

Innsworth Preschool Parent Handbook

Last Updated: 1st January 2026

Part 1: Welcome to Innsworth Preschool

1.1 Our Mission: Expert and Exceptional For over 30 years, Innsworth Preschool has stood as a beacon of high-quality early years education in our community. We are proudly independent and family-run. Unlike commercial chains, we do not have shareholders to satisfy. Instead, we continuously reinvest in our facilities, our resources, and our team to create an environment that families tell us they value deeply.

Why Families Choose Us:

- **Intimate and Calm:** We consciously maintain a smaller setting. This allows us to avoid the chaotic atmosphere often found in larger nurseries. Here, every child is truly seen, heard, and understood.
- **Expert Support:** Our team are not just childcare workers; they are educators. We aim to provide specialist support, including for English as an Additional Language (EAL), ensuring every child communicates with confidence.
- **Seamless Transitions:** Situated adjacent to the main school, we offer a robust transition experience. Our close relationship with the school ensures your child is ready and confident for their next big step.
- **Serving Families:** We understand the unique needs of our local community. We provide the stability, flexibility, and support network that is essential for modern family life.
- **The Farm School Difference:** Farm School is a core part of our curriculum. It is an immersive experience focused on animal husbandry, horticulture, and nature, building resilience, responsibility, and confidence.
 - **Funding Note:** While the paid "Farm School Package" (see below) offers enhanced resources and take-home items, we ensure that every child, including those accessing only funded hours, can participate in the core educational aspects of the Farm School curriculum without mandatory additional charges.

1.2 Document Availability To ensure total transparency, the latest versions of all our policies including the **Safeguarding Policy, Whistleblowing Policy, Parent-Provider Agreement, and Fees Policy** are available on our website and in the setting.

- **Responsibility:** We may not notify families of material changes. It is your responsibility to review these updates.

1.3 Right to Vary Terms and Policies Innsworth Preschool reserves the right to amend policies and operating terms to ensure safety, legality, and stability.

- **Safety/Legal Changes:** Changes required by law or safety risk assessments may be implemented immediately; we will notify you as soon as practicable.
- **Other Changes:** We will provide reasonable notice (typically one month) of significant operational changes.
- **Fairness:** Where a material change significantly disadvantages you, you may end the contract without penalty during the notice period.

Part 2: Admissions and Your Child's Place

2.1 The "Farm School" Commitment Our curriculum is resource-intensive. To ensure effective planning, enrolment in the "Farm School Experience" package is a commitment for the **entire academic term**. You cannot switch in and out mid-term.

2.2 Probationary Period All places are subject to a **4-Week Probationary Period** (aligned with our Parent-Provider Agreement). During this time, either party can end the placement with **one week's written notice**. This ensures the setting is the right environment for your child's needs.

2.3 Annual Places Places are offered for **one academic year only** (September to August).

- **Renewal:** There is no automatic renewal; families re-apply for the following year. Renewals are considered fairly and consistently, and decisions are never based on a protected characteristic. We will provide a written reason for non-renewal where requested.

Part 3: Fees, Funding and Operational Stability

3.1 Standard Fees Please refer to the Fees Policy for full details.

- **Hourly Rate:** £6.00
- **Morning or Afternoon Session (5 hours):** £30.00
- **Full Day (10 hours):** £60.00

3.2 Operational Stability (Closures and Refunds) Innsworth Preschool is an independent setting with fixed costs.

- **Charging Principle:** Fees are charged for sessions we are open to deliver.
- **Closures:** Where we are forced to close (e.g., severe weather, utility failure), we will credit or refund privately paid fees for undelivered sessions.
- **Government Support:** If government support schemes cover our costs during a mandated closure, we will reflect that fairly in our billing. We are not liable for consequential losses (e.g., parents' lost earnings).

3.3 Fee Queries

- **Procedure:** Queries regarding fees must be submitted in writing (email accepted) within **14 days** of the invoice date. We will investigate and respond within **5 working days**.

Part 4: Experience Packages and Services

To ensure sustainability and deliver our unique curriculum, we offer "Experience Packages."

4.1 The "Farm School Experience" Package (Optional Extra) Cost: £3.00 per day This optional package covers the cost of take-home materials, specialist equipment hire, and premium convenience features.

