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# **2 – 5 Years**

# **Nursery School**

# **Handbook**

## Place Types

We offer a range of place types for children at the nursery.

### **PART-TIME PLACES (15 HOURS FREE ENTITLEMENT):**

Place Type	Days Attend
<b>1<sup>st</sup> Part-week</b> place Times:	Monday Tuesday Wednesday (Alternate weeks)
<b>2<sup>nd</sup> Part-week</b> place Times:	Wednesday (Alternate weeks) Thursday Friday
Our part time places total 12 hours 1 week and 18 hours the next. This equates to 30 hours over 2 weeks and means your child will attend every other Wednesday.	

### **FULL-TIME PLACES (EITHER 30 HOURS FUNDED CHILDCARE WITH A VALID CODE OR EXTRA HOURS FOR A TOP UP FEE)**

Place Type	Days Attend
<b>Full-time</b> place (5 full days)	Monday – Friday
<b>1<sup>st</sup> Part-week</b> place (3 full days every week, this will cost £39 a fortnight in the 3-5's. There are a limited number of top up spaces.)	Monday Tuesday Wednesday
<b>2<sup>nd</sup> Part-week</b> place (3 full days every week, this will cost £39 a fortnight in the 3-5's. There are a limited number of top up spaces.)	Wednesday Thursday Friday

## Classroom Times

Your child's key person will inform you of the start and finish time for your child. We will be staggering these in order to maintain safe social distancing and limit the amount of people accessing the entrance at one time. Please make every effort to stick to your allocated time.

## Attendance / Absence / Time Keeping

Children must be brought to the nursery and collected by a responsible adult who is at least 16 years of age.

Parents/carers are discouraged from taking their child out of nursery during term time and should ask permission from the Executive Headteacher in writing before going on holiday or taking days off.

As part of our safeguarding procedures, parents/carers must inform the nursery if their child is unable to attend a session by telephoning or emailing the nursery office by 8.45am. If a parent/carer telephones and the line is busy they must leave a message on the answer machine. Alternatively, we have recently introduced ParentMail, which allows easy reporting of absences using the ParentMail app.

**Please Note:**

**If we do not know the reason your child is absent then a home visit will take place. If there is no answer at home then the police are called. This is a procedure that all schools in Southwark are advised to follow.**

Parents/carers should ensure that their child is brought to nursery on time. Children arriving late for nursery disrupts classroom activities and children can become unsettled. You must arrive at nursery at the allocated time given by your child's key person. If you are late for your time you will need to call the office and you will be given a time to come to reception.

The attendance register is a legal document and must be kept accurately; it becomes more difficult to do this when children arrive late. It might not be possible for a cooked meal to be provided if a child is late and the parent/carer has not informed the office by 9.30am.

**Please read the Attendance, Time Keeping and Transitions Policy and Procedure in your Induction Pack.**

All our policies can be accessed on our website. Alternatively, you can also request a copy from the nursery office.

## **Health and Safety**

Please arrive no earlier than 5 minutes before the start of your child's session. We are asking all families to follow social distancing guidelines when coming into the nursery.

Children **must not** be left unaccompanied in any part of the nursery. Dogs (except for guide dogs) are not allowed on nursery premises.

Scooters, bikes and buggies are left at your own risk. Please take these home if you can.

**Your child should not attend The Grove Nursery School if they are unwell.**

If your child develops symptoms of COVID-19, they must not come to school and should remain at home for at least **10 days** from the date when their symptoms appeared. Anyone with symptoms will be eligible for testing and this can be arranged via <https://www.nhs.uk/ask-for-a-coronavirus-test> or by calling 119.

All other household members who remain well, must stay at home and not leave the house for 10 days. This includes anyone in your 'Support Bubble'.

Further information is available at: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

The 10-day period starts from the day when the first person in the house became ill.

Household members should not go to work, school or public areas and exercise should be taken within the home.

If you require help with buying groceries, other shopping or picking up medication, or walking a dog, you should ask friends or family. Alternatively, you can order your shopping online and medication by phone or online.

Household members staying at home for 10 days will greatly reduce the overall amount of infection the household could pass on to others in the community.

If you are able, move any vulnerable individuals (such as the elderly and those with underlying health conditions) out of your home, to stay with friends or family for the duration of the home isolation period.

