



Welcome to Little Rainbows

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Welcome to Little Rainbows,

In this booklet is some key information that we hope you will find useful. If you have any questions at any time please do not hesitate to ask: at the door, by telephone or by email. We are a small, family-run nursery and we would much rather you asked than wondered.

Best wishes,

Kerry and the Rainbows Team



Key information

Open	Monday to Friday, 8.00 am to 6.00 pm, 52 weeks a year. We close only on bank holidays and on our staff training days (see Fees and funding)
Sessions	Full day 8.00 am to 6.00 pm; half day 8.00 am to 1.00 pm or 1.00 pm to 6.00 pm
Registered with Ofsted	EY346682, for children from birth to five. Judged Outstanding in every area at our last inspection
Manager	Kerry Maddock, owner and Nursery Manager, Designated Safeguarding Lead and Special Educational Needs Co-ordinator (SENCo)
Deputy Manager	Leander Preston, Deputy Manager and Deputy Safeguarding Lead, in charge when Kerry is away. Jacqueline McLaughlin is our second deputy
How we keep in touch	Face to face at drop-off and collection, by telephone, email and text, newsletters, and the notice board in the entrance. We do not use a parent app or social media

Key Person

Our key person system ensures that all children have a special person that they can trust and build bonds with and that families have a steadfast point of contact. The role of the key person is to ensure that each child has their individual learning and wellbeing needs met on a daily basis. This includes planning a wide range of exciting activities, ensuring that personal and intimate care needs such as toileting are met and keeping families up to date with progress. They are also responsible for assessing and monitoring children's development in line with the Early Years Foundation Stage.



We operate a buddy key person system, which means that when your child's main key person is absent they will have another familiar person to attend to their needs. You will be told who your child's key person and buddy are before your child starts.

Settling in

We offer three settling-in sessions of about an hour each, free of charge. In the first you stay and play with your child; in the second and third your child stays without you, usually including a meal or snack. Some children need more visits and some fewer, and we will not start your child's place until you and your child are both settled and happy. The "All about me" pages in the Registration Pack tell the key person about your child's routines, comforts, words and favourite things, so please fill them in fully.

Learning opportunities

At Little Rainbows we follow the Early Years Foundation Stage and the government's Development Matters guidance in conjunction with our own framework, to ensure that children are provided with a wide variety of fun learning opportunities throughout the day. We base our activities around children's interests and involve them in their own learning wherever possible. For example, babies will choose their favourite books, songs and rhymes. Toddlers will choose what resources they would like to play with in each area, and our pre-school children, through the pre-school committee, will choose what they would like to focus on and what activities they would like to do as part of their learning.



Your child's key person records their progress in a paper learning journal with photographs, observations, the things your child says and pieces of their work. You are welcome to see it at any time and to add to it, and it is yours to keep when your child leaves us. Between the ages of two and three we complete the statutory progress check and give you a short written summary to share with your health visitor. We hold parents' meetings each term, and when your child moves on to school we share a summary of their learning with the school, with your agreement, and help with the move.

We encourage home participation as much as possible and have an array of resources and information to share, through our website, our lending library and the take-home packs your child's key person will give you.

Healthy choices

From a very young age children are taught how to keep themselves healthy. We encourage healthy eating and speak about how a balanced diet can help to keep us healthy. Through exercise, music and movement and yoga sessions we look at the effect exercise has on our hearts and how important it is to keep active. We encourage all children to be registered with a local



dentist and teach children how to keep their teeth and gums healthy through regular brushing and making healthy food choices.

Emotional wellbeing also plays a huge role in our ethos. We take time each day to be aware of our breathing and notice how we feel. We talk about our emotions and help children to understand that it is ok to be happy, sad, anxious or confused, and give them strategies to cope with their feelings.

Food

All our meals and snacks are prepared fresh on site each day by our own staff, who hold food hygiene certificates. We run a four-week menu that follows the Department for Education's early years nutrition guidance, and it is displayed with the allergens in each dish on the notice board in the entrance. We serve only milk and water. Breakfast is at 8.30, lunch at 11.30, snack at 2.30 and a light tea at 4.00.

