

Norfolk House Nursery Statement of Purpose 2016

Aims and objectives of the service

At Norfolk House we will strive to achieve excellence in all areas of the care and education given to the children who attend our nursery.

Our aims are simple. In the absence of their parents we will provide a safe, secure, caring and stimulating environment where children are treated as individuals and feel respected, valued and confident. It is our aim to provide high quality flexible care in a bright, happy and homely atmosphere. Each child will be encouraged to progress, learn and develop a sense of self through free access to inspiring and engaging play activities and suitable equipment.

Numbers, ages and sex of children for whom care is to be provided

We are registered for 68 children aged 0 to 8 years

Range of needs of relevant children to be met

We can care for children with additional needs subject to discussion

Opening hours

Our service is open Monday through to Friday from 8am to 6pm, however we can cater for children outside these core hours. Please ask the manager for further details

Staffing

Proprietor: Yatin and Bhavna Mianger

Manager: Julia Walford

Deputy Managers: Gemma Brittan

Child Protection Coordinator: Julia Walford

Head of Education : Kelly Finn

Additional Educational Needs Coordinator: Julie Reed

Key workers:

Baby group: Two members of staff

Toddler: Two members of staff

Top Toddler: Two members of staff

Pre Pre-school: Two members of staff

Pre-school: Two members of staff

Floating: Four members of staff

Lunch Time Cover / Float: One staff member

Full details of the provision

Children are divided into groups according to age and ability. Each group has its own base room. . On the ground floor are the two older groups the Pre-pre-school and Pre-school group. The pre- school group has its own creative/ art room as well as their base room. Downstairs are the two kitchens where fresh, healthy balanced meals are prepared for the children daily and two dining rooms for the older groups of children where they eat all their meals. These can also double up as Creative development areas when needed. On the second floor there are two toddler groups and a baby group. The baby group has it's own base rooms with ample floor space for playing etc, and adjoining sleep rooms as well as separate nappy changing areas. They also have their own dining rooms. Each group has access to their own separate toileting and nappy changing facilities, As Norfolk House is such a large building we are very fortunate to have additional activity rooms. On the top floor of the nursery is an additional fully equipped art room, a sensory room, a library/ computer room and a padded room with a ball pit, which we find invaluable during the winter months when the weather is too bad to go outside.

Our outside area is very spacious and important to us. We aim to utilise it as much as possible, unless of course the weather is too severe. Outdoor Play is a fundamental part

of early childhood development. Our outdoor area and garden are designed in such a way that children's play can come to full expression in a safe environment. We believe it is an area where children's play and learning can take off and flourish. It is an environment where children can make a mess, run, jump and hide, and a place where they are allowed to shout and can explore the natural world. It enables them to learn through first hand experiences and to process their feelings, thoughts and ideas.

Language(s) used

Care is offered through the English language

Terms and conditions

- The nursery is open from 8.00 am- 6.00 pm Monday - Friday. Part time hours are 8.00 am- 1.00 pm for morning sessions and 1.00 pm-6.00 pm for afternoon sessions. Children must be collected promptly and a charge payable at £5.00 per each 15 minute segment late will need to be paid when picking up your child or the next time you are in. **Please note that this fee will go directly to the girls.** (7.30 am opening on request and at an additional fee. Please see manager/ deputy manager for details)
- Current Fees: - £180.00 per week, £38.00 per day, £21.50 per a.m. session, £21.00 per p.m. session.
(Fees are subject to annual increase)
- All nursery places are booked with the understanding that private and public/bank holidays, absence due to illness or any other reason must be paid for.
- A deposit of £100.00 (full time) or £50.00 (part time) is required in order to secure a place for your child. This will be deducted from your first invoice. Payment is to be made monthly in advance and four weeks notice is required on either side or full fees in lieu of notice.
- Fees are to be paid by the 15th of every month. For any outstanding debts we reserve the right to refer these to our current debt collection agency and will be subject to a surcharge of 20% plus vat to cover the collection costs incurred. This surcharge together with all other charges and legal fees incurred will be responsibility of the customer and will be legally enforceable.
- The nursery's policies and procedures are drawn up in line with the National Minimum Standards and regulations of our governing bodies. They are essential for the smooth running of the nursery and welfare of the children, staff, parents/ carers and visitors. Please familiarise yourself with all of these. They are available for you to view during nursery opening hours and will be posted on the website.
- The nursery is pleased to arrange meetings to discuss any worries, problems, children's work and records at any mutually agreeable time, even outside normal

hours if necessary.