## Symptom

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)
- 

**For most people, coronavirus (COVID-19) will be a mild illness.**

If your child does develop symptoms, you can seek advice from the nhs.uk website at <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>. If you are concerned about your child's symptoms, or they are worsening you can seek advice from NHS 111 at <https://111.nhs.uk/> or by phoning 111.

## How to stop COVID-19 spreading

There are things you can do to help reduce the risk of you and anyone you live with getting ill with COVID-19

*Do*

- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards

## Further Information

Further information is available at <https://www.nhs.uk/conditions/coronavirus-covid-19/>

**Please read our Covid Code of Conduct booklet, enclosed in your induction pack, to help prepare your child.**

## **No Smoking**

Smoking inside the premises and outside the nursery vicinity is strictly prohibited.

## **The Key Person and Class Teams**

We have four classes at the Grove. Clouds and Rainbows are for 3-5 year olds, Stars is for 2 year olds and Moon is our Reception Unit for children with a diagnosis of Autistic Spectrum Condition. However, because we are a smaller setting, the children are all together and can all access the same learning areas. The exception to this is Moon Class who have their own separate classroom, although they regularly join the other children in the wider setting. Our staff is made up of teachers, early years' educators and special needs teaching assistants. The staff work across the different areas of the learning environment, both inside and outdoors. Each child is allocated a key person and co-key people. We promote be a two-way flow of information between the parent/carer and the key person.

## **Home Visits**

We are going to be calling families to arrange a meeting with you to find out more about your child and how they will settle in nursery. We will not be visiting you at home currently.

## **Settling Procedures**

Starting nursery is a very important time for your child and it may take him/her a few days or weeks to get used to the new environment. Please be prepared to collect your child at different times if they are finding it hard to settle. You will be given further information about settling procedures when you meet your child's key person in September.

## **Learning and Teaching**

We are committed to the principles of the Early Years Foundation Stage Curriculum. We provide opportunities for children to develop their skills and knowledge across all areas of learning. We support children's natural curiosity by providing a wide range of experiences. We encourage children to become creative problem-solvers by providing them with a thought-provoking learning environment. We use our observations of the children and their own particular interests to support our 'planning in the moment.' Nursery staff will then develop your child's learning through thoughtful interactions aimed at extending their learning by;

- introducing new language,
- extending their thinking,
- posing problems,
- suggesting a challenge,
- encouraging them to persist when difficulties are encountered,
- demonstrating a new technique or process,
- commenting/ wondering and 'thinking out loud,'
- introducing new information to extend an activity,
- providing additional resources.

We also make termly assessments of children's learning to ensure they are making good progress across all areas of learning. We use the developmental stages in the Early Years' Foundation Stage Profile. You can talk to your child's key person about your child's progress at any time throughout the year.

## **Learning Journey Books**

Every child has a Learning Journey Book. This is a very special book which records their learning during their time at The Grove. We will ask you to email us some family photographs and information about your child. Your child's key person maintains this book throughout the year and regularly reviews it with your child, adding your child's comments about their learning. Observations of your child playing and interacting are added to the book alongside photographs. These observations are used to inform planning and assessments. If you would like your child's key person to print photos from home to include in the Learning Journey Book, please email them to [office@kintoreway.southwark.sch.uk](mailto:office@kintoreway.southwark.sch.uk), ensuring your key person's name is mentioned in the email. We will inform you how we will share the learning happening in nursery with you at home when your child starts.

## **Enabling Environments**

The children have access to both the indoor and outdoor environment throughout the day and all year round. Being outdoors has a positive impact on children's sense of wellbeing and helps all aspects of children's development. It gives children first-hand contact with weather, seasons and the natural world.

They have the freedom to explore, use their senses and be physically active and exuberant. Children have access to the garden for much of the day. It is well equipped and provides a range of large scale activities.

## **Clothing**

Children need to wear clothes in which they can move and run freely and safely.

### **Footwear**

Please provide footwear suitable for physical activity which your child can manage independently, we recommend Velcro fastenings **not** laces. Flip flops are not permitted. The nursery provides wellington boots for wet days. Your child can wear their own wellies and waterproofs if they prefer.

### **Dress for the Weather**

Please ensure your child is dressed appropriately for the weather. In summer, children need protection from the sun; T-shirts or tops should cover shoulders and hats and suntan cream should be provided. The nursery has waterproof trousers, coats and wellington boots for wet days, however we do request that you also provide your child with his/her own suitable clothing.

### **Name Your Child's Clothes**

**Please mark your child's clothing with his/her name.** The nursery cannot be held responsible if clothes go missing.

### **Messy Play**

It is important children feel free to engage in messy play. Please do not dress them in new or special clothes.

