



Information

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1. What is Linktown Nurture?

Our aims and objectives support children to develop self-esteem, independence and confidence through outdoor child-led play in nature. We take a holistic approach to learning and development and offers a mixture of learning the skills of problem solving and creativity as well as some more specific style skills (e.g. knot tying, tree climbing, fire lighting and tool use). At Nurture we foster a deep connection and love of nature, through play and observations through the seasons in our beautiful woodland and classroom. The children are given time and space to explore and discover things for themselves alongside 'knowledgeable others', including our Forest rangers who are always close by, to guide and reassure. Our planning and development is child-led and designed to meet the needs of individuals to ensure that children grow in self-confidence, as well as developing their physical, emotional, cognitive and social skills.

Linktown Nurture has 5 principles we adhere to:-

- Linktown takes place in an open and natural environment. This is for children to develop and learn from the natural world
- Linktown is run by qualified practitioners who maintain and develop their professional practice in specialised outdoor learning
- Linktown see risks as beneficial and provide a structured and supervised environment for learners to safely discover
- Linktown have children at the centre when staff are observing, planning and facilitating their approaches and learning techniques
- Linktown promotes a holistic approach for everyone involved, fostering responsible, confident and successful citizens

Our staff have full checks completed by Disclosure Scotland and are registered with the Scottish Social Services Council. Our staff are qualified to BA level, have completed SVQ Level 3 and, also hold other certificates, e.g. Outdoors First aid, child protection and food hygiene. The team is occasionally joined by students who are on placement or young people from local schools doing work experience

As facilitators, we always have a flexible plan for an enjoyable session regardless of weather. We take into account and respond to children's needs and interests along with the changing seasons and all they have to offer. Our intentions are to promote the wellbeing of children in a safe, secure and stimulating outdoors environment. All staff at Linktown are qualified through nationally recognised and accredited training, therefore ensuring our classroom is a high-quality learning experience. The role of our rangers is to allow the children to meet risk and challenges appropriate to their personality, range and stage of development and to ensure their safety.

2. Registration and Partnership.

Linktown is registered with the Care inspectorate and also works in partnership with Fife Council. As a result of these partnerships, our Nursery follows the Scottish Early Years Curriculum Framework for Children aged 3 to 5 and guidelines set out by the Scottish Government. Fife Council and care inspectorate inspect us on an annual basis which ensures the safety and wellbeing of you children. We are currently offering 1140 funded hours from the term after your child's 3rd birthday. You can also split your hours with another funded nursery and only attend a day or two a week. You can also book additional hours/days above funded allocation and pay for the hours over and above.

3. Settling in Procedure

We aim to ensure your child's introduction to our setting is as stress free as possible. Once a place has been offered, we aim to achieve this by inviting you and your child to visit the nursery prior to your child's official start date. This helps to familiarise your child with the surroundings, the staff and the other children, and provides the opportunity to give your journey a trial run. A child who is tense or unhappy will not be able to play or learn properly, so it is important for parents/carers and staff to work together to help the child

feel confident and secure in the group. Initial sessions will concentrate on safety; establishing boundaries and routines and allowing time for your child to become comfortable and confident within the setting. As the children develop in confidence and familiarity with the environment, sessions will focus on developing and reinforcing skills, promoting nature connection and developing relationships within the group.

This takes longer for some children and parents/carers should not feel worried if their child takes a while to settle. You must be prepared to accept that it may take some time for your child to adjust, but very few children fail to settle eventually. Please remember, the more your child comes and experiences the activities on offer and sees you interacting with the staff, the more settled they will feel. In the unlikely event that your child does not seem to settle, we will review the situation with you and discuss the options on how to aid your child's situation.

Visit/enrolment – Normally we invite your child to visit the nursery, stay for 1 hour and have the chance to participate in all activities we offer. This gives us an opportunity to see how your little one will settle without you. Each child is individual! We do not have set times for your child to settle, some children settle quickly, whereas others may take their time. We will create and adapt a plan to suit you and your child's needs. If children are unsettled, then we will work with your child on a 1:1 basis to make sure, that they are eased into the setting more slowly. We highly recommend visits to the nursery in advance. Please arrange this with a member of staff.

