

You take care of the big event...

we'll take care of the little ones!



# About Nipperbout

## Information for parents

### History

Nipperbout, celebrating 21 years of business in 2013, is proud to be UK's most trusted provider of mobile crèches and children's activity entertainment, receiving an 'Outstanding' award from Ofsted every year since 2005. We take pride in our unique service, built around creativity, energy and attention to detail.

Nipperbout has grown from a small family business to a nationally recognised company that cares for over 10,000 children a year. We were delighted to be part of HRH The Queen's Jubilee celebrations and the 2012 Olympics.

### Mission statement

Nipperbout is dedicated to providing high quality, mobile childcare within short-stay and temporary locations around the UK. Our aims are:

- To transform a space, temporarily, into a safe, stimulating crèche environment, suitable for children aged 0-16 years.
- To ensure children are creatively occupied in interesting, productive activities, whilst in our care.
- To provide a welcoming, empathetic atmosphere with consideration for people of all races, cultures and abilities who chose to use our facilities.
- To welcome and reassure parents that they can leave their children in our care with complete peace of mind.
- To listen to and receive constructive feedback from children, parents and staff, being open to new ideas that may promote improvements to our service.

### Equal opportunities

Nipperbout is an equal opportunities employer and our philosophy promotes acceptance, tolerance and the celebration of all cultures familiar to British society.

### Our staff

All Nipperbout staff are CRB checked and undergo extensive in-house training. We also employ staff on a casual basis, so our teams frequently bring together experience and specific skills from a wide range of vocational backgrounds such as teaching, youth leadership, educational needs specialists, social work and childcare together with those from a performing arts background. In order to maintain high standards staff may not accept private contract baby-sitting work whilst working on an event with Nipperbout.

### Our childcare approach

Nipperbout's approach to childcare accentuates the positive, showing children what we **do** want, rather than what we **don't** want. All staff are trained to be specific with praise so that children are clear about the behaviour we would like to see repeated. Nipperbout also believes that it is important for children to take personal responsibility and ownership over their environment and to understand how their behaviour affects others. The Nipperbout childcare blog further expounds this philosophy and is available for parents to read.

# About Nipperbout crèches

Nipperbout operates two types of crèche:

- 1. Short-stay crèche** supporting exhibitions and events (generally 2-8 years).
- 2. Full-day crèche** supporting conferences (0-16 years).

Children and young people are signed into our care and remain in our care until they are signed out at the end of the day. Nipperbout provides a range of activities, often themed, to entertain children during the day. On full-day crèches children will be taken out for an hour's fresh air in the afternoon. At some crèches lunch and/or a light supper is provided for the children.

Nipperbout operates a robust registration system; this is for the safety and care of your child. Nipperbout staff will do their best to work efficiently, quickly and politely; we encourage you to support us in this approach. We also ask that you return promptly to collect your child.

## What we need to know

The safety of your child is of paramount importance to us and having prior knowledge about your child can help us give your child an enjoyable stay. Please tell us about the following:

- Additional and educational needs
- Language or communication difficulties
- Likes, dislikes
- Behavioural traits
- Dietary requirements
- Allergies
- Medical conditions/medication being taken.

*Please note:* In short-stay crèches, children with additional needs are accommodated when the manager and parent agree that the equipment and environment are suitable and safe for the child and there is no danger to the other children present. If your child requires one-to-one or special needs care, please ensure we are aware of this beforehand so we may provide additional, appropriately qualified staff.

## Proof of legal guardianship

Ofsted require that we obtain written consent from the legal guardian that he/she is happy for their child to attend the crèche. If you are not the legal guardian for the child in your care please ensure you provide us with the required permission. We have a legal duty to seek this consent if it is not given.

## Groups, key workers and registrations cards

In order to ensure quality care, Nipperbout separates children into age groups. Groups are divided between over-8's and under-8's. At larger conferences these are broken down further into 0-3's, 4-7's, 8-11's and 12-16's. Children will be allocated a Key Worker for the duration of their stay. Please feel free to talk to your child's Key Worker. A photograph of our Key Workers will be displayed outside the crèche. At conference crèches this will also list the children in the staff members group. Under-8's children wear a coloured jacket to match that of their Key Worker, for easy identification.

Nipperbout staff ratios are as follows:

0-2 years: 1 adult to 2 children

2 years: 1 adult to 3 children

3 years and above: 1 adult to 5 children.

All children are provided with a 'Registration Card'.

We ask parents to provide full details, including any dietary requirements or allergies. The details on this card remain confidential and the card is kept in a numbered pocket for the duration of the crèche. You will be asked to sign your child in and out each day on the 'Registration Card'. It also holds your contact details in an emergency, so please ensure these are accurate.



# About Nipperbout crèches *(continued)*

## In the event of an accident

Should your child become hurt whilst in our care we will administer first aid and record it in our 'Accident Book', which parents must sign. A copy of the accident report will be supplied on request.

If considered necessary further medical assistance will be sought. In an emergency, where an ambulance is required, you would be contacted immediately.

## Sickness or diarrhoea

Children who have been exposed to any infectious diseases including influenza and diarrhoea, or eye and skin conditions during the past 24 hours should not attend a Nipperbout setting. If your child becomes sick during a crèche, festival or event you will be asked to remove them. We can welcome your child back after a period of 24 hours for sickness or 48 hours for diarrhoea.

## Behaviour management

Nipperbout has a number of strategies in place to ensure that a safe and enjoyable time is had by all:

- All children and young people contribute to the 'Ground Rules' at the start of each crèche and these are displayed as a reminder. We frequently re-visit these rules to add or make changes.
- Young people are required to sign our 'Code Of Conduct' upon registering. A reward system means over-8s may receive prizes/high street vouchers for positive contributions to the crèche.
- Inappropriate behaviour is dealt with by trying to discover the need behind the behaviour. When this is acknowledged, the behaviour often changes.
- In extreme cases such as when a child is hurt, swears repeatedly, ignores instructions or threatens the safety of themselves or another child, this inappropriate behaviour is recorded in our 'Incident Book' which parents are asked to sign. Three entries in one crèche may result in exclusion. Fighting will result in immediate exclusion.
- Physical punishment, or threatening a child with physical punishment is not permitted.

## Safeguarding children

Nipperbout has an obligation to inform Ofsted, the NSPCC, or the Scottish Children and Family Service of any allegations of serious harm or abuse by any person living working or looking after children at the premises. If you wish to notify any of these organisations with concerns you may have, their contact numbers are displayed at reception.

## Art and craft activities

Many of our craft activities use materials that could stain clothes; therefore aprons are provided and must be worn during these activities. Nipperbout cannot take responsibility for any damage to clothing/ personal items.

## Face painting

Parental permission is required for face painting, so please indicate on your child's 'Registration Form'. Face paints should be removed after 2-3 hours with soap and water only. Please note, due to skin sensitivity, Nipperbout will only paint the faces of children aged 3 years and over.

## Photography

Parental permission must be sought before a photograph is taken of any child. If you wish to take photos of your child during one of our shows (long conferences only), please ensure you make other parents aware first.

Nipperbout staff may take photographs of children in the EYFS system engaged in play as part of recording observations. A permission request can be found on your child's 'Registration Card'.

Similarly, Nipperbout may request to film activities for in-house training and promotional purposes.

Occasionally clients request photos. In these instances, parents will be notified in advance and written permission obtained.



# About Nipperbout crèches *(continued)*

## Feedback

Should you have any adverse concerns we do hope you will discuss them with our staff. Your child's wellbeing and your peace of mind are very important to us, so we invite you to write in our 'Comments Book'. Any feedback that you give us will be most welcome. At the end of the event your child will be asked to give age-appropriate feedback, which is recorded and passed on to the management. We aim to give your child an enjoyable stay.

Complaints may be made in the following ways:

1. Talk with the team leader or a staff member. Verbal complaints will be recorded, actioned and displayed for other parents to see. A complaint form is available upon request.
2. Contact the proprietors, Janthea and Steve Brigden (details on back of this leaflet). We will acknowledge a written complaint within 2 days and aim to investigate and respond fully within 14 days.
3. Contact Ofsted by phone on The Early Years Complaints Line: 0300 1231231 or write to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

## Babies and toddlers

Nipperbout understands that leaving young children, especially for the first time, can be a difficult process so if you have any concerns or worries you are most welcome to phone us before the event.

Key Workers will be available to discuss your child's needs during registration and you will find a space on the 'Communication Booklet' to provide recent information about your child. A back-up member of staff will care for your child whilst the Key Worker is on a break.

Messy play is an important part of our sessions so please dress children accordingly. Spare clothing in a labelled bag is often useful.

Key Workers for under-3's will record details of sleeps, feeds, nappy changes and activities enjoyed. Nappy changes are witnessed. Parents will be shown these records daily.

Children's bags should be clearly labelled with the child's name.

Please remember that the change of environment, travelling and general noise and bustle of the crèche is likely to unsettle young children and their usual routine may change.

For insurance reasons we cannot accept buggies in the crèche. Children arriving asleep in a buggy must be transferred to a sling or cot.

Nipperbout believe that young babies are more comfortable when they can hear a heart beat or feel a pulse. Until they are 9 months old they are more familiar with life inside the womb than out. Staff are encouraged to use Wilkenet slings to carry babies as much as possible. Some of our staff are trained in baby signing so do let us know if this is something your baby is familiar with and teach us the signs he/she knows.

