



Frequently Asked Questions

1) What do I need to look for when choosing a nursery?

Choosing a nursery for your child is a very important task. When you call or visit us our staff will be able to give you advice on what to look out for when choosing a nursery. Alternatively, Mums Net is also have examples of the questions you should be asking and the things you should be looking out for when you visit each setting. See the [Nursery Checklist](#) for further information.

2) I am returning to work and am worried about settling my child into nursery beforehand. How will you help me to do this?

If you decide to book a place at Wise Owl Private Day Nursery we offer a few free trial sessions before your child's actual start date. These sessions give you and your child opportunity to meet our friendly staff and experience the nursery environment.

To begin with you and your child will be invited to spend a half hour session together in the nursery. This allows your child to experience nursery without being overwhelmed as you are there exploring it with them.

There will then be a second half an hour session whereby you and your child will come back to the nursery, though this time you will leave your child in their room and will only return to the room if they need you. During this time you and the Nursery Manager will have a one-to-one session where you will be introduced to the learning journeys and have the opportunity to ask any further questions you might have. You will also be reassured that the child is happy in the setting.

The third session is where you will leave the child and the nursery for a full half an hour. The purpose of this session is that your child will learn that it is okay to be left and that Mummy/ Daddy always come back.

We treat each child as an individual and recognise that some may take longer than others to settle in. Therefore, if you or the nursery believes your child would benefit from further sessions we will endeavour to arrange these.



3) My employers offer a voucher scheme, will I be able to use this to pay for my nursery fees?

Yes, Wise Owl Private Day Nursery already accepts the majority of voucher schemes as payment for nursery fees. If you book a place just check that we already accept the vouchers that you can access - if we don't it is easy for us to set up a new account with another company. If your workplace doesn't currently run a voucher scheme, why not look into it? It can be a great way of saving a few pounds!

4) I have heard about government funding, can I access this through Wise Owl Private Day Nursery?

Yes, the term after your child's third birthday Wise Owl Private Day Nursery can access government funding towards your child's nursery fees. This entitles you to 15 hours of free care a week over a minimum of three days or 12 hours over a minimum of two days. This funding is designed to allow all 3 & 4 year olds access to a free education before they enter mainstream education.

5) Can I claim working family tax credits?

The amount of tax credits you can receive will depend on your annual income. For more information or guidance see our [Help with Your Fees](#) page. If you need any details we are more than willing to help as long as you have booked in with us.

Those that are eligible need to complete a claim form. As part of this you will need to inform tax credits of our registration number and your weekly childcare costs. This information is available from the office upon registration of your child.

6) Why should I send my child to you rather than a school nursery?

As Wise Owl Private Day Nursery is a private day care setting we adhere to OFSTED guidelines. As part of these guidelines the ratio of staff to children is 1:8. This is the minimum which we often exceed as for example if there were 19 children in we would provide 3 staff. In a school nursery however, the ratio is 1:13 so your child may not be receiving as much individual attention.

In addition, The standard of education offered to your child is graded by OFSTED in all nursery provisions either private or in school settings. In our most recent inspection we were graded "Good" which is a high grade awarded.



7) Do you offer discount for siblings?

Yes, we offer a 10% discount for the second child if both children are booked in for full time places. However, if one sibling leaves for any reason e.g. to start school then we will go back to charging full fees for the remaining child.

8) I'm on a rolling rota at work; will you be able to accommodate my needs?

All places at Wise Owl Private Day Nursery are on a first come first served basis. We ask that children attend set sessions each week in order to meet ratios set by OFSTED. If you would like to use your session on another day then we will try our best to do this as long as we have the availability. This is so we can provide a continuous provision of care and ensure that we are always in ratio throughout the nursery.

9) Does my child have to be potty trained before starting nursery?

No, your child does not need to be potty trained. Children develop at different stages which we are fully aware of and understand. When your child is ready we will support both the child and yourself by working closely with you and discuss with you how you wish us to approach the change. We also aim to make potty training fun and interesting as this will help the child to become confident. We offer various rewards for successes such as stickers and we never reprimand accidents.

10) My child has formula milk; will you be able to provide that?

We are able to provide Milupa Aptamil First formula milk for your child at no extra charge up until the age of 1. If you wish to use another brand of formula then we will ask you to supply us with this.