4. Key workers

The nursery has a keyworker system in operation. When your child starts, all staff will try to create a bond. Only once a bond is established with 1 staff, will they then be allocated as your child's keyworker. Your child's keyworker will also be responsible for keeping a developmental record and writing out your child's personal learning journal. However, please note that the keyworker does not have sole charge of your child throughout the day and at times they possibly will not be the person giving you feedback at the end of each day.

5. What to bring!

The nursery requests that each child is provided with a complete change of clothes. It is an essential component of educative play that children are able to enjoy art and craft activities with, for example, glue, paste, paint, sand, water, etc. Inevitably children will transfer some of these materials to themselves and their clothing. We attempt as far as possible to purchase glue, paste and paint which are 'washable', but in practice not everything washes off all clothing materials. Another crucial role is to "embrace the mud!" Please do not send your child in their best clothes as they will almost certainly get dirty during the session! Parents should, therefore, dress their children with this and the weather in mind.

The nursery will accept no liability for clothing damaged while the child is attending. With this in mind the nursery has a bag on each child's peg that stays in the nursery which parents are asked to supply additional clothing. Children should always have 3 spare sets clothes, including socks, gloves and outerwear. Parent/carers whose children still wear nappies, are more than welcome to bring a closed pack to the nursery and this will have your child's name on. When the nappies are near the end, we will inform you. Please **DO NOT** put nappy creams, lotions, sun sprays etc in your child's bag. Another child could gain access to this and become unwell by the product/s. Sign these products into the nursery and inform staff of when these have to be used. Unfortunately, due to safety and guideline, we **CANNOT** apply or administer any form of product unless you have given signed consent to the nursery.

"There is no such thing as bad weather, just bad clothing!"

Clothing guide:-

Layers! Are the best way to keep warm.

- add one more than you normally would (We can always remove a layer but once cold, it can be hard to warm up)

Waterproof trousers are essential!

- Standard 'thin' pair in summer for protection
- Ski trousers ideal in winter OR extra layer under trousers
- All-in-ones not advised for potty/toilet users

Trousers

- Full length for protection
- Extra pair of leggings/tights/thermals under normal trousers in cold weather

Warm socks

- Wellies get very cold!
- Extra pair of wool/ fleece/ fluffy socks inside wellies (Normal socks in wellies are not warm enough for cooler weather)

Waterproof coat

- Preferably with a hood
- Thick and warm in winter (or use an extra fleece layer)

Warm hat

- Preferably covering ears.

Mittens/Gloves

- Thermal and waterproof (Knitted gloves get damp and do not keep little hands warm enough during the colder months. Don't worry about mittens limiting finger movement as the cold is much more limiting!)

Tops

- ALWAYS long sleeves (to minimize risk from stinging nettles and biting insects etc)
- At least 3 layers under coat in winter (eg. top, jumper, fleece and coat, or 'base layer', top, warm jumper and coat)

Waterproof boots

- Wellies are essential in the summer! (Alternatives for winter include snow boots and walking boots)

Please Note! In summer, wellies, waterproof trousers and light long sleeves are still essential, to protect from thorns, nettles, ticks, insect bites etc. Please also send a sunhat in hot weather, particularly for the walk to and from the site.

6. Meals, snacks, and drinks

We are able to accommodate most dietary requirements, e.g., vegetarian preferences and omission of disliked foods. We can also cater for special diets, such as religious- or allergy specific diets. Fresh water and milk is available throughout the day and snack is provided in the morning and afternoon. There is always fruit and veg available throughout the session. Funded children are given a hot/cold lunch provided by the nursery. Paying families can opt for this option at £2.00 per lunch. We follow "Setting the table" guidelines when delivering our snacks and we ask that all packed lunches contain no sugary substances, juices or crisps unless discussed with management. We also follow a strict **NO NUT** policy, so please send your child without products containing nuts. We have information updated regularly at the nursery office with information about foods. If your child is bringing, their own lunch we are asking all parents to place the lunch bag on the trolley at the door at the nursery office and we will allocate these.

7. Cooking

We talk to the children about keeping themselves safe in the woods and this means we shouldn't eat or drink anything unless told by an adult it is safe to do so (restricted to snack times usually). We also explain to the children that there are things in the woods that are poisonous and so we remind them not to put their fingers and hands near their mouths and noses where possible. We often cook our snack on the open fire, this could be items such as pancakes, fried rice and damper-bread, these are cooked by the adult leaders, children may be involved in the cooking process under close supervision. These activities are individually risk assessed and are only carried out with additional adults where necessary to maintain high ratios. The procedures for these activities are detailed within the specific risk assessments. We make snacks a social time during which children and adults eat and drink together.

