



Jack in the Box

Additional and Relevant Information

This policy represents the agreed principles for Additional and Relevant Information in the Nursery. All Nursery staff, representing Jack in the Box Nursery have agreed this policy.

At Jack in the Box, we aim to provide the highest quality education and care for all our children. We provide a warm welcome to each individual child and family and offer a caring environment where all children can learn and develop to become curious independent learners within their play.

Please read this policy in conjunction with our Data Protection policy for the information collected by Jack in the Box, the professionals this information may be shared with and the retention periods this data is held for.

Notice Boards and Relevant information

Please ensure you have read and familiarised yourself with the nurseries full policies and procedures. These can be found on www.jackinthebox.org.uk or in the nursery reception area.

The notice boards display current information about the nursery and what your child is learning alongside general information, current legislation, and services available to our parents/ carers and children. Please check regularly.

If a child is being collected by anyone other than the named persons, the "Child Collection File" near the entrance must be completed and a member of staff informed in advance or written up on the daily information sheet. A child will not be allowed to leave the Nursery unless the nursery is aware that your child will be collected by someone different, and the password is provided.

Please ensure the nursery has up to date details of your address, email, telephone numbers or any change to your family circumstances.

We look forward to getting to know you and your child, we hope that you have read our welcome pack and found it helpful. Please ask your child's key person or a member of staff if you have any questions. Please ensure you complete any relevant paperwork and hand back to a member of staff.

Learning Journals

Each child has their learning journal which has their individual records that are updated regularly. These are strictly confidential. Parents can see, contribute, and share their learning journals as well as discuss their child's progress at any time.

When your child leaves Jack in the Box all records are given to parents to share with their next setting.

Equipment

Each child has their own peg with their name on for their coat and bag.

Please ensure your child has appropriate and adequate spare clothes for the prevailing weather conditions. This may include wellington boots, rain- coats, sun cream and sun hat.

Please ensure all items are named. We regret we cannot accept responsibility for the loss of any item brought into the Nursery or left on the premises.

If your child is in nappies, please ensure nappies, sacks, named wipes are provided for their session. Cream may be provided if needed.

Children's Work

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Your child may not bring something home every day, as creative work will often be put on display for everybody to see or kept in their learning journals which can be shared at any time during parent consultations and open classroom weeks.

Learning Opportunities

Each child is given a wide range of learning opportunities through play, games, music, books, and activities to acquire different concepts and skills. The children learn and help each other. Staff encourage and scaffold children's learning in a fun and stimulating way.

The children will have the opportunity to build up their knowledge and understanding of letters, numbers, colours, and shapes in a variety of ways through play.

Refreshments (please see nursery meals, food drink and nutrition policy as well as our food allergy and intolerance policy)

You may wish to provide your child with a named water bottle in addition to the drinks provided at snack time, these must not be fizzy drinks. Please provide fruit for your child to share at snack time and place it in the bowl situated in the reception area. Throughout the day children can help themselves to drinks or fruit from the snack shop. Fresh water is available throughout the day. Named drinks will need to be provided in their lunch bags.

Managing severe weather and adverse events

At Jack in the box, we try to prepare for all weather conditions that might affect the running of the nursery such as floods, snow, heatwaves and internal events such as loss of power or heating.

If any of these impacts on the nursery's ability to open or operate, we will contact parents/carers via phone/ email and update our Instagram pages.

Flood

In the case of a flood, we will follow our evacuation procedures to enable all children and staff to be safe and plan for continuity of care if safe to do so.

Snow and other severe weather

If we encounter a heavy snow fall or another severe weather condition such as dangerously high winds during a nursery day the manager will decide whether to close the nursery. This decision will take into account the safety of the children, parents/carers and the staffing team. In the event of a planned closure during the nursery day, we will contact all parents/carers to arrange collection of their child. If a planned closure is before the nursery day parents/carers will be contacted of our closure. Parents/carers may choose to telephone the nursery mobile phone before bringing their child, to check whether we are open as normal. Please ensure you keep the nursery informed of any change in telephone numbers and contact details.

