



Fledglings EY Centre - FAQ

1. **What ages do you cater for?** We provide care and education for children aged 2+. Children are grouped appropriately to support their stage and development.
2. **Do you offer funded childcare places?** Yes, we accept 15/30 hours funded childcare for eligible families. Please contact us for further information about eligibility and how to apply.
3. **How do I pay for my child's nursery fees?** You will receive a monthly invoice outlining all payment terms. Payment can be made via BACS transfer or via Taxfree/Childcare vouchers.
4. **How do you support children settling into nursery?** We understand that settling into nursery is a big step. We offer 2 settling in sessions – 1 with a parent/carer and 1 without. We work closely with families to ensure each child feels safe, happy and confident.
5. **What does a typical day at nursery look like?** Details of a typical day at Fledglings can be found on our 'Swifts' and 'Swallows' webpages - <https://www.cotfordstlukeprimary.co.uk/welcome-to-fledglings/>
6. **How do I contact the nursery?** You can contact Fledglings via telephone: 01823 432569. Email r.batten@cslprimary.co.uk. Alternatively, you may email the School Office at office@cslprimary.co.uk, and the admin team will forward your message to the appropriate Fledglings staff.
7. **Does the nursery have a website?** Our nursery webpages can be found on the Cotford St Luke Primary School website – www.cotfordstlukeprimary.co.uk.
8. **Does the nursery have a Facebook page?** Fledglings does not have a Facebook page. However, we use Tapestry, which we encourage all families to use to keep up with all the latest news/events and what the children have been learning.
9. **How do you communicate with parents?** We use MCAS, Tapestry, email and meetings to share updates, learning experience and important information. Parents are also welcome to speak to staff at drop-off and pick-up times.
10. **Can my child have a hot meal at nursery?** Children attending an afternoon or all-day session will need either a packed lunch from home or may choose a hot meal cooked fresh daily by the school kitchen. Hot meals must be ordered in advance via MCAS.
11. **Do you provide snacks/drinks?** We ask parents to contribute weekly a snack donation for the nursery, such as apples, bananas, crackers or breadsticks. Children can also be signed up to receive free milk while at nursery; this can be arranged via: <https://coolmilk.com/parents/>. Please ensure your child brings a fresh bottle of water to nursery each day.
12. **What should my child wear to nursery?** Children are welcome to wear clothing they feel comfortable in. Some children like to wear the Fledglings uniform but this is optional. We encourage independence, so clothes and shoes that children can manage themselves (such as Velcro shoes or elasticated waist trousers) are ideal. Please ensure all items are clearly labelled, including hats, gloves, scarves and wellies. We also ask that a set of spare clothes is packed in your child's bag every day.

13. **Do I need to supply nappies?** If your child wears nappies and wipes, please ensure enough nappies, wipes are provided in your child's bag for each session.
14. **Will my child have a key worker?** All children are allocated a key worker when they start at Fledglings. This may change when they move areas to support your child's development and transition.
15. **Is there a SENCo assigned to the nursery?** Yes, Miss Andrea Medin is our SENCo and also the Lead Early Years Educator at Fledglings.
16. **Will my child be supported with potty training?** Yes. Please speak with your child's key worker to share how you are approaching potty training at home. We will do our best to follow your routine and support your child consistently.
17. **Can my child have naps at nursery?** Yes, of course. We have sleep mats and blankets available for children who wish to take a nap. Please speak with your child's key worker to discuss your child's sleep needs.
18. **What should I do if my child is feeling unwell?** If your child is unwell and unable to attend nursery, please contact us as soon as possible. Please note that if your child has been vomiting or has had diarrhoea, they must remain absent from nursery for 48 hours after the last episode.
19. **Can my child attend nursery if they have had Calpol?** If your child requires Calpol, we advise that they remain at home for monitoring and do not return to nursery until they are feeling well enough to do so.
20. **Will you administer Calpol at nursery?** In line with our Administration of Medicine Policy, we are only able to administer prescribed medication.
21. **If my child is unwell or on holiday, will I still be charged for missed sessions?** Yes, fees remain payable if your child is absent due to illness or holiday. Fees are not charged for nursery closures such as INSET days, bank holidays or planned closures.
22. **What happens if my child has an accident at nursery?** All staff are first aid trained and will provide appropriate care. In the event of a head injury, parents will always be contacted, even if the child is able to remain at nursery. You will be informed of the accident on collection. All accidents are recorded on Tapestry.
23. **Will you reapply sun cream to my child?** No, we are unable to reapply sun cream. Please ensure your child arrives at nursery with sun cream already applied and that it is sufficient to last the session.
24. **What should I do if I need to collect my child early for an appointment?** You may collect your child at any time. Please inform your child's key worker in advance of your intended collection time. If there is sufficient time after an appointment, your child is welcome to return to nursery.
25. **What happens if I am delayed collecting my child?** Please contact the nursery as soon as possible if you are delayed. A late collection fee of £7.50 for every 10 minutes will be charged if your child remains uncollected.
26. **What if someone else needs to collect my child?** This is not a problem. Please inform the nursery in advance of who will be collecting your child. We will ask for the password before releasing your child. The person collecting must be 16 years or older.
27. **What if I would like to change my child's sessions?** You will be asked to complete a change of hours form. We will do our best to accommodate your request; however, please note that we are only able to accommodate one change or swap per calendar month.
28. **What if I need to cancel my child's nursery place?** A minimum of one month's notice of school weeks (term-time only) is required to cancel a place or reduce hours. Please note that calendar weeks and school holiday periods are not included in the notice period.