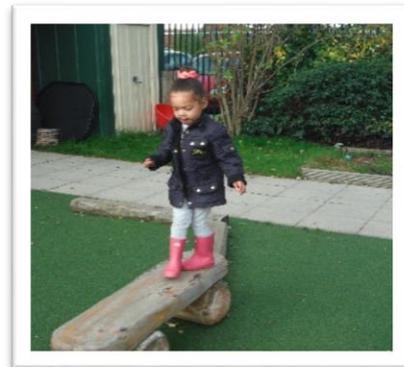


Windsor Centre for Children and Families
Parkfield Road, Wolverhampton, WV4 6EL
Tel: 01902 558128
www.windsorcentre.com

Welcome to

Windsor Centre for Children and Families

Acorn room Terrific for Two's



Showing your child that they are loved and accepted simply because they exist helps build healthy self-esteem, small things often mean the world to a child – a little hug or a word of praise can make a child's day and help them feel really cherished.

Revised January 2016

Meet the Acorn Team



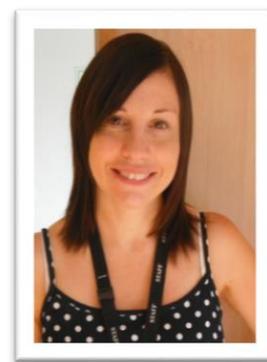
Rena Patel
Childcare Co-ordinator
Safeguarding Lead



Kam Bains
Early Years Practitioner



Andrea Holmes
Early Years Practitioner



Claire Jones
Early Years Practitioner



Sally Roberts
Early Years Practitioner



Nyssa Viridi
Early Years Practitioner



Bethanie Wedge
Early Years Practitioner

Our Provision

Acorn Room

This provision is term time only and operates from 8.30am – 3.30pm, Monday to Friday.

Sessions are offered as follows:

Monday to Friday, 8.30 to 11.30am or

Monday to Friday, 12.30 to 3.30pm

Key Person

Each child will be allocated a Key Person who will be responsible for the overall monitoring of your child's development. Key Persons will give additional time and attention to key children in order to build positive trusting relationships.

Full policies can be viewed on our website or available upon request.



A Day at Windsor

Welcome Time: this is an opportunity for Key Person and parents/carers to spend time together, settle your child and share information and to build relationships. This enables partnerships to develop.

Each Key Person welcomes their own key children. This is a time to nurture and support and settle your child into their environment. Parents/carers will be made to feel very welcome.

Play Environment: during the session practitioners are based in specific spaces and children choose where they wish to play. We offer starting points and resources but most importantly we revisit and reflect together on what has been developing and unpick children's deeper thinking. Observations are gathered and shared in children's Learning Journeys.

Focus Group Time: each Key Person plans their own experience based on their clear knowledge of their key children and their needs. This is also time for a light snack (fruit) and a drink (milk or water). Healthy routines are supported such as washing of hands. Personal and social development is enhanced as children are encouraged to socialise at this time and feel comfortable within their own key group.

Outdoors: all children have the opportunity to go outdoors each day. Outdoors offers the children the space to be themselves, to explore and investigate their natural world. The varied weather offers children various experiences which they would not be able to gain from the indoor environment.

Ensuring children make the very best progress

Each child's progress and development is monitored throughout their time at Windsor, by each child's Key Person, through observations, focus group time, two year checks and parents/carers are regularly encouraged to share their knowledge of their child and discuss their child's progress through their child's Learning Journey and face to face.

Practitioners work closely together to share expertise and reflect on each child's learning. Key Persons together with parents/carers will set next steps in learning for each child to ensure children are making continued progress that is unique to them.

Learning Journeys

Each child has a Learning Journey book which captures their special learning moments. We encourage families to contribute to these and take them home often.

Safeguarding

As a registered provider we have a moral and legal responsibility to contact children's services and Ofsted should we have any concerns regarding a child's welfare or protection.



Home Visits

Establishing our relationship with our children and their families is very important to us.

Parents/carers are the children's first and most enduring educator and you already know lots about your child that will be of interest and help to us as we work with your child.

In order to begin these relationships you will be visited by your child's Key Person at home. This will enable Key Persons to meet you and your child and gain useful information about your child.

Think about what they enjoy doing, who is special to them, what their favourite toys are and where they like to play. If there is anything significant you would like to share with us we would like to hear about it. We will also require contact details and any other necessary information such as medical history.

If any contact/phone numbers change, please ensure you inform your child's Key Person immediately. We must always be able to contact someone should your child become unwell or have an accident. If a child is not collected and we cannot contact anyone we have a duty to contact the Local Children's Services Team.

Your questions answered

All of the team at Windsor are always happy to help you. Please tell us if you are worried or unsure about anything. Here are answers to some of the questions parents/carers often ask.

How much does it cost?

Terrific for Twos is a government scheme which is paid for via Early Years. This service is free of charge to you.