Because we care for children with serious allergies, we do not accept packed lunches or other food from home. The only exceptions are formula, expressed breast milk and a product agreed in writing for a diagnosed medical need. Before your child starts we record every allergy, intolerance and dietary requirement, and where your child has a diagnosed allergy we complete an allergy action plan with you. A named member of staff checks each child's food at every meal. We do not serve peanuts or tree nuts. For babies we talk with you about weaning and never move on to a new food or texture until you have tried it at home.

Routines

Routines are an important part of our day. They allow us to provide children with consistency of opportunity and ensure that each child has access to our full provision. Each room has its own routine and, while on the whole they are followed on a daily basis, timings may change to allow for children's needs and interests to be met. Your child's key person will talk you through the routine for their room, and a copy is displayed in each room. Breakfast is at 8.30, lunch at 11.30, snack at 2.30 and a light tea at 4.00, with garden time, stories, songs, music and movement and plenty of free play in between.



Every child goes outside every day, whatever the weather within reason, so please send a coat, and in summer a sun hat. Babies sleep in their own cot in the baby room, on their backs, and are checked regularly; older children rest on mats. We follow the NHS and Lullaby Trust safer sleep guidance and will talk with you about your child's sleep routine.

Support and advice

All of our team are extremely dedicated and experienced in their roles. We are always here if you have any questions, concerns or queries. We work with a number of professionals and are happy to signpost for additional support.

We are an inclusive setting and welcome children with special educational needs and disabilities. Kerry, our SENCo, keeps an eye on every child's progress, puts extra support in place where it is needed and works with you, your health visitor and Wirral's services. Nothing is decided about your child without you. Wirral's Local Offer is at www.wirral.gov.uk/localoffer.



Our team

Our team is led by Kerry Maddock, the owner and Manager, with Leander Preston as Deputy Manager. Every room is led by a practitioner with a level 3 early years qualification, and anyone who does not yet hold a level 3 is working towards it with us. Every member of staff has an enhanced DBS check and references before they start, holds paediatric first aid, and renewed their safeguarding training in August 2026. Photographs of the team, with their roles and qualifications, are on the board in the entrance, and your child's key person will introduce themselves at your first settling-in visit.

Our environment

Our nursery provision has been designed to encourage children of all ages to play and learn together. Children are able to self-select from a wide range of resources that follow their interests. Practitioners then use these interests to build on their learning, ensuring that children are appropriately challenged through play. We ensure that our provision covers all seven areas of learning described in the Early Years Foundation Stage:



- Personal, Social and Emotional Development
- Communication and Language
- Physical Development
- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

Our children benefit from a large outdoor play space that they use in all weathers. We encourage an understanding of nature and how our actions affect the planet. We have our own composting area and grow our own fruit and vegetables.

Festivals and celebrations

We welcome and value children and families from all backgrounds and all cultures. We actively celebrate many different traditions and celebrations from around the world. You will be kept informed of these throughout the year by your child's key person and through our newsletters. If you have a special celebration or tradition at home that you would like us to include, please speak to us and we will arrange for all the children to join in.



Keeping your child safe

Keeping children safe is the first duty of everyone who works here. Kerry Maddock is our Designated Safeguarding Lead and Leander Preston is her deputy. If we are ever worried about a child's welfare we follow our safeguarding policy, which may mean sharing information with Wirral's children's services, as the law requires. If you are worried about a child, or about the conduct of anyone at the nursery, speak to Kerry, or to Leander if it concerns Kerry, or contact the Wirral Integrated Front Door on 0151 606 2008 or Ofsted on 0300 123 1231.

- **Phones and cameras.** Staff do not use personal mobile phones or cameras in the children's rooms; their phones are kept in a locked safe in the office. We ask parents not to use phones inside the nursery. CCTV

covers the front entrance, the main playroom and the office; only the Manager views it and recordings are overwritten after 30 days.