In the event of staff shortages due to snow or other severe weather, we will contact all available off duty staff and group the children until they arrive. If we are unable to maintain statutory ratio requirements after all options have been explored, and we feel the safety, health or welfare of the children, staff, parents and carers is compromised then we will take the decision to close the nursery.

Sun watch days and heatwaves

Due to health risks concerned with our exposure to strong sunlight we have sun watch days when the children are moved out of direct sunlight when outside. Settings will be aware of the UV levels on hot days and will act accordingly. We are committed in ensuring that all children are protected from the dangers of too much sun. Staff will make day-to-day decisions about the length of time spent outside depending on strength of the sun and find the right balance to protect children from sunburn. Particular attention will be paid to direct sunlight times 11am-3.00pm and routines may be adjusted, and activities will be moved onto shaded areas.

Children are encouraged to drink water more frequently throughout sunny or warm days this is assessable both indoors and out.

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Parents must apply a high factor sunscreen before each session during the summer season. If your child attends all day a named sunscreen must be provided suitable for their own individual needs and must be within its expiry date. Sunscreen containing nut-based ingredients will not be allowed in the setting. Practitioners will then re-apply sunscreen after lunch, Parents/carers must provide a named sunhat for their child and light-weight cotton clothing that covers their arms and legs.

Parking

Cars can be parked on Cattsdell for short periods during drop off and collection. Please do not park on the grass verge in the entrance to the school. Please show consideration for our neighbours in the area and keep noise to a minimum and avoid parking across driveways.

Clothing

Please ensure your child's clothes have no added difficulties such as braces or unnecessary belts/ buckles as they can be difficult to change, and manage by themselves, footwear must be slip on or Velcro **no laces**. Please provide your child with appropriate clothing for all weathers.

We discourage the wearing of jewellery, as chains and some types of earrings can get caught or very easily lost.

All clothing needs to be clearly marked with your child's name.

Sickness

If your child has been sick or had diarrhoea, please keep him/her at home for at least 48 hours after their last bout to reduce the risk of transmission to other children. If your child contracts conjunctivitis or any other easily transmissible infection such as impetigo, chicken pox or measles then please contact the nursery, we request that you keep them at home until the condition has cleared up. If your child has had a temperature, then they will need to be kept at home until 24 hours has passed since their last recorded temperature. (please see Your child's health and safety policy)

Head lice

Responsibility for the prevention, detection, control, and treatment of head lice lies with parents and carers. It is our experience that the best advice we can give is that you get into the habit of 'wet combing' children's hair twice a week (even when you do not suspect the presence of lice) as a preventative measure and keeping long hair tied up. If you have any questions, please ask a member of staff who will be happy to help. (please see Your child's health and safety policy)

Smoking/ Vaping the use of e-cigarettes

All staff must not smoke in or around the premises when children are present or about to be present. Practitioners should not vape or use e-cigarettes when children are present or about to be present. (See medication and other substances policy)

Parental Complaints

If you have any cause for complaint please speak to the managers, or a member of staff.

Complaints will always be treated seriously and sensitively at Jack in the Box. Complaints will not be 'swept under the carpet' or ignored and we will always do our best to resolve any situation. (Please see complaints policy)

Procedure to be followed

The procedure to be followed in the event of a complaint is as follows please see complaints policy for further details:

Parental complaints about a member(s) of staff

- The parent makes the complaint known to a member of staff or managers.
- The managers decide if disciplinary action is required.

A complaint against another child or parent

- The parent makes their feelings known to the managers.
- The managers will deal with the complaint personally.

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- The manager decides if disciplinary action is required.

Staff complaints about another staff member (internal complaint)

- A discussion between the members of staff will take place to see if the matter can be resolved amicably.
- If the complaint is unresolved, a further discussion will take place between the members of staff in question, the managers, and an independent witness.
- At this point, the discussion will be recorded and logged. (Grievance procedures will be followed)

OFSTED involvement

- A parent has the right to contact the OFSTED helpline if they so desire.

There are several local officers who represent the Hertfordshire area, you can contact them on 0300 123 1231

The address is:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

This policy was adopted by the managers and staff in September 2025

Signed on behalf of Jack in the Box manager: Agnese Sulce -

Staff Signatures: