



Usk Nursery
Statement of Purpose &
Parent's Handbook

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STATEMENT OF PURPOSE

"Building Foundations for a lifetime of learning"

Usk Nursery has been in operation for approximately 30 years with the current owners, Jan Henstridge & Alison Janik, taking over in September 2012. Both of us had worked in some capacity (Jan as Manager and Alison as Senior Nursery Practitioner) at the Nursery previously and it was an obvious transition to take on the operation when the opportunity arose. Ensuring the children in our care are safe, healthy and allowed to reach their full potential is our priority and we endeavour to treat all as individuals and to meet their respective needs.

Usk Nursery has sole occupancy of The Old School Building, Monmouth Road, Usk - as the name indicates it was a school previously (since being built in the early 1900's). The building consists of 2 classrooms (1 includes a small kitchen area) - with appropriate space made for a range of activities including water/messy play, arts/crafts and mark making, role play, reading and a quiet area. Our toilet area has three toilets, one of which is suitable for older children. We have two hand wash basins for the children to use. We have replaced the carpet flooring with wood effect flooring, walls are painted in neutral colours with display boards also neutral to encourage a calm relaxed atmosphere. Where possible resources are wooden and/or natural products.

Our Outside area has both a paved area and also a grassed area, with raised beds for the children to plant in.

We continuously monitor how the spaces/resources are used by both the children and staff and will adapt accordingly.

All rooms are available to children throughout their session, with free flow between our inside and outside spaces encouraged when at all possible.

AIMS AND OBJECTIVES

We aim to provide all the children in our care with an environment where they will be treated with kindness, patience and courtesy. Each child's individuality is respected and cherished and in turn, the children will learn that acquiring skills and knowledge is fun.

All activities will be taught through play, providing children with fun experiences to allow them to achieve their potential.

Usk Nursery works in Partnership with the LEA to provide New Curriculum Education during term-time. We continuously review the work of the Nursery and undertake self-evaluation regularly to ensure we maintain the high standards we aspire to and provide an annual Quality Assurance Report.

We provide full day care (8.45am - 3.15pm) for children aged 2-4 years, within a relaxed, friendly environment. Half day morning sessions are also offered - 8:45am - 12:45pm alongside our Breakfast club (8:00am - 8:45am)

RANGE OF NEEDS

All children, regardless of gender, race, ability or beliefs are welcomed into Usk Nursery. We endeavour to meet the individual needs of all children who attend the setting. We welcome children with additional learning needs and will work with outside agencies to meet their needs.

LANGUAGES USED

The main language used at Usk Nursery will be English. Some incidental Welsh will be used. There are some bilingual signs which are used throughout the premises.

ACCIDENT EMERGENCY PROCEDURES

At all times, at least 3 members of staff present are trained to provide First Aid, and a first aid kit is available. Parents/carers will be notified of any minor injuries on collection of the child. More serious accidents will be notified to parents as soon as practicably possible. Permission is sought from parents on the Registration Form for staff to seek emergency medical treatment.

In the case of an emergency, appropriate procedures will be followed and the emergency services will be contacted. Staff will liaise with the emergency services and adhere to their instructions in such situations. (please see our Emergency Procedures)

SAFETY

At the end of a session children will be passed to a parent/carer one at a time by a member of staff. Please advise us if you arrange for your child to be collected by somebody other than yourselves, also please provide a password for the person collecting to use. We ask parents to inform us by telephone if they are delayed and will be late collecting their child. Fire drills are held every half term. All accidents are recorded in our Accident Book that is then signed by the parent of the child involved.

All visitors to the setting will be met by management and asked to sign in our Visitors Book they will never be left unattended with the children

STAFF

There will be a minimum of five members of staff present at all times, and they will operate on a minimum ratio of 1 staff member to 8 children (aged 3+) and 1 staff member to every 4 children (aged 2) plus a supernumerary (manager). Volunteers will assist at various times. All staff and volunteers will be DBS checked.

Mrs Jan Henstridge	Nursery Owner/Nursery Manager	(CCLD Level 5)
Mrs Alison Janik	Nursery Owner/Nursery Manager	(CCLD Level 5)
Ms Nariee Thomas	Senior Nursery Practitioner	(CCLD Level 5) maternity leave
Mrs Cath Oram	Nursery Practitioner	(NNEB)
Mrs Louise Ellison	Nursery Practitioner	(CCLD Level 4)
Miss Keiley Adams	Nursery Practitioner	(CCLD Level 3)
Mrs Caroline Stedman	Nursery Practitioner	(NNEB)
Miss Paige Wrigley	Nursery Apprentice	(studying towards CCLD Lvl 2)

In addition to our regular staff we may have occasional visits from students and Advisory Teachers.