- **Inclusions:** Seasonal produce bags, hand-tied bouquets, jars of chutney, fresh eggs (when available), and professional monthly photos (print + digital).
- **Equipment:** Use of professional waterproof dungarees and rigger gloves (laundered by us).
- **Convenience:** Stainless steel water bottle (sterilised daily), premium nappies/wipes, and sun cream service.
- **Opting Out:** You may opt out of this package. If you do:
 - You must provide your own heavy-duty waterproofs and gloves for farm access (to satisfy health and safety).
 - Take-home items (flowers, food, photos) are not included.

- You adhere to the standard daily supply list (own nappies, wipes, sun cream, water bottle).
- **Note:** Funded children opting out will still access the core Farm School education using setting-provided basic equipment where necessary.

4.2 The Meal Service ("The Full Nourishment Plan") Cost: £4.00 per meal (covering all meals within your booked session)

- **Includes:** Breakfast, Morning Snack, Two-Course Hot Lunch, and Afternoon Tea.
- **Standards:** Prepared in an allergen-controlled kitchen with strict choke-prevention standards.
- **Opting Out:** You may opt out and provide your own food.
 - **Requirement:** You must provide food for all eating occasions that fall within your child's booked hours (e.g., snack + lunch).
 - **Safety:** Packed food must comply with our **Restricted Items / Allergen List** (issued termly) and be stored in a cool bag with an ice pack.
 - **Administrative Burden:** Please note: For the safety of children with allergies, families who opt out of the meal service are subject to strict daily admission protocols. This includes completing a **Daily Ingredient Checklist** for every session and submitting to a **physical lunchbox inspection** at the door. Entry may be delayed while these checks are completed.

Part 5: Parent Partnership and Conduct

5.1 Authentic Communication We value open, respectful communication.

- **Policy:** We will not engage with abusive, harassing, or repetitive correspondence (whether human or AI-generated). We may require a meeting if correspondence becomes excessive or circular. We will make reasonable adjustments for communication needs upon request.

5.2 Zero Tolerance for Hostility We have a duty to protect our staff.

- **Action:** Aggression, threats, or persistent hostility towards staff may result in the termination of your child's place.
- **Process:** For serious incidents where safety is compromised, termination may be immediate. We will record the decision and reasons. Where safe and appropriate, we will issue a written warning first.

5.3 Social Media and Privacy

- **Privacy:** Parents must not post photos/videos from preschool events containing other children on social media. This breaches our **Data Protection Policy**.
- **Conduct:** Please raise concerns directly with us, not online. Defamatory comments about the setting or staff are a breach of our partnership agreement.

Part 6: Arrival, Departure and Parking

6.1 The Handover

- **Responsibility:** We accept responsibility only when your child is physically handed over to a staff member. At departure, responsibility reverts to you the moment the child is returned.
- **Phones:** Please refrain from using mobile phones during handover to ensure effective communication and supervision.

6.2 Parking The adjacent car park belongs to the **Infants School** and is private property.

- **Rule:** Parents must **not** enter, park, or wait in this car park.
- **Adjustments:** Reasonable adjustments regarding access will be considered on request (e.g., for disability access), subject to prior agreement.
- **Default:** Please Park responsibly on the adjacent street.

Part 7: Health and Illness

7.1 Sickness Exclusion We follow UKHSA guidance for schools and childcare settings.

- **Sickness/Diarrhoea:** Stay home for **48 hours** after the last episode.
- **Fever:** Stay home until fever-free for **24 hours** without medication.
- **Antibiotics:** Return depends on the diagnosed infection and whether the child is well enough to participate. We follow specific UKHSA advice for each condition.

7.2 Medication

- **Prescribed Only:** We administer prescribed medication authorised via our Medication Form.
- **"Masking":** Please do not administer fever-reducing medication (e.g., Calpol) solely to suppress symptoms to allow attendance. This puts others at risk. If a child is unwell, they should be at home.

7.3 Head Lice We operate a "Clean Hair" policy.

- **Action:** We inform parents if lice are found and request prompt treatment.

7.4 Allergies

- **Disclosure:** Allergies must be disclosed on enrolment.
- **AAls:** If required, **two in-date** Adrenaline Auto-Injectors must be provided before the child can start.

7.5 Immediate Collection If your child becomes unwell, we will contact you. You must arrange for collection as soon as practicable.

7.6 Wellness Checks We may check temperatures if a child appears unwell.

- **Data:** Records of checks are kept only where necessary and in line with our **Data Protection Policy**.
- **Decision:** The Manager's decision on fitness to attend is final, based on the health of the child and the safety of the group.