

TINY STEPS NURSERY



Parent Handbook

LONGSIGHT • 2026

OFSTED REGISTERED • OUTSTANDING 2015 & 2022

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WHAT'S INSIDE

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HELLO & WELCOME

Welcome to Tiny Steps

Dear Parent / Carer,

Thank you for your interest in Tiny Steps Nursery, Longsight. We provide professional care for children from 3 months to 5 years of age in a nurturing, stimulating environment that is safe and secure. Here, your child will learn through play and follow the Early Years Foundation Stage (EYFS) curriculum, which helps them to progress, learn and achieve.

We are always interested in your ideas, your concerns and your support. Communication with parents is central to everything we do. We seek to form a genuine partnership with you so that your child's and your family's individual needs are met.

Our priorities are always your child's safety and happiness.

Your child may be about to start nursery for the very first time. This is an important moment in your lives — and one you will never forget! You probably have a lot of questions, and we hope this handbook answers most of them and helps you and your child prepare for nursery.

We want you to feel able to leave your child in our care — confident that they will be happy and well looked after whilst you work, study or relax — giving you complete peace of mind. There is a lot of information here, but we believe it is needed so that you can make a fully informed choice. We warmly encourage prospective parents to visit and see us in action.

With warm regards,

Anne Hall

Tiny Steps Nursery, Longsight

WHO WE ARE

About Our Longsight Nursery

We are a small, friendly nursery with a happy, homely atmosphere and warm, positive relationships with all of our families. We are proud to be rated Outstanding by Ofsted (2015 & 2022). Our setting is multicultural, with children from a wide range of backgrounds, and our staff team is equally diverse — we work hard to make every child and family feel safe, valued and listened to.

The nursery is on the ground floor with wide electronic doors for ease of access. We have five playrooms, each with its own toilet and nappy-changing facilities, and a good-sized, recently refurbished outdoor play area filled with a variety of resources. We work closely with the Quality Assurance team at Manchester City Council and share good practice with other settings, and we welcome and support students throughout their placements with us.

Opening hours**Monday to Friday, 7:30am – 6:00pm**

We close for all statutory bank holidays and for 3 staff training days each year.

Our team

Our team includes qualified early years practitioners, with at least one Level 3 qualified practitioner in every room, alongside apprentices working towards their qualifications. Every child is assigned a key person who gets to know them well and works closely with you.

COSTS MADE SIMPLE

Fees & Payment

We keep our fees simple and transparent. To protect our staffing ratios and the quality of your child's care, we offer **full-day places only** — we no longer offer ad-hoc hourly add-ons on top of funded hours. Whatever your funding, you book full days, and we make the government funding work as hard as possible to bring your costs down.

Full days only. All places are booked as full days. The government-funded hours are built into your full-day place, and the figures below show what you pay after that funding has been applied.

Funded session times

30 hours funded: Monday to Friday, 9:00am – 3:00pm.

15 hours funded: Monday to Friday, either mornings 8:30 – 11:30am or afternoons 1:00 – 4:00pm. Available to all 3 and 4-year-olds, and to eligible 2-year-olds.

Our daily rates

All places are full days. The standard day runs 8:00am – 6:00pm, with an optional 7:30am early start. Your daily rate depends on the funding your child receives:

Session	Hours	Daily rate	You save
No funding			
Full day	8:00am – 6:00pm	£65	—
Full day + early start	7:30am – 6:00pm	£75	—
30 hours funded			
Full day	8:00am – 6:00pm	£26	£39/day
Full day + early start	7:30am – 6:00pm	£36	£39/day
15 hours funded			
Full day	8:00am – 6:00pm	£45.50	£19.50/day
Full day + early start	7:30am – 6:00pm	£55.50	£19.50/day

The early start (7:30am rather than 8:00am) adds £10 per day to any place.