- Staff cannot undertake the care of sick children as clearly laid out in our Policy & Procedure book (in particular those with infectious disease, diarrhoea, vomiting and high temperatures).

Admissions policy

Norfolk House Nursery is registered for - 68 children under the age of 8

The above statement is taken from the registration document and is the overriding policy in respect of admissions.

Other matters which are taken into account when deciding which child can be offered a place in the nursery, are :

1. Availability of spaces, taking into account the child - staff ratios, the age of the child and the registration requirements. Adult : Child ratios will be strictly adhered to at all times.
2. When the application is received (extra weight is given to those who have been on the waiting list longest).
3. Our ability to provide the facilities for the welfare of the child.
4. The effect on the existing children and staff of the admission on that child.
5. A child wanting a full time place will usually have preference over one requiring part time only.
6. Any extenuating circumstances affecting the child's welfare or his / her family.
7. Those children who are siblings of those already with us, or where there is a proven existing connection.

We have never, and have no intention in the future of, discriminating against any child on the grounds of sex, race, religion, colour or creed.

The nursery will draw up a list of the names of children whose parents wish them to attend the nursery, together with preferred starting dates and number of sessions requested per week. A maximum of three weeks prior to the starting date the nursery will contact parents and inform them whether or not the child can be offered a definite place however in most cases decisions are made well within the week.

Prior to a child's attendance at the nursery the parents or carers must complete and sign the child care agreement and child's personal record forms. This provides the nursery with the following vital information:

- Name, home address and date of birth of each child.
- Starting date and number of sessions per week required.

- Arrangements for payment of fees
- Name, address and telephone numbers of parents or carers.
- Emergency telephone numbers.
- Special diets.
- Arrangements for collection.
- Name, address and telephone number of the child's doctor.
- Illness and inoculation details.
- Details of any allergies.
- Parental consents on emergency procedures.

Parents or carers will also be asked to provide the nursery with any further information that they feel will enable us to take the best care of their children. This should include particular likes and dislikes in food, bottle feeding habits, dummy use, etc. Daytime sleep patterns should also be written down together with any methods that seem successful in getting the child to sleep if there are difficulties.

Parents will have a chance to meet the staff and view the nursery again if they wish. They will be invited to spend two morning or afternoons with their child in the nursery prior to the starting date. If the parents feel that they would still like to stay with their child after the start date this would be no problem. Parents are welcome into the nursery until they are sure the child is settled and they are happy to leave them.

Contact information

If you need to contact us :

- Nursery : info@norfolkousenursery.co.uk, 01633 840 243
- Yatin Mianger (Owner) : yamianger@hotmail.com, 07790 483 973
- Julia Walford (Manager) : info@norfolkousenursery.co.uk, 01633 840 243
- Gemma Brittan (Deputy Manager) : info@norfolkousenursery.co.uk, 01633 840 243

Arrangements for dealing with complaints and concerns

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should either speak to a qualified member of staff or the proprietor or officer in charge.
- Where a complaint is made to the staff the officer in charge/proprietor should be informed immediately.
- The officer in charge or proprietor will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the Complaints Book. The nursery will keep accurate and detailed records of all complaints which will include the following information:-
 - Name of complainant
 - Nature of complaint
 - Date and time of complaint
 - Action taken in response to complaint
 - Result of complaint investigation
 - Information given to complainant
- Any recommendations for changes in procedure will be made and noted against the complaints policy.
- It is clearly understood that parents have the right to contact the CSSIW after talking to the nursery staff if they feel that they have not received a satisfactory response to their complaint. (The Care and Social Services Inspectorate for Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ Telephone: 0300 7900126
- Email: cssiw.southeast@wales.gsi.gov.uk)

Complaints by a member of staff will be dealt with by the manager in charge immediately.

