



Parent Handbook

Creating Little Stars





Welcome to Shooting Stars

Dear Parents,

A very warm welcome to Shooting Stars Nursery. We are so pleased you have chosen us and we are excited to be part of your child's early years journey.

At Shooting Stars, we believe that every child is unique, curious and full of potential. Our goal is to provide a safe, nurturing and inspiring environment where your child can grow, explore and thrive.

Since opening in 2016, our nursery has become a welcoming and vibrant community for families. We follow the Early Years Foundation Stage (EYFS) Framework and also draw from Birth to 5 Matters to support children with special educational needs. This ensures a personalised and inclusive approach to learning and development for all children in our care.

Our experienced team is passionate about early years education. We take pride in creating a warm, home-like atmosphere where children feel secure and confident. From sensory play and creative activities to building friendships and independence, every day at Shooting Stars is filled with meaningful experiences.

This handbook has been designed to help you understand how we work, what you can expect, and how we will support your child. It also includes important information about our routines, policies and how we work together with families to give your child the best possible start in life.

Thank you for joining Shooting Stars. We look forward to working closely with you and your child.

Warm regards,

Shooting Stars Pre-School Nursery



Our Ethos & Mission

Our Ethos & Values

- **Equality and Potential**

We are committed to giving every child equal opportunity to grow as an individual within our setting.

- **Confident, Independent, Resilient Learners**

Our aim is for children to leave Shooting Stars with a strong sense of self and the ability to effectively communicate their thoughts, feelings, ideas, and emerging knowledge.

- **Lifelong Love of Learning**

We foster a deep-rooted passion for literature, discovery, and learning that extends beyond nursery life.

Our Mission

- Our mission is to provide high-quality early years education and care in a setting where children can thrive.
- We aim to give every child the best possible start by fostering independence, resilience, creativity, and confidence.
- We are here to spark imaginations, build strong foundations and most of all, to **create little stars**.

Our Curriculum



At Shooting Stars, every child is at the centre of their own journey. Our unique curriculum, **The Five Planets of Learning**, is designed to spark curiosity, build confidence, and prepare children for life beyond nursery. It blends the EYFS with our own values, creating an environment where every child can shine.

01 Planet of Curiosity

Children are natural explorers. We encourage them to wonder, question, and investigate the world around them, building creativity, problem-solving, and a love of learning.

02 Planet of Communication

This is where children find their voice. Through stories, songs, role play and daily conversations, we help them express themselves, listen to others, and build the foundations for literacy.

03 Planet of Belonging

Every child should feel safe, valued, and part of a community. We focus on building friendships, celebrating individuality, and helping children understand and respect others.

04 Planet of Independence

We give children the confidence to say, "I can do it myself." From self-care to problem-solving, independence builds resilience and pride in their achievements.

05 Planet of Horizons

Children are always preparing for their next adventure, whether that's moving to a new room or starting school. We support transitions with confidence, curiosity, and excitement for what's ahead.

Our Co-Pilots

Families are our co-pilots on every child's journey. We work closely with parents and carers to share progress, set goals together, and celebrate achievements big and small. By staying connected between home and nursery, we make sure every child's journey through the Five Planets is supported, consistent, and filled with success.

Our S.P.A.C.E Model

At Shooting Stars, the environment is more than a backdrop, it's a teacher. We use the SPACE model to design rooms that spark curiosity and independence:

S – Stimulating: Spaces filled with exciting opportunities to explore and discover.

P – Purposeful: Every resource is chosen to support learning and development.

A – Accessible: Children can reach, choose, and lead their own play.

C – Calm: Cosy, quiet corners for reflection and self-regulation.

E – Exploratory: Environments that encourage problem-solving, trial and error, and discovery.



Our Key Person Approach

At Shooting Stars, **every child is paired with a Key Person**, a familiar and trusted adult who gets to know your child really well. They build a strong, caring bond with your child and are your **main point of contact at nursery**. This close relationship helps your child feel safe, settled and understood, and ensures that their individual needs are met. It also helps us work closely with you to support your child's learning and development every step of the way.