### **Manageable Clothes**

Please dress your child in clothes that he/she can manage by him/herself, especially when going to the toilet. We recommend trousers or skirts with elasticated waistbands.

### **Spare Clothes**

**Please provide your child with a spare set of named clothes (including lots of pants and socks) to keep in a named bag on their peg.** We have some spare clothes in case of 'accidents' where the families have not provided a spare set of clothes. Please wash and return these as soon as possible. We always appreciate donations of clothes, including pants and socks, which children have outgrown.

### **Jewellery**

Please do not allow your child to wear jewellery at nursery. Studs ear-rings are permitted.

## **Bringing Toys from Home to Nursery**

Please do not allow your child to bring their own toys to nursery in case they get lost or broken. This year we are sending you details about creating an attachment box for children to keep in nursery to support settling.

## **Reading and Sharing Books**

We encourage parents and carers to read share books with their child every day.

## **Home – Nursery Links**

Successful relationships between parents/carers and practitioners can have a long lasting and beneficial effect on children's learning and wellbeing. We believe in working in partnership with parents/carers where there is two-way communication and we all really listen to each other.

Please keep your child's key person informed of any significant events or changes in your child's life. The more we know about your child, the better we can support their development.

## Nursery Fund

Each term parents/carers are asked to contribute £10.00 towards the Nursery Fund. This money is used to cover the cost of book bags, outings, and to buy small extras for the class such as ingredients for cooking.

## Medical Conditions, Allergies and Care Plans

If your child has any medical conditions or allergies, please inform your child's key person as soon as possible. Key people, in collaboration with families (and medical professionals where applicable) will write a care plan for your child and ensure it is shared appropriately with all relevant staff. The care plan must be in place for your child to be able to start nursery. Depending of the nature of your child's condition, staff may require specific training. Until this is complete and has been fully signed-off, you will not be able to leave your child at the nursery.

## Food and Healthy Eating

At The Grove, we aim for children to learn lifelong skills in healthy eating as part of a healthy lifestyle and to ensure parents are involved wherever possible. We believe that it is important for children and families to understand the impact of nutrition on health, concentration, energy levels and positive self-image, and are also working towards reducing Southwark's child obesity levels, which are well above the national average, as well as reducing tooth decay.

The Grove provides both a nutritious and balanced nursery lunch and healthy snacks which meet the nursery food guidelines and we welcome our communities' support in educating our children in healthy eating. If your child has any religious or other dietary requirements (e.g. vegetarian), please let your key person know as soon as possible.

Due to the number of children with life threatening allergies, we ask you not to bring any food into the nursery. We understand that some parents and carers like to give their child a snack when going home but ask you to offer this once you have left the premises. We also recommend encouraging healthy snack options such as fruit, including bananas, sandwiches, cheese or similar choices. The children are only given milk or water to drink between meals at the nursery as the acid in sugary drinks and fruit juices causes tooth decay. We would therefore ask that you **DO NOT** bring or consume sugary drinks whilst in the nursery.

### Cooking Sessions

Cooking and food preparation is part of the curriculum. Staff preparing for a cooking/food activity use ingredients which are healthy and nutritious.

### Birthdays

We acknowledge that birthdays are a very special time for your child and we have a beautiful 'birthday ring' which the children decorate with candles and other figures. They also wear a 'special hat' and sing songs together.

We understand that children do need to eat some fats as part of a balanced diet; however, we ask parents/carers and carers **NOT** to bring in a birthday cake and/or party bags in order to support our healthier lifestyle commitment. If you want to bring something to the nursery to celebrate your child's birthday, you can buy a book to donate to the class. The book will be read as part of the birthday celebrations.

The children will still have a special birthday celebration at the nursery. There will also be times when the children will continue to have special treats e.g. the occasional 'ice pop' on very hot days, etc.

Thank you for working together with us to keep our children happy, healthy and safe.

## **Illness and Medicines**

We request that children are kept at home if they are unwell so that other children and staff do not become affected. If you suspect that your child has an infectious or contagious illness, please inform the nursery office. After sickness (vomiting and/or diarrhoea) children must be clear of symptoms for 48 hours before returning to the nursery. If a child has been prescribed antibiotics for an illness, they may return to the nursery after 48 hours if they are well enough (antibiotics can cause side effects e.g. diarrhoea). We will arrange to administer prescribed medicines, if necessary, on completion of a permission form.