What if my child is ill?

Always call us to let us know if your child will not be attending. Children need to be at home when they are unwell. Children need to be clear of a tummy upset for 24 hours before returning back to the centre. Your child's key person will contact you if we have not heard from you in two days.

If your child is taken ill whilst in our care we need to be able to contact you or a relative to take them home. We must have an up to date contact number at all times.

All members of staff are fully trained in First Aid. If your child hurts themselves we will tell you about it and ask you to sign our Accident Book.

What if my child needs to take medicines?

Medicines can be administered by staff if they are prescribed and clearly labelled with your child's name. Forms must be signed and completed by you and a member of staff before we can give medicine to your child. Please note that if your child is not wanting to play and generally not engaging then they should stay at home.

How do I know my child will be safe?

All the team are well qualified and experienced in working with young children. Anyone who works at Windsor has had a DBS check to say they are a safe person. All gates and doors are kept securely locked.

All children have a password that their parent/carer chooses in case someone else has to collect them in an emergency. We would ask for a quick call to confirm this before the person arrives for the child. We ask that this person is 16 years of age or over.

We have a duty to report any concerns we have about children to the appropriate services. We follow our safeguarding policy. Copies of this policy are available on reception.

We ask that mobile phones and cameras are not used within the centre as highlighted by Ofsted. This is to protect children.

I am worried my child will be upset?

Every child is unique, some children settle quickly and others need longer. We ask you to attend settling in sessions before your child starts. We want this process to be as smooth as possible for both you and your child. Your child's Key Person will support you and your child through this process and take it step by step. If your child is upset we will contact you, we would not keep a distressed child.

The Key Person role is very important and the relationship between your child, yourself and the Key Person is pivotal in your child's learning and development.

What if my child is not learning?

If we have any concerns around your child we will share this information with you. We will then work together to make sure that help is at hand to support them. We work closely with other professionals like the Speech and Language Therapy Team and with your consent we can ask them for advice if required. Our Special Needs Co-ordinator is Jill Watts. For further information visit our website.

What do they eat?

Milk, water and fruit are available for the children at snack time, each day. We have a 'Healthy Schools' award and support the children in healthy eating. Please tell us about anything your child should not eat. If your child has specific requirements, please discuss this with your Key Person.

What should my child wear?

Children need clothes that are easily washable as the best play is often the messiest! Please consider the weather as we go outdoors each day and appropriate clothing will enable the children to explore and learn. We ask parents/carers to provide hats, scarves, gloves, coats, sun hats etc. We also ask for spare clothing to be kept at the centre for incidents that might occur sometimes that are unexpected. We provide wellies, fleeces and waterproofs.

What if I am worried about my child's behaviour?

Sometimes children are not used to being around other children and having to share. We model kind behaviour with the children. We use lots of praise for children so they will know what is acceptable. If a child's behaviour is unacceptable or they have hurt other children we will always share this with you so that together practitioners and parents/carers can help them understand what is acceptable.

What if I have a complaint?

Please let us know if you have a complaint to make.

Our policy is:

- Arrange to talk privately with the member of staff concerned. If you are still unhappy ask to take the matter further.
- Speak to the Headteacher/Head of Centre who will try to see you on the same day. She will discuss the matter with you and the member of staff to try to sort out the issues.
- If you are still not satisfied the Chair of Governors will be involved. A list of the Governors of Windsor Centre for Children and Families is available from the Centre.

We teach our children to treat everyone with respect at all times and we expect everyone within our setting to do the same.

The key principles which shape our ethos and pedagogy at Windsor for our children and families are:-

Ensuring that all children get to really know themselves and to appreciate they are competent, capable thinkers and learners who form effective relationships, feel secure, are supported to develop their ability to regulate their feelings, emotions and behaviour.

- We value parents as a child's enduring educator
- We foster the development of children's characteristics of learning—how children learn alongside what they are learning
- We recognise the importance of children having
 - effective communication
 - secure attachments
 - good self-regulation as a development key to learning

This then ensures that children are ready and able to access the rest of the curriculum on offer at Windsor.

Our curriculum is based on the Early Years Foundation Stage

A Unique Child	Every child is a competent learner from birth, who can be resilient, capable, confident and self-assured
Positive Relationships	Children learn to be strong and independent from a base of loving and secure relationships with parents and key person
Enabling Environments	The environment plays a key role in supporting and extending children's development and learning
Learning and Developing	Children develop and learn in different ways and at different rates and all areas of learning are equally important and interconnected

Play underpins all development and learning for young children.

Play is the basis from which each child's learning begins. Children need to be actively involved in play situations which give them opportunities to explore, discover, imitate, pretend, talk, listen and solve problems with the companionship of other children and of knowledgeable, supportive adults who work alongside the children as companions, observe them, listen to them, support their learning and then at key moments challenge their thinking or teach specific skills to scaffold the children's learning.