

Innsworth Preschool Parent Handbook

Last Updated: June 2026

Part 1: Welcome to Innsworth Preschool

1.1 Welcome to Innsworth Preschool

Innsworth Preschool is an independent, family-run early years setting with over 30 years of service to the local community. We aim to provide a calm, structured, and nurturing environment where children feel safe, supported, and ready to learn.

We keep our setting smaller by design, with 30 places per session. This helps us create a calmer atmosphere, build stronger relationships with families, and give children more individual attention and support.

Our approach focuses on helping children become confident, capable, and ready for school through a balance of care, routine, play, and purposeful learning. We also place strong value on communication, partnership with parents, and supporting each child as an individual.

A key part of our wider provision is our outdoor learning environment. Through Farm Experience, children have opportunities across the year to engage in practical outdoor learning, including growing fruit, vegetables, and flowers, and taking part in hands-on experiences that are not commonly available in a standard preschool setting.

1.2 Document Availability

The latest versions of our key policies and documents, including the Safeguarding Policy, Whistleblowing Policy, Parent-Provider Agreement, Fees, Funding and Charges Policy, and other important setting information, are available on our website and at the setting.

Parents are expected to read and follow the current versions of relevant policies and documents. Where practicable, material changes will be highlighted or notified in writing.

1.3 Right to Vary Terms and Policies

Innsworth Preschool reserves the right to amend policies, procedures, fees, and operating arrangements where necessary to ensure safety, legal compliance, good practice, and the effective running of the setting.

- **Safety or legal changes:** Changes required by law, regulation, or risk assessment may be implemented immediately. Where possible, we will notify families as soon as practicable.
- **Other significant changes:** We will normally provide reasonable notice, usually around one calendar month, for significant operational changes.
- **Fairness:** Where a material change significantly affects your contractual position, any rights and notice arrangements will be governed by the Parent-Provider Agreement.

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Part 2: Admissions and Your Child's Place

2.1 Optional Services and Bookings

Some optional services, including Farm Experience, meals, and other chargeable extras, may be selected as part of your child's enrolment. These services are subject to availability, staffing, and the Provider's current operating arrangements. Where a service is booked, parents are expected to keep arrangements as consistent as possible to support planning, staffing, and the smooth running of the setting. Any requested changes must be made in writing and will be considered in line with availability and the relevant policy terms.

2.2 Probationary Period

All new places are subject to a 6-week settling/probation period, as set out in the Parent-Provider Agreement. During this time, the setting will assess whether the child is settling into group care, whether the setting can meet the child's needs, whether the child can safely and appropriately manage the group-care environment, and whether any SEND, disability, medical, developmental, safeguarding, staffing, ratio, or reasonable-adjustment matters need further review. Normal notice may apply where appropriate, but the setting may use shorter notice, immediate review, reduced sessions, suspension, or termination where necessary because the placement is not suitable, safe, manageable, or workable.

2.3 Admissions and Ongoing Places

Places are offered subject to availability, the preschool's admissions arrangements, and the setting being able to meet the child's needs safely within available staffing and resources. Before a child joins Innsworth Preschool, the setting must meet the child and family and every child must complete two pre-admission visits: a first visit and a stay-and-play visit. There are no exceptions to this requirement.

A place offered for one period does not create an automatic right to a place for any future period. The preschool may require updated enrolment information, renewed confirmation, or a further application where reasonably necessary for operational, safeguarding, or admissions purposes. Decisions will be made fairly, consistently, and without unlawful discrimination.

Part 3: Fees, Funding and Operational Stability

3.1 Fees and Funding

Please refer to the Fees, Funding and Charges Policy for full details of current rates, charges, payment terms, and funded entitlement arrangements.

Government-funded hours are free at the point of delivery where funding is available, valid, and accepted. Charges for meals, optional services, and any additional private hours are separate and are set out in the Fees, Funding and Charges Policy and enrolment documents.

Where funding is not available to be claimed, or where additional private hours are booked, private fees will apply in line with the current Fees, Funding and Charges Policy.

3.2 Reserved Funded Sessions and Absence

The 15-hour or 30-hour funded sessions you choose and the preschool accepts are reserved for your child. If your child does not attend, the unused funded session is not refunded, moved, replaced, swapped, carried over, exchanged for another session, or given to another family. This applies to holidays, appointments, school visits, family commitments, late arrival, early collection, illness, and any other absence. Funding hours have no cash value and cannot be refunded or exchanged.

The preschool plans staffing, ratios, resources, meals, and optional extras using each child's regular booking for the school year. Meal charges and optional extras are therefore not normally removed or refunded because a child did not attend.

Additional privately paid sessions are separate from funded entitlement and may be requested when needed. They are offered only where availability, staffing, ratios, and the safe running of the preschool allow.

