHILDREN

A child will only be released into the care of their parents/guardians or other authorised persons. If you wish to authorise others to collect your child from nursery, you must name the individual on your nursery contract and provide photographs of them. A password may also be required.

If an unauthorised person comes to collect your child, we will endeavour to contact you. If we have any doubts, then your child will not be released.

Please note that only senior nursery staff are permitted to open the nursery door to allow access to others into the building. We would kindly request that you refrain from opening the nursery door for others, including parents that you may recognise.

In the unlikely event of a child becoming lost or unaccounted for whilst in our care, we will carry out an immediate and thorough search of the area. If the child is not located, the police and parents will be informed immediately.

LATE COLLECTION OF A CHILD

If you are going to be late collecting your child, please let us know as soon as possible. We may make a charge of £1 per minute for every minute that you are late.

In the event that you do not collect your child by the normal closing time, two members of staff will remain with your child. After thirty minutes, if we have been unable to contact you or any of the authorised persons named in your nursery contact, the nursery manager and/or the senior manager will assess the situation and contact social services.

NURSERY CONTRACT

Please ensure that you have fully read and understood the terms and conditions of your nursery contract. Please speak to the nursery manager if you have any questions. The terms and conditions are not negotiable, and we would draw your attention to the following key points.

FEES

Fees are invoiced monthly in advance and are due for payment by the first of the month. Late payments will be subject to a charge of up to 10% of total fee.

You will be charged for each session that you have booked, regardless of whether your child attends. Refunds or replacement sessions cannot be given for unattended sessions and booked sessions cannot be swapped for alternative sessions.

The nursery is closed on all bank holidays and for the three business days between Christmas and New Year. Fees will be charged as normal for these days. Fees are also payable if the nursery is closed for any event beyond our reasonable control, including, but not limited to, lack of essential services or weather conditions.

Government Funding (15 & 30 Hours)

We offer a range of government-funded childcare options for both 15-hour and 30-hour eligibility. Please find below our available sessions, what's included, and any applicable additional charges. These sessions are designed to fully utilise your funded hours without incurring additional care costs, unless extra time or optional consumables are required.

15-Hour Funded Children (Term-Time Only)

Children eligible for 15 hours per week can choose one of the following fixed attendance options:

COAT OF MANY COLOURS NURSERY

Session	Hours/Day	Days/Week	Total Hours	Meals	Wipes/Nappies	Extra Hours
9am – 12pm	3 hrs	5 days	15 hrs	Included	Bring your own	£10/hr
8am – 1pm	5 hrs	3 days	15 hrs	Included	Bring your own	£10/hr
1pm – 6pm	5 hrs	3 days	15 hrs	Included	Bring your own	£10/hr

30-Hour Funded Children (Term-Time Only)

Children eligible for 30 hours per week can choose one of the following 5-day attendance options. These sessions are fully covered by funding, with a £10/day covering breakfast, meals, snacks, consumables & Hygiene and Enrichment Activities e.g. outings and workshops.

Session	Hours/Day	Days/Week	Total Hours	Consumables Charge	Extra Notes
8am – 2pm	6 hrs	5 days	30 hrs	£10/day	Includes all meals & care needs
9am – 3pm	6 hrs	5 days	30 hrs	£10/day	Includes all meals & care needs
12pm – 6pm	6 hrs	5 days	30 hrs	£10/day	Includes all meals & care needs

Please note: All meals are freshly prepared on-site and included in your daily consumables charge. However, if parents are unwilling or unable to pay for meals and snacks, we kindly ask that they speak directly with the Nursery Manager to discuss possible alternatives or support option. This is due to allergy management and the absence of appropriate storage facilities.

Stretched 15-Hour Funding (52 Weeks)

For families opting to stretch their 15-hour entitlement across the full year (52 weeks), we provide the following structure:

- Total annual funded hours: 570 hours
- Equivalent to approximately 11 funded hours per week (52 weeks)
- The 15 hours will be used across 3 days of 5 hours each day.
- Any hours attended beyond 11 hours/ week are charged at our standard rate of £10/hour

Example Weekly Cost Breakdown (15 hours Stretched Funding)

Weekly Attendance	Funded Hours	Paid Hours	Total Weekly Cost
15 hrs/week	11	4 hrs × £10 = £40	£40/week

Stretched 30-Hour Funding (52 Weeks)

For families opting to stretch their 30-hour entitlement across the full year (52 weeks), we provide the following structure:

- Total annual funded hours: 1,140 hours
- Equivalent to approximately 22 funded hours per week (52 weeks)
- Any hours attended beyond 22 hours/week are charged at our standard rate of £10/hour
- A £10/day consumables fee applies for all days attended using funded hours, covering breakfast, meals, snacks, consumables & Hygiene and Enrichment Activities e.g. outings and workshops.