If your child has to be given medication, please make sure the doctor prescribes it. The date and the child's name must be on the label. Inform the staff in the room of the times and the amount of the medicine to be administered.

You must also sign the medicine book in the classroom recording:

- The child's name.
- The name of the medication.
- The amount to be given and at what times.

If children are unwell parents/carers are requested to keep them at home.

If your child has an allergy to plasters or latex, please inform us.

If your child has a high temperature, we will inform you immediately.

### **Symptoms of coronavirus in children**

The main symptoms of coronavirus are:

- a high temperature
- a new, continuous cough – this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24 hours
- a loss or change to sense of smell or taste – this means they cannot smell or taste anything, or things smell or taste different to normal

What to do if your child has symptoms

If your child has any of the main symptoms of coronavirus:

- Stay at home (self-isolate) – do not leave your home or have visitors. Anyone you live with, and anyone in your support bubble, must also self-isolate.
- Get a test – get a test to check if you have coronavirus as soon as possible. Anyone you live with, and anyone in your support bubble, should also get a test if they have symptoms.
- Please inform the nursery your child or family member has symptoms and let us know the result of the test as soon as you receive the information.

**Please notify your child's Key Person if your child has been given any medication at home before nursery.**

## **Accident Procedures**

### **Accidents in the Nursery**

Young children who are on the move are highly likely to have accidents.



If your child has an accident at nursery and the injury is minor (e.g. a scratch or a graze), it will be dealt with by a member of staff. An accident form will be completed and on collection at the end of the day, you will be required to read and sign the form, a copy of which will be given to you.

If your child has an accident at nursery and it is a major injury, the designated First Aider will be consulted. We will contact you immediately and an accident form will apply as above.

If your child has an accident at nursery and the injury requires him/her being taken to hospital by an ambulance, a member of staff will accompany your child. You will be contacted immediately to enable you to accompany the ambulance or meet staff at the hospital.

Please ensure that details on your child's 'Wellbeing and Contacts' form are always up to date so that we are able to contact you if necessary.

Please note that parents/carers will be informed of all head injuries minor or otherwise and procedures adhered to.

#### Accidents at Home

If your child has an accident at home, you will be required to inform staff and complete an accident form on arrival. A copy will be given to you.

## **Safeguarding and Child Protection**

The person responsible for Safeguarding is YOU. Please see the leaflet, 'Protecting Children in Education Settings' in your induction pack.

Everyone at The Grove works to ensure that children and young people are kept safe by contributing to:

- providing a safe environment for children and young people to learn;
- identifying children and young people who are suffering or likely to suffer significant harm, and taking appropriate action with the aim of making sure they are kept safe both at home and at nursery.

**If you are worried at all about any child, please speak to the SAFEGUARDING TEAM.**

There are posters all around nursery showing who is on the safeguarding team (or ask at the nursery office).

**MOBILE PHONES ARE NOT PERMITTED IN THE NURSERY.**

## **Children's Centre**

The Grove Children's Centre is part of the Camberwell and Dulwich Locality. Along with other Children's centres in the cluster, it provides a range of services for young children and their families. There are groups running for children aged 5 and under. The Children's Centres work in partnership with health practitioners who provide families with advice about healthy eating and nutrition. Timetables are available to keep you informed of all the different activities, courses and events taking place at the Centre. We also have Community Family Workers who can provide one-to-one support to our families if needed.

## **Positive Behaviour**

We believe all children and adults have the right to be treated with respect and to be in an environment which is calm and safe.

We have high expectations for behaviour and we encourage all children to follow our Golden Guidelines:

1. **We are gentle** – we don't hurt others.
2. **We are kind and helpful** – we say nice things to each other, we share, we smile, we tidy up.
3. **We listen** – we take our turn to talk, we don't interrupt.
4. **We look after toys and books** – we don't break things.
5. **We say what really happened** – we tell the truth.
6. **We try new things** – we enjoy learning.