Parents may request a change to regular booked sessions in writing. Changes may be limited to one change per term and are always subject to availability, staffing, ratios, funding rules, and operational needs.

Any exception is entirely at management's discretion. An occasional goodwill gesture in exceptional circumstances does not change the usual rules or create an entitlement to future refunds, credits, or alternative sessions.

3.2 Operational Stability, Emergency Closure and Charges:

Innsworth Preschool is an independent setting with ongoing staffing, premises, food and operating costs.

- **Charging principle:** Fees are charged in accordance with booked sessions, funded entitlement rules, and the Fees, Funding and Charges Policy.
- **Closure and reduced operation:** Innsworth Preschool will always try to remain open where it is safe and reasonable to do so. However, management may close in advance, close during the day, reduce operating hours, close or restrict a room or activity, restrict attendance, or require early collection where it reasonably believes that extreme weather, high temperatures, humidity, inadequate ventilation or cooling, premises conditions, utility failure, staffing levels, ratios, child wellbeing, staff wellbeing (including risks to pregnant or otherwise vulnerable staff), or another safety concern means the setting cannot operate safely or appropriately. The decision will be made by the Manager or most senior authorised person using professional judgement, dynamic risk assessment, EYFS safeguarding and welfare duties, health and safety responsibilities, staffing and premises information, and the needs of the children and staff on site.
- **Fees and funded sessions:** Private fees, booked sessions, booked meals, additional hours, selected optional services, and other agreed charges remain payable during emergency, safety-related, weather-related, staffing-related, or premises-related closure or reduced operation unless the setting is legally required to refund, credit, or adjust them, or management decides otherwise in writing. This reflects fixed staffing, premises, food, and operational costs and will always be applied subject to consumer law, statutory rights, contractual fairness, and the circumstances of the closure. Funded entitlement sessions affected by closure or reduced delivery will be managed in line with the current Gloucestershire Early Years Provider Agreement, parental declaration, local authority funding rules, and any

applicable guidance. The setting will follow the required funding process and will not claim or charge in a way that breaches those requirements.

- **Consequential loss:** The preschool is not liable for indirect or consequential losses arising from closure, including loss of earnings, alternative childcare costs, or other related expenses.

3.3 Fee Queries

Any query regarding fees, invoices, or charges must be raised in writing. Email is accepted. We will review the query and respond within a reasonable timeframe. Raising a query does not remove the obligation to pay charges by the due date unless otherwise agreed in writing.

Part 4: Optional Services

Innsworth Preschool offers a range of optional services to support families and enhance the preschool experience. These services are separate from the funded early education entitlement and are charged in line with the Fees, Funding and Charges Policy and enrolment documents.

4.1 Farm Experience

Farm Experience is an optional service that gives children access to our outdoor learning environment and structured farm-based activities.

This is one of the very few outdoor learning environments of its kind in Gloucestershire. It gives children regular opportunities throughout the year to take part in practical, hands-on learning, including growing fruit, vegetables, and flowers, and developing skills and experiences that are not usually available in a standard preschool setting.

Children access this learning environment across the year, either working on the farm or within the preschool's purpose-built greenhouse, depending on the season, activity, and conditions.

Farm Experience is charged at the current daily rate set out in the Fees, Funding and Charges Policy and enrolment documents.

If a parent chooses not to opt into Farm Experience, the child will still receive the core EYFS curriculum and take part in alternative activities during their booked session.

4.2 Meals Service

The preschool offers optional meal services during the day.

Current meal options are:

- **Brunch:** £4.00 per day
- **Lunch:** £4.00 per day

Breakfast is offered from 8:30am to 9:30am at no additional charge.

Meals provided by the preschool are prepared, served, and managed in line with our food safety and allergen control procedures.

Parents may opt out of any meal service and provide food from home instead. Where food is provided from home, it must be suitable for the child's booked session, comply with the preschool's food safety and allergen requirements, and be sent in a compact, named, wipe-clean container, with an ice pack where needed, in accordance with the relevant policy. Food brought from home must not contain, or be labelled as "may contain", any allergen restricted by the setting. Standing restricted allergens include nuts, peanuts, and sesame. Additional restrictions may apply where required by a child's allergy plan, medical need, or EpiPen requirement, including but not limited to fish and egg where these are restricted by the setting.

All food brought from home is subject to the preschool's safety checks and controls. If food is missing, unsafe, unsuitable, non-compliant, or cannot be verified as safe, the preschool may refuse it, require a replacement, or provide an emergency replacement item or meal. Where the setting has to provide an emergency replacement meal, the £6 emergency meal charge may apply, subject to funding rules and any applicable legal requirements.