COAT OF MANY COLOURS NURSERY

Example Weekly Cost Breakdown (30 hours Stretched Funding)

Weekly Attendance	Funded Hours	Paid Hours	Total Weekly Cost
30 hrs/week	22	8 hrs × £10 = £80	£80/week
40 hrs/week	22	18 hrs × £10 = £180	£180/week
50 hrs/week	22	28 hrs × £10 = £280	£280/week

Please note: Early drop-off from 7:30am to 8:00am is available for an additional £10/day.

Additional service charges

Please see below our charges for covering breakfast, meals, snacks, consumables & Hygiene and Enrichment Activities e.g. outings and workshops.

Breakfast & Lunch	£3.50
Snacks and Tea	£3.50
Consumables & Hygiene	£1.50
Enrichment Activities outing and workshops	£1.50
Kixx Football	£0.00

Non-Funded Children (Private Places)

For children not accessing government funding, we offer flexible booking with access to any of the session times listed above. Our rate is £10 per hour, and this fee includes all meals, snacks, nappies, wipes, and Sport Activities. Parents may choose the hours and days that best suit their needs, subject to availability. If you require an early drop-off between 7:30am and 8:00am, this is included.

PAYMENT TERMS

The required method of payment is direct debit. Your registration pack contains a direct debit form that should be completed and returned to the nursery manager. Additional forms are available at the nursery if required.

Direct debits will be deducted directly from your bank account on the first of the month (or the first business day thereafter). A charge of £25 will be applied to your account in the event of unpaid direct debits.

Invoices may also be settled by the first of the month by debit or credit card by telephoning our head office on 020 8598 2600 during office hours or by clicking on the 'Online Payments' option on our website at www.cmcnursery.co.uk.

For security reasons, we do not accept cash payments

Fees are reviewed annually in the spring and/or autumn terms. You will receive at least one months' notice of a change in fees.

NOTICE PERIOD

One month's written notice is required to cancel your child's nursery place or reduce sessions. If insufficient notice is given, you will be liable to pay fees in lieu of notice. A month notice is also required is required by those parents accessing a totally funded place.

COAT OF MANY COLOURS NURSERY

Terms and conditions

Please refer to our main terms and conditions via our website <https://cmcnursery.co.uk/>

- 1- Minimum number of sessions; 2 sessions per week.
- 2- Adhoc additional hours will be charged at £10 per hour.
- 3- Discounts: 5% NHS discount, 5% full-time discount, 5% sibling discount, 5% Military discount.
Maximum number of discounts you can receive; one discount from the discounts listed.
- 4- Children who attend all year round will receive funding over 52 weeks, this is up to 11-22 hours each week.
- 5- Term time places only are offered over 38 weeks of the year. Term dates will be confirmed by the Nursery manager each upcoming term. Term dates are in line with the funded weeks we receive from the local authority.
- 6- Non-funded hours are charged at our normal daily rate (£10)

NURSERY STAFF

To avoid any conflict of interest, nursery staff are strictly prohibited from providing any babysitting or childminding services to parents outside of nursery operating hours or take children to/from the nursery on your behalf.

If a member of staff leaves our employment and is subsequently employed by you as a nanny, childminder, babysitter, teacher, governess, etc., within six months of their leave date, you will be charged a recruitment fee of £2,000, which will be due for payment immediately on request.

UNIVERSAL TAX CREDITS

Nine out of ten families are eligible for some financial assistance through Universal Tax Credits. The amount of the benefit is dependent on a family's household circumstances and factors such as how many children you have, whether you work, how many hours you work and if you pay for childcare. For further information, please visit www.gov.uk/child-tax-credits.

CHILDCARE GRANT

Full time students with dependent children may be eligible for a childcare grant, subject to income. For further details, please visit www.gov.uk/childcare-grant or, if you are aged under 20, www.gov.uk/care-to-learn.

TAX FREE CHILDCARE

Fees may be partly/fully paid using Tax Free Childcare, whereby the government will contribute £2 for every £8 of childcare costs. This enables you to claim up to £2,000 per annum for each of your children.

To access Tax Free Childcare, please follow these steps:

- Go to www.childcarechoices.gov.uk
 - Scroll down to the 'Tax-Free Childcare' section and click on 'Apply Now'. This will redirect you to the tax free childcare page of the gov.uk website.
 - Scroll down to the last section entitled 'Apply' and click on 'Apply Online for Tax FreeChildcare'.
 - Ensure that you have all the required information to hand. Click on 'Start Now' and set up a government gateway account.
 - Follow the online instructions. This will generate a reference number for your child.
 - Please email your account details to admin@cmcnursery.co.uk to ensure that your payments are allocated correctly.
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COAT OF MANY COLOURS NURSERY

- Add your nursery location as your childcare provider – this can be searched by the postcode.
- You will need to transfer 80% of your invoice from your bank account into your Tax-Free Childcare account by the 25th of each month.
- The government will then contribute a further 20% to cover the remaining invoice balance.
- Once the funds are available in your Tax-Free Childcare account, your childcare invoice must be settled by transferring the funds from this account to Coat of many Colours Nursery by the 1st of the month. Please note that we cannot collect the funds on your behalf.
- A monthly standing order may be set up to settle your invoices. However, please note that this does not work correctly when the 1st of the month falls on a weekend or a bank holiday.
- You will need to log into your account and ensure that payments are released on time.