## **Six Steps to Conflict Resolution**

We manage all conflicts using the 'Six Steps to Conflict and Resolution' approach:

1. **Approach calmly**  
Stopping any hurtful language or actions. A calm manner reassures children that things are under control and can be worked out to everybody's satisfaction.
2. **Acknowledge feelings**  
Children need to express their feelings before they can let go of them and think about possible solutions to the problem.
3. **Gather information**  
Adults are careful not to make assumptions or take sides. We ask open-ended questions to help children describe what happened in their own words.
4. **Restate the problem**  
Using the information provided by the children, the adult restates the problem using clear and simple terms and, if necessary, rephrasing hurtful words.
5. **Ask for ideas for solutions and choose one together**  
Adults encourage children to suggest solutions, helping to put them in practical and concrete terms. We accept their ideas rather than impose our own, thus giving children the satisfaction of having solved the problem.
6. **Give follow-up support as needed**  
Adults help children begin to carry out their solution, making sure that no one remains upset. If necessary, we repeat one or more steps until all the children return to their play.

This approach is based on HighScope's conflict resolution process. Video clip examples of this process can be found online:

<https://www.youtube.com/watch?v=Fbawu6taGj4>

<https://www.youtube.com/watch?v=bfHd6XtCWq8>

It is important that staff and parents/carers work in close partnership when supporting children with their behaviour. Sometimes children may need additional support with this. If you have any concerns about your child's behavior, please speak to your child's key person, class teacher or the Executive Headteacher.

A copy of our Positive Behaviour Management Policy is available from the nursery office and can be downloaded from our website.

## **Southwark's Early Help Offer**

Southwark offer a range of Early Help support for families. The children's centres have a team of community family workers who can provide guidance and support around a wide range of issues. Southwark's Early Help team also have family support workers. A referral can be made using the Early Help referral form. More information can be found at [/www.southwark.gov.uk/nurserys-and-education/information-for-parents/early-help-service](http://www.southwark.gov.uk/nurserys-and-education/information-for-parents/early-help-service).

## **Special Educational Needs and/or Disabilities (SEND)**

The Grove is inclusive and we aim to meet the individual needs of all our children. We have children with various needs. Some children need different levels of support. This can be provided by one to one support with an SEN support assistant, small groups sessions or planned activities with the key person. Children who display a gift or talent in a specific area of learning are also supported to develop this.

We have a Sensory Room and a Soft Play Area that is accessed regularly by the children.

Please see our website for the SEN/D information report and the current SEN/D Policy.

Please also see details of the Local SEN/D offer on the Southwark website for details of support and provision across the borough.

## **Education Health Care Plans**

An Education, Health and Care Plan [EHCP] is for children and young people aged up to 25 [and continue to access education] who need more support than is available through special educational needs support.

EHC plans identify specific, individualised learning outcomes for a child or young person and specify the additional provision that is required by law to ensure that these are achieved. Plans are reviewed annually and can remain in place to support children throughout their education.

## **Equal Opportunities and Inclusive Practice**

At The Grove, we are committed to equality in education and employment. This means that we are opposed to discrimination on grounds of race, gender, class, religion, disability, sexual orientation or gender reassignment. We live in a multi-cultural society. We are preparing children for life in this society, and our curriculum aims to reflect this. We are very conscious that children's attitudes are 'caught' rather than 'taught' and we are aware that we are role models and that children will become aware of our attitudes by our words and behaviour. At The Grove, we believe that:

- The nursery should reflect our multi-cultural society.
- Prejudice should be brought out into the open and negative attitudes challenged and discussed.
- Cultural differences enrich society.
- Recognition and acceptance of differences gives people a feeling of pride and self-esteem.

## **Fees**

All 3 – 5 year old children are entitled to 15 hours free nursery education. Only 2 year old children who meet the criteria set out by the government are eligible for 15 hours government funded nursery education.

### 30 Hours Childcare

In September 2017, the current Government increased funded childcare from 15 to 30 hours a week (for up to 38 weeks a year) for eligible 3 and 4 year old children.

Parents/Carers can apply online at: [www.childcarechoices.org.uk](http://www.childcarechoices.org.uk)

Please note: You **MUST** have your eligibility code **by 31<sup>st</sup> August** to qualify for a 30 hours place in September. If you need help in accessing your code please ask at reception.

### 15 Hours Childcare (2 Year Old Codes)

You may be eligible for a 15 hour code for your two year old. Please visit <https://www.gov.uk/help-with-childcare-costs/free-childcare-2-year-olds> for more information and to check if you are eligible.

Parents/Carers can apply online at: <https://www.southwark.gov.uk/childcare-and-parenting/childcare>

You must provide your code to the nursery with evidence of it being valid from Southwark. Alternately, if you are not entitled to a two year old code, you can still apply for a fee paying place.

