

Little Angels Nursery

2012 Prospectus

www.littleangelscalne.co.uk



Little Angels
Nursery

helping little people grow

Welcome to Little Angels Nursery - Where little people grow!

My name is Rachel Everitt; I am the owner of Little Angels Nursery. I am 37 years old and have been married to Matthew since 1999. We have three beautiful children in Max, Louie and Mae, with them attending Fynamore and John Bentley schools. Professionally, I gained my NNEB qualification in 1993 and studied further for my Advanced Diploma in Childcare and Education in 1998. I have worked in childcare all my working life, starting as room leader in a nursery and then being promoted to Deputy Officer in Charge.

We moved from Cheshire to Wiltshire in 2003 with Matthew's management role within Renault UK. I decided to change my direction slightly and train to be a childminder, in order to continue caring for children whilst I raised my own family. I have thoroughly enjoyed this and am very proud to have been graded at the maximum 'outstanding' level by Ofsted on my last inspection. A natural progression for me as our children grow up is to bring my skills and experience within nurseries to Calne, and having hand picked a superbly motivated, experienced and skilled team, open Little Angels Nursery and give the quality of care and education I give at home to more than just my own children.

My Deputy Officer in Charge is Laura Spruce. Laura has worked with me since 2007, previously as my fulltime childminding assistant. She is more of a partner than assistant and is a very dedicated, mature and enthusiastic person. She carries all the qualities that are important to help head up the team of people I have. She leads The Little Stars Room for 3-5 year olds.

My team has been handpicked to match my very strict criteria, and I will manage them daily to make sure everything is up to the impeccable standard I demand. I also expect you to give me your positive and negative feedback on all things nursery, as often as you can. You will get a homely atmosphere with our friendly caring highly qualified team, good home cooked food and stimulation both inside and out to give your child a fantastic time at Little Angels Nursery.

Whilst your child is at Little Angels Nursery, we will:

1. Keep your child safe.
2. Keep your child healthy and happy.
3. Make a positive contribution to your child's development.

The team are of all ages, to ensure we have a very balanced group of people, who all want to work hard for and with the children and enjoy their company. I believe that maturity and life experience has just as much to give the children as a qualification. That said, all the nursery nurses are at least NVQ 3, using the nursery as a base to get all the experience they need to further develop. The team each work a forty-hour week, working on a 4 day rota to ensure they get rest in the week to restore their energy levels, study and return full of creativity to keep their room sparkling! This means the member of the team you have dropped off with in the morning will be the same member of staff when you pick your child up.

The Little Angels building is a grade two listed cottage with a lovely warm and friendly backdrop to offer us a wonderful home setting to bring up children. Set within the grounds of Springfields Academy, we have access to many facilities within the grounds including the gym, dance studio, sensory room, adventure playgrounds, hall, and a BMX track. We spent all of 2009 improving, rebuilding, extending and converting the house into our nursery, to ensure all the children can enjoy themselves! You can see the conversion photos on our website within 'Galleries'.

Linda is our chef who works everyday, to provide home cooked food for the children. Our commitment for any child who is with us for morning snack, home cooked lunch and afternoon tea is they will receive all of their five-a-day. For example, shepherds pie and vegetable with sponge pudding and custard, and then afternoon tea will be a light tea of home made humous and pitta pockets and fruit. The team are encouraged to sit with the children and enjoy the food, encouraging good table manners and social interaction.

The children are all valued as individuals and they have the right at Little Angels to be listened to and feel valued. There will be specific rules in each room depending on their stage of development, for the children to follow to make the nursery as enjoyable as possible for everyone.

The play is based around the new EYFS structure. The children are planned for, individually, by their own key worker and are given choices throughout the day of things they want to do. Physically, the children are encouraged to go outside everyday, so wet weather gear and clothes that can be ruined are essential, to play in our large garden and other outdoor areas. They will be mental and physically stimulated and encouraged to make loving relationships with both other children and the team alike. As parents you will be kept informed with all aspects of your children's day at nursery either verbally for over-threes or via a daily diary for under-threes. Parents Afternoon will be held each term for you to bring your child and find out what they think, what we think and what they do all day!

OFSTED

At Little Angels Nursery, we exceed the minimum National Standards as set by OFSTED, to ensure that we provide the highest possible quality of care and education in the early years.