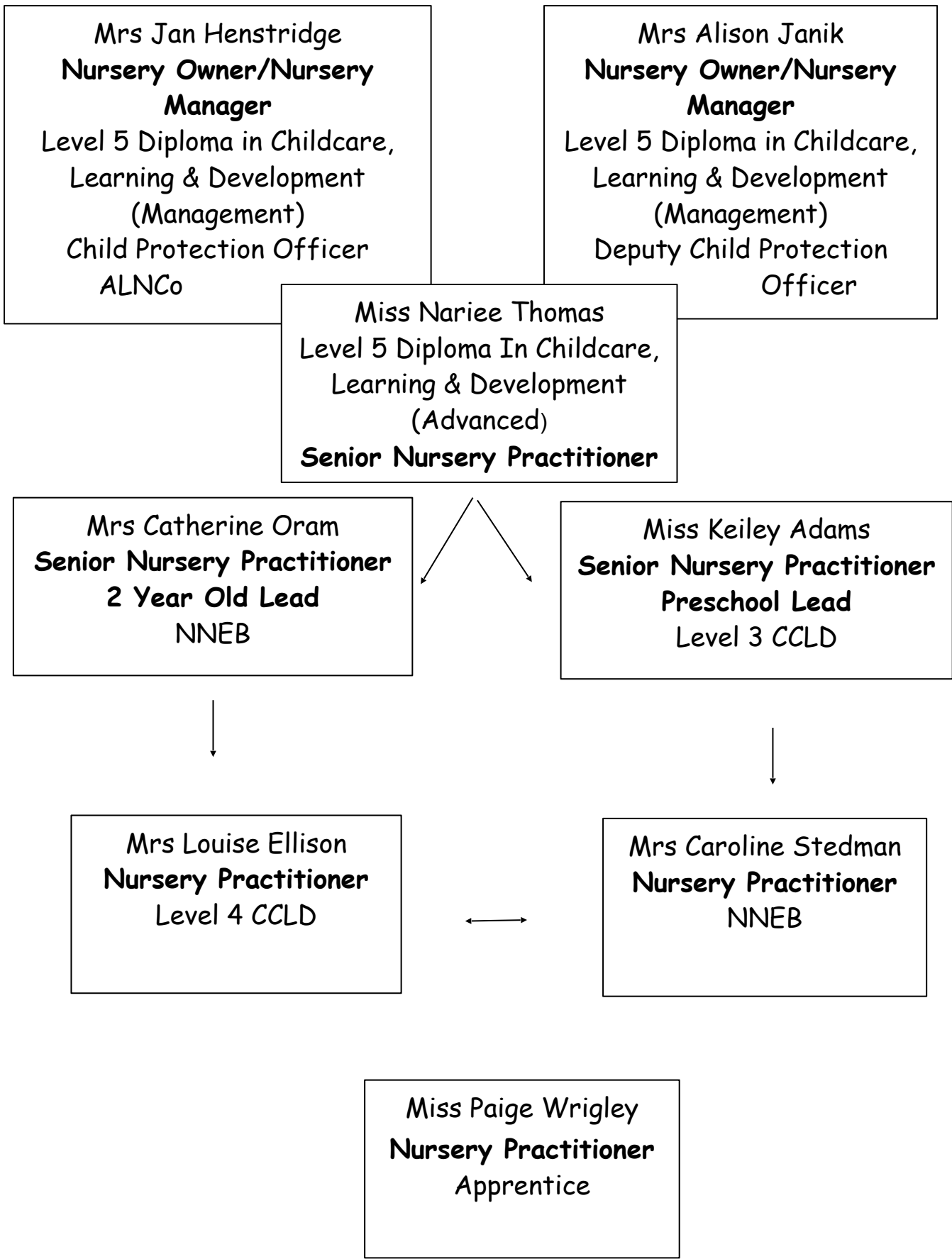
All staff have Paediatric First Aid Training and Food Hygiene Training. Four staff members have Level 2 Safeguarding with 4 having Level 1.