What's included

A weekly consumables charge covers all meals and snacks throughout the day:

- **30 hours funded:** £20 per week

- **15 hours funded:** £10 per week

The consumables charge applies during the 38 term-time weeks only. Nappies and wipes are not included — please provide your own.

Good to know

- All places are full days — we do not offer hourly bookings or ad-hoc add-on hours.
- Government funding covers 38 weeks of the year. During the 14 holiday weeks, funded places revert to the full unfunded daily rate of £65.
- Fees are charged for bank holidays and for the 3 staff training days each year.
- Monthly payments are averaged evenly across the year (calculated on a 51-week ÷ 12 basis), so you pay the same amount each month.

Payment policy

Deposits

We require a £50 deposit to secure a place for your child. This deposit is non-refundable if you decide not to take up the place. It will be returned once your first month's payment has been made on time.

Payment method & due date

All payments are due in advance of the childcare sessions. All standing-order payments must be received by the start of the month.

To pay by standing order, please use the following bank details:

Barclays Bank
Tiny Steps Nursery Ltd
Account no: 30227277
Sort code: 20-55-41

Please add your child's surname as the payment reference, and let us know if you wish to pay by standing order.

Holidays & sickness

- If your child is unwell, full fees are still payable.
- If you take your child on holiday, nursery fees must still be paid.

Late or non-payment

Please speak to the management team as soon as possible if you are having difficulty with payments, and a payment agreement will be arranged. A child's place may be terminated if an agreed plan is not adhered to. As a last resort, an account may be passed to debt collectors.

Notice period

Four weeks' written notice is required to leave the nursery or to change your child's days.

HELP WITH COSTS

Government-Funded Childcare

There are several government-funded childcare streams in England, focused on free early education and childcare for children from 9 months to school age. Tiny Steps is a registered provider for these entitlements.

The funding streams at a glance

- **Universal 15 hours (3 & 4-year-olds):** every 3 and 4-year-old in England is entitled to 15 hours of funded early education per week, regardless of income or working status.
- **Working parent entitlement – up to 30 hours (9 months to school age):** eligible working families can now receive up to 30 hours of funded childcare per week for children from the term after they turn 9 months old, right up until they start school. This expanded offer has been fully in place since September 2025.
- **Disadvantaged 2-year-olds (15 hours):** families receiving certain benefits, or whose child has additional needs, can receive 15 hours of funded childcare for their 2-year-old.

Funded hours are usually taken over 38 weeks of the year (term time), but many families “stretch” them across more weeks by using fewer hours each week. Please speak to us about the arrangement that suits you best.

Who qualifies for the working parent entitlement?

You can usually get the working parent entitlement if you (and your partner, if you have one) are each in work and earning at least the equivalent of 16 hours a week at the National Minimum or Living Wage, and each earning under £100,000 adjusted net income per year. “Work” includes being on sick leave, annual leave, or parental, maternity, paternity or adoption leave. If you are on parental leave, you cannot apply for the child you are on leave for.

How to apply

Apply online and check your eligibility through the government’s Childcare Choices service and the Best Start in Life parent hub:

www.gov.uk/get-childcare

You will receive an 11-digit eligibility code to give to us. You must reconfirm your details every 3 months to keep your place.

Funded places for disadvantaged 2-year-olds

Some 2-year-olds in England can get 15 hours of funded early education. You may qualify if you receive one of the following:

- Income Support

- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Support through Part 6 of the Immigration and Asylum Act
- Universal Credit, where your household income is less than £15,400 a year (before tax)
- The guaranteed element of Pension Credit
- Child Tax Credit (and not Working Tax Credit) with an annual income under £16,190 before tax

Children are also entitled to a place if they are looked after by a local council; have a current statement of SEN or an EHC plan; receive Disability Living Allowance; or have left care under a special guardianship, child arrangements or adoption order.

