

Frequently asked questions

Can I visit The Nursery at St Margaret's before I decide if it's the right place for my child?

Yes! We would be delighted to arrange for you to come and see our nursery, meet our staff and ask any questions you may have.

To arrange a visit, please call our admissions department who will be happy to make an appointment for you.

How many staff are there looking after the children?

Our nursery is staffed with the ratios of 1 member of staff to 8 for children aged 3-5 years old.

How do I know who the staff are?

Staff photos, names and job titles are displayed on the wall in the welcome corridor. Staff also wear name badges on their uniforms.

What does my child need to bring to nursery?

- a pair of Velcro shoes suitable for gym and outdoors
- a full change of clothes to be kept in their nursery bag on their peg
- a waterproof warm jacket for all year round use
- wellies for all year round outdoor play
- a hat, scarf and gloves for colder weather
- a named water bottle

What happens on my child's first morning at nursery?

You will have received a letter inviting you and your child to come to nursery for their induction with a specific date and time. This time has been given to allow for any questions you may have, time for your child to settle and for staff to give information about the nursery. Staff are available to support your child if they are upset or unsure on arrival into nursery. When children come into nursery, they are encouraged to choose an area of interest to enable them to settle and become familiar with routines.

What about security and access?

We have a security entry system for all visitors and a daily sign in and out policy in the nursery for parents. The welfare and safety of every child at St Margaret's School for Girls is of the utmost importance to us.

What happens if the person picking up my child changes throughout the day?

The person who dropped off and signed the child in, is required to notify the nursery if there are any changes to who will be collecting their child. We will not allow any child to leave the nursery with an unauthorised person. In emergency situations, if changes occur after signing in, please phone the school office with specific information for nursery staff.

What is a session and how many can I register my child for?

A morning counts as one session and a full day counts as two sessions. You can register your child for a minimum of 3 sessions a week and a maximum of 5 full days, 10 sessions per week. We endeavour to accommodate your first choice of days and sessions, although as you will appreciate this is not always possible.

How do I request a change of sessions?

Changes to nursery sessions are addressed throughout the year and may be adapted at the beginning of a new term.

What do I do if I have a query on my invoice?

Please contact our bursar in the main school office.

How will we know what has been happening during the day?

Daily information is written on the information board in the nursery corridor to enable you to know what the children have been doing and to help ask your child about activities that they have been involved in. The children each have a Learning Journey so that you can follow their development.

What food does my child get to eat at nursery?

The children are provided with a healthy snack in the morning which contains a selection of fruit and other healthy options such as cereal, toast, crackers and cheese. Entier provide our 2 course school lunches, which includes vegetarian options and allergy information. Snack and lunch menus are displayed in the nursery corridor.

What happens if my child cannot eat certain foods?

We understand that some foods may not be suitable for your child for medical, personal or religious reasons and we are able to cater for this. Please complete the questionnaire provided before your child begins their nursery place with all the relevant information.

What happens if my child has an allergy or an intolerance?

If your child has an allergy or an intolerance, please make this known on the admissions forms and on the initial questionnaire. You will be asked to complete a medication form if applicable. Any allergic reaction will be dealt with according to each individual care plan, recorded and parents informed.

What happens if my child has an accident?

A qualified first aider will attend to your child if he/she has an accident. All accidents are recorded and reported to parents / carers and if symptoms are more serious or persist, we will contact you directly.

What do I need to do if my child is unwell, has an appointment during nursery hours or is unable to attend nursery?

If your child is unwell and unable to attend nursery, please inform the school office before 9am. Please notify the nursery manager of any case of infectious disease as soon as possible. If your child has been suffering from sickness or diarrhoea it is the policy that the child should not return to nursery for 48 hours after the last episode to prevent the spread of infection. Please inform the nursery staff about appointments during nursery hours especially if your child will be late arriving or is going to be taken out during a session. Any known absence from nursery needs to be put in writing to the nursery manager prior to the event.

What happens if I am unhappy about any aspect of the nursery?

Our Complaints Policy sets out a procedure for parents and carers to complain about any aspect of the service. Complaints should be made constructively and we endeavour to resolve them at an early stage. It is in the best interests of parents, carers, children and staff that complaints are dealt with fairly and confidentially.