4.3 Other Optional Services

The preschool may also offer other optional services or chargeable extras from time to time. Details of any current optional services, including costs and

conditions, will be set out in the Enrolment Form, Fees, Funding and Charges Policy, or other written information issued by the preschool.

Part 5: Parent Partnership and Conduct

5.1 Communication and Working in Partnership

We value open, respectful, and constructive communication with families.

Parents are expected to communicate with staff in a respectful and appropriate way. We will not engage with abusive, harassing, threatening, or excessive correspondence. Where communication becomes repetitive, unreasonable, or unproductive, we may require matters to be dealt with through a meeting or in writing only. Reasonable adjustments will be considered where needed for communication or access requirements.

5.2 Conduct Towards Staff and Families

We have a duty to protect our staff, children, and families and to maintain a safe and respectful environment.

Aggression, threats, intimidation, harassment, persistent hostility, or other unacceptable behaviour towards staff, children, parents, or other families will not be tolerated. A serious incident, or a serious breakdown in the professional relationship between the parent and the preschool, may result in withdrawal or immediate termination of the child's place in line with the Parent-Provider Agreement. Where appropriate, the preschool may issue a warning first, but this will not be required in serious cases. The preschool will keep a written record of any such decision.

5.3 Social Media and Privacy

Parents must not post photos or videos from preschool events or activities where other children, staff, or identifying setting information can be seen, unless they have clear permission to do so.

Concerns or complaints should be raised directly with the preschool through the appropriate procedure, not through social media or other public platforms.

Abusive, defamatory, or inappropriate online comments about the preschool, its staff, or associated families may be treated as a breach of the expected parent partnership and may be dealt with under the Parent-Provider Agreement.

Part 6: Arrival, Departure and Parking

6.1 Handover

Responsibility for the child passes to the preschool only when the child has been physically handed over to a member of staff. At collection, responsibility passes back to the parent or authorised adult once the child has been handed over by staff.

Children should not bring toys, personal items, or non-essential belongings from home unless this has been agreed in advance with the preschool. Innsworth Preschool is not responsible for loss or damage to items brought from home unless caused by the setting's negligence. Staff will not stop the departure process or search for missing items at collection time; items will be returned if and when found.

Parents and carers should remain attentive during handover and collection. Mobile phone use should be kept to a minimum so that communication, supervision, and safeguarding are not affected.

6.2 Parking

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

Parents and carers must not enter, park in, stop in, or wait in this car park unless specific prior permission has been given. Any access arrangements or reasonable adjustments will be considered on request where appropriate.

Parents and carers must park lawfully, safely, and considerately on the surrounding streets. The preschool does not accept responsibility for parking enforcement action, accidents, loss, or damage arising from where or how a parent chooses to park.

Part 7: Health and Illness

7.1 Sickness Exclusion

We follow relevant public health guidance, including UKHSA guidance for schools and childcare settings.

- **Sickness and diarrhoea:** Children must stay at home for 48 hours after the last episode.
- **Fever:** Children must stay at home until they are fever-free and well enough to attend without the use of medication to mask symptoms.
- **Infectious illness and antibiotics:** Return to preschool will depend on the diagnosed condition, any treatment given, current guidance, and whether the child is well enough to take part in normal preschool activities.

7.2 Medication

We only administer medication in line with our medication procedures and required paperwork.

- **Prescribed medication:** Prescribed medication may be administered where the correct form has been completed, and the medication meets the preschool's requirements.
- **Masking symptoms:** Parents must not give fever-reducing or other medication simply to mask symptoms and send a child into preschool. If a child is unwell, they should remain at home.

7.3 Head Lice

If head lice are found, parents will be informed and asked to begin treatment promptly. Children may continue to attend provided appropriate action is being taken.

7.4 Allergies and Medical Needs

- **Disclosure:** Allergies, medical conditions, dietary needs, and other relevant health information must be disclosed fully at enrolment and updated promptly if anything changes.
- **Medication and care plans:** Where required, parents must provide in-date prescribed medication, such as adrenaline auto-injectors or inhalers, and work with the preschool to complete any necessary risk assessments or healthcare plans before the child starts or continues attendance.

7.5 Immediate Collection

If a child becomes unwell, struggles with heat, or management decides that continued attendance is no longer safe or appropriate, the preschool will contact

the parent or another authorised contact. The child must be collected promptly; this is a safeguarding and welfare instruction and is not optional.

7.6 Wellness Checks and Fitness to Attend

The preschool may carry out appropriate checks, including temperature checks, if a child appears unwell.

- **Records:** Records of checks or health concerns will be kept where necessary and in line with the preschool's data protection responsibilities.
- **Decision:** The Manager's decision on whether a child is fit to attend, remain in the setting, or must be collected is final.

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