Arrangements for dealing with any emergency

Policy statement

An emergency is an event which threatens to disrupt the normal running of the Nursery. This includes fire, burglary, incidents, accidents, infectious diseases, electrical, gas or water emergencies and adverse weather conditions. This list is not exhaustive and this policy should be read in conjunction with the nursery's **Safeguarding and Promoting Children's Welfare Policy located in the nursery's Policies and Procedures Book.**

Emergencies may happen inside or outside the Nursery, during session times or out of hours. To cope with an emergency, procedures should be followed as outlined by this document and the individual policies contained in the Nursery's Policy and Procedures Book. This procedure outlines the common steps to be taken in case of emergency. In the case of a real emergency it may be necessary for the Nursery Manager/ Deputy/ Senior member of staff to respond as they see fit to ensure that the welfare of children, staff and other individuals is maintained.

All staff should be familiar with the Emergency Procedures as well as the Nursery's Policy and procedures Book. In an emergency, there may not be access to the Nursery; so in the event of needing to inform parents this will be done via Facebook or the nursery website.

The priorities of the emergency procedures are:

- the safety of all children, staff and adults
- to minimise damage to the nursery
- to return to normality as quickly as possible.

In the event of an emergency the Manager/ Deputy or next senior member of staff is responsible for contacting the emergency services/ relevant agencies and will decide if the setting should be evacuated or closed. If for reasons of health, safety and the welfare of all parties, the nursery is unable to open then all efforts will be made to contact parents/ guardians as detailed below.

Closure due to adverse weather conditions- If adverse weather conditions occur then the Manager/ Deputy/ senior member of staff will decide whether it is necessary to close. The decision will be made based on the following:

- Local weather reports
- Local road conditions and travel reports
- Health and Safety Issues.
- The welfare of all parties

Whilst every endeavour shall be made to ensure the nursery operates as normal, in the event that the nursery is unable to open or needs to close early then parents shall be contacted with as much advance notice as possible. If such an event occurred parents/ carers shall be informed via phone, Facebook or through the nursery website. If the decision, not to open is made outside of nursery hours every effort will be made to ensure that at least one member of staff is present at the nursery at the start of the day to ensure that any parents who arrive are informed of the closure. The nursery will also inform the Local Authority who liaise with the local media to inform parents and carers of nursery and school closures.

Fire Procedure- We prepare for emergencies by having an up to date Policy on Fire and through regular fire drills, fire safety checks and fire safety training. All members of staff are familiar with the Policy on Fire. In the event of a fire all individuals should follow the usual fire drill procedures and roll call. Fire drill procedures are clearly located on all levels of the nursery and adjacent to all fire exits. All staff should be familiar with the process for calling the emergency service themselves in case they discover a fire in their area of the setting. In this event they are responsible for calling the emergency services, sounding the alarm and evacuating the children.

CALMLY Raise the alarm by alerting other staff and immediately evacuate the building under guidance from the senior staff member. Using nearest exit lead the children out, assemble at **GROUND FLOOR ENTRANCE HALLS**.

Check all rooms, toilets, corners etc.

Close all doors behind you.

THE SENIOR STAFF MEMBER TO DELEGATE SOMEONE TO:-

Pick up registers

Telephone Emergency services:-

DIAL 999 and ASK FOR FIRE SERVICE

IN A SAFE PLACE CLEAR OF THE BUILDING

Check the children against the registers.

Account for all adults.

Then, **ONLY IF SAFE**, attempt to put out fire: **USE EXTINGUISHERS WHICH ARE KEPT IN THE HALLS AND KITCHENS**.