OFSTED is a non-ministerial government department under the Education Schools Act 1992. OFSTED are well known for their relation to school inspections, however they also inspect childcare facilities. OFSTED's role is to ensure that we provide the highest standard of childcare possible. The Inspectors examine the nursery, its facilities and the childcare provided by our team.

OFSTED inspects the nursery without notice. The reasoning behind this is that OFSTED want to see the nursery as it actually runs from day to day. This ensures that the feedback received is as honest as possible. Our nursery welcomes OFSTED inspections and review by professionals, parents and visitors alike. These inspections not only help identify out strengths and highlight possible areas for improvement, but also gives us the opportunity to shine, and we are proud that our large garden has been taken as an example of best practice for Outdoor Play by Wiltshire County Council.

The National Standards requires that at least half of the childcare team hold a level 2 nvq qualification appropriate for the care and development of children. All our team exceed this standard.

We are committed to team training and development. The nursery provides team members with opportunities to update their skills and knowledge by attend courses and continuing with further childcare qualifications as deemed appropriate or requested by the team in their appraisals.

You can read our latest inspection via ;
[http://www.ofsted.gov.uk/oxcare_providers/full/\(urn\)/EY394627](http://www.ofsted.gov.uk/oxcare_providers/full/(urn)/EY394627)

Little Angels Nursery - The Benefits

Who cares as much as you care?

At Little Angels Nursery we know that choosing childcare is one of the most important decisions that you make, so we recommend that you do not take this decision lightly and ask us every possible question that is on your mind.

Most new mums and dads feel somewhat perplexed about returning to work after having a baby. Should you return to work at all? Should you return part time or full time? Or work from home? You are torn between the extra money a salary brings, the benefits a working life brings, (such as mental stimulation and social contact with your peers) and leaving your precious new, smiling little baby with another carer. The choices can sometimes be agonizing and with so many options available to you - grandparents, child minders, nannies or nursery care - how do you know you are making the right choice?

You should choose Little Angels Nursery care because:

Your Child will benefit

1. Most importantly, your child will be in a safe, happy, stimulating environment which gives them a sense of home from home security.
2. Your child will play
3. Your child will have fun with friends
4. Your child will learn social skills, learn to share, and learn to accept structure to their day
5. Your child will become confident and independent
6. Your child will have access to a wide variety of toys, books and suitable indoor and outdoor play equipment
7. Your child will be provided with a nutritious healthy diet

You will benefit

1. You will feel secure in the knowledge that your child's well being and development in every area is our utmost priority
2. You will benefit from our flexibility and from regaining some of your adult independence

We will benefit within the Nursery

1. We are warm and welcoming with a natural affinity for children
2. We are a professional organization with a homely feel
3. We are an experienced, energetic, motivated and qualified team
4. We are regularly inspected by OFSTED and professional visitors
5. Our Children REALLY DO MATTER!

This information will hopefully make the decision on your childcare easier, but please bear in mind that our research has proven that the majority of parents choose a nursery because of instinctive judgment whilst visiting.

We really do encourage you to visit and see for yourself what we and our wonderful nursery can offer you. You can also see pictures of what we do and how much the children enjoy themselves via www.littleangelscalne.co.uk

Little Angels Nursery - The Team

At Little Angels Nursery we recognise that our team play a crucial part in our childcare and invest in them to ensure your child is given the highest possible quality of care and education.

Little Angels Nursery is staffed with carefully selected, highly motivated nursery nurses to ensure your child receives the highest quality, care and education, delivered with love and energy, all day, every day.

Each hand picked team member at Little Angels Nursery has an individual training plan which is monitored and reviewed each month. Every team member has a performance review bi-monthly and is formally appraised twice per year. As part of their performance review, the team have to give positive and constructive feedback on every other member of the team, even if they do not work with them within a room, as well as self evaluate their own performance versus our criteria. They also have to vote for the 'Team Member of the Month' and this person is rewarded by the nursery. The team meet once per month for a formal team meeting, as well as a daily briefing and further ad-hoc gatherings to share important information within the nursery.

Little Angels Nursery - Working with parents and carers

Communication with you as a parent or carer is important to us, a three way relationship is paramount. From when your child starts with us at Little Angels Nursery you will find we are warm and welcoming and keen to get to know you. Partnerships between parents, children and team members are naturally built up whilst your child grows with us and we welcome your involvement at any time. We are on Facebook as 'Little Angels Nursery', and our website and regular emails, including newsletters and progress reports will keep you up to date with your child's development and nursery news. It is very important to us that you read and feedback on all this information.