Linktown activities are energetic therefore each session we will provide a healthy snack such as a piece of fruit and usually a flapjack or biscuit or similar, and we will provide hot chocolate –perfect to warm us up in winter! Named water bottles will be provided at the start of each session.

8. Photographs

Staff keep a photographic record of activities in the nursery as part of your child's educational development records. We will never use photographs of your child for any other purpose without first consulting you. From time-to-time articles about the nursery may appear in the Press – you will be consulted beforehand if your child is able to appear in such photos. Please indicate on the enrolment form whether or not you are happy to let your child's photo be taken and displayed on Facebook or any other social media accounts.

9. Weather exposure and Sun Protection

When we have good weather, the safety of our children is paramount. For your child's own protection, please apply sun cream before coming to nursery. The nursery staff will apply suncream throughout the day depending on the UV numbers. There is a consent section of the enrolment form if you are happy for the staff to carry this out. Please do not put suncream in your child's bag without signing it into nursery. We cannot apply home bought sunscreen without written consent. With sun exposure during summer months, every care is taken to ensure that children are not over exposed; we work in partnership with parents to facilitate this. To protect children from the sun we ask parents/carers to provide a sun hat with their name inside, for use during the nursery session.

High winds

Wind speeds are monitored, and risk is assessed according to the features of the weather. Activities may be moved to the top end of the classroom and, if appropriate sessions may be cancelled due to high winds.

Winter

Adverse weather is monitored, and risk assessed on a daily basis. We have heated, sheltered facilities should the elements be very cold. Should there be any weather warnings from the met office, we may need to cancel our sessions. Please see our Weather policy for information regarding closures or speak to a member of staff.

Please be advised that

- Notice will be taken of maximum exposure times during weather forecasts
- Play activities are monitored, and water bottles made accessible, to ensure that children have periods of time in areas of heat/shade so as to prevent them becoming overheated, cold or dehydrated.

10. Nursery closures

We will do our best to contact parents of closures via phone, email, and our family Blossom app as soon as we know. We will also update our Facebook page www.facebook.com/linktown.nursery The Manager will agree when to reopen the nursery whilst considering the safety of children, parents and staff travelling to and from the nursery.

11. Unwell children

While it is not our policy to care for sick children, who should be at home until they are well enough to return, we agree to administer medication as part of maintaining their health and well-being or when they are recovering from illness, if necessary. Parents are requested not to send their child to the nursery if they are suffering from any of the following symptoms:

- Vomiting
- Diarrhoea
- Fever
- Rash (indicating measles, chickenpox, etc.)

A full period of 48 hours should have passed without any of these symptoms being present before a child can return to nursery. Therefore, if a child has been unwell during the night, then they **cannot** attend nursery. In addition, should any child develop such symptoms while they are with us, we will contact the

named contact persons to collect your child, to be taken home to prevent further spread of any infection. If a child has any undiagnosed conditions which require paracetamol to control a fever, **you must keep your child off**. We will call you to collect your child as soon as paracetamol wears off. Your child is welcome to return if either the fever disappears, or a diagnosis has been made. To make sure your child has the recovery they need and also to protect others: -

- Children taking prescribed medication must be well enough to attend the setting
- Only prescribed medication is administered. It must be in-date and prescribed for the current condition.
- Children's medicines must be stored in their original containers, clearly labelled with the child's name and date of birth. (minor ailments can be prescribed free of charge from any pharmacy)
- Parents must give prior written permission for administration of medication.
- Any medicine handed to a member of staff will be locked in our medication lockers.

It is very important to ensure all contact numbers you have given us are up to date. In the unlikely event of a more serious incident, our first aid trained staff will take appropriate action, seek medical attention and arrange for your child to be taken to hospital if necessary. Consent is sought during enrolment to allow staff deal with such incidents.

Anti-biotics – Your child **MUST** stay off nursery for the first 24 hours of taking anti-biotics. This is in case there is an adverse reaction to them and medical intervention is required.

12. Allergies

We will identify allergens that may be present in food's provided or the environment that children may come into contact with at nursery and prevent children with allergies from coming into contact with these materials where possible.

- Parents will record details of any allergies your children may have on our enrolment form, please provide as much detailed information as possible about the nature of the allergy/ies and if medication is to be administered.
- We don't allow children to eat or pick anything in the woodland without an adult being present.
- All snack food provided by the nursery will take into consideration any allergies that a child might have and if necessary, we will exclude these or other allergens from the setting, so please discuss this with us.

13. Ticks

The nursery environment does have a local population of deer visitors therefore ticks may be present. We recommend checking your child for ticks after each nursery session. These appear like small pinheads on the skin, dark brown or grey in colour, they may grow to the size of a small wart. The safest way to remove them is to use a tick twister which we have in our First Aid kit or can be bought from the local vets or pharmacy for a small charge.

14. Safety in the woods

At Linktown Nurture we will adopt the following general principles in order to keep children safe and adults safe:

- Physical boundaries will be explained to children at the beginning of a session, and games and activities will be used to help them develop their understanding of the boundary area.
- Boundaries will be clearly marked, and children will be told that they should not leave the area unless an adult has given them permission.
- Children will be advised of what to do in the event of a stranger to ensure that no unauthorised person has unsupervised access to the children.
- Staff will adhere to child to staff ratio and work in a minimum of two; there will never be sole working with a single child in the woods.
- Children will always stay within sight or sound of other adults
- The lead ranger will always be present when accessing the woods

- All Volunteers/ supporting adults will receive a safeguarding induction (this is the responsibility of Linktown Nurture for any adults who work/ volunteer for this organisation)
- Children will be supervised at all times: 'supervision' means that at least one responsible adult can see or hear a child.

15. Our site safety

The main site at Linktown is private land, however, there is a core footpath adjacent to the site, and we occasionally get walkers. The ranger will, after ensuring children are fully supervised, approach the uninvited guest and explain that there is a nursery session in progress and ask them to leave the site. We will always point out the boundaries to the children and explain that they are for their safety, there may be unseen hazards that mean we can't allow the children to explore beyond certain points. We use hazard warning tape to highlight the boundaries for the children.

Use of fire

Fires are an important part of our nursery sessions; we aim to ensure that everyone participating in sessions with fires will do so safely and with as little risk to their health as possible. During classroom sessions fires will only be used once the child is familiar with the setting and the rangers feel the child is able to adhere to agreements regarding fire safety.

Around the log circle

We have a permanent log circle around a fire pit in our classroom. We have safety agreements in place regarding the fire-pit area. We explain and model that the safe way to behave around the log circle is to walk around the outside and to enter the circle through the entrance or step over the logs to sit down. We will always practice this as if a real fire were being lit. A fire will not be lit until our ranger is satisfied that all children understand this process.

Tree climbing

We encourage and support tree climbing when it is safe to do so and with adult spotters. We check ground cover for sharp objects and check 'climbing trees' for loose and rotten branches, suitable trees for climbing are pointed out to children/parents. Children are encouraged to explore to their own limits, but adults are near enough to guide and support if one should get into difficulty.

Tool Use

Once it is felt that the children are settled and confident in the setting and are able to adhere to safety agreements tools can be introduced. Tool use (bowsaw, vegetable peelers, knives, hand-drill, hammer, loppers, and secateurs) is taught on a 1:1 basis and tools kept in suitable containers in one designated spot. Tools are given out for a purpose and all adults model their correct use, storage and transportation at all times. We use tools in a safe space, away from other active children, and only walking is permitted when carrying them. We have detailed Risk Benefit Assessments (RBA's) for all nursery activities including tool use and these are available for parents/carers to access and read on request. The specific RBA for each tool includes specific details on the procedure for using that tool.

16. Security

It should be realised that security is also the responsibility of parents. For example, we ask parents to ensure all gates are closed and secured whenever they enter or leave the premises. In addition, once a child is handed over to a parent or designated carer, we cannot take responsibility for that child's safety – even while the parent/carers and child are within Linktown nursery grounds. Under normal circumstances, your child will not be allowed to leave with anyone who is not known to us and of whom we do not have prior knowledge as a designated carer. In the unlikely event that you authorise someone else to pick up your child (e.g., a trusted neighbour during a family crisis), we operate a password system. Passwords are chosen on a per child basis by the parent on the day of enrolment. If your child is not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. Any parent/carers who is late collecting their child will have to pay a charge which helps to cover the additional staffing costs incurred for this reason. The charge is £5 for the first 5 minutes, with an additional £5 for every 5 minutes thereafter. We take lateness very seriously as the nursery is only insured until 5.15pm when all staff and parent/children should have vacated the premises. If you have

made no contact to the nursery within 30 minutes after closing time, a member of staff will contact Police Scotland or Social Work Services.