Responsibilities of a Key Person

- Build a warm, consistent relationship with each key child
- Offer emotional support and comfort, especially during settling-in periods
- Observe and track children's learning, development, and wellbeing
- Plan and adapt activities based on children's interests and next steps
- Keep learning journals and contribute to regular observations
- Work with the SENCO where additional needs are identified
- Update room leaders and management about key children's progress or concerns

Communication with Families

Your key person plays a vital role in building trust with parents. This includes:

- Greeting you and your child warmly each day
- Sharing updates at drop-off and pick-up
- Offering support during important transitions, such as toilet training or changes at home
- Being approachable, positive and non-judgemental

While key persons have a special responsibility for their group of children, all our staff are expected to work together to support every child in the room. If your child's key person is away, other practitioners will step in to maintain consistency and care.



Partnerships with Parents



At Shooting Stars, we believe that open and regular communication with parents is essential. We use the **Famly app** to keep you updated on your child's day, including meals, naps, activities and key moments. It's also a great way to send messages, share photos and stay informed about upcoming events or reminders.

Getting Started with Famly

Step 1: Check Your Email

You'll receive an invitation email from Famly. This will be sent to the address you gave us during registration.

Step 2: Click the Invite Link

Open the email and click the link to set up your Famly account. You'll be asked to create a password.

Step 3: Download the App

Search for Famly in the App Store (iPhone) or Google Play Store (Android), then download and install the app.

Step 4: Log In

Open the app and log in using the email and password you created.

Step 5: Explore

Once logged in, you can:

- View daily updates and photos
- Check in on meals, naps, and toileting (where applicable)
- Send messages to the team

If you haven't received an invite or need help logging in, please speak to a member of the team and we'll be happy to assist you.



Paying Fees via Famly

To make things easier for families, **all invoices and payments at Shooting Stars are managed through the Famly app**. This means you can view your balance, download invoices, and make payments directly from your phone or computer, all in one place.

You will receive an invoice at the beginning of every month and will have 10 days to pay.

Step 1: Open the Famly App

Log in to the Famly app using your registered email and password.

Step 2: Go to 'Balance'

Tap your profile icon, then select 'Balance' to see your current fees, upcoming charges, and any outstanding invoices.

Step 3: View or Download Invoices

Tap on any listed invoice to open it. You'll have the option to view, download, or print the invoice for your records.

Step 4: Make a Payment

Select the 'Pay now' button to make a secure payment. You can pay using a card or set up a direct debit.

Step 5: Set Up Automatic Payments (Optional)

You can set up automatic monthly payments to avoid missing due dates. Just follow the prompt when paying your invoice.

Our Rooms & Age Groups

Baby Room

3 months – 24 months old

- Focuses on early bonding, sensory exploration, and developing motor skills.
- Activities include music, movement, tactile play, and gentle routines to build confidence.

Daily Structure

- Circle time with songs and stories.
- Sensory play activities such as water tables, finger painting, and texture boxes.
- Gross motor development through soft play and movement exercises.
- Snack time and supervised free play.
- Supervised outdoor play.

Toddler Room

2 – 3 years old

- Supports communication skills, social interaction, and critical thinking.
- Introduces early literacy, maths, and expressive arts through purposeful play.

Daily Structure

- Welcoming routines and focused small group learning.
- Emphasis on phonics, counting, and early writing skills.
- Outdoor play to build strength, balance, and cooperation.
- Story-led themes and exploratory, hands-on investigations.

Pre-School Room

3 – 5 years old

- Prepares children for school by developing key cognitive, physical, and social-emotional skills.
- Engages children in structured group activities, creative play, and hands-on exploration to build confidence, curiosity, and independence.

Daily Structure

- Engaging literacy sessions including phonics, mark-making, and storytelling.
- Creative activities that encourage thinking, exploring, and imagination.
- Emotional development through role play, turn-taking, and teamwork games.
- Outdoor learning with nature walks, climbing, and active play.