Do not bother with personal belongings on evacuating the building!

Failure to Collect a Child & Lost Child Procedure-

- If a child is not collected from the nursery by the time arranged all efforts will be made to contact the parent and any other contact numbers provided by the parent/ guardian. If this proved unsuccessful the nursery would then have to phone social services or the police.
- Children are supervised at all times but if a child was to go missing the following procedure would be followed:-
 - Search the inside & outside of the building and the local outside environment
 - Phone the police
 - Phone the parent

Follow up with a report to the CSSIW.

Medical Emergency Procedure- (see also Accident Procedures)

If a child becomes seriously ill or injured during his/her attendance at the nursery, every effort will be made to contact the parent/ carer. If the parent/ carer cannot be reached through any means, the manager/ senior member of staff reserves the right (unless otherwise stated in the contract) to call for emergency assistance and if necessary, remove him/her to hospital and give permission for emergency treatment to be administered. We will do our utmost to inform you immediately. (Using the details provided on your contract and record forms) It is vital that this information is kept up to date and that the nursery is informed of any changes to these details as soon as possible.

Accident Procedure- If a child or member of staff has an accident in nursery they will receive first aid by a trained first aider, and in accordance with the relevant Health and Safety policy, Accident Policy and First Aid Policy. If hospital attention is needed then the Manager/ Deputy/ senior member of staff will make that decision and will take the necessary action to get that person to hospital. If the accident has happened to a child the parents will be informed immediately by the officer in charge. An accident form will be completed and the accident will be recorded in the accident book.

Garden / Out for a Walk Emergency Procedure- In case of emergency the main nursery must be contacted as soon as possible via walkie-talkie/ mobile phone. If safe to do so staff must return to the nursery with children immediately. Appropriate first aid to be given by qualified staff member and emergency services called if required. In case of injury to a child/staff member:

- Attend to child/staff immediately. Inform main nursery and call emergency services if required. Additional staff to assist in garden/ on the walk and escort uninjured children back to nursery. One staff member to stay with staff attending to injured child/ injured member of staff.

In the event of a break in or suspected break in- Ensure it is safe to enter the property. If you are concerned people may still be in the building DIAL 999 and ensure everyone is kept in the car park areas until you are otherwise directed by police. If it is not possible or it is unsafe to enter the building for any other reason then follow the procedures closing the nursery.

UNDER NO CIRCUMSTANCES ATTEMPT TO APPROACH ANY INTRUDERS!

If it is safe to enter the building then keep any affected areas contained and if possible, and if it safe to do so, clear any broken glass etc.

Contain parents, children and staff to areas that may not have been affected and do not touch anything until police have arrived.

Plumbing, Heating or Electrical emergency procedure-In the event of an emergency concerning the mains water, gas or electricity then the relevant persons should be contacted. If the problem is serious and cannot be fixed by a plumber or electrician then the manager/ senior member of staff should notify the supplier immediately following the relevant procedures as stated by the gas, water or electrical suppliers.

In the event of a power failure the nursery has a traditional plug in phone located in the cupboard in the kitchen.

DIAL 999 IF IN ANY DOUBT OR SERIOUS POTENTIAL RISK TO INDIVIDUALS OR BUILDING.

Incident Procedure- Should any incident occur to either the children in our care, the staff or the nursery itself then action will be taken as outlined in our policies & procedures. The incident will be recorded in the Nursery Incident Book in accordance with the Incident Policy.

Details of arrangements to review the Statement of Purpose and inform CSSIW of changes to the service

The Statement of Purpose is reviewed every 12 months or when changes are planned. The updated Statement of Purpose will be sent to CSSIW at least 28 days before the planned changes take effect.

Details of pets or other animals on the premises

From time to time pets are kept on the premises ranging from gold fish, tadpoles which are released to a local pond once they turn into frogs, caterpillars which are then released once they turn into butterflies.