When funded places start

Funded places begin from the start of the term after your child reaches the qualifying age and you have a valid code, whichever is later:

Child's birthday	When you can claim from
1 January to 31 March	The start of term on or after 1 April
1 April to 31 August	The start of term on or after 1 September
1 September to 31 December	The start of term on or after 1 January

GETTING STARTED

Joining Tiny Steps

Registering your child

To register your child, please complete a registration form and hand it in at reception. Once we have your form, you are welcome to arrange a convenient time to look around. A member of staff will contact you as soon as a place becomes available.

Once a place is offered, a **£50 non-refundable administration fee** is payable to secure it. You will then need to bring:

- Your child's birth certificate or passport
- Proof of your address
- Your photo ID (passport or driving licence)

Settling in: gradual admission

No child is admitted without completing gradual admission. This gentle, staged process helps your child feel secure and helps us get to know them well.

We offer five settling-in sessions, which you will not be charged for:

- 1. Initial visit.** The key person or manager goes through our policies, shows you around, and gathers information about your child — including dietary needs and any medical issues. You will complete and sign your child's admission forms and be told who your child's key person is. The first session lasts about half an hour.
- 2. Second visit.** You and your child stay a little longer, which may include a snack or lunch. If your child seems comfortable, you will be invited to leave the room briefly so the key person can observe how your child settles. This step may be repeated as needed.
- 3. Final session.** You leave your child for a morning or afternoon, as arranged with the key person or manager.

Any of these steps can be repeated to suit your individual child. The pace is always led by your child's comfort.

Arranging a start date

Once both you and the key person are satisfied that your child has settled, your key person will refer you to reception to arrange an official start date. You will be given a contract to read and sign, and payment for the first week or month in advance is required before the start date is confirmed.

Admissions — before your child starts

A child registration form becomes the basis of your child's own file. We cannot guarantee a place unless a deposit has been paid. Before a child is admitted, we must see and photocopy the parent's/carers' ID, a utility bill, and the child's birth certificate. Once registered and a place is available, your child begins the gradual admission process described above.

A TYPICAL DAY

Life at Nursery

Food

All of our food is suitable for vegetarians. We offer a nutritious breakfast, a two-course lunch and afternoon tea, along with fruit and vegetable snacks throughout the day. All meals are freshly prepared on site each day and meet all dietary requirements. Fresh drinking water is always available, and our menu rotates week to week and changes with the seasons.

Learning & activities

All children work towards the Early Years Foundation Stage (EYFS) curriculum, according to their age and stage of development. Our overall approach is child-initiated learning: most activities are led by the child. We use our observations of each child to identify their “next steps”, which then become fun activities in our weekly plans, so that every child has equal access to the curriculum.

Play underpins all learning – we help every child enjoy, explore and achieve.

Through first-hand experiences and creative, imaginative play, we give children the chance to learn through movement and all of their senses, and time to explore their own ideas. We recognise that children learn in different ways and at different rates, and we work in partnership with parents — the prime educators of their children.

Assessment & Tapestry

We use an online app called **Tapestry** to record observations of your child. With your permission, set up during settling-in, we invite you to Tapestry using your email address. You can see the activities your child has taken part in, keep up to date with their progress, and add your own photos from home to share with their key person. Your child's journal is private — no other parent can view it, and you cannot view another child's.

The key person system

Your child's key person makes sure your child feels cherished and thought about while they are away from home, and ensures that you know all about your child's day.

Messy play & the outdoors

As part of their development, your child will take part in activities where they may get a little messy — sand and water play, painting and more. Please dress them in clothes that can get messy. We also play

outdoors in almost all weathers, as experiencing the elements supports their development, so please provide suitable outdoor clothing for cold weather and sun protection in hot months.

Giving back: our foodbank

We have a foodbank at the nursery where staff, parents and visitors donate food. We take these donations to our local foodbank every two weeks.

