

Parent Questions & Answers

Nursery Parent Questions & Answers (FAQs)

Choosing a nursery is a big decision, and it's natural to have lots of questions. We've put together some of the most common questions parents ask to help make the process as easy as possible.

Before Enrolling

Q. What age can my child start nursery?

A. Children can usually join us from 8 weeks of age. We welcome children of all abilities and support every child to settle into nursery at their own pace.

Q. Can I come and look around before deciding?

A. Absolutely! We encourage all families to book a visit. This gives you the opportunity to meet our team, see the environment, ask questions and find out how we can support your child.

Q. How do I reserve a place?

A. Once you've decided you'd like a place, we'll ask you to complete an initial reservation form, we will then ask you to complete registration forms shortly before your child starts.

Q. Do you have a waiting list?

A. Sometimes. Availability depends on your child's age and the days you require. We recommend contacting us as early as possible to discuss availability.

Funding & Fees

Q. Can I use funded childcare hours?

A. Yes. We accept all Government-funded childcare schemes that we are registered for, including funded places for eligible children from 9 months, 2 years, and universal and working parent funding for 3 and 4-year-olds.

Q. How do I apply for funded childcare?

A. Most working family funding applications can be made through Best Start in Life (beststartinlife.gov.uk). If you're applying for a funded 2-year-old place based on benefits, Leicester City Council can also help you check your eligibility.

Q. Will I have to pay anything if my child receives funded hours?

A. The funded hours cover your child's early education. There are additional charges for optional extras such as meals, outings or additional hours. We will always explain these clearly before your child starts.

Q. Can I increase or reduce my child's sessions later?

A. We will always try to accommodate changes, subject to availability. Please speak to the nursery manager as early as possible if your childcare needs change.

Starting Nursery

Q. How will you help my child settle in?

A. Every child is different. We offer settling-in sessions to help children become familiar with the nursery, our staff and their new environment. We work closely with parents to ensure the transition is as smooth as possible.

Q. What should my child bring to nursery?

A. Please bring:

Spare clothes

A suitable coat

Weather-appropriate clothing

Nappies, wipes and creams (if required)

Comforter or dummy (if used)

Named drinks bottle (if requested)

We'll let you know if anything else is needed.

Q. What should my child wear?

A. Comfortable clothes that they can play, paint and explore in. We encourage outdoor play every day, so suitable footwear and weather-appropriate clothing are important. Always ensure to bring them in clothes that you don't mind getting dirty.

Daily Routine

Q. What does a typical day look like?

A. Every day includes a balance of:

Free play

Adult-led learning activities

Outdoor play

Story time

Singing and music

Meals and snacks

Rest or sleep (where needed)

Opportunities to explore, investigate and have fun

Q. Do children play outside every day?

A. Yes, wherever possible. Outdoor learning is an important part of the Early Years Foundation Stage and supports children's physical development, confidence and wellbeing.

Q. Will my child have a sleep?

A. If your child still needs a nap, we provide a quiet, comfortable sleeping area and follow your child's individual routine as closely as possible.

Food & Nutrition

Q. Do you provide meals and snacks?

A. Yes. We provide healthy, balanced meals and snacks throughout the day. Fresh drinking water is always available. (additional costs apply)

Q. Can you cater for allergies or dietary requirements?

A. Yes. We work closely with families to ensure all dietary, allergy, cultural and religious requirements are safely met.

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Health & Wellbeing

Q. What happens if my child becomes ill at nursery?

A. We'll contact you immediately if your child becomes unwell and discuss whether they need to be collected. We follow Public Health guidance regarding illnesses and exclusion periods.

Q. Can you administer medication?

A. Yes, with written parental consent and in line with our medication policy. Please note we can only administer medication issued by your GP.

Q. What if my child has additional needs?

A. We believe every child deserves the best possible start. We work closely with families and other professionals to ensure children receive the support they need to thrive.

Learning & Development

Q. What will my child learn at nursery?

A. We follow the Early Years Foundation Stage (EYFS), helping children develop communication, confidence, physical skills, early maths and literacy, creativity and an understanding of the world through play.

Q. How do you monitor my child's progress?

A. Our practitioners regularly observe children's learning and development and share progress with parents through observations, discussions and parent meetings.

Q. Can I support my child's learning at home?

A. Absolutely! Reading together, talking, singing songs, counting, cooking, playing and exploring outdoors all make a huge difference to your child's development.

Communication

Q. How will I know what my child has been doing?

A. We believe communication is key. We share information through daily conversations, observations and regular progress updates.

Q. Can I speak to my child's key person?

A. Yes. Your child's key person is always happy to discuss their development, achievements or any concerns you may have.

Safety & Security

Q. How do you keep children safe?

A. Safeguarding is our highest priority. Our staff are trained in safeguarding, first aid and health and safety procedures. We have secure entry systems, robust policies and carry out regular risk assessments.

Q. Who can collect my child?

A. Only people authorised by you on the registration form may collect your child. If someone different is collecting, please let us know in advance.

General Questions

Q. What if my child cries when I leave?

A. This is completely normal. Our experienced team will comfort and reassure your child, helping them settle through play and familiar routines. We'll keep you updated if you're worried.

Q. Can my child attend extra sessions?

A. Yes, subject to availability.

Q. What happens when my child is ready for school?

A. We work closely with families and local schools to help prepare children for their next exciting step. We focus on developing confidence, independence and the skills they'll need for Reception.

Q. Who do I contact if I have a question?

A. Please speak to our nursery manager or your child's key person. We're always happy to help and believe that working in partnership with parents gives children the very best start in life.