Please see "Chain of Command"

KEYWORKERS All children are allocated a keyworker during their time at Usk Nursery. Although all staff do have continual involvement with all children, the keyworker system allows a continuous assessment process of every child and allows closer links between staff and parents. Please remember to check our Parent's board for your child's keyworker. We now use the CLASS DOJO App which allows your child keyworker to post pictures of your child whilst at Nursery along with any relevant information, it also allows you to message the Nursery. (an email is sent, with a link, to you once your child has started at the Nursery)

All staff are encouraged to further their knowledge by attending courses covering different aspects of the curriculum, child development, behaviour management, communication strategies etc. Information gained will be applied to our practice where applicable. They are also supported and encouraged to further their professional qualifications whilst working with time off the floor to meet with assessors and complete assignments.

Usk Nursery Chain of Command



REGISTRATION

Parents/carers must complete and sign the child registration form and parent/setting contract, confirming that they have read and understood the policies and procedures outlined in this handbook and agree to abide by the terms and conditions of Usk Nursery

prior to the child attending. Parents/carers must inform Usk Nursery of any changes to the information provided.

The information you provide is confidential and will not be shared with anyone else. (Please see our Privacy Notice and Data Protection displayed in the Parent Policy Folder) If at any time any information changes, you must inform the staff at Usk Nursery as soon as possible.

In order to confirm your place a deposit of £50.00 will need to be paid which will be deducted from your first invoice. This is to cover administration costs, a Book Bag and a Hardback Album used in the children's preschool year for their work.

ADMISSIONS

In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:

1. While available places exist these will be allocated on a first come - first offer basis.
2. Then places will be given to children who are booking for every day of the week.

We are registered with CIW for up to 30 children, but choose to have no more than 24 children on site at any one time, therefore if we are over-subscribed a waiting list will be kept and administered by the Nursery Manager.

FEES

Fees will be:

Pre-schoolers and Rising 3's

Half day session (8:45am - 12:45pm) £25.00

Full day session (8:45am - 3:15pm) £40.00

2 year olds

Half day session (8:45am - 12:45pm) £27.50

Full day session (8:45 am - 3:15pm) £44.00

Breakfast Club (8am - 8.45am) £6.00 - open to all ages

Payment is due in advance for each half-term and NO refunds are given for absence.

Funding (of £5.00 phr for 2 hours per session) will be made available from Monmouthshire Early Years the term after your child's 3rd birthday for term time sessions. All children are eligible for this funding.

You may also be eligible for a further 20 hours childcare funding. Please see "The Childcare Offer for Wales" at <https://gov.wales/get-30-hours-childcare-3-and-4-year-olds>

PLEASE NOTE: we have registered for the Government Tax-Free Childcare Scheme if you are eligible.

TERMS AND CONDITIONS

Parents/ guardians booking places for children at Usk Nursery must observe the terms and conditions as set below.

- The management reserves the right to refuse admission or withdraw services at any time.
- At least two sessions a week must be booked when enrolling your child.
- Parents/guardians must ensure that their child/children abide by the rules as set out by the staff at all times.
- No child will be granted access if the appropriate documentation including registration form has not been completed, signed and returned to the Nursery Manager.
- Parents must ensure that all fees are paid in advance.
- Parents/guardians must ensure that they pick their child/children up at the proper time.
- No child will be allowed in or out of the Nursery without the presence of an appropriate adult.

WE HOPE THAT YOUR CHILD/CHILDREN WILL ENJOY THE EXPERIENCE OF ATTENDING USK NURSERY!

Some activities can be rather messy. We encourage parents and carers not to send their children to Usk Nursery in their best outfits:

We cannot guarantee 100% protection from paint and any other creative substance. We do not accept any responsibility for any clothing that has been damaged.

Usk Nursery is committed to ensuring that children have access to a range of activities and resources that promote the play agenda.

"Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons." Playwork Principles"

In accepting the above principle, we recognise that play is a vital component of a child's life. To this end, we are committed to ensuring that all children have access to freely chosen,

varied, and child centred play opportunities in accordance with The United Nations Convention on the Rights of the Child, Article 31:

"Parties recognise the rights of the child to rest and to leisure, to engage in play and recreational activities appropriate to the age of the child"

At Usk Nursery we have taken the approach to be as child led as possible. We feel children are more engaged and learn more when they are taking part in activities that interest them. We don't follow topics but we "Seize the Season" meaning we try to help the children learn through what they see and experience, what's happening in their community and their world. To do this the children are given the opportunity to take part in lots of seasonal gardening activities, exploring our outside space (including the schools "Forest School" area) and organised visit within the local community and inviting visitors in to talk to them.

