



PARENT HANDBOOK

2025-2026

PARENT HANDBOOK CONTENTS

PAGE 2: Contents & Introduction

PAGE 3: Keeping Children Safe

PAGE 4: Safeguarding Poster

PAGE 5: Privacy Notice

PAGE 10: Hours & Fees

PAGE 12: Meet the team & the role of the key person

PAGE 13: Golden Rules, Home/Preschool Communication & Conduct

PAGE 14: Accident, Medicines, Food & Social Media

PAGE 16: A message from our Committee

PAGE 17: Contacting Us

INTRODUCTION

We pride ourselves on the outstanding contributions families make to the life of the pre-school each and every day. The wonderful progress our children make is largely due to the blossoming relationship between the staff and the families. Both groups have one goal: to nurture happy children who have a love of learning. This handbook is for all families and members of staff to refer to throughout the academic year. It is designed to support you to work in partnership with the pre-school.

This handbook is a working document and will be reviewed and amended annually. Please do approach a member of the team if you have any questions. Our doors are always open.

With warmest wishes,

Leanne Pitcher

KEEPING CHILDREN SAFE

Our first priority in pre-school is to keep children safe. We do this in a number of ways:

- a. All adults who work with children in this pre-school are DBS checked.*
- b. All staff have up to date and appropriate safeguarding training.*
- c. Staff know what to do if a child is deemed 'at risk'. Staff know how to report safeguarding issues to the Designated Safeguarding lead (see our Safeguarding Poster)*
- d. The pre-school works closely with all appropriate safeguarding agencies.*
- e. Pupils know who to talk to if they need to.*
- f. Appropriate members of staff are given full first aid training.*
- g. Safeguarding posters are displayed around the pre-school (as shown on page 4).*
- h. The building is secured by a key and the gate is secured with a padlock. Only members of staff or allocated committee members are given keys and padlock codes.*
- i. All staff receive Fire Safety training. Fire Safety procedures are checked regularly.*
- j. In the event of an emergency children will be evacuated to the Parish Council main entrance and rollcall will be taken. The evacuation process is timed and must be under three minutes.*
- k. Pupils are kept safe online and taught how to follow safe procedures when using multi-media.*

***Laura Hopkins** is responsible for safeguarding in pre-school. Please speak with her if you have any concerns. Poppy is the committee safeguarding lead.*



Laura Hopkins

**Designated Safeguarding
Lead**

Referrals to Wokingham Children's Safeguarding and Social Care Team:

- If you believe there is an immediate need for a safeguarding response, or want to access whether a safeguarding referral is appropriate, call the referral and assessment team
- Telephone **0118 908 8002**
- Or email: triage@wokingham.gov.uk
- Out of hours: **01344 786 543**

How do I raise a concern about a colleague or volunteer in pre-school?

- Call LADO on 01189746341
- Email: LADO@wokingham.gov.uk
- Any concerns should be made to LADO within 24 hours

How do I make a referral if I'm a professional?

- Make a 'safeguarding referral' to the Wokingham's Children's Safeguarding and Social Care Team using the **Early Help Hub** <http://www.wokingham.gov.uk/childrenscare>

Where can I find a copy of the Safeguarding Policy?

- In the pre-school office clockroom

We review our Pre-School Policies and procedures every 6-months, these are kept in a folder clearly marked in the cloakroom and all staff are made aware of any changes made. There is a complaints box that is kept under the folder and checked daily for anonymous complaints. Alongside this is the contact number for Ofsted so parents can approach them directly if they feel their complaint has not been sufficiently dealt with.

Privacy Notice

Introduction

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for funded childcare as applicable.

Personal details that we collect about your child include:

- *your child's name, date of birth, address, health and medical needs, development needs, and any special educational needs.*

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- *your name, home and work address, phone numbers, emergency contact details, and family details.*

This information will be collected from you directly in the registration form.

