



# FAQ at Les Enfants

## Current Service Users

### **Q What hours are you open?**

**A** The Nursery is open Monday to Friday. The morning session is 7:30 am to 1pm and the afternoon session is 1pm to 6pm.

The HUB (out of school) is open Monday to Friday during term time from 7:30 am to 9am and 3pm to 6pm. In the school holidays and in service days the HUB is open full days from 7.30am to 6pm with the morning session from 7:30 am to 1pm and the afternoon session from 1pm to 6pm. The HUB is not open during the Christmas school holidays each year, as per Aberdeenshire Council published holiday calendar.

Please note, entry before 7:30am or 1pm session starts is not feasible due to ratio management in accordance with the childcare regulations. Children must be collected and leave the building by 1pm and by 6pm accordingly. Late collections will incur an additional charge to cover the extra staffing costs.

### **Q How do you book holidays and what public holidays is Les Enfants closed?**

**A** Every child at the Nursery (does not relate to HUB out of school) must take at least 3 weeks holidays per year. This is a rolling year from the start date at Nursery. Holiday booking forms for the Nursery and HUB are on the office entrance notice board which should be completed and handed into the office. You should provide at least the same number of days notice in advance of the number of days holiday required. It is very much appreciated that we are given as much notice as possible of planned holidays as this helps with staff ratios, catering and staff holiday requests.

We are open all year round with the exception of the four fixed public holidays over Christmas and New Year, this forms part of the holiday entitlement if your child attends Nursery on those days. Dates of closure will be announced in advance via notice board in the front entrance, in the Les Enfants Les E-news and on the Parent Zone in the website.

### **Q How do I request a change of attendance pattern at the Nursery or HUB?**

**A** 4 week written notice by email to [bookings@lesenfants-nursery.com](mailto:bookings@lesenfants-nursery.com) is required to reduce or add to the number of sessions attended.

### **Q What do I do if I need an extra session at the Nursery or HUB?**

**A Nursery:** You should complete an extra session request form available from the office entrance noticeboard, or call 01467 623240, we will confirm if a place is available.

**HUB:** All extra sessions must be requested using a booking form and paid in full at the time of booking.

In the event of a short notice request, you can contact the office on the day or day before on 01467 623240 and subject to staffing ratios we may be able to accommodate your request. We can usually advise of extra session availability 10 days in advance of the date the session is required.

### **Q If I collect my child before the session finishes will I get a reduction to costs?**

**A** No, the fees are a fixed rate per session only.

### **Q If I am unable to collect my child, what should I do?**

**A** You must state the person collecting on the room register at drop off. If this changes during the day you must contact the office to inform us of the name of the person collecting and their relationship to your child. The person picking up must bring photographic identification if they are not known to the Les Enfants staff or a password can be added to your file on our database. We must maintain high levels of security and therefore we will not allow a child to leave the premises with an unauthorised person except in compliance with a legal direction or court order, even if the person that has come to collect has parental rights. Children will only be permitted to leave with a person named on the child's enrolment form as having parental rights or if the person has given the password and staff have been notified by the parent of any change to person named for collecting on the room register.

**HUB:** Authorised collectors are detailed on the registration form, parents will be contacted if someone arrives to collect a child not detailed on the HUB registration form.

**Q If I am late collecting my child what is the procedure?**

**A** A late fee of £20 will be charged to cover staff overtime costs. It is vital that you contact the nursery office soon as you know you are going to be late. We will contact parent/carers or emergency contacts after approximately 5 minutes. If it is not possible to get in touch with any of the named contacts within 45 mins we will contact the police and social work team and pass the child into their care.

**Q How do I advise my child is leaving?**

**A** You are required to give at least 4 weeks for the Nursery and 2 weeks for the HUB written notice prior to the child's leaving date. Written notice should be given by letter or emailed to Les Enfants office at [bookings@Lesenfants-nursery.com](mailto:bookings@Lesenfants-nursery.com).

**Q How and when will I receive my Nursery/HUB invoice?**

**A** Invoices are calculated the first working day of each month. To receive your invoice our preferred approach is that you complete an invoice by email request form available from the Nursery Office or complete the section on the enrolment form, otherwise invoices will be posted or distributed to you by the office.