Parents are welcome to settle children in but will be required to sign the 'Visitors' Book', as we need to record who is in the crèche.

Please tell your child when you leave and explain that you will be back to pick them up later. A few sad tears as you depart are preferable to the distress and panic caused by 'sneaking away'.

If your child is distressed, unable to settle or becomes ill, we will contact you immediately, so please ensure we have the correct contact number for you.



# Nipperbout conference crèches

## Communication booklets

A 'Communication Booklet' is provided for each child and is kept with their 'Registration Card'. The booklet includes:

- EYFS observation report (under-8's).
- Our 'Code Of Conduct' and 'Teen Reward Card' (over-8's).
- Daily feedback about eating, sleeping and changing (under-8's).
- A space for both you and your child to share information with our staff.

The purpose of this booklet is to allow parents to provide Key Workers with information about their children to ensure the best possible care. It also offers the opportunity for staff/parent communication on a daily basis and a place for children to express their thoughts. On the final day the booklet is given to the parent to pass onto other settings if required.

## Online registration

The introduction of our new online registration system will improve the accuracy and speed of completing your child's 'Registration Form'. Please help us by keeping you and your child's details up-to-date. You will still be asked to double check the information on the card on the first day, and you will still be required to sign your child in and out of the crèche.

## Permission from school to attend Nipperbout settings

As we are an Ofsted-registered setting it should be possible for your school to mark your child as absent with authorisation when attending Nipperbout crèches. We have a letter for schools to explain about our settings, so please indicate on the 'Registration Form' if you would like a copy. We are keen to work in partnership with other settings and to receive information about children and their learning so we can augment this whilst they are in our care. Staff are happy to help with reading and homework for all age groups.



# Frequently asked questions

## Which items are prohibited in the crèche?

- Any personal food except baby food or food for special dietary requirements.
- Medicines or tablets (unless essential and locked in the medical box as per our medication guidelines).
- Wheelie trainers, roller blades, skate boards.

## Can my child bring in a mobile phone/personal game console/favourite toy?

Yes, but the following rules apply:

1. All personal items should be clearly labelled and are brought into the crèche at the owner's own risk.
2. Younger children must be aware that other children may pick up favourite toys and want to play with them.
3. Mobile phones are allowed for children over 8 years and may be used in the 'Communication Corner' only. At other times they should be left in their designated registration card pocket.
4. Mobiles are not permitted to be taken on outings.

*Please note:* valuable items such as designer clothes, cameras, mobile phones, iPods, games consoles and Playstation/Wii/Xbox discs are not encouraged and are brought into the crèche at the owner's own risk. Nipperbout cannot take responsibility for loss or theft of these personal items.

## My child has medication - what do I need to do?

- Medicines must have been prescribed by the child's GP and have the GP label including the child's name with dosage and must be locked in our medical box.
- Parents must complete the 'Nipperbout Medicine Form' (purple).
- Staff administering medicines are required to record the time and dose given.

- Inhalers must also have the GP's label on the box with the child's name and dosage.
- Where a child cannot self-administer the child's parent/guardian must provide clear instructions for the administration of the inhaler and complete a purple 'Nipperbout Medicine Form'.
- Blue inhalers may be kept in the child's registration card pocket, brown ones must be locked in the medical box.
- If your child requires EPI-PENS or Hypodermic Injections we must be informed at pre-registration prior to the crèche so we can ensure a trained member of staff is present on the team.
- We must have written consent from the child's GP giving all details and confirming that the child is fit to attend the crèche. Please ask us for a form.

## What is there to do?

An interesting timetable of activities, workshops and outings is devised for every event. Often there is a theme for the crèche and, on longer crèches, parents are invited to a presentation or 'show' devised and performed by the children.

## ... for babies?

We operate according to the EYFS framework offering little ones a timetable including art and crafts, messy play, treasure basket discovery, baby games, music and movement with instruments, interactive play mats and toys.

## ... for under-8's?

Once again we operate according to the EYFS framework offering a timetable of table football, Playstations, air hockey, house play, slides, construction, board games, dressing up, books and comics, ball pond and bouncy castle, sensory baskets, cushions, books, puzzles, ride-on's, trikes, hoops and tunnels, dolls, cars, super-hero figures, musical instruments, construction toys, sand and water games, soft bricks etc.



# Frequently asked questions *(continued)*

## ... for over-8's?

Older children may absorb themselves in art, drama, music and movement, face painting, parachute games, party games with prizes, scavenger hunts, competitions and quizzes. Over-8's can also enjoy circus skills, nail art, karaoke, dance and drama and a variety of crafts, such as jewellery-making and t-shirt painting.

A full range of table football, table tennis, computer games, Playstations, air hockey, Wii's, Xbox, board games, books and magazines and dancing can be made available.