The children will not be coming home with work sheets of the things they have been doing but you can get a taste of some of the things they have been taking part in through the photographs taken - these can be viewed on our closed Facebook page, in our group "Learning Journey" folders found on the Parent table in the hallway and on display boards throughout the Nursery. The children enjoy looking at these and can often be found looking at them and talking among themselves about them.

The "Aims" of the new curriculum are based on "The 4 Purposes" which all education providers follow to deliver to all children from 3 years old throughout their education.

More information can be found on the Welsh Government Hwb www.hwb.gov.wales.

Please see the following chart which outlines the "Aims":-

Healthy, confident individuals

- have secure values and are established spiritual and ethical beliefs;
- are building their mental and emotional well-being by developing confidence, resilience and empathy;
- apply knowledge about the impact of diet and exercise on physical and mental health in their daily lives;
- know how to find the information and support to keep safe and take part in physical activity;
- take measured decisions about lifestyle and manage risk;
- have the confidence to participate in performance;
- form positive relationships based upon trust and mutual respect -face and overcome challenge;
- have the skills and knowledge to manage everyday life as independently as they can;
- and are ready to lead fulfilling lives as valued members of society.

The Four Purposes

Active citizens who:

are able to provide evidence in forming

- engage with contemporary issues based upon their knowledge and values;
- understand and exercise their human and democratic responsibilities and rights;
- understand and consider the impact of their actions when making choices and acting;
- are knowledgeable about their culture, community, society and the world, now and in the past;
- respect the needs and rights of others, as a member of a diverse society;
- show their commitment to the sustainability of the planet and are ready to be citizens of Wales and the world.

THE NEW CURRICULUM

"This curriculum recognises and celebrates the individuality of each child and what they bring to the learning experience. This early period of learning should be unhurried, allowing time, space and freedom for the developing child to consolidate their learning with opportunities to return, revisit, and refine their emerging knowledge and skills. This cyclical approach is essential for progression through the learning journey.

Central to this curriculum are five key developmental pathways that are fundamental to the learning and development of all young children. These development pathways are child-centred and are interdependent, having equal value in supporting overall development and progress. They focus on what is important for the child and link closely to the key principles

of child development, as well as to the overarching statements of what matters and descriptions of learning of the six areas of learning and experience. They have been developed to ensure children can be supported to make progress at their own pace and in their preferred learning environment."

The five development pathways are:

- Belonging
- Communication
- Exploration
- Physical development
- Well-being

At Usk Nursery the environment is adapted to the children's needs, interests and stage of development. All our learning is totally child led, with learning opportunities and "Invitations to Play" adapted to the child. Routines are adapted daily to achieve this.

Learning Opportunities take place both inside and out, with staff introducing "teaching moments" when appropriate.

We operate a "rolling snack" system allowing the children to visit the café when they have finished what they are doing, making choices about what they want to eat and drink and encouraging independence when helping themselves. Our preschoolers get the opportunity to prepare their snack themselves (eg. cutting fruit, spreading butter on toast, scooping cereal and pouring drinks)

Our morning session includes group registration with some Welsh being introduced, story time, music and news time and with a reflection at the end of the session. Our main aim is to provide the children with as many learning opportunities, through their play, as possible with the "Voice of the Child" at the forefront of everything we do.

ASSESSMENT AND PROGRESSION

Each child will have a Learning Journey which will include examples of some of their achievements throughout the year.

The term after a child's third birthday (when they become eligible for funding) parents will be invited in to complete an "ALL About Me" profile with their child's keyworker. The child's interests and needs will be discussed along with any concerns either party may have.

Strategies can then be put in place where necessary. This will also be done with the parents of children that join us for their preschool year.

Parents of our 2 year olds will be invited in for a consultation to discuss how their child has settled in to Nursery life and any concerns they may have.

Throughout the child's time at Usk Nursery observations will be made of the child whilst playing, participating in activities, using resources and interacting with both their peers and adults monitoring their progression and evidencing their achievements. A "Letter" is written

to the child within 6 weeks of them entering their preschool year and again in the June of their preschool year detailing their achievements - this is our new assessment tool. (if a child is with us as a Rising 3 they will also receive a "Letter" within 6 weeks of their first term as a Rising 3)

The parents of children in their pre-school year will be invited in to discuss their child's "Letter" and anything else they may wish to discuss. These Parents Evenings also give parents the opportunity to see their child's folder of work and achievements.