17. Child Protection Policy

Linktown nursery believes that the child's welfare and well-being is paramount and acknowledges its responsibility to support early education and childcare services to keep children safe and realise their potential. All children have a right to be protected and be safe from harm from others. They have a right to grow up in an environment that is safe and secure and where their rights, views and needs are respected. However, the focus of any work with children will inevitably, on occasion, involve issues of child protection. The nursery is aware of the possibility that a child in their care may be suffering some form of harm. We take our responsibilities seriously and would like all Parents/carers to be aware of the action that the nursery would take if an issue of child protection were suspected. Sharing concerns if a member of staff has suspicions but is unsure if abuse is occurring, or what action to take, they will: a) Discuss their concerns with the Child Protection Officer within the setting. b) Together decide whether they need to keep an eye on the situation for the next few days or weeks or take immediate action. Everything that has been noticed will be recorded and any actions or decisions taken. This information will be kept in a secure place. It is not the responsibility of the nursery to investigate a suspected case of child abuse. The information gathered would be passed on to the Child Protection Unit, who would then decide on the most appropriate action to be taken. If you have any further questions, please don't hesitate to ask a member of staff.

18. Volunteering at Linktown Nurture

Volunteers are welcome, to be a part of Linktown Nurture and their contribution is valued and appreciated. Volunteers enable us to share this ethos more widely as well as increasing our group knowledge and skills and keeping the adult to child ratios high. Volunteers can be parents, carers or other relatives of the children attending, but we would welcome anyone who has an interest in helping or learning more about nurturing outdoors. Volunteers are given information about their role within the sessions including any safety elements and are inducted to the site. If you would like to become a Linktown Nurture Volunteer or know someone who may, then please email the management team at southfield@linktown.org We maintain a high ratio of adults to children; additional adult volunteers can complement these ratios and this helps us to:

- give time, attention and focus to individual children
- plan and carry-out activities such as cooking or tool use
- help children to experience and benefit from the activities we provide
- encourage the children to explore and be adventurous in their play through activities that require greater adult supervision such as tree climbing.

We ensure new volunteers are introduced to all staff and existing volunteers. Volunteers will be supported in their role by our rangers and are required to have a PVG check. All volunteers complete a 2-week induction period during which time the rangers will:

- Introduce the volunteer to parents
- Provide information about where important items and documents are kept
- Familiarising the volunteer with procedures for managing confidential information
- Provide details of the tasks and daily routines to be completed

19. Equality, inclusion and diversity

By celebrating diversity and actively promoting equality, we want learners and staff to feel valued, know that they are valued and respect others within a culturally inclusive environment. In order to ensure everyone can thrive and meet their full potential, it is essential that inclusion and equality of opportunity be at the core of the nursery ethos. We aim to promote inclusion, actively tackle any form of discrimination, and actively foster social cohesion in all areas of the nursery. We seek to remove any barriers to access, participation, progression, attainment, and achievement. We take seriously our contribution towards creating a cohesive community. We will adapt activities to ensure that everyone can participate, where necessary will seek expert advice to allow us to fully support children with additional needs of any nature.

Where possible, we will keep spare sets of waterproof clothing to ensure that bad weather is not a barrier to taking part. We take our duty of care when working with children extremely seriously. To ensure all individuals (children, workers, and volunteers) are safe and protected we undertake the following: -

- Everyone involved at Linktown is briefed on health and safety, risk assessment of sites and activities.
- Rangers and volunteers are aware of the relevant policies and ensure that they adhere to the guidance contained in them

20. Risk management

Our Risk-Benefit Assessment (RBA) procedure ensures that all children (and adults) at Linktown remain as safe as reasonably possible, whilst allowing the children to experience some degree of appropriate 'risk', which is important for their learning, development and enjoyment! We plan our activities and write our RBA taking into account the benefits of the activity for the children. Our RBA's are working documents and a copy of these is available on site during the sessions.