FREE EARLY EDUCATION

All children are entitled to up to 15 hours (and under certain circumstances, 30 hours) of free early education per week during term time from the beginning of the term after their third birthday until they either go into a reception class or reach compulsory school age (the term following their fifth birthday). Some children may also qualify for an additional extended 15 hours, subject to parents' earnings. To find out if you qualify, go to www.childcarechoices.gov.uk and select the option for 30 hours childcare.

The following dates show from which term your child will be eligible for the 'free early education entitlement'. Please note that these dates are determined by central government (and are in line with school admissions) and hence exceptions cannot be made.

Birthday on or between	Eligible to start
1 January – 31 March (inclusive)	Summer term
1 April – 31 August (inclusive)	Autumn term
1 September – 31 December (inclusive)	Spring term

Children accessing free early education can claim up to 570 hours per year (or up to 1,140 hours where eligible for the extended 15 hours). This may be either 15 (or 30) hours per week over 38 weeks or 52 weeks (stretched hours).

At Coat of many Colours Nursery, as we are open for 52 weeks of the year, we offer the free hours on a 'spread' basis over the year.

Please note that totally 'free' places are subject to availability. Where applicable, for children attending the free hours only, please refer to the schedule of free early education dates, available from the nursery.

The free hours must be claimed over a minimum of 2 sessions per week, which cannot be less than 3 hours per day or more than 10 hours per day.

GENERAL DATA PROTECTION REGULATION (GDPR)

By signing acceptance of the Terms & Conditions, you give Kingsborough Centre – Coat of Many Colours Nurseries express consent to collect, retain, and process personal information provided by the parent/guardian/bill payer. This includes all information directly related to the child for the sole purpose of delivering safe, effective, and legally compliant childcare services.

This information may include, but is not limited to, personal details, medical records, emergency contacts, development assessments, safeguarding records, and documentation required for funding eligibility—such as those related to government Entitlement Funding (e.g., 15/30 hours free childcare).

Kingsborough Centre – Coat of Many Colours Nurseries is committed to handling all data in accordance with GDPR and relevant data protection legislation. All records are stored securely and are only accessible to authorised staff on a need-to-know basis.

We also have a legal obligation to share relevant information with statutory bodies (e.g., local authorities, Ofsted, funding bodies) in relation to a child's entitlement to funded childcare or where we believe a child may be at risk of harm or neglect. In such safeguarding situations, information may be shared without prior consent or notification to the parent/guardian.

COMPLIMENTS AND COMPLAINTS POLICY

Coat of Many Colours Nursery

At Coat of Many Colours Nursery, we are committed to providing **a safe, secure, and nurturing environment** where every child can thrive. We strive for excellence in our standards of care, education, and communication, and we value feedback from our families both positive and constructive.

We understand that despite our best efforts, there may be times when a concern arises. We also welcome recognition of exceptional service from any member of our team.

How to Raise a Compliment or Concern

If you wish to share a compliment or raise a concern, please:

1. **In the first instance**, speak directly with the **Nursery Manager**, who will do their best to address the matter promptly and fairly.
2. If you feel the concern has not been fully resolved, you are welcome to escalate it to:

Customer Services Manager

Coat of Many Colours Nursery
4 New Windsor Street
Uxbridge, UB8 2TU
Tel: 01895 272885
Email: admin@cmcnursery.co.uk

All written complaints will be acknowledged, and a full investigation will be undertaken. A detailed written response will be provided within 28 days.

If You're Not Satisfied

If after this process you remain unsatisfied, you may contact **Ofsted**, who regulate and inspect childcare providers.

Ofsted Contact Details:

Tel: 0300 123 1231

Website: www.gov.uk/ofsted

Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Family Information and Support

If you require additional support or advice, you may also contact the Hillingdon Family Information Service, who offer independent guidance to families on childcare and early years services:

Hillingdon Family Information Service

Website: www.hillingdon.gov.uk/fis

Email: fis@hillington.gov.uk

Tel: 01895 556489

We believe in **working in partnership** with parents to resolve concerns positively and respectfully. Your feedback helps us continue to improve and provide the very best for your child.