We now use the "Class Dojo" App as a tool for communicating with parents, this allows us to send photographs of their child along with a brief synopsis of what their child has been doing. Parents can also use the App to pass on any relevant information to us.

Parents are encouraged to take advantage of our 'open door' policy if they have any concerns or issues that need to be discussed. Throughout the year we will also have "Stay & Play" sessions for parents to join us. Time and privacy will always be found to discuss any concerns and we will always endeavour to ensure that the child's time spent with us is both happy and productive.

INDIVIDUAL NEEDS

Usk Nursery aims to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. We support integration and the treatment of all children and adults as individuals, wherever this is possible. Please refer to our equal opportunities policy for further information regarding this.

In order to ensure that those who access our provision have their needs met, staff must consult with children and parents/carers regarding the specific needs of the children.

If we have any concerns in regards to a child's development and/or health we would immediately talk to the parent/carer and implement any necessary action. We would also contact the Health Visitor for any help or advice if we felt it was required.

TRANSITION

We have strong links with Usk Primary School.

Throughout their pre-school year the children will get the opportunity to over to go over to the school particularly in the Summer Term. The children are invited to join the Infant children on their playground for their playtime this helps the children to establish friendships, get to know an older child from the school and become more familiar with the expectations of playtime at 'big' school. Also during the summer term we take the children over to the school, with their lunch boxes, to join the children in the school hall for lunch. Each term, the pre-schoolers are invited to the School to participate in an activity such as singing, watching a dress-rehearsal for a performance or to participate in a classroom activity. Reception Teachers and the Head Teacher are invited to the Nursery. Staff Liaison has been well established to ensure a smooth transition to Infant School.

These activities have proved invaluable in preparing the children for school.

FOOD AND DRINK

Usk Nursery encourages healthy eating in accordance with our Healthy Eating policy. We will

provide a healthy snack for the children each morning and afternoon. A packed lunch will be required for your child. When sending a packed lunch with your child you should fully consider how it will be stored. We do not have a refrigeration system available to hold individual packed lunches. Parents/carers should therefore not provide packed food that requires storage below room temperature unless they supply an ice pack. Usk Nursery does not accept any responsibility for the correct storage of foods provided by parents. Unfortunately, we are unable to reheat food.

We would encourage parents to make their child's lunchboxes as healthy as possible and ask that you avoid putting sweets, chocolate and fizzy drinks in them. (for further information and advice please look at the following website www.change4lifewales.org.uk and the guidelines issued by the Welsh Assembly Government - please see Parent Notice Board in entrance hall.

Children will be encouraged but not forced to eat. Water will be available at all times.

HEALTHY & SUSTAINABLE PRE-SCHOOL SCHEME

We are registered with this scheme which is part of the Welsh Government's Healthy Schools initiative and is aimed at pre-school childcare provisions, including nurseries, playgroups, childminders and family centers. The aim is to actively promote and protect all aspects of health, physical, emotional, mental and social, and the well-being of the whole pre-school community. The scheme aims to recognize good practice and encourages establishments to promote health and well-being to children, staff, parents and the community.

For further information please contact the Healthy School's Co-ordinator on 01633 644576

PETS

At present, we do not have any pets on the premises.

QUIET AREA

We provide a quiet area for the children to rest or read a book. This area, as with all areas in the building, is supervised at all times.

BEHAVIOUR

We understand that children will not always respect our rules and behave appropriately. Should a problem arise we will work with the parents to find a solution. We always adopt a positive approach to discipline, encouraging the child to see the benefits of good behaviour. (please see our Behaviour Management Policy & Behaviour Policy - attached)

HEALTH

If your child is unwell please keep them at home. They will not enjoy nursery if they are unwell and infections spread easily in this environment. If your child is unwell during a nursery session we will make every effort to contact you. Can we please ask that you contact the Nursery to advise us when your child is absent and why.

PLEASE NOTE: any child with sickness and diarrhoea should not attend Nursery for at least 48 hours after the final bout of illness.

If your child has been prescribed antibiotics by the doctor please keep your child at home for at least the first 48hours.

INSPECTIONS

Usk Nursery is inspected by the Care Inspectorate Wales (CIW) and ESTYN.