- **Arriving and collecting.** The front door is kept locked and answered by a member of staff. We release your child only to you or to the people you have named in the Registration Pack. Anyone we do not know is asked for your collection password and photo identification, and we will telephone you to check. Nobody under 16 may collect. If someone different is collecting, tell us in advance. Please telephone if you are running late; late collection is charged at £10 for each 15 minutes or part, and if we cannot reach you or your emergency contacts we follow our uncollected child procedure.
- **Attendance.** If your child will not be in, please telephone, email or tell us at the door by 9.30 am with the reason and when you expect them back. If we have not heard from you we will telephone you the same morning, then your emergency contacts, because the law now asks us to follow up every absence.
- **Illness.** Please keep your child at home if they are unwell, and for 48 hours after the last episode of vomiting or diarrhoea. A child with a temperature of 38C or above will be sent home. The exclusion table for common illnesses is on the notice board. If your child becomes unwell at nursery we will telephone you to collect them.
- **Medicines.** We give medicine only with your written permission on our medicine form, record every dose and tell you the same day. Prescribed medicines must be in the original container with the pharmacy label.
- **Accidents.** Every member of staff holds paediatric first aid. If your child has an accident we treat them, record it and tell you the same day, and ask you to sign the record. If your child arrives with an injury from home we will ask you about it and record it too.
- **Behaviour.** No child in our care is ever shouted at, humiliated or physically harmed. We help children learn to manage their feelings through calm, consistent expectations, praise, distraction and talking about emotions, and we work with you if your child is finding something hard.
- **If we have to close or leave the building.** If we must close at short notice, for example for severe weather or a loss of heating or water, we text every family by 7.30 am and put a notice on our website. If we have to leave the building during the day our assembly point is The Boot car park at the front of the building; we take the register and your emergency contacts with us and telephone you from there. Please keep your contact details up to date.

What to bring

- A named bag with at least one full change of clothes, a coat, and in summer a sun hat. Please label everything.
- Formula milk or expressed breast milk for babies, made up or labelled as we explain at settling in.
- Any prescribed medicine, in its original container, with the medicine form completed.
- A comforter or dummy if your child uses one. Please leave toys and jewellery at home.
- We provide all meals and snacks. Please bring nappies, wipes, nappy cream and sun cream for your child, labelled with their name.



Fees and funding

Session	Charge
Half day, 8.00 am to 1.00 pm or 1.00 pm to 6.00 pm	£45.00
Full day, 8.00 am to 6.00 pm	£62.50
Food and consumables (optional)	£7.50 a full day or £4.00 a half day; waived for children receiving Early Years Pupil Premium
Late collection	£10 for each 15 minutes or part
Refundable deposit for paid places	£50

Fees are charged for every booked session across the 52 weeks we are open and are payable in advance; they are reviewed once a year, in April, with at least one month's notice. Funded hours are free: the working parent entitlement from nine months, the two-year-old entitlement, and the universal and extended entitlements for three and four year olds, taken over 38 weeks or stretched across the year. The food and consumables charge is optional. Full details, including how to apply for funding, the Early Years Pupil Premium and the Disability Access Fund, are in the Registration Pack and on our website. If fees are ever difficult, please speak to Kerry in confidence.

We close for a small number of staff training days each year, when the whole team trains together. The dates are published each September so you can plan ahead, no fee is charged for those days, and we tell Wirral's early years team in advance as our funding agreement requires.

Talking to us

You know your child best, and we want to hear from you: at handover, at parents' meetings, in the learning journal, in our annual questionnaire, and whenever something is on your mind. If you are unhappy about anything, please tell your child's key person or Kerry straight away; most things are sorted out with a conversation. If you would rather put it in writing, we investigate and reply within 28 days under our complaints procedure. You can contact Ofsted at any time on 0300 123 1231 or enquiries@ofsted.gov.uk.

Our policies cover everything in this booklet in more detail, from safeguarding to safer sleep to data protection, and any of them can be read on request. How we use your information is explained in the privacy notice in the Registration Pack, which goes with this booklet and holds the forms you sign, our terms and conditions and the fees and funding policy.

Thank you for choosing Little Rainbows. We look forward to getting to know you and your child.

Who	How to reach them
Little Rainbows	0151 638 3001; kerry@littlerainbowsdaynursery.co.uk
Ofsted	0300 123 1231; enquiries@ofsted.gov.uk
Wirral Integrated Front Door (children's services)	0151 606 2008 (evenings and weekends 0151 677 6557)
Wirral Family Information Service (funding and childcare advice)	0800 085 8743
NSPCC helpline	0808 800 5000
NHS advice	111, or 999 in an emergency