KEEPING CHILDREN WELL

Health & Wellbeing

Illness

It is our policy to encourage and promote good health and hygiene for all children in our care. This includes monitoring children for signs of communicable illnesses such as chickenpox, measles, mumps, rubella, meningitis, hepatitis, diarrhoea, vomiting, and a high temperature of 38°C (100.4°F) or above.

With the welfare of an unwell child in mind, and in the interests of the other children, if staff believe your child is unwell we will contact you and ask you to collect them as soon as possible. Your child may only return to nursery once they are well again.

In the case of a serious accident or illness, we will contact you immediately and seek medical help, taking the appropriate action. If we cannot reach you, the senior member of staff will take charge and, if necessary, accompany your child to hospital with all relevant details.

Giving medicine

We can administer medicine during the day, but only where you have completed and signed the required consent form with written instructions. Please speak to the manager for the relevant forms and further details.

If your child has an accident at nursery

Minor incidents are treated with basic first aid. Staff may apply a cold compress only — no creams or lotions are used. More serious accidents are managed under our Child Emergency Medical Treatment policy. All accidents are recorded in the relevant room's accident folder, and the Nursery Manager or Deputy signs the record before the parent/carer does. The procedure we follow is:

4. Treat the child.
5. The witness/observer records the incident in the appropriate file.
6. Report to the Manager or Deputy, who signs the record.
7. Inform other staff.
8. Inform the parent/carer and ask them to sign the incident form.

The Nursery Manager ensures parents are informed on the same day. If your child has already left before you could be told in person, the Manager or Deputy will telephone you.

EVERYDAY SAFETY

Keeping Children Safe Every Day

Arrivals & departures

We give every child a warm welcome on arrival. Please hand your child to a specific member of staff — ideally their key person — who will ensure their safety and record their attendance, along with any information you share. Older children are counted every time they change location. If your child leaves at a time other than the end of their booked session, the time of departure is also recorded.

Collecting your child

Please tell us in advance, ideally in writing, if someone different will be collecting your child. We ask that this person is introduced to staff at least once, and they will be noted on your child's account. The management team may refuse to release a child to someone they do not know.

Password

If you arrange for a nominated adult to collect your child, they should have been introduced to the key person and manager beforehand, or you should have shown a photograph of them. For unplanned or emergency occasions, a password must be used: you tell us and the collecting adult the password for that occasion only. No child will be handed to anyone other than the known parent/carer unless this has been agreed.

Failure to collect a child

If a child is not collected at the agreed time, a charge of **£10 for every 15 minutes** after the end of the session is payable.

If a child is left beyond closing time, two members of staff (one senior) remain on the premises. We try to contact you and your emergency contacts, repeating attempts at ten-minute intervals; the Nursery Manager is alerted after 30 minutes. If all reasonable attempts to reach you fail, the Nursery Manager will contact the relevant social services department.

Nappies

Parents provide their own supply of nappies and wipes (or cotton wool). We are happy to use cloth or disposable nappies, whichever you prefer, and to follow your instructions for your child's individual needs.

Photographs

Occasionally, staff may photograph children at nursery or during a special event, for displays or training purposes. You will be asked to complete a consent form about photographs. If you have any objections, please discuss them with the management team.

Confidentiality & data protection

You and your children are protected by data protection law. We will not give any information — not even your telephone number — to anyone outside the nursery. Where we have concerns about a child, we may refer to doctors, health visitors or social services.

YOUR CHILD'S SAFETY

Safeguarding & Child Protection

At Tiny Steps Nursery, the welfare of the child is paramount. We are committed to promoting and safeguarding the welfare of all children and to protecting them from harm. We treat every child with dignity and respect, paying attention to their individual needs and circumstances, and we work in partnership with parents and other professionals to keep children safe.

We believe that all children — whatever their age, culture, disability, gender, language, racial origin, religious beliefs or sexual identity — have the right to protection from abuse and neglect. All suspicions and allegations are taken seriously and responded to swiftly and appropriately. A copy of our full Safeguarding Children Policy is available on request.