## Who is allowed to sign my child in and out of the crèche?

Any adult may sign your child into our care.

Only the person/s whose signature matches the specimen signature we obtained upon registration may sign your child out.

## What if I want my partner/friend to sign my child out?

This is possible with prior arrangement. You will need to notify the crèche staff and provide them with the name of this person/s. If the person is present at the time of signing in they can sign a second specimen signature. If the person is not present at the time of registration, we will ask you to provide us with a password. The person will then be required to provide us with that password before we allow them to sign for your child.



## Additional questions relating to conference crèches

### Will my teenager like it?

In 2012 a group of graduating teenagers staged a token 'sit-in' and refused to leave on their final day! After 21 years of service, Nipperbout has seen many children grow from small babies into adulthood, and it has now become a tradition to celebrate the 'graduation' of our teenagers in their final year with us. In fact, many graduates return to us as members of staff once they reach 18.

### My child is 16, can they sign themselves in?

No. All children and young people attending the crèche must be signed in and out by an adult. In the UK an adult is a person 18 years or over.

### My elder son/daughter is with me can they sign my child in and out?

Only if aged 18 years or over.

### Can I sign them in later than the start time or sign them out earlier than the finish time?

The crèches have specified start and finish times. If you require to sign your child out early or sign in late, please notify the member of staff on the gate so that they can advise you of an appropriate time. Once the crèche commences staff are busy with the children and not readily available to man the reception desk. Nipperbout will not sign children in or out during lunchtime or outings.

During busy times (short-stay crèche only) we may introduce a raffle ticket system and places may have a time limit. Please ask staff at the reception desk.



# Frequently asked questions *(continued)*

## What shall I bring?

- Coat
- Medication - see info about medicines
- Nappies
- Spare clothes
- Comforters, toy/blanket
- Swimming costume and towel (where swimming is available).

Nipperbout provides pushchairs for outings, cots/beds for sleeping and high chairs for dinnertime.

## Will my child be fed?

Healthy snacks such as fruit, breadsticks and rice cakes are provided mid-morning and mid-afternoons. These are prepared by staff that hold a food hygiene safety certificate. Drinking water is available at all times in all types of Nipperbout settings.

If a crèche is to stay open over the lunch period, food for children will be provided and cooked by the venue. Nipperbout provides the venue with a recommended, healthy menu selection and informs catering of any dietary requirements or allergies. Children eat lunch as a group with the staff. Parents with children under-8 are given a menu tick list on registration to choose meals with their children in advance. Over-8's are able to choose food themselves.

## What happens during an outing?

It is a requirement that children receive at least one hour of fresh air and exercise each day. Therefore when children are with us for a full day, Nipperbout provides a variety of outings. These may include a walk, games in the park, visit to the beach, a cinema trip, bowling, museums or places of interest, swimming etc. Activities are dependent upon the location of the crèche and what is available and affordable within walking distance of the surrounding area. Walking is part of our healthy living programme.

Outings are conducted in age groups because many activities may have age restrictions. Whilst on outings, children are asked to remain in their key groups and with their Key Worker at all times. We request that children are not supplied with money, as there is little opportunity to spend it. Similarly, due to allergies, food and drink may not be taken or purchased on outings (this includes no popcorn at the cinema). Water will be provided.

To ensure the safety of everyone on the outing, Nipperbout has a number of 'no tolerance' policies:

### 1. Outings jackets must be worn

Nipperbout provides every child with a high visibility jacket so they can be seen at all times. Staff are also required to wear these jackets. No jacket = no outing. If your child refuses to wear the jacket, they will be unable to come on the outing and you will be asked to collect them from the crèche while we are out.

### 2. Swimming identifiers must be worn

Nipperbout provides all swimmers with a swimming hat or rash vest to be worn in the swimming pool. No swimming identifier = no swimming.

### 3. Mobile phones/iPods /games consoles are brought into the crèche at the owners own risk

These items may not be taken on outings because experience has shown that children/young people are often distracted whilst using them and may miss important information being given by staff, eg. whilst crossing a road!

## How does Nipperbout deliver the EYFS?

As a registered setting, Nipperbout is required by Ofsted to deliver the EYFS for all qualifying children in our care. We have therefore developed our own system, which takes into consideration the short time in which some children remain in our care. Each child is provided with a 'Learning Log', which is kept on file at the head office. This file is then brought to the venue when your child is attending a crèche. This 'Learning Log' will be updated each time your child visits a Nipperbout setting. The 'Learning Log' will include basic details about your child (name, date of birth, parent/carer names); an 'Observation Report' (per visit); a 'Planning Sheet' (per visit); photographs of your child; and any drawing/art work they may have done. Please do not hesitate to ask our staff if you would like to see your child's 'Learning Log'. Progress reports are carried out in accordance with current legislation.



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