



Frequently Asked Questions

Can I come and pre-visit Chatterbox before my child starts?

Yes, definitely. We understand how hard this decision can be and would like you and your child to feel comfortable before being left for the first time. We offer a show around, where you will see all areas in the Pre-School and are able to ask any questions that you might have.

What should my child bring to Chatterbox?

When your child is settling, it is useful to bring a transitional object, for example a comforter or something that belongs to you, i.e. a handkerchief sprayed with your perfume. Once your child has settled, we would ask that your child leaves their toys at home because if they bring them to Chatterbox, they can become very upset if their toy is lost.

Please provide plenty of spare clothes (Named) as we like to get messy! In the summer we ask that you bring a sun hat and you could also supply a UV suit and water shoes for fun in the water area. In the winter we ask that you bring a warm coat and/or a waterproof coat, wellies, gloves, hat and a scarf. Please label all clothing and personal belongings.

My child has a food allergy, are you able to cater for them?

We have a lot of experience in dealing with children with different dietary requirements. When your child starts you will be asked to complete an All About Me form, which will include details of any allergies. We will then collaboratively create a healthcare plan.

What happens if my child needs medication? Can you administer it?

Yes, we can administer medicine. We ask that you bring in the medicine (clearly labelled, with your child's name on and in date) that your child requires on the day. We also ask that you fill out a medication form to tell us all of the information that is needed. Ongoing medication can be left at the setting, this includes medicine such as inhalers and EpiPens. You will be asked to complete a Health Care Plan prior to handing in the medicine. On-going medication can be stored in a named box provided by Chatterbox along with their completed Health Care Plan. Your child's medication needs will be discussed with our Health and Welfare Officer and Key person.

What if my child stays for lunch?

If your child stays for lunch please provide a healthy packed lunch in a labelled lunch box, we ask that there are no crisps in their lunchboxes, and please cut small grapes or tomatoes lengthways as these pose a high choking risk in children. We are a Nut FREE zone; please do not send nuts or nut products in your child's lunchbox.

My child is 3; can I claim the Nursery Education Grant at your setting?

Yes, every child can claim 15 hours of Pre-School education from the term after their 3rd birthday. As we are a term time only Pre-School, it is 15 hours within our term dates.

This is subject to change by the government at any time. For further details, please discuss with the Office Manager.

Can I claim the 30 hours funding?

Working parents of 3 and 4 year olds may be eligible for the extended entitlement (30 hours childcare). See the following link for further information

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare/payingforchildcare/freechildcare/3and4yearoldoffer>

What happens if my child has an accident at Pre-School?

All of our staff have their paediatric first aid certificate and the accident will be treated accordingly. The accident will be logged in the accident book, which will be signed by the person that saw the accident, and confirmed by a member of staff. You will then be asked to sign the book after an explanation of what has happened. If the accident is quite serious; large bump to the head or we feel that the child is suffering, then we will give you a call to let you know so that you can make a decision on if you should take them to the doctors or not. We will advise you on what we think would be best for the child at the time.



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Will I know what my child has done throughout the day at Chatterbox?

You are able to look at your child's Tapestry learning journey online at any time you wish. We are a very open setting and allow open conversations about how your child is doing on both arrival and collections.

What happens if I can't get to pick my child up?

If you know that someone different will be picking your child up then you can give us a description of the person, a picture and/or a password. Once we know these people a password isn't necessary but please inform us that they will be picking up your child.

What happens if I am delayed collecting my child?

We understand that occasionally there are traffic delays or problems at work - please ring us as soon as you know you will be late to pick your child up so that we can make arrangements for staff to stay behind. If it's after our opening hours you will be charged £5.00 for the first 15 minutes, £5.00 for each 15 minutes thereafter, as two staff are required to stay behind. If we are unaware that you are going to be late we will endeavour to contact you and/or your emergency contacts – should we be unable to contact anyone we will follow our Uncollected Child Procedure.

Are staff allowed mobile phones in the rooms?

No, in line with our safeguarding policy all mobile phones are placed in a secure cabinet when the staff members are working.

Does Chatterbox have a full set of policies and procedures?

Yes, we have policies and procedures covering all aspects of child welfare, staffing etc. They are available to view at the front door. We review our policies once a year, or more often should there be a need e.g. a change in regulations/legislation.

Do you go outside Chatterbox with the children?

Yes, occasionally we will take little trips out to the woodland walk, the park and around the local area such as the post box as long as the staff:child ratios allow us to do so. We always over-staff our outings, making sure that safety is paramount.

Does the Pre-School accept childcare vouchers?

Yes. We are registered with the main childcare voucher providers; however, if your employer uses one we are not registered with, we can register with them. We are happy to accept childcare vouchers from both parents, even if they are from different voucher providers.

Closed Facebook Group and Chatterbox Website

We only post photos of children in our closed Facebook Group with parental consent. At the end of your child's stay, all photos and videos of your child will be removed and your membership of the Group will be revoked. We have been given written consent for the photos of children on our website. No photos of your child will be used for any purpose without your express written consent.

We hope that you and your child enjoy being members of Chatterbox and that you both find taking part in our activities interesting and stimulating. The staff are always ready and willing to talk with you about your ideas, views or questions.