Our Ratios

Maintaining a low student-to-teacher ratio is crucial for personalised learning and quality interactions. At Shooting Stars, we follow national guidelines to ensure an optimal learning environment:

Room	Age Group	Teacher-Student Ratio
Baby Room	3 months - 24 months	1 teacher : 3 children
Toddler Room	2 - 3 years	1 teacher : 5 Children
Pre-School Room	3 - 5 years	1 teacher : 8 students

Each room is led by qualified early years educators with additional room assistants as needed.

Small group sizes support individual learning and active participation throughout

Role of Our Teachers

Our dedicated practitioners play a vital role in shaping the learning experiences of young children. Their responsibilities include:

01 Facilitating engaging, age-appropriate activities

that support cognitive, social, and emotional development.

02 Observing and assessing children's progress

to ensure they are meeting developmental milestones.

03 Encouraging independence and self-help skills

such as dressing, tidying up, and making choices.

04 Fostering a safe and inclusive classroom environment

where children feel valued and respected.



What to Bring

To help your child feel comfortable and prepared for their day at nursery, we kindly ask that you provide the following labelled items:



Everyday Essentials

- A labelled bag or backpack (**large enough to fit spare clothes, nappies, etc.**)
- **Spare clothes**, including socks and underwear (accidents and messy play are part of the fun!)
- Nappies, wipes, and nappy cream (if applicable)
- A comfort item, such as a dummy, soft toy, or blanket, **if your child uses one**



Weather-Appropriate Clothing

- A warm coat, hat, and gloves during colder months
- A sun hat and **sun cream** during warmer months (labelled with your child's name)
- Wellies and a puddle suit for outdoor play in all weather
- Supportive, safe, and easy-to-remove shoes (**avoid laces** if your child can't yet tie them independently)



For Packed Lunches

- If your child brings a packed lunch, please ensure it is **nut-free and clearly labelled**
- Our setting provides the children with labelled water bottles hence, there is no need for children to bring their own.



For Babies

- Bottles (clearly labelled)
- Formula (pre-measured or in original container)
- Dummies (if your child uses one)



Nursery Hours & Drop-Off/Pick-Up Policy

01 Operating Hours
Monday – Friday, 07:30 – 17:30

02 Drop-Off
Drop-offs are warm and welcoming. Quick goodbyes help children settle confidently.

03 Pick-Up
Pick-ups are a special time. Please greet your child with smiles, not mobiles.

04 Pick-Up Authorization
Only listed guardians may pick up a child.

Pick-Up Policy

- Only authorised individuals listed on the child's emergency contact form may pick up the child.
- A **£10** Late pick-up fee will apply after 10 minutes
- If unauthorised individuals have been sent to pick up children, a password will be required generated by the parent.

Absence Policy

If your child is going to be absent, please let us know as soon as possible. Notice should be given through the Family app. Regular attendance supports your child's development, and frequent absences may affect their progress.

If a child is expected and does not attend without notice, we will begin contacting parents and emergency contacts in line with our safeguarding procedures.

Children must be kept off for 48 hours after sickness or diarrhoea, and we ask to be informed of all planned holidays or appointments in advance.

Meals, Snacks & Nutrition

Snacks:

Monday

Bananas & Toast

Bread (40g): 98kcal, 1g fat, 3.8g protein, 18.7g carbs, 1.3g sugar, 1.7g fibre

Banana (100g): 89kcal, 0.3g fat, 1.1g protein, 23g carbs, 12 natural sugar, 2.6g fibre.

Wednesday

Oranges + Brioche or Crumpets + Butter

Crumpet (55g + 5g butter): 99kcal, 0.3g fat, 2.9g protein, 20.7g carbs, 0.5g sugar, 1.3g fibre, + Butter (5g) 36kcal, 4g fat, 2.5g saturated fat, 0g protein/carbs.

Brioche (50g): 155kcal, 4g fat, 1g saturated fat, 5g protein, 26g carbs, 6g sugar, 2g fibre.