In October 2019 we had a joint inspection from both authorities, a copy of the inspection report can be viewed on their websites, there is also a copy of the report on the Parent Notice Board or copies are available on request. We are very pleased to say that we were awarded an Excellent for Children's Wellbeing and Good in all other areas.

CHILD PROTECTION POLICY

Children have the right to be properly cared for and protected from violence, abuse and neglect by their parents and anyone looking after them. (Article 19 - UN Convention on the Rights of the Child).

In Wales this is further underpinned by the Rights of Children and Young Persons (Wales) Measure 2011.

As an organisation working with children, Usk Nursery has a responsibility to safeguard and promote children's welfare and protect them from harm. The child's welfare is always the paramount consideration and the protection of the child is the Responsible Individual's first priority.

This policy has been developed in line with the

- All Wales Child Protection Procedures 2008 (www.awcpp.org.uk)
- Safeguarding Children: Working Together under the Children Act 2004 (<http://wales.gov.uk/topics/childrenyoungpeople/publications/safeguardingunder2004act/?lang=en>)

The Local Authority is the prime authority for dealing with child protection investigations, although concerns may be reported to a police officer or an officer of the National Society for the Prevention of Cruelty to Children (NSPCC).

As such, Usk Nursery aims to create an environment in which children are safe from harm and abuse; in which the welfare of the child is paramount and any suspicion of abuse is responded to promptly and appropriately.

If any person has knowledge, concerns or suspicions that a child is suffering, has suffered or is likely to be at risk of harm from others, it is their responsibility to ensure that the concerns are referred to Social Services or the police, who have statutory duties and powers to investigate and intervene when necessary. **A failure on behalf of a staff member to report an incident of abuse or suspected abuse is a ground on which disciplinary proceedings may be instigated.**

All staff members have received child protection training. All members of staff have been made aware of possible symptoms of children at risk and are aware of their responsibility to report concerns according to the All Wales Child Protection Procedures 2008, a copy of which is kept on the premises.

Any concerns will be kept confidential to as few people who need to know.

Usk Nursery takes steps to protect children by:

- Maintaining a child-centred ethos
- Having a robust staff and volunteer recruitment procedure (this includes maintaining current enhanced DBS disclosures (and where relevant, Independent Safeguarding Authority (ISA) checks, referring to <http://www.isa.homeoffice.gov.uk/> for up to date information and requirements) and checks on fitness references and qualifications in line with relevant daycare regulations
- Having an awareness of [The Protection of Children Act 1999: A practical guide to the Act for all organisations working with children](#). Which relates to the Government's aim of establishing a framework of a coherent cross-sector scheme for identifying those people considered to be unsuitable to work with children.
- Having robust procedures for staff, students, volunteers and visitors.
- Ensuring no student, volunteer or visitor is left unsupervised at any time and a record of their attendance - including dates and times - is kept.
- Ensuring all staff are trained in child protection procedures (this includes recognition of signs of abuse).
- Maintaining appropriate staff: children ratios for the supervision of children (in line with or exceeding regulatory requirements)
- Implementing and maintaining a current risk assessment of all activity in Usk Nursery and ensuring adequate insurance cover is provided
- Designating a suitable child protection officer (Mrs Jan Henstridge) who acts on behalf of Usk Nursery in any child protection matters.
- Monitoring absence. Parents/carers must contact Nursery when their child is absent. Nursery staff will note absence in the register using the codes 's' (sick), 'h' (holiday), 'a' (advised absence) and 'u' (unadvised absence). If Nursery is not informed of

absence, the Nursery manager will contact parents to check the well-being of their child on the second day of the child's absence. Nursery staff will monitor the register for patterns of absence.



Behaviour Management Policy

We aim to teach the children in Usk Nursery to behave in a socially acceptable manner with mutual respect for one another.

Children will be encouraged to demonstrate care and respect for others and for property, to understand that all living things should be treated with care and concern.

They will learn to take turns, share and begin to exercise control.

Certain behaviour is not acceptable:

Physically injuring another child or adult

Disruptive behaviour e.g. throwing toys, tearing books

Verbal or physical bullying

Such behaviour will be dealt with in the following way:

- Speak calmly and quietly to the child
- Encourage an apology and/or help to restore objects

If the child's behaviour continues:

- Remove the child from the activity and encourage them to play elsewhere

If there is any concern for the safety or wellbeing of other children:

- Remove the child to a quiet area 1:1 for a maximum of 5 minutes

Continued problems with behaviour

- Contact parents/guardians to achieve a resolve of the situation

Details of more serious breaches will be entered into the incident book.