Little Angels Nursery - The Nutrition

Nothing beats home cooked food!

At Little Angels Nursery we know that giving children good nutrition is the best gift we can present them with. It's a tangible gift that is evident in their eyes, skin, hearts and bones, not to mention their energy to enjoy all things Little Angels!

Between being weaned off milk to the age of five, children are very active and grow extremely quickly, so need a diet which provides adequate amounts of calories and nutrients. With regards to weaning, we offer all our home cooked food as fresh puree for your baby to enjoy. Until weaning, all baby milk and any accompanying extras must be provided by you for your child.

We prepare home cooked delicious meals and snacks for our children, including a wide range of foods. We use fresh local produce and include at least five portions of fruit and vegetable every day. A sample daily menu includes:

Morning Snack

Mid-morning, children are served with toast, crumpets, croissants etc.

They can also help themselves from the self-service cafe

Home Cooked Lunch

Shepherds pie served with broccoli and carrots followed by syrup sponge and custard.

Afternoon Tea

Assorted whole meal sandwiches with cucumber and carrot sticks.

Home made biscuits and yogurts. Home made humous and pitta pockets.

They can also help themselves from the self-service cafe

We do ensure that all mealtimes are a happy occasion, actively encourage conversation and tasting of new food. The children sit at small laid out tables with their own cutlery and are served by a member of the team who eats with them. (The children are encouraged to lay the table themselves.)

Special diets

Special diets, whether for reasons of health, allergy or religion, are catered for. If your child has a special diet, please come and see us and we can discuss what you want us to do. You are welcome to provide any food you feel you need to or else you are very welcome to chat to Linda, our cook, who will put your mind at rest and meet all your needs wherever possible.

Little Angels Nursery - The Rooms

When your child joins us, you will be introduced to their key worker in one of the following rooms. The key worker will build up a special relationship, take prime responsibility and will understand your child's individual needs. You will most likely find that the key worker becomes your child's best friend! They will let you know what activities your child has been involved with, what progress they have made and what fun they have had during their day!

The Little Cherubs Room for children from 0-2 years old

Babies of six weeks and upwards are looked after by qualified staff in their own quiet and stimulating room filled with soft cushions, feeding chairs colourful displays, mobiles and age appropriate toys. The team are on a 1:3 ratio, and we care for a maximum of six babies, with two team members in the room.

When you settle your baby in, you will be given time to get to know the team and the team to get to know your baby. They will learn their routines, sleeping patterns and where to sleep (eg Cot or buggy). This is a happy relaxed place with plenty of time for cuddles, and a safe environment for when your child starts to crawl and walk.

We provide exciting daily activities to feed your baby's imagination and we can guarantee plenty of love for all our babies! Babies will get out daily for walks to the park, the library and feeding the ducks in buggies designed for their age.

Please ensure that until weaning, all baby milk and any accompanying extras are left with the team to feed your child for their time with us.

The Little Angels Room for children from 2-3 years old

This is an area for your child to enjoy free play, group story time and singing sessions. They will also enjoy structured play, which promotes their social skills and satisfies their inquisitive minds.

The team that work with children in this age group are aware that your child needs someone to talk and listen to them at their own level. Everyday is a new experience for our Little Angels, including sand, waters, and collages. Building, baking, puzzles and home corner are just a few activities your child will enjoy.

We will then go onto all round development skills such as primary colours, shapes and counting. Children enjoy messy play such as jelly, spaghetti and getting muddy in our amazing adventure garden.

Social interaction is beneficial to children of this age and your child will start to become aware of their peers and will develop friendships and make new friends. The children will be able to access the outdoor space as often as possible, to play on the ride-on toys, in the Wendy house as well as digging in the mud pit and play in the large sand pit and the garden. Please don't dress them in designer clothes!

The Little Stars Room for children 3-5 years old

Little Angels pre-school room, affectionately known as Little Stars because of the characters which develop within it, offers stimulating and exciting activities designed to stretch their skills and imagination to give your child a head start for when they begin school.

The team in the pre-school room make children feel successful and very special and they are treated as respected individuals. High standards are achieved by implementing Early Years Foundation Stage (EYFS) for all the children.

This is an environment where children will flourish and enjoy the feeling of being home from home. The children are encouraged to be independent, caring, social and helpful. They follow a routine set out by the team and are given lots of opportunities to experience things as well as using the massive outdoor space we have at the back of the nursery. We will spend lots of time outside playing, building, painting and role playing.