Orange (131g): 62kcal, 0g fat,

Friday

Watermelon/Melon and Crackers w/ Cheese

Watermelon (100g): 30kcal, 0.2g fat, 0.6g protein, 7.6g carbs, 6.2g sugar, 0.4g fibre.

Melon (Honeydew, 100g): 36kcal, 0.1g fat, 0.5g protein, 9.1g carbs, 8.1g sugar, 0.8g fibre.

Crackers (2 plain, ~20g): 98kcal, 3.4g fat, 0.5g saturated fat, 2g protein, 15g carbs, 0.2g sugar, 0.6g fibre.

Cheddar Cheese (20g): 82kcal, 6.7g fat, 4.2g saturated fat, 5g protein, 0.1g carbs, 0g sugar, 0g fibre.

Tuesday

Apples + Cheese Twists

Apples (100g): 52kcal, 0.2g fat, 0.3g protein, 13.8g carbs, 10.4g natural sugar, 2.4g fibre.

Cheese Twists (25g): 127kcal, 7g fat, 14g carbs, 0.8g sugar, 0.8g fibre, 3g protein.

Thursday

Cucumber/ Carrots & Breadsticks

Cucumber (50g): 8kcal, 0.1g fat, 0.3g protein, 1.9g carbs, 0.9g sugar, 0.3g fibre.

Carrots (50g): 21kcal, 0.1g fat, 0.5g protein, 5g carbs, 2.3g sugar, 1.5g fibre.

Breadsticks (20g): 80kcal, 2g fat, 0.3g saturated fat, 2.5g protein, 13.5g carbs, 0.3g sugar, 0.6g fibre.

Why Our Snacks Are Healthy

Our snack menu is designed with balance in mind, following the NHS Eatwell Guide and advice from Public Health England. Each option has been chosen to give children energy, nutrients, and variety across the week:

- **Bananas & Toast** (Monday) – Bananas are rich in potassium and fibre, providing slow-release energy, while wholegrain toast gives complex carbohydrates for concentration and stamina.
- **Apples & Cheese Twists** (Tuesday) – Apples are high in vitamin C, supporting the immune system, and cheese adds protein and calcium for strong bones and teeth.
- **Oranges & Brioche/Crumpets** (Wednesday) – Oranges are an excellent source of vitamin C and hydration, while bread-based snacks provide energy for active play and learning.
- **Cucumber, Carrots & Breadsticks** (Thursday) – Crunchy vegetables are packed with fibre and water to aid digestion and hydration, while breadsticks give children long-lasting energy.
- **Melon/Watermelon with Crackers & Cheese** (Friday) – Melons are refreshing and full of vitamins, supporting hydration, while cheese and crackers balance the snack with protein, calcium, and fibre.

Together, these snacks give children the right mix of fruit, vegetables, dairy, and whole grains – fuelling healthy growth, active play, and a love for a wide range of foods.

Lunch:

Monday

Chicken Curry, Rice, Veggies & Yogurt

Chicken Curry (150g): 200kcal, 8g fat, 2g saturated fat, 20g protein, 10g carbs, 3g sugar, 3g fibre.

Rice, cooked (100g): 130kcal, 0.3g fat, 2.7g protein, 28g carbs, 0.1g sugar, 0.4g fibre.

Yogurt (80g): 90kcal, 4g fat, 2.5g saturated fat, 5g protein, 8g carbs, 7g sugar, 0g fibre.

Tuesday

Margherita Pizza, Chips, Veggies, & Yogurt

Margherita Pizza (1 slice, ~100g): 250kcal, 9g fat, 4g saturated fat, 11g protein, 31g carbs, 4g sugar, 2g fibre.

Chips, oven-baked (80g): 200kcal, 6g fat, 1g saturated fat, 3g protein, 32g carbs, 0.5g sugar, 3g fibre.

Mixed Vegetables (80g, e.g. peas, carrots, sweetcorn): 55kcal, 0.5g fat, 2g protein, 11g carbs, 4g sugar, 3g fibre.

Yogurt (80g): 90kcal, 4g fat, 2.5g saturated fat, 5g protein, 8g carbs, 7g sugar, 0g fibre.