**Q How are holidays accounted for in the Nursery invoices?**

**A Nursery only:** The fees are calculated over a 49 week year to take account of holidays and are charged on an equal monthly amount on your invoices. However during the months your child starts and finishes at Nursery you will be charged for the actual number of sessions attended. This also applies to the months where you make any changes to your attendance pattern. Every child must take 3 weeks holidays per rolling year from start date. The days that Nursery is closed at Christmas and New Year can be deducted from holiday total if they fall on days of your usual attendance pattern.

**Q What do I do if I have a query on my invoice?**

**A** Please contact our Finance Team at [finance@lesenfants-nursery.com](mailto:finance@lesenfants-nursery.com) or by phone on 01467 623240 or in person where the office team will assist.

**Q How do we pay Nursery/HUB invoices?**

**A** Payment is due no later than the 10th calendar day from invoice date and a £20 surcharge fee is made for late payment. Payment can be made by Childcare Voucher, Standing Order/Bank transfer, Cash or Cheque or any combination. All payments into the Les Enfants bank account must be identified.

**Q How do I know who the staff and Team Leaders are for my child's room/HUB?**

**A** In each room and the HUB there is a noticeboard with photos, names of staff and their job title. Staff also wear name badges on their uniforms. When we have new staff we endeavor to make introductions on their first few days.

**Q What do I need to bring to Les Enfants for my child?**

**A** Children should have a suitable pair of indoor shoes (slippers, gym shoes or soft shoes) to change into on arrival. Also a waterproof jacket throughout the year, warm outdoor clothes for playing outside in winter and a sunhat for Summer. In their Les Enfants Nursery bag (provided) a spare set of clothes and any comforters. All food, nappies, wipes, tooth brushing essentials and sun creams are provided.

**Q What do I do if my child's property is lost?**

**A** All articles of clothing including hats and shoes should be labeled. Trays, coat hooks and Les Enfants Nursery bags are provided. We discourage taking personal toys to the nursery. In the event of a loss please notify a member of your child's team who will search, check lost property and if appropriate post on our notice board. Twice a year we organise a reclaim week and if not claimed we donate the appropriate articles to charity or dispose. Les Enfants does not accept responsibility for lost articles.

**Q What are Les Enfants policies?**

**A** Our policies are fully documented and available in constant view in the Parent Room. Our Aims and Mission statement along with high level policies are stated on our website [www.lesenfants-nursery.com](http://www.lesenfants-nursery.com). In addition we have posted the key policies in the Parent Zone on our website for easy access.

**Q What happens if my child becomes ill? (please refer to our policies for guidance on exclusion periods)**

**A** We have trained first aiders. If a child become ill, we will contact you using the emergency contact numbers we have been given. In the event of minor ailments, we can administer non prescribed medicines -subject to advised allergies and permission. In the event ailments persist, are more serious or potentially contagious we will contact you to collect your child immediately. If a child becomes seriously ill, we will assess the situation and either take the child to the nearest health centre or call an Ambulance.

**Q What if my child requires medication?**

**A** Staff can only administer prescribed medication if written consent and guidance has been received from parents/carers.

**HUB:** in addition to above, Parents must notify staff if the child is taking the medication to school to ensure it is collected from school with your child at the end of the day.

**Q What happens if my child has an accident?**

**A** Depending on the nature of the accident the treatment can range from reassurance, minor first aid, ice packs, observation or in more serious cases advice from a doctor or calling the emergency services may be required. Accidents are formally recorded and advised to parents/carers and if symptoms are more serious or persist we will contact your emergency number. We err on the side of caution but try to avoid anxiety for you or your child.

**Q How do I advise you of my child's allergies?**

**A** You will have completed this on the enrolment form. Signs, symptoms and medication must be given to the Team Leader. Any new allergies or changes must be advised in writing. We inform the kitchen of specific food allergies and this is noted on the child's records. Should the staff observe a potential allergy they will inform you and add to your child's record.

**Q How do I find out what my child is doing at the Nursery?**

**A** At the end of each session, when you pick up your child, a member of the team will give you feedback on activities, learning and key moments in your child's day will be shared, this is also an opportunity to ask questions and have a quick chat.