21. Health and Safety

The health and safety of all participants is central to everything we do within Linktown Nursery. We encourage children to play an active part in undertaking risk assessments in the language we use and the discussions we have. The ethos of Linktown instils in our children, the ability to take measured risks, appropriate to their age and developmental stage, and to carefully consider the repercussions of their actions.

All our Rangers are fully trained in risk assessment and emergency outdoor first aid. Risk assessments are maintained and evaluated at regular intervals throughout the year. Our site is assessed seasonally, prior to every session and risk assessments for activities are completed and available as working documents for use by all staff and volunteers; we keep first aid equipment at the site. Any accidents that occur will be dealt with by a qualified first aider and recorded appropriately on the appropriate accident form. The First Aid box is located in the red safety bag and a second in the office and any treatment necessary is to be carried out by staff who are trained in outdoor first aid, who would then record it on the accident form. Any accidents or incidents are investigated by the Lead Ranger and information that is gathered is used to inform future risk assessment and policy making. Some of the activities the children may participate in are 'higher-risk' activities (such as tree climbing, low-ropes, campfire cooking or tool use) and these are done under controlled conditions with close supervision and are only available to the children once it is felt the children have a good understanding of the risk and benefits and are able to adhere to safety agreements. Children are encouraged and supported in recognising and managing risk for themselves, through real life situations and experiences. Tool use such as sawing and whittling are taught on a 1:1 basis and once the child gains a level of competence this can be reduced based on the age of the child and experience level.

22. Behaviour management

Linktown Nursery aims to promote and develop in all participants:

- a recognition that all behaviour is a form of communication
- self-esteem, independence and the motivation to learn
- an awareness of, respect and care for self, for other individuals and for the natural environment
- an understanding of the value of collaborative behaviour
- the confidence and ability to meet risk whilst feeling supported to remain safe
- a recognition of and sense of pride in individual strengths and achievements

Our nursery environment is, by natural design and planned intention, an environment that offers greater freedom through the avoidance of unnecessary rules and boundaries, with a primary focus on keeping ourselves and others safe, in an atmosphere of mutual acceptance and respect.

Our Rangers will:

- agree necessary and appropriate boundaries with all participants, in line with risk assessments and appropriate policies, and ensure participants are reminded of these at the start of each session and additionally as required.
- Lead by example, ensuring safety and learning through care, respect, and positivity

- Create a positive environment which encourages and reinforces caring, nurturing and respectful behaviour between all participants as well as towards the natural environment and equipment.
- Promote and foster effective relationships through observation and interaction, in which all are accepted, valued and treated fairly.
- Be mindful of the need to maintain safety at all times.
- Place the needs of the children, including needs linked to their developmental levels, preferred learning styles, social, emotional and behavioural needs at the centre of the nursery experience to maximise individual success and promote positive outcomes.
- Give specific feedback and praise to children when demonstrating positive attitudes and behaviour, to promote understanding of the ethos and to encourage self-regulation through self-awareness.

At Linktown, when a child is exhibiting “challenging behaviour” we take an empathetic approach whereby we seek to support the child and help them to feel heard and valued. We adapt our approach to suit the children and monitor closely noticing particular areas that might present a challenge for them and then pre-emptively seek to support them through it, providing a voice if appropriate.

23. Environmental Considerations and sustainability

Linktown nursery has environmental awareness at the heart of its ethos. Wherever possible, and appropriate, environmentally friendly products and recycled materials are used. Environmental good practice is modelled by adults, showing children that the world in which we live in should be cared for. Involving children in site checks, recycling of waste and considerations of how we leave our site will help to support this. We bring in materials such as logs and kindling for the fire and remove waste and dispose of fire remains with care and consideration for the environment.

- We will monitor the site to identify any impact we are having on the environment.
- Any rubbish will be removed after each session.
- The site will be rested over the summer to help with regeneration.
- We will create log pile habitats to encourage insect life.

24. Fees

The sessions agreed with the nursery are the sessions for which you will be charged for each month. Each session includes a snack and drink. If you wish to make changes to these sessions, you should speak to a member of staff as 2 weeks’ notice is required for any amendments to be considered. In the term following your child’s 3rd birthday, they become eligible for 30 hours a week funded childcare, at nursery these ‘free’ places are provided by Fife Council.