Wednesday

Cheese Sandwich, Alphabet Bites, Veggies, & Custard

Cheese Sandwich (2 slices bread + 20g cheddar): 280kcal, 11g fat, 5g saturated fat, 14g protein, 32g carbs, 4g sugar, 2g fibre.

Alphabet Potato Bites (80g): 120kcal, 4g fat, 0.5g saturated fat, 2g protein, 20g carbs, 0.5g sugar, 2g fibre.

Mixed Vegetables (80g, e.g. peas, carrots, sweetcorn): 55kcal, 0.5g fat, 2g protein, 11g carbs, 4g sugar, 3g fibre.

Custard (80g, made with whole milk): 95kcal, 3g fat, 1.5g saturated fat, 3g protein, 14g carbs, 10g sugar, 0g fibre.

Thursday

Chicken Pasta, Veggies, & Rice Pudding

Chicken Pasta (150g, incl. sauce): 250kcal, 7g fat, 2g saturated fat, 18g protein, 32g carbs, 5g sugar, 3g fibre.

Mixed Vegetables (80g, e.g. peas, carrots, sweetcorn): 55kcal, 0.5g fat, 2g protein, 11g carbs, 4g sugar, 3g fibre.

Rice Pudding (100g, made with whole milk): 120kcal, 3g fat, 2g saturated fat, 4g protein, 20g carbs, 10g sugar, 0.5g fibre.

Friday

Fish Fingers, Chips, Veggies, & Yogurt

Fish Fingers (3 pieces, ~75g): 190kcal, 10g fat, 1g saturated fat, 10g protein, 15g carbs, 0.5g sugar, 1g fibre.

Chips, oven-baked (80g): 200kcal, 6g fat, 1g saturated fat, 3g protein, 32g carbs, 0.5g sugar, 3g fibre.

Mixed Vegetables (80g, e.g. peas, carrots, sweetcorn): 55kcal, 0.5g fat, 2g protein, 11g carbs, 4g sugar, 3g fibre.

Yogurt (80g): 90kcal, 4g fat, 2.5g saturated fat, 5g protein, 8g carbs, 7g sugar, 0g fibre.

Payment & Fees Policy

Fees Rates (Per Child)

Service	Price
Half Day (3 Hours) 9am–12pm	£31.00 Per Day
Half Day (3 Hours) 12:30pm –3:30pm	£31.00 Per Day
Full Day 7:30am – 5:30pm	£58 Per Day
Flexible Session	£14.00 Per Hour
Breakfast/Afterschool Club	£14.00 Per Day

Invoices will be sent on the 1st of each month and must be paid within 10 days of receipt.

Additional Fees

1. Late Pick-up Fee

£10, child is collected more than 10 minutes past their expected departure

2. Nappies & Wipes (Optional)

£6 (Term Time) £12 (Full Time), this is a monthly charge. We will provide nappies and wipes.

3. Nursery Outing Fee

Variable. Most trips are included with the service, however some trips may require a payment. This will be communicated ahead of the outing.

5. Snack and Lunch Money

£0.80 per day for snack money & £3.20 Per Day for Lunch.

Sibling Discount

Families enrolling more than one child will receive a 10% discount on the second child's tuition.

The 15 and 30 funded hours can be used flexibly across our opening times, and for full-year places we can stretch these hours across the full year instead of term time.



Settling In Policy

To help children feel safe and secure in their new environment.

To build strong relationships between staff, children, and parents.

To ease the transition and reduce separation anxiety.

On Day 1:

On their first day, your child can arrive at their usual drop-off time and stay for an hour. This helps them start getting used to the environment, meeting other children, and becoming familiar with new faces. After that, you'll be able to pick them up.

On Day 2:

On day two, the routine is the same, but your child will stay for two hours to gently build their confidence and comfort in the setting.

On Day 3:

On day three, your child will stay for their full session to ease into the nursery routine. However, if they become unsettled, we'll give you a call after two hours so you can collect them — we want their first experiences with us to feel safe and positive, never overwhelming.