Good and kind behaviour will be rewarded and staff will lead by example.

Staff will use positive reinforcement to encourage good behaviour.

Children will never be smacked, shaken, humiliated, ridiculed, left in isolation or made to feel unwanted or undervalued.

(Also see Behaviour Policy)



Behaviour Policy

All children have a right to feel safe and secure in our care.

Staff acting as role models and displaying considerate attitudes encourages acceptable social behaviour. Unacceptable behaviour is quickly identified and dealt with positively. Reasons are always explained to the child involved and good behaviour is always praised.

The parent/carer and child will be informed of the acceptable limits, and the consequences of failing to comply with them.

Staff will praise the children and give positive encouragement wherever possible, but unacceptable behaviour will be responded to, in private, in an appropriate way, taking full account of the child's level of understanding.

We will not tolerate bullying, harassment or intimidation and parents/carers will be informed if bullying persists. (See our anti-bullying policy).

We will not use or threaten to use any form of physical punishment. Children will never be shaken, humiliated, intimidated or shamed.

Staff will not use any form of physical intervention unless it is necessary to prevent personal injury to a child, other children, an adult or serious damage to property. Any incident will be recorded and the parent/carer informed of the incident on the day it occurred.

Behaviour that is likely to lead to the health and safety of others being compromised, is also not acceptable.

Any actions which are deemed to endanger the welfare of children or staff, will be dealt with following the Nursery's discipline and behaviour management policy.

We will gauge appropriate behaviour by the individual child's age, level of understanding and specific needs. Those children who have recognised behavioural difficulties will be given extra support to help them manage their own behaviour. We recognise that there may be special circumstances, which might affect a child's behaviour, and we will deal with this appropriately.

SUGGESTED SANCTIONS

- The incident will be discussed with the child and no further action will be taken.
- More serious misbehaviour will be discussed with the parent/carer at the end of the session.
- If the child continually endangers the health, safety or welfare of the other children or staff, parents will be called to remove their child and a formal meeting with the parents will be arranged to determine a course of action.
- If there has been no improvement, the parent/carer will receive a letter warning that, if the misbehaviour continues, there is a risk that the child may be excluded.
- Should the misbehaviour continue, the child will be excluded. This will be discussed between the management and the parent/carer and the child when conditions may be put in place so that the child may return to the Nursery.
- In the event that a child commits an action of such seriousness that a second chance is inappropriate, Usk Nursery reserves the right to exclude that child immediately.

Parents/carers have a right to appeal to the Nursery owner in the first instance.

At all times the Nursery refers to the United Nations Convention on the Rights of the Child (UNCRC) in regards to behaviour management and endeavours to ensure the safety, at all times, of all the children in our care.

COMPLAINTS PROCEDURE

Usk Nursery aims to provide a high quality and accessible service to parents and children.

The way that we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. However, from time to time a parent or child may feel that they have a complaint against some aspect of our Nursery, or an individual member of staff. Usually it should be possible to resolve any problem as soon as they occur by speaking to the Nursery Manager/Owner. If not, then you should follow the formal complaints procedure set out below.

INFORMAL STAGE

Initially speak to the Nursery Owner, if you prefer to do this outside of nursery hours and in confidence, please arrange a convenient time. The Nursery Owner will make every attempt to resolve the matter and will communicate the outcome to the complainant within 14 days of the complaint being made. This may be extended by a further 14 days if agreed by the complainant. The Nursery Owner will also advise the complainant of their right at any time to complain to the Welsh Ministers or to the relevant authority (Monmouthshire County Council).

Should you not be satisfied with the outcome then you should move on to the formal complaints procedure.

FORMAL - STAGE ONE

1. Put your complaint in writing to the Nursery. You should maintain a copy of your letter along with any other communications on this matter for your own records.
 2. The Nursery Owner will acknowledge your complaint in writing as soon as possible. The Nursery Owner will investigate the matter in full consultation with the staff. Confidentiality will be maintained throughout.
 3. Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation the Owner will advise you of the reasons. You will be kept up to date with what is happening and you will receive a full reply in writing within fourteen days.
3. The response you receive will be copied to the staff member concerned, with recommendations for any action to be taken. A full account of the complaint, the actions taken and the final outcome will be communicated to all concerned. The matter will also be reported at the next staff meeting. If you are not satisfied with the outcome, you can ask the Nursery Owner to refer the matter to the next stage.