Our Designated Safeguarding Leads

Anne – Nursery Manager (Designated Safeguarding Lead)

Jamie – Deputy Manager (Deputy Safeguarding Lead)

Chantelle – Deputy Manager (Deputy Safeguarding Lead)

All staff have a responsibility to report any concerns to a Designated Safeguarding Lead.

Procedure for all staff

If a child arrives with signs of physical abuse or neglect, staff discuss this with the parent/carer, record what is said, and inform the manager or safeguarding lead. If a child willingly discloses information, staff will:

- Listen carefully.
- Not question or prompt the child about how something happened.
- Record exactly what the child has said, including a diagram of any observations.
- Refer to the Designated Safeguarding Lead or manager.

At all times, staff must share concerns with their safeguarding lead; record and date all concerns, discussions and decisions; and always follow up oral communications to other professionals in writing.

Procedure for the safeguarding lead

Where there are concerns about a child's welfare, the safeguarding lead may consult colleagues in other agencies (Police, Health, Education and Social Services). If concerns remain and it is believed the child and family would benefit from further services, a referral is made to **Manchester's Contact Centre** (the single point of contact for safeguarding concerns):

In an emergency, or if a child is in immediate danger, always call 999.

Manchester Contact Centre (report a concern about a child): 0161 234 5001 (*open 24 hours, 7 days a week*)

Ofsted: 0300 123 1231

A telephone referral is confirmed in writing within 48 hours. When making a referral, the safeguarding lead agrees with the recipient what the child and parents will be told, by whom and when, and ensures all oral communications are followed up in writing.

Allegations against a member of staff

If an allegation is made against a member of staff, the manager, deputy or safeguarding lead must contact the **Local Authority Designated Officer (LADO)** via the Manchester Contact Centre on **0161 234 5001**, and inform **Ofsted on 0300 123 1231**. The nursery's disciplinary procedure is then followed, and parents are kept up to date on progress.

HOW WE WORK

Our Policies

Positive behaviour

Our aim is to help children become aware of how their behaviour affects themselves and others, and to develop acceptable patterns of behaviour. There will be occasions when children show difficult behaviour. We have a rules board in every room and revisit it throughout the day, talking about positive behaviour. We constantly praise children and offer rewards — and we never take a reward away.

We never shout at children. We offer emotional support and acknowledge their feelings, and we make clear what is expected of them. We use logical consequences that focus on the desired behaviour rather than the negative, helping children learn that they can control their behaviour by making good choices.

Special educational needs (SEN) & inclusion

We are committed to the inclusion of children with special educational needs and disabilities, and aim to provide care and education for all children. Our setting is accessible to children and families with disabilities, and we make reasonable adjustments to our environment and practice where needed. We take appropriate action whenever staff, parents or other parties identify that a child has SEN, and we promote each child's welfare and development in partnership with parents and relevant agencies.

Our SENCO coordinates provision for children with additional needs, liaises with parents, staff and other agencies, and keeps an overview of each child. All staff contribute to observations, record-keeping and Individual Education Plans (IEPs).

Equal opportunities

We aim to reflect equality in the planning of every theme. Our resources and equipment positively reflect people's race, culture, sexuality and gender, helping children develop an understanding of their own experiences and of other family units. We offer each child equal access to opportunities to learn, develop and reach their full potential.

Getting ready for “big” school

Starting school may feel a long way off, but it helps to be prepared. At Tiny Steps we liaise with schools before children move on, and we invite teachers to visit children at the nursery. In the lead-up to starting school, key persons plan a variety of activities to promote school readiness, and we share ideas with you about what you can do at home to support your child.

IF SOMETHING'S WRONG

Complaints Procedure

Sometimes parents have concerns about an aspect of the childcare we offer. All concerns are taken seriously and handled professionally, so that we can resolve the situation quickly and to your satisfaction.