Health & Illness Policy

At Shooting Stars, the wellbeing of every child is our highest priority. We aim to maintain a healthy and safe environment where children can thrive, and this means working closely with parents to prevent the spread of illness and to ensure children are well enough to fully enjoy their time with us.

We ask that children who are unwell remain at home until they have fully recovered. This is not only for their own comfort, but also to protect the health of other children and staff. If a child becomes ill during the day, we will contact parents immediately and ask that the child is collected as soon as possible. While waiting to be collected, your child will be cared for in a calm and reassuring manner by a familiar member of staff.

When to Keep Your Child at Home:

- Sickness or diarrhoea – keep home for 48 hours after the last episode.
- High temperature (38°C or above) – keep home until fever-free for 24 hours without medication.
- Contagious illnesses (e.g. chickenpox, conjunctivitis, hand-foot-mouth) – until no longer infectious.
- Persistent cough, flu-like symptoms, or if your child is too unwell to join in with daily activities.
- Head lice – until treatment has been started.

Notifying Us:

- Please let us know via Famly if your child will be absent due to illness.
- Inform us immediately if your child has a contagious illness so we can notify other parents (confidentially).

If your child becomes seriously unwell or requires urgent care, we will follow our medical emergency procedures, contacting parents immediately and, if necessary, calling for medical assistance. A member of staff will always remain with your child until you arrive.

Finally, we encourage all families to keep us updated on their child's immunisation record. While we respect parental choice, routine childhood vaccinations help us maintain a safe and protected environment for all children.

Medication Policy

At Shooting Stars, we prioritise the health and safety of every child in our care. As a general rule, **we do not administer any medication unless it has been prescribed by a qualified healthcare professional**, such as a doctor, nurse, dentist, or pharmacist.

If your child has been prescribed medication and it is necessary for them to take it during nursery hours, we require:

- A completed consent form submitted via the Famly app before we can administer any doses.
- The medication to be in its original packaging, clearly labelled with the child's name, dosage, and instructions.
- That the medication is within its expiry date.

We will only administer the medication if we believe it is essential while your child is with us. If it's possible for the child to have their medication before or after nursery, we'll discuss this with you, as our aim is to minimise the need for medication during the day where possible.

Allergy & Food Safety Policy

Children's health and safety is our highest priority. We take the management of allergies seriously and use the **Famly app to track**, monitor, and share information about each child's dietary needs and allergies across the team.

During registration, we ask parents to provide full details of any allergies, intolerances, or special dietary requirements. This information is stored securely on Famly and made visible to relevant staff, **including those in the kitchen and each room.**

How we manage allergies:

- All allergy and dietary information is on Famly, so staff can access it quickly and accurately.
- Children are only served meals and snacks that are free from any allergens listed on their profile.
- Kitchen staff prepare all food with **strict measures** to avoid cross-contamination.
- **Staff are trained** to recognise signs of allergic reactions and follow emergency procedures when needed.

We are also a nut-free setting, and we may limit other food items depending on allergies present at the time.

If a child is prescribed emergency medication for allergies (e.g. antihistamines or an EpiPen), we'll work with you to create a care plan and ensure consent is recorded via Famly.

If your child develops a new allergy or intolerance while with us, please **update Famly and let a staff member know as soon as possible** so we can take immediate action



Toilet Training & Personal Care

At Shooting Stars, we are committed to ensuring that every child's personal care needs are met with **dignity, sensitivity, and respect**. We create a calm, reassuring environment where children feel safe and comfortable during nappy changes and personal care routines.

Nappy Changes

- Children are changed regularly throughout the day or as needed.
- Staff wear gloves and aprons, and all changing areas are cleaned and disinfected after each use.
- Only key persons or familiar staff will carry out intimate care to maintain trust and consistency.
- Parents will be notified via the Famly app of each nappy change (including time and type).

Toilet Training

We work closely with families to support toilet training in a positive and encouraging way.