FORMAL - STAGE TWO

1. Should you still be unhappy with this response and feel that if the matter is not resolved to your satisfaction the Nursery's operation becomes detrimental to the quality of care provided to children and families then you should contact the Care Inspectorate Wales (CIW). CIW are the body with which the Nursery is registered. When CIW receive a

complaint about a provider, they will look to see whether the provider is providing a safe service or whether they are failing to meet the requirements of the registration. If CIW believe that we are not doing these things, an immediate inspection will be carried out.

2. Complaints that are dealt with by way of formal consideration must be resolved as soon as reasonably practical and in any event with 35 days of the request for formal consideration.

Complaints subject to concurrent consideration

The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the registered person that to continue would compromise or prejudice the other consideration. In this event, the registered person will give notice of that decision.

We have been asked to point out that CIW is not a complaints agency and cannot deal with complaints linked to individual circumstances. If they are not able to deal with your particular complaint, they can direct you to the organisation best placed to help you.

CIW ADDRESS:

**CIW South East Region
Government Buildings
Rhydycar
Merthyr Tydfil
CF48 1UZ**

Telephone Number: 0300 7900126

Email: ciw@gov.wales

Website: www.careinspectorate.wales
www.arolygiaethgofal.cymru

ACCESS TO POLICIES

Usk Nursery will ensure that all parents / guardians / carers have access to all policies

The Policies/Procedures that are available are:

- Admissions Policy
- Anti-Bullying Policy
- Arrival and Collection of Child Policy
- Behaviour Policy
- Child Induction Policy
- Child Protection Policy
- Children's Complaints Policy
- Children's Participation Policy
- Complaints Policy
- Confidentiality Policy
- Data Protection Policy
- Emergency Procedures
- Equal Opportunities Policy
- Food & Drink Policy
- Health & Safety Policy
- Hygiene & Health Care Policy
- Individual Needs Policy
- Media Policy
- Medication Procedure
- Missing Child Policy
- Play Policy
- Sun Care Policy
- Working in Partnership with Parents Policy

Should you require copies of any or all of the above policies, please contact staff directly.

COMPLAINT FORM

It is the policy of Usk Nursery to resolve concerns quickly, effectively and where possible in an informal manner. Please talk to the Nursery Manager (or Responsible Individual) who will be pleased to help. However, should you wish to make a complaint, it will be helpful to read our complaints procedure. A brief outline of this can be found in the Parent Handbook, or feel free to ask for a copy of the full procedure.

Please complete and submit this form to the appropriate person as highlighted in the complaints procedure. You will receive a response telling you how your complaint will be managed.

1. Name of person making complaint: _____

2. Nature of complaint:

Include any information you may have already given to staff with relevant dates and times and what outcome you would like to see. Use additional pages if required. You can have someone help you with your complaint. You can choose who you want; someone you trust to act for you at any time.

3. Your contact details:

Correspondence address:			
Postcode:		Telephone number:	
Telephone number (mobile):		Email address:	

4. Your signature: _____

Date: _____

CHILDREN'S COMPLAINT FORM

Usk Nursery should be a fun and safe place for you. Please talk to staff if you have a problem or you are upset when you are in our setting. We are here to help and listen and will try and sort things out.

If you don't want to talk to staff, then fill in this form and put it in the suggestions box in our main corridor area or give it to the Playleader.

It is your right to have someone you trust help you make a complaint. Tell us if you want us to help you find someone.

What is your name?

You don't have to tell us, but we cannot reply to you if we don't know who has made a complaint

What are you upset about?

What can we do to help?

Need to talk to someone else?

- **Call ChildLine** at any time on 0800 1111 to speak to a counsellor. Calls are free and confidential.
- **Text ChildLine.** You can receive text messages provided by ChildLine for information and advice on certain issues.
- **Chat to a ChildLine counsellor online** in a 1-2-1 session any time you want. Sign up to start talking: <http://www.childline.org.uk/Talk/Pages/Text.aspx>
- **Call Meic:** 080880 23456 for free, confidential information, advice and support for young people: www.meiccymru.org

OUR CONTACT DETAILS

Contacting us.

Usk Nursery
Old School Building
Monmouth Road
Usk
NP15 1SE

Tel: 07864 895711

Email : usknursery@yahoo.co.uk