Annually we have reports and a parents evening where you can come and meet your child's key worker and get a more detailed update. All children in Nursery have individual electronic progress files, which you can receive by email each term. We also have more informal opportunities to see your children in the environment e.g. Open Day, Family Days.

**Q What food does my child get at Nursery?**

**A Nursery only:** We plan National Standard nutritional menus which are available to view on our room notice boards and in the website Parent Zone. We change the menus on a regular basis. We take account of nutrition, children preferences and requests, allergies and encourage the children to experiment as palettes mature. We provide breakfast, morning snack, lunch, afternoon snack and a light tea depending on the sessions attended. Our light tea is not a main meal, it is served to keep children going until they are having their main meal at home.

We are obliged to provide meals according to the Setting the Table nutritional guidelines and we are unable to offer family preferences due to the requirements to manage volume/quality. The menu is set subject to medically recognised allergies or requirements. No reduction in fees will be made where parents/carers provide food for the child(ren).

**Q How do I advise you of my Child's allergies?**

**A** You will have completed this on the enrolment form. Signs, symptoms and medication must be given to the room Team Leader. Any new allergies or changes must be advised in writing. We inform the kitchen on specific food allergies and this is noted on the child's records. Should the staff observe a potential allergy they will inform you and add to your child's record.

**Q Do you have a code of conduct?**

**A** Yes we do, this is necessary to ensure everyone's safety and wellbeing. The code of conduct is called the Room "Golden Rules". Please see our policy on persistent disruptive behaviour.

**Q How will I receive communications from Les Enfants?**

**A** As we encourage the children to be environmentally friendly we try to lead by example by sending communications via email where possible instead of printing. We have a regular Les E-news that is sent to the email address registered as the family main email. We post news, staff announcements, diary dates, key policies, surveys and points of interest on our Parent Zone in the website [www.lesenfants-nursery.com](http://www.lesenfants-nursery.com) and we communicate quick updates on our closed group Facebook. Other communications are as required and usually sent by email. Please let us know if you do not have access to email and we can arrange for you to receive a hard copy. It is important to keep us informed of any changes to email addresses especially if you use an employment email and change jobs. We also have a text service that we use in emergencies i.e. bad weather or power/heating failures. We use the Mums mobile from our files as default number but if you wish to change this to another number please let the office know. One number per family.

**Q What are the staff ratios?**

**A** For babies age 0 to 2 years 1:3, for toddlers age 2 to 3 years 1:5, for children 3 to 8 years 1:8 and children 8 years and above 1:10.

**Q. Who regulates the Nursery and HUB Out of school club?**

**A** Care Inspectorate, Telephone: 0345 600 9527

**Q What is your registration number?**

**A** Nursery: CS2008174654, HUB: CS2015341815

**Q How is our personal data protected?**

**A** We fully comply with the data protection laws. You will be asked to read and sign an acknowledgment slip regarding the company's Privacy Statement when completing enrolment pack forms after accepting a place offer. Our full Privacy statement can be viewed on our website [www.lesenfants-nursery.com](http://www.lesenfants-nursery.com) Further details can be obtained from our Data Protection Officer (DPO) by email [DPO@busybees.com](mailto:DPO@busybees.com)

**FAQ's specific to the HUB**

**Q How will my child be collected from school?**

**A** There is a pre-arranged designated meeting point at each school. Children will be met by a member of Les Enfants staff. They will either walk to the HUB or be taken in the Les Enfants minibus.

**Q What happens if the school closes early?**

**A** We will endeavor to run the HUB to accommodate any unexpected closures. Additional fees will be charged at the holiday rate, however HUB fees already paid for that day will be deducted. The children who have a booking at the HUB that day will be collected from school.

Additional bookings may be taken if availability permits, in this instance Parents must make contact with the school to notify the children of change to going home plans.

**Q If my child is off school ill what should I do?**

**A** You must contact Les Enfants HUB as soon as possible. It is not the responsibility of the school to inform us that your child is absent/sent home from school. If we go to collect your child and they are not at the meeting point our alarm will be raised for safety and security reasons. Children who are absent from school due to illness are not permitted to attend the HUB.

**Q Will my child be given a snack after school at the HUB?**

**A** Yes a healthy snack and drink will be offered on arrival from school pickup. During In-service days and holidays snack will be provided however children should bring their own packed lunch each day.