11) Do you provide milk?

We provide cows milk for all children over the age of one. This is readily available throughout the day.

12) I am currently breastfeeding my baby, how will this fit in with nursery life?

We have facilities at nursery for you to sit and feed your child. However, we appreciate that you will not always be there when feeds are required. If you are



able to express milk we can store this in the fridge for up to 24 hours or we can freeze milk provided in pouches for up to 3 months. This milk can then be offered via a bottle or beaker.

13) Will you be able to help wean my child?

Wise Owl Private Day Nursery has a specialised menu to help wean babies on to solid foods. We start by offering a variety of tasty pureed fruit and vegetables. During stage 2 of the process we introduce meats and other carbohydrates. We gradually increase the consistency and quantities of the food on offer until the baby is ready to eat from the main nursery menu. All weaning is done gradually and in partnership with parents' wishes.

14) What do I need to bring?

We do ask you to provide a full change of clothes, any comforters that may help your child to settle and nappies and wipes if applicable. Some parents choose to provide nappies daily whereas others prefer to bring in a large pack and we can then let you know when it's running low - one less thing to think about!

15) How do I pay?

All fees should be paid in advance of care on the last working day of the month by standing order, bank card or vouchers. We no longer accept cheques or cash. Your invoice will be worked out for the year, taking off any bank holidays (as we do not open on bank holidays and so do not charge for these), and then dividing the total by 12 months. This is to help those that are paying by standing orders as it is the same each month. Any extra sessions are to be paid on the day of the session by card.

16) Will my child be safe?

Safety is paramount at Wise Owl Private Day Nursery.

- All exterior doors are locked from the outside. Only staff can allow access to the building and outdoor play areas. Internally the door handles are designed so that the children cannot open them.
- Children are not allowed to roam around unsupervised and the majority of staff members are first aid trained.



- All staff are subject to rigorous safety checks including obtaining references from previous employers and undergoing an enhanced police clearance form to ensure their suitability to work with children.
- Staff members are not permitted to take mobile phones into the nursery and any photographs taken are done so decently, and on a nursery registered camera.
- Your family's confidentiality is respected at all times.
- Only adults nominated to collect your child will be permitted to take your child from the premises and unless we were certain of someone's identity they would not even be allowed to enter the premises.
- The tube lighting is Perspex to minimise the risk of glass tubes shattering and all plug sockets are protected. Every possible measure to protect your child is taken.

17) My relatives may collect my child from time to time, will this be ok?

When you register your child you will be asked to provide a list of people permitted to collect your child. We will only allow those people to collect your child. If however you needed a neighbour, for example, to collect your child you will need to inform the nursery staff and we will arrange a method to be sure of that person's identity when they arrived. This is in the form of their name and the password you gave to us when you registered.

If the nursery has reason to be suspicious staff at the nursery may ask to see a photo ID of the person collecting the child. This could be in the form of a passport or driving licence.

18) Are your staff qualified?

All our staff are qualified or working towards a childcare qualification. OFSTED state that 80% of the workforce should be qualified to level 2 or above - we more than exceed this expectation. Aside from childcare qualifications we also have experienced workers and mothers amongst us. We believe that this experience is beneficial and can sometimes even teach you things that qualifications cannot. We currently have 1 member of staff qualified with a Foundation Degree in Early Years, 2 others working towards it and another qualified in nursing. The majority of the rest of our staff have their Level 3 Early Years Child Care and Education certificate or working towards it. We have full details of our staffs' qualifications on the notice board in the front entrance.



19) How do you make your webcams safe?

To access our webcams you will require a username and a password, which you can get from the manager at nursery. This password is changed at least once a month. To stop past parents from accessing the web cameras when a child leaves the nursery or if a large number of children have left at one time e.g. when school starts the password will be changed at that point as well.

You will be able to watch your child at play and see how happy at any time of the day using this software. The aim is to help you to feel more relaxed and comfortable about leaving your child at Wise Owl, as we understand how important your child is to you. The webcams do not have sound due to confidentiality reasons.

These are just a sample of the questions that we get asked. If you have a different question please do not hesitate to contact us and ask. Please do not feel that any question is a "silly" one! All questions are important regarding the care of your child, you need to be comfortable about every aspect of nursery life - and trust us, no matter what your question is, or how trivial, somebody has probably.