Non-funded Children from 1st April 2025 the session fee will be: -

- Morning (8.30am – 12.45pm) (1.00pm – 5.15pm) - £32
- Full day (8.30am – 5.15pm) - £55.00
- Mini Days (9am – 3pm) - £45
- Extra hour - £7.50
- Lunch Club – (12.45pm – 1.45pm) - £8.50

Funded children from 1st April 2025

- 9.00am – 3.00pm Monday to Friday
- 3 full days and 1 half day (times below)
 - 8.30am – 5pm**
 - 8.30am – 12.45pm**
 - 1pm – 5.15pm**

25. Payment Dates / Method

First month’s fees are due before your child can start their first full session. Fees are paid on a monthly basis. You will be sent an invoice via email from a member of management. You can either pay the nursery with cash, card payment, Paypal or pay via bank transfer. Our details are in the invoice. Linktown will at all

times treat all users of the service with consistency and confidentiality. All fees paid are used to pay for staff salaries, rent, running costs, and to develop and sustain the service. Fees will be reviewed annually and adjusted accordingly. During holidays and sickness, fees will still have to be paid to keep your child's place. Bills will be sent out halfway through the month, for the following months fees. Please send an email/text or give a member of staff confirmation of payment to the nursery. Please contact Kerry Leslie if you have any payment queries. Fees must be paid at all times including whilst your child is off sick or goes on holiday. There can be no reimbursement for absence. Parents may either continue to pay to keep their child's place open, or the child's name can be removed from the register and put at the top of the waiting list. If fees are not paid as requested, a maximum of 2 letters requesting payment will be sent to you outlining the amount of payment overdue. An admin Fee of £10.00 will be added to the fees owed for each letter sent. The outstanding bill will then be taken to Small Claims Court and Court Fees will be added to the amount outstanding. Where fees for one month have not been paid, the nursery has the right to withdraw a child's place and re-allocate it.

26. Termination of Contract

If you want to terminate your contract at any time, you will be required to give a four weeks' notice. If you decide to remove your child before the 4 weeks' notice, then you will still be invoiced for all sessions not attended.

27. Complaints and Compliments policy

Should you have a complaint then please speak to our manager, who will respond to any complaint within 20 working days. If you are not satisfied with the response, then you can speak to our director Sara McCrae, or Kerry Leslie. Please also state why you are not happy with the response. If you are still dissatisfied, then you can contact the Care Inspectorate directly, at any time and they can investigate your complaint.

- Contact your local office
- 0345 600 9527
- enquiries@careinspectorate.com

28. Fundraising

We need Parents and helpers to organise, run and support our fundraising efforts in order to raise the funds to support our setting. We hold regular fundraising events and are always open to new suggestions and accept all offers of help or donations. Please support the fundraising attempts as they are crucial to the running of the nursery and the ability to purchase larger items.

29. Data Protection

We will record, process, and keep personal information on you and your child in accordance with Article 6- 'the rights of data subjects' under the Data Protection Act 1998. (Article 9- 'processing of special categories of personal data' under GDPR from May 2019). The information that you provide to us, whether mandatory or voluntary will be regarded as confidential. We do not share information about your child with anyone without consent unless the law and our policy allow us to do so.

This will be exceptional circumstances where we feel that: -

There is evidence a child is suffering or at risk of harm. There is reasonable cause to believe a child is suffering or at risk of suffering harm.

It is to prevent significant harm arising to children, young people or adults, including the prevention, detection, and prosecution of serious crime.

30. Keeping the nursery Informed

Important: If your child is not attending that day, please phone or text to let the staff know. Also, especially if you are going to be late collecting your child. It's helpful if you can tell the Manager or keyworker of any family circumstances which would help us to support your child e.g., a recent move or loss of a close relative. All information supplied will be confidential to staff. The staff are all very approachable, so if you have any concerns, suggestions or compliments please speak to them.

31. Nursery Contact Details

Mobile: 07534 843 488

Crompton Road
Southfield Ind Est
Glenrothes
Fife
KY6 2SF

We also have an email address and Facebook so please make sure you friend us, and add us to your email address book:

Email address: southfield@linktown.org

Facebook page: <https://www.facebook.com/me/>

Web: [Linktown Nursery Outdoors | outdoor nursery | Crompton Road, Glenrothes, UK](#)

A good idea! Pop these numbers into your mobile phone/address book and give it to other carers in case you need to contact the Nursery.