- 9. Speak to us first.** Please speak with your child's key person or a senior member of staff to resolve the matter straight away. If this is not successful, please speak with the manager, who will investigate and report back within three days, explaining what was done and any action taken or planned.
- 10. Contact the proprietor.** If you feel the matter is still unresolved, please raise it with the proprietor, Awais Arshad, at info@tinystepsnursery.co.uk. They will investigate and report back within three days. Ofsted recommends this is completed within 20 days, but we believe a quick response is essential.
- 11. Contact Ofsted.** If you are still not satisfied, you may contact Ofsted, who will consider whether we are meeting the requirements and conditions of our registration.

Ofsted contact details

Ofsted, The National Business Unit

Piccadilly Gate, Store Street, Manchester M1 2WD

Helpline: 0300 123 1231

Email: enquiries@ofsted.gov.uk • **Web:** www.ofsted.gov.uk/parents

AT A GLANCE

Key Contacts

A quick reference to the most important numbers. Please keep this handy.

Who	Contact
Tiny Steps Nursery, Longsight	0161 248 7300 • info@tinystepsnursery.co.uk
Address	76 Greville Street, Longsight, Manchester, M13 0YG
Emergency (immediate danger)	999
Manchester Contact Centre (concern about a child, 24 hrs)	0161 234 5001
LADO (allegations against an adult who works with children)	via 0161 234 5001
Ofsted	0300 123 1231
NSPCC Helpline	0808 800 5000
Ofsted registration number (Longsight)	2680882



Thank you for choosing Tiny Steps. We look forward to welcoming your family.

OUR AGREEMENT

Reserving & Withdrawing a Place

We work hard to build a strong, respectful partnership with every family, and in almost all cases that is exactly what we enjoy. This notice sets out the limited circumstances in which we may suspend or withdraw a child's place. It should be read alongside the parent contract and our code of conduct, which you agree to when your child joins us.

Notice: suspension or withdrawal of a place

Tiny Steps Nursery reserves the right to suspend or withdraw a child's place. Wherever possible we will raise our concerns with you first and give you the opportunity to put things right, and any decision will be confirmed to you in writing with our reasons. In serious cases — including violence, threats, or safeguarding matters — a place may be withdrawn with immediate effect.

Grounds for suspending or withdrawing a place

We may suspend or withdraw a place where:

- fees are not paid in line with our payment policy and an agreed payment plan is not kept to;
- **a parent, carer or visitor behaves in an abusive, threatening, aggressive, intimidating or discriminatory way** towards our staff, children or other families — whether in person, by telephone, in writing or online. We operate a zero-tolerance approach to the abuse of, or discrimination against, our staff;
- **a parent or carer gives false or misleading information, or withholds important information**, on the registration form or at any time afterwards — for example about a medical condition, allergy, court order, or who is allowed to collect the child;
- a parent or carer seriously or repeatedly breaches the parent contract, our code of conduct or our policies, or behaves in a way that brings the nursery into disrepute (including online);
- it is necessary to protect the welfare or safety of a child, our staff or other families.

If we are unable to meet your child's needs

We are committed to inclusion and warmly welcome children with special educational needs and disabilities. In line with the Equality Act 2010 we make reasonable adjustments to support every child, and we keep these under review in partnership with you and any professionals involved. We would never withdraw a place simply because a child has a disability or additional needs. Only if, after careful and reasonable assessment, we conclude that we cannot adequately meet a child's needs even with reasonable adjustments — and that continuing would not be in the child's best interests, or would prevent us from safely caring for the other children — may we ask you to withdraw your child. In that situation we will support you to find more suitable provision and will not charge fees in lieu of notice.

Withdrawing a place is always a last resort. Our aim is a positive, respectful partnership that keeps your child happy, safe and well cared for, and we will do everything reasonable to resolve any concern with you before taking this step. This notice does not affect any other rights either party has under the parent contract.