If you apply for 'working families funding', we will also collect:

- *your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.*

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- *contact you in case of an emergency*
- *to support your child's wellbeing and development*
- *to manage any special educational, health or medical needs of your child whilst at our setting*
- *to carry out regular assessment of your child's progress and to identify any areas of concern*
- *to maintain contact with you about your child's progress and respond to any questions you may have*
- *to process your claim for funded childcare (only where applicable)*
- *to keep you updated with information about our service*

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. we also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending (see Transfer of Records policy).

Who we share your data with

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- *Ofsted – during an inspection or following a complaint about our service*
- *banking services to process chip and pin and/or direct debit payments (as applicable)*
- *the Local Authority (for funded childcare as applicable)*
- *the government's eligibility checker (as above)*
- *our insurance underwriter (if applicable)*
- *the school that your child will be attending*

We will also share your data if:

- *we are legally required to do so, for example, by law, by a court or the Charity Commission;*
- *to enforce or apply the terms and conditions of your contract with us;*
- *to protect your child and other children; for example by sharing information with social care or the police;*
- *it is necessary to protect our or others rights, property or safety*
- *we transfer the management of the setting, in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.*

We will never share your data with any other organisation to use for their own purposes

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by; storing paper copies in a locked cupboard and storing electronic copies of information in password protected computers.

How long do we retain your data?

We retain your child's personal data for up to 3 years after your child no longer uses our setting, or until our next Ofsted inspection after your child leaves our setting. Medication records and accident records are kept for longer according to legal requirements. Your child's learning and development records are maintained by us and handed to you when your child leaves.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements (see our Children's and Provider Records policies).

Automated decision-making

We do not make any decisions about your child based solely on automated decision-making.

Your rights with respect to your data

You have the right to:

- *request access, amend or correct your/your child's personal data*
- *request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and*
- *request that we transfer your, and your child's personal data to another person*

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact us. If you have continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.

Hours and Fees

Below are the opening hours and the fees.

Some 2-year-olds and all 3- and 4-year-olds (term after 3rd birthday) are entitled to receive up to 15 hours of free childcare per week. If you are not sure if you are eligible, please ask. We also offer 30 hours of funded childcare for working parents. In addition we accept tax free childcare payments.

Non Funded session times/fees

Session	Times	Cost Per Session
Morning / Afternoon	9.00am-12.00pm/12.00pm-3.00pm	£21.00
Full Day	9.00am – 3.00pm	£42.00
Breakfast Club *	8.30am – 9.00am	£5.00
Late Finish	3.00pm – 3.30pm	£5.00

Funded Session times/fees

Session	Times	2 Year Olds – Cost per session
Morning	9.00am – 12.00pm	£0.00
Afternoon	12.00pm – 3.00pm	£0.00
Breakfast Club*	8.00am-8.30am	£5.00
Late Finish	3.00pm– 3.30pm	£5.00

- ***Breakfast Club, all children will be offered a drink of water or milk, toast, cereal and fresh fruit will be available***

<https://www.gov.uk/help-with-childcare-costs/free-childcare-2-year-olds>

<https://www.gov.uk/30-hours-free-childcare>

<https://www.gov.uk/tax-free-childcare>

***Updated April 2025 for school year 25/26**

Invoices/hours and funding

Funding

Fully funded hours for both age groups are 9.00am to 12.00pm and 12.00pm to 3.00pm. We also accept non funded children.

Extended Hours – Breakfast Club/Late Finish

Extended hours are also available from 8.30am to 9.00am and 3.00pm to 3.30pm. These hours are not included within our funded hours and attract an extra charge.

Invoices

All invoices will be emailed to you. We ask that all fees are paid within 14 working days of receipt, any failure to pay may result in your child losing their place at pre-school. We accept bank transfers and childcare vouchers but unfortunately no longer allow cash payments. If you wish to pay in smaller installments please ask.

All invoices will be emailed to you.

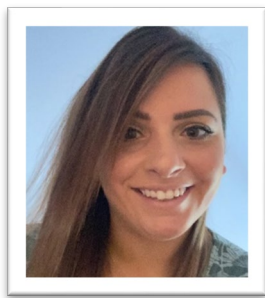
Notice Period

We require one full term notice period for all children

Absence

In the result of your child being absence from Pre-School, for example but not limited to, for sickness or holiday, your child's fees will still require full payment.

MEET THE TEAM



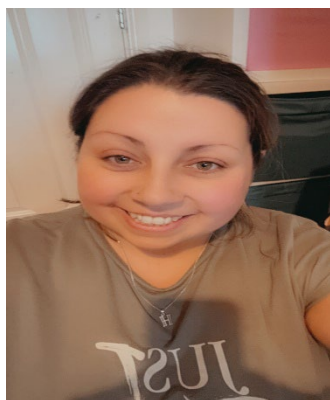
Leanne Pitcher
*Manager, SENco,
Level 3 Qualified*
Monday to Thursday



Tracy Hotson
*Key Person, third in
charge and deputy SENco*
**Full Time
Level 2**



Laura Hopkins
*Deputy Manager,
Designated Safeguarding
Lead, Key Person, Level 3
Qualified*
**Monday to Friday (half
days Monday)**



Hollie Connolly
Key Person
Wednesday to Friday



Petrina Moon
Key Person
Level 3 Qualified
**Monday to
Wednesday**

THE ROLE OF THE KEY PERSON

When your child begins pre-school, they will be allocated a member of staff as a key person. This person is responsible for tracking their development, meeting their unique needs and documenting their learning journey. You are welcome to speak to your child's key person at any time. Your child's learning journey will be updated weekly on tapestry.

GOLDEN RULES

We use these rules to promote positive learning behaviour in all children and reward those following all of them by bringing Pre-Schools mascot (frostie or carrots) home with them and also by awarding certificates. Talking to your child about the golden rules at home will help to reinforce the expectations we have of them at pre-school.

- 1. Kind Hands*
- 2. Walking Feet*
- 3. Super Sitting*
- 4. Listening Ears*
- 5. Looking Eyes*

HOME / PRE-SCHOOL COMMUNICATION

At Wargrave Pre-School we pride ourselves on strong Home/Pre-School Communication. We always want to hear from families to make sure children are safe and happy. Come and talk to us, our doors are always open!

CONDUCT

Our whole pre-school community is expected to act with dignity and integrity. We will always be truthful with you and we ask you to do us the same courtesy. Sometimes telling the truth can be a challenge, however, we commit to doing this consistently so that you can have confidence in our pre-school. We ask that you are always truthful with us even when this is difficult.

We will never engage in any kind of confrontation with a parent and will always stay professional, polite and composed. We ask you to do the same. Sometimes you may be angry or upset about something which is totally understandable. The Manager's door is always open and you can use this as a safe place to calm down if things have become heated. If you are unwilling to do this, we will ask you to leave the premises and return the next day when you are able to discuss the situation with us calmly.

The Committee will not tolerate any physical or verbal abuse or threats towards members of staff or the members of the wider community. Pre-school will issue banning notices if families behave in an unsafe or threatening way. Swearing on the pre-school playground or in the building is unacceptable.

OTHER PEOPLE'S CHILDREN

It is a pre-school rule that families must never approach other people's children about behaviour incidents. You can always inform a member of staff about a situation, and we will help to resolve this. We do this to protect all children so that other people will not do this to your child either.

ABSENCE

*If your child has had sickness or diarrhoea, they need to stay off pre-school for 48 hours from the end of their last episode. During Covid outbreaks, we are more cautious about allowing unwell children into pre-school and may ask you to get them tested before bringing them to pre-school. If your child is too unwell to attend pre-school please let us know **before the start of your child's session**. You can do this by calling us on **0118 940 3127** or emailing us at info@wargravepreschool.co.uk*

For other conditions, please call us and the team will give you advice about whether or not your child needs to stay off pre-school. When children start pre-school, they often pick up new germs and can be 'under the weather'. If we are concerned about a child's health, we will always call you to collect them.

Punctuality

Please ensure your child arrives within a five minute window of the start of their session. Punctuality is an important life skill and we will work with you to ensure children are on time. Children often become upset or unsettled when they arrive late. We deliberately run a soft start to each session, where children enter the pre-school and can play with their friends and the staff. When they arrive late, they might join after a group session has started, meaning the child misses some of the teaching input and struggles to catch up with what the group are doing.

MEDICINE

Medicines in Pre-school

We are only allowed to give children medicines that have been prescribed by a GP.

Medication in Pre-school

If your child requires regular medication in school e.g. an inhaler/EpiPen, it is your responsibility to make sure that this is always in school and in date. You can always check this at the start or end of the day with any member of staff. You must complete a medical form to enable us to administer this medication in school. You must also alert staff if your child has had any form of medication prior to arriving in school, including non-prescribed forms e.g. Calpol.

Allergies

If your child has any allergies, you must let the pre-school know immediately. We ask all families to support us in trying to be a nut free pre-school but we cannot guarantee that your child will not come in to contact with a nut product. Staff check all packed lunches daily to make sure nut products are removed and parents are notified. If your child has an EpiPen, it must always be kept in pre-school.

LUNCHES AND SNACKS

A reminder that we are a no nut or egg setting due to allergies. Also, if you are including grapes, tomatoes or anything small and round in your child's lunch box, please cut them in half.

Please send a healthy snack for both morning and afternoon sessions in a named pot. Children who are attending in the afternoon will need to bring a packed lunch.

SOCIAL MEDIA

*Social Media is a useful place to meet and greet other families and share information on pre-school life. Social Media should never be used as a way of providing a platform for families to air a query or concern they may have regarding the pre-school. Concerns or complaints should be raised directly with **Leanne Pitcher**, so that they can be quickly and effectively resolved. If you ever feel your complaint has not been dealt with, please raise this with **Poppy** or **Harriet**, the Committee Co-Chairs.*

WHAT TO BRING TO PRESCHOOL

What to Bring

- Coat
- Winter/sun hat (depending on the weather!)
- A spare set of clothes
- A back pack for the spare clothes
- Lunch box/bag
- Water bottle
- Sunscreen in summer
- An all in one wet play suit or waterproof trousers and wellies
- Nappies if needed

Please make sure that all the above are clearly labelled with your child's name so that they don't get lost!

CONTACTING YOU

We must have up-to-date contact details for you at all times. Sometimes we need to get hold of you in an emergency, so we need as many ways to contact you as possible. We will only use a work number in case of emergency. Please also make sure that we have contact details for two other family members or friends who we can contact in an emergency if we are unable to reach you. Whenever you change your phone number – let us know straight away.

THE COMMITTEE

Dear Parents,

Thank you so much for choosing Wargrave Pre-School. We are very proud to be the Co-Chairs of this pre-school, which is an integral part of our community.

We are in a unique position, being a charity run pre-school, which means we have to look to our local villagers for their support and patronage. The pre-school is run by a volunteer committee, consisting of parents of children past and present and we work hard with the amazing team who manage the pre-school to ensure that we provide the very best in terms of safety, environment, staffing, learning and wellbeing for the children.

As Co-Chairs, we are joined on the committee by Tony, who is the treasurer, Pip, who is our fundraiser, and Loren, who is our secretary. You will be hearing lots from us over the next year!

We look forward to meeting you soon, and please feel free to approach us should you have any questions or concerns.

With warmest wishes,

*Harriet Ashford and Poppy Qualtrough
Co-Chairs, Wargrave Preschool*

CONTACTING US

During term time, you can contact the pre-school by phone, on **0118 940 3127** or by email on: info@wargravepreschool.co.uk

Our address is:

Recreation Ground,

East View Road

Wargrave

Reading

RG10 8BH

THANK YOU FOR SUPPORTING OUR HAPPY PRE-SCHOOL!