Little Angels Nursery - The Learning

When you are little, everyday is a learning experience and at Little Angels we make those experiences magical, memorable and fun!

At our nursery your child can explore the delights of being a child whilst discovering that learning for life is fun and fascinating.

Growing and Learning

The aim of our nursery is to provide an ideal and homely environment for your child to grow, and develop in an atmosphere of warmth, security and care. In this safe environment your child will flourish and will be encouraged to learn through play and given every opportunity to reach their full potential at their own pace. Daily planning ensures we meet the individual needs of each child and closely follows the government's guidelines for the EYFS.

What is EYFS and how will it benefit my child?

EYFS stands for the Early Years Foundation Stage.

Every child deserves the best possible start to life and support to fulfil their potential. A child's experience in the early years has a major impact on their future life chances. When parents choose to use an early years service they want to know that the provision will keep their child safe and help them to thrive. The early years foundation stage is the framework that provides that assurance.

The overarching aim of the EYFS is to help young children to achieve the five EVERY CHILD MATTERS outcomes do staying safe, being healthy, enjoying and achieving, making positive contribution and achieving economic well being.

The EYFS principles which guide the work of all practitioners are grouped into four distinct but complementary themes:

1. A unique child
2. Positive relationships
3. Enabling Environments
4. Learning and development

Physical Development

This stage focuses on developing a child's physical control, mobility, awareness of space and manipulative skills. Little Angels believes in establishing a positive attitude towards a healthy and active way of life. We will provide an abundance of both indoor and outdoor activities to allow the children to practice a full range of movements including balancing, running, hopping, skipping and catching.

Knowledge and Understanding of the World

EYFS focuses on developing a child's knowledge and understanding of their environment, including other people and features of the man made and natural world. It is important for the children to question 'why' and 'how' to enable them to gain greater understanding. At Little Angels we encourage children to share information about their families, pets and events in their lives.

Communication, Language and Literacy

This sections main focus is the child's language and literacy development through speaking and listening. We encourage the children to expand their vocabulary in a variety of ways including learning about words and text, singing songs and listening to stories. We have a wide range of exciting books and each area has a book corner where children can read individually or in a group.

Problem solving, Reasoning and Numeracy

At Little Angels we focus on practical activities to enhance each child's development of simple mathematical ideas such as: numbers, measurements, patterns, shapes and space. The children learn how to describe shape, position, size and quantity. As well as how to recognize and recreate simple patterns. The use of numbers rhymes; stories and counting games all help familiarize the children with use of numbers.

Activities are designed so that the children can compare, sort, match, order, sequence and count using everyday objects.

Children's experiences in their earliest years of their lives are critical to subsequent development.

Little Angels Nursery - The Fees

Little Angels Nursery admission policy is for a minimum of 2 am or pm sessions per week. I feel that a child settles in better the more regularly they come, as well as getting more from the setting and the team.

Your booked days are not flexible. However, should you wish to change your agreed days, this can be discussed, depending on availability.

- You pay a £25 registration fee on booking your space
- All nursery fees must be paid monthly, in advance.
- They must be paid electronically, cash and cheques are not accepted
- No refunds will be issued for non-attendance of any sort.
- You will be provided with details of our bank account on registration.
- In the event of notice being given, by parent or nursery, one calendar month's fees are payable from the date written notice is accepted by Matthew Everitt
- Little Angels reserve the right to terminate a childcare contract at any time within these terms

Due to business banking charges and nursery invoices being paid out, all fees must be *cleared* in the Little Angels Nursery bank account by close on the last day banking of the month. This will mean you instructing payment to us before the end of the month, often a week in advance to allow bank transfers.

Your child will not be accepted for care at Little Angels Nursery until full *cleared* payment is received.

If your invoice is not cleared by the last day of the month, this is deemed as '**late payment**'. If your nursery fees are 'late', you will be charged £3 per day 'late payment charge' for each day until *cleared* payment is received.

This includes any e-voucher payments from agencies such as Busybee, Accor, Care-4-You, Leapfrog, Sodexo etc. This will usually mean you have to instruct your voucher payer of need for payment **before the start** of the last week of the month, for it then to clear with us by month end.

If not paying by e-vouchers, your nursery fees must be paid by electronic **faster payment** (free to you via your own online banking) by close on the last banking day of the month.