If you do not qualify for the 30 Hours Free Childcare but still require additional hours outside of the free 15 hours entitlement these can be provided at an additional cost. This is sometimes referred to as 'top up'.

Children who are staying for a full day are provided with a cooked meal. Parents/carers of 3-5 year olds, who think they might be entitled to free nursery meals can complete a free nursery meals' application form at the nursery office. The form will be sent to the pupil benefits team at Southwark Children's Services to see if families are eligible.

Our 'top up' charges are as follows:

Place Type	Cost of Top Up Fees
Full-time place (5 full days)	£97.50 a week
1 <sup>st</sup> Part-week place (3 full days)	This will cost £39 a fortnight for the extra Wednesday
2 <sup>nd</sup> Part-week place (3 full days)	

Nursery meals are charged at £2 per additional day for any child who is topping up. Two year olds who are paying for a place, including the one day if paying for top up, are required to pay for their meals. This information will be on ParentMail so you will be aware of what you need to pay.

Healthy nursery meals are available free to children when attending nursery for the free entitlement hours.

These fees are correct as at September 2020 and are subject to change.

For children attending the under 3's and who do not qualify for the 15 hours free entitlement, fees will be charged from the first day of settling.

Please note that nursery 'top up' fees will become chargeable from the first day your child stays for their full day.

**Fees are to be paid using the ParentMail system. You will receive a message at the beginning of each term, outlining how much needs to be paid for that term i.e Autumn Term, September to December 2020. Fees need to be paid on a regular basis** – ideally the first day of the month, the last day of the month or every Monday. All fees for each term, must be paid in full by the end of that term.

Please note, fees are charged if your child is off sick and when they are away on holiday.

**It is not acceptable to have any fees or dinner money arrears.** If debts are incurred then the nursery budget has to pay for them or services have to close. This means that money which should be spent on the children's education is used to pay for debts incurred by parents/carers. Every parent/carer will agree that this is unacceptable and we request that all parents/carers give us their full support. If parents/carers have any concerns with paying their fees, they should speak with the Nursery Business Manager as soon as possible.

Please see our charging and payment of fees policy, which is available from the nursery office and can be downloaded from our website, or ask at the nursery office for more information on:

- nursery 'top up' fees – how and when to make payment,
- notice periods if a child leaves,
- the Nursery Fund
- Additional circumstances (e.g. closure due to severe weather).

Parents/carers paying 'top up' fees will be required to sign a contract.

## **Transfer to Primary School**

Children are required by law to go to primary nursery the term after their fifth birthday. The nursery provides parents/carers with information on applying for a primary school as early as possible. Parents need to apply online at the Southwark Council website: [www.southwark.gov.uk/schooladmissions](http://www.southwark.gov.uk/schooladmissions)

Summer born children (whose birthdays fall between 1<sup>st</sup> April and 31<sup>st</sup> August) can apply to defer their primary school start date by one year if it will benefit the child. More information can be found online: <https://www.southwark.gov.uk/schools-and-education/school-admissions/primary-admissions/about-primary-admissions>. Please speak to your child's key person if you are considering summer-born deferral.

## **The Governing Body**

The Executive Headteacher is responsible for the running of The Grove Nursery School. The responsibility of the governors is to have general oversight of the management, curriculum and resources. The governors are responsible for interviewing and appointing staff.

Governors are available for parents/carers to contact by letter (addressed to The Grove Nursery School). There are parent governors on our governing body who represent parents/carers views and interests. We advertise on notice boards and in newsletters when there is a vacancy. If you think you might like to be a governor, we would be happy to provide you with more information.

## **Policies**

All our policies are available to download from our website (<https://grove-southwark.secure-dbprimary.com/southwark/primary/grove>). We are happy to make copies for you if required.

## **GDPR**

The Data Protection Officer is responsible for overseeing data protection within the nursery so if you do have any questions in this regard, please do contact Craig Stilwell from Judicium Consulting Ltd, 75 Cannon Street, London, EC4N 6AE on: email: [dataservices@judicium.com](mailto:dataservices@judicium.com) Tel: 020 3326 9174

## **Complaints Procedure**

We would like your experience at The Grove to be a pleasurable one. If there is any matter about which you are concerned it should, in the first instance, be raised with your child's key person. If the issue requires further discussion the teacher or senior practitioner in the child's room should be consulted. The next step would be to make an appointment to speak with the Assistant Headteacher or the Executive Headteacher. Our full complaints' policy is available on our website, or you can obtain a copy by emailing the nursery office.