- Staff follow your child's individual routine and offer regular toilet opportunities.
- Accidents are handled calmly and without shame.
- We promote independence by encouraging children to wipe themselves, flush the toilet, and wash their hands - with adult guidance.
- Parents are encouraged to bring spare clothing during this transition.

Personal Hygiene & Independence

- We actively promote good hygiene habits, including handwashing after toilet use and before meals.
- Children are supported in learning self-care skills such as wiping their nose, dressing, and using tissues and bins properly.
- If your child uses nappies or is in the process of toilet training, please ensure they have enough labelled spare clothes in their bag each day.



Transition to School

Starting school is one of the **biggest milestones in a child's early life**. At Shooting Stars, we work closely with families and local schools to ensure that every child leaves nursery feeling confident, capable, and excited for this next adventure.

Our approach to school readiness is not about formal lessons or rushing children ahead. Instead, it is about **building independence, confidence, and the key skills** that help them adapt successfully to a new environment. Through our Five Planets of Learning, we support children in developing social skills, communication, problem-solving, and resilience, all of which are just as important as literacy and numeracy.

How We Support School Transitions:

- **Building Independence** – We encourage children to take responsibility for self-care tasks such as dressing, using the toilet, and tidying up, so they are ready for the practical routines of school life.
- **Social and Emotional Readiness** – Children are supported in making friendships, working in groups, and managing their feelings, helping them settle quickly into larger classrooms.
- **Early Literacy and Numeracy Foundations** – We provide daily opportunities for mark-making, phonics, counting, and problem-solving through play-based activities that mirror early school expectations.
- **Visits and Discussions** – Where possible, Reception teachers are invited to visit the nursery, and we help children talk about and role-play the idea of “going to big school” to make the change less daunting.
- **Sharing Information** – With parental consent, we share transition reports with your child's new school to ensure teachers have a clear picture of your child's strengths, interests, and any areas needing support.

We know that each child experiences change differently, so our team works in partnership with parents to make this transition as smooth and positive as possible. Together, we celebrate this exciting new chapter and ensure that every child leaves Shooting Stars ready to shine in their next stage of learning.

Behaviour Policy

At Shooting Stars, we understand that **all behaviour is a form of communication**. Our approach is rooted in patience, understanding, and respect. We aim to guide children in developing self-regulation, empathy, and positive social interactions through encouragement and clear boundaries.

Our Approach

- We use positive reinforcement to celebrate good behaviour, such as kindness, sharing, and listening.
- Children are gently reminded of boundaries using simple, age-appropriate language.
- Staff are calm, consistent and model respectful behaviour at all times.
- We support children in understanding and managing their feelings using emotional coaching techniques (e.g. naming emotions, using calm-down strategies).
- Unwanted behaviour is addressed with sensitivity. We do not use shouting, threats, or punishments.

Supporting Development

We understand that children are still learning to manage their emotions and impulses. For this reason, we:

- Redirect attention and offer positive alternatives when needed.
- Help children to resolve minor conflicts with adult support.
- Offer space and comfort to children who may become overwhelmed or upset.

Working in Partnership

If we observe persistent behaviour that is challenging or concerning, we will:

- Speak to parents privately to share observations and work together on next steps.
- Put in place supportive strategies tailored to the child's needs.
- In some cases, involve our SENCO or external professionals for further support.



Safeguarding Policy

At Shooting Stars, safeguarding is at the heart of everything we do. We are fully committed to creating a safe, nurturing, and protective environment where children can thrive and feel secure at all times.

We follow the statutory guidance from the government's Working Together to Safeguard Children and the Early Years Foundation Stage (EYFS) framework. All staff receive regular safeguarding training and know how to identify and respond to concerns.

Our Designated Safeguarding Leads (DSLs)

We have trained Designated Safeguarding Leads (DSLs) who are responsible for overseeing child protection matters and ensuring safeguarding procedures are followed. You can speak to them at any time if you have a concern about a child or wish to discuss anything related to your child's safety or wellbeing.

What Safeguarding Means in Practice

- All staff are trained to recognise signs of abuse, neglect, or changes in behaviour.
- We maintain up-to-date records and report concerns promptly and confidentially.
- Visitors are signed in and monitored. Mobile phones and personal devices are not used in children's areas.
- We carry out regular risk assessments to ensure a safe physical environment.
- Staff are thoroughly vetted, including enhanced DBS checks, references, and identity checks.

Working with Families

We believe in open and honest communication with families. If we ever have concerns about a child's welfare, we will usually speak with parents first—unless we believe doing so could put the child at greater risk.

In serious cases, we are required to share concerns with the local safeguarding team or other relevant agencies, in line with our legal obligations.

Emergency Procedures



Fire and Evacuation

- We carry out regular fire drills so that children and staff are familiar with the process.
- Fire exits are clearly marked and kept free from obstructions at all times.
- In the event of a fire or evacuation, all children and staff will leave the building calmly and gather at the designated assembly point.
- Registers are taken immediately to ensure every child is accounted for.
- Parents will be contacted once children are safe and the situation is under control.

Accidents and Injuries

- All staff members are trained in Paediatric First Aid.
- Minor accidents (e.g. small cuts, bumps) are treated on-site and recorded on an accident form, which you will be asked to review and sign on Famly.
- For more serious injuries, parents are contacted immediately, and emergency services may be called if necessary.
- If a child sustains a head injury, parents are informed promptly and given guidance on what to monitor at home.

Medical Emergencies

- If your child becomes seriously unwell, we will act quickly to ensure their safety and comfort.
- Parents or emergency contacts will be called immediately.
- If needed, an ambulance will be called and a staff member will accompany your child until you arrive.

Lockdown Procedure

In rare circumstances where we may need to lock down the building (e.g. external threat or safety risk):

- All external doors will be secured, and children will be kept safely indoors.
- Activities will continue calmly and reassuringly to avoid causing distress.
- Parents will be informed as soon as it is safe to do so.



Trips & Outings

We believe that **experiences beyond the nursery enrich children's learning** and help them make meaningful connections with the wider world. From walks in the local community to planned visits to farms, parks, museums, and libraries, our trips are carefully chosen to enhance our curriculum and create exciting opportunities for discovery.



Planning & Safety

- All trips are risk assessed in advance.
- Appropriate adult-to-child ratios are maintained, often exceeding statutory requirements for added safety.
- A first aid kit, mobile phone, and any necessary medication will be taken



Parental Consent

- A general consent form for local walks and outings is signed at registration.
- For larger trips, a separate permission form will be sent with details of the destination, timings, activities, and any costs.



Communication

- Parents will be informed of expected return times and updated if there are any delays.
- In case of emergency, parents will be contacted immediately.



Supervision and Behaviour

- Children are supervised at all times, with regular head counts and buddy systems where appropriate.
- Staff use age-appropriate strategies to help children stay together and follow safety rules.

Our aim is to make every outing an enjoyable, educational, and safe experience for every child.

Complaints Procedure



At Shooting Stars, we are committed to working in partnership with families and welcome feedback at all times. If you ever feel unhappy with any aspect of our service, we want to know so that we can resolve the issue quickly and fairly.

Step 1: Informal Discussion

Most concerns can be sorted out quickly by speaking to your child's Key Person or Room Leader. We encourage parents to raise issues as soon as they arise so that small problems do not become bigger ones.

Step 2: Formal Complaint

If you are not satisfied with the outcome, you may raise a formal complaint with the Nursery Manager in writing (letter or email). The complaint will be logged and investigated. We will acknowledge receipt within 5 working days and aim to respond fully within 28 days.

Step 3: Escalation

If the complaint cannot be resolved by the Manager, it will be referred to the Directors of Shooting Stars, who will review the matter and provide a final response.

Step 4: Ofsted

If you remain dissatisfied, you have the right to contact Ofsted, who regulate early years providers.

Ofsted Contact Details:

- Telephone: 0300 123 1231
- Email: enquiries@ofsted.gov.uk

We keep a written record of all complaints for a minimum of three years, including how they were resolved, and this record is available to Ofsted upon request.



Parent Handbook

Creating Little Stars