The nursery fees are:

- £4.25 per hour for Little Cherubs
- £4.00 per hour for Little Angels
- £3.75 per hour for Little Stars

Refreshment fees are:

- 50p for morning snack
- £1 for home cooked lunch
- 50p for afternoon tea

Debt Recovery

We unfortunately have to cover the risk to nursery of parents not paying for a pre-booked space, their invoice in full or for their notice period. Whilst we will always work with you to cover periods of hardship you may have, once a goodwill arrangement becomes an obvious debt, we will hand over your non-payment to an outside debt recovery specialist.

Our escalation process is as follows;

- We will discuss hardship with you and agree a short term goodwill plan
- If you default on this plan/the timescale comes to an end, we will request payment
- If you do not pay, we will write to you, advising of a date that payment is expected
- If you do not pay, we will ask once more for full payment
- If this is not *immediate*, we will pass your full details to our debt recovery agency
- You will be charged the full amount owed, *plus* £3 per day late payment charge from the date that payment was originally due. This late payment charge will be continue to be added for each day until you pay the new amount to the debt recovery agency.
- The agency fee, payable by you as the debtor, is an additional 20% to the full debt including the escalating late payment charge.

Little Angels Nursery fees are reviewed quarterly and you will be given at least one month's notice of any imminent changes.

Little Angels Nursery - Help with Fees

All 3 and 4 year olds are entitled to part time, Early Years funded sessions through the Nursery Education Grant. You are entitled to claim these hours at your setting of choice and at more than one setting if this is what suits you best. If you do claim your hours elsewhere, then you must inform us at which setting and for how many hours you have claimed, as it directly affects how many hours we can credit to you.

Nursery Education Grants are provided subject to the criteria set by your local Authority and the funding available in your area but they generally start the term after your child's 3rd birthday.

These Government Vouchers are for 15 hours per week, for 38 weeks of the year. The applicable funded weeks are timetabled within our newsletter on our website, and may not always match the school terms.

The Government rules are;

- A minimum of 2.5 hours per day
- A maximum of 10 hours on one day - inc mealtimes, not the cost of the meal
- A maximum of 13 hours over two days
- If claiming the total 15 hours, they must be spread over 3 days

We would encourage you to consider booking 9am to 3pm over three days. This means your child is becoming used to a school type day in terms of time and gives us as a nursery a good amount of time to be able to progress them to be ready for the day they do go to school.

The cost implications for you on this booking pattern would be an invoice for 3 hours per week plus food as the vouchers cover 15 hours and the total time at nursery is 18 hours per week.

Little Angels Nursery - Childcare Vouchers

Little Angels Nursery accepts referenced payment via all childcare vouchers from agencies such as Accor, Busy bee, Sodexo and Care for You. If we are not already registered with them, we can do for you. Please give us a least one month's notice to complete any new voucher provider registration process.

Little Angels Nursery - The Terms and Conditions

Sessions

1. Sessions are to be attended in agreement with the nursery and are to be pre-arranged.
2. Extra sessions can be booked in advance, subject to availability and should be paid for in advance or on the day of attendance.
3. Children are to be collected before the end of each session.
4. A late collection charge of £5.00 per 15 minutes or part thereof will be made for children not collected by the end of the session.

Fees

1. A non refundable registration fee of £25 will be charged for each child on first registering with the nursery.
2. The Nursery is open every day of the year, excluding a pre-defined two week holiday at Christmas and all Bank Holidays.
3. You will be charged full fees for every day you have hours booked including all Bank Holidays and any periods of sickness.
4. Nursery fees are payable one month in advance, electronically and must be cleared in the nursery account by final day of the preceding month.
5. Any fees not cleared by close on the final day of the month will be subject to a late payment charge (see page 16).
6. A minimum of one month's written notice is given of any proposed variation in fees chargeable.
7. Hourly fees do NOT include morning snack, home cooked lunch or afternoon tea. These are charged for separately and are payable as per your booked session, whether attended or not. Your child cannot bring their own food to nursery, other than as a non-weaned baby.
8. Your hourly rate is applied according to the room your child spends the majority of their time in. Your hourly rate only changes once per year, in September, when the new school year begins. Any movement between rooms during the year does not alter your hourly rate payable.
9. Term time only contracts are available upon request if your child is receiving Government voucher funding. The default contract is a full time contract. Full time contracts are the only contracts available in the Little Cherubs and Little Angels Room.

Late payment and fees

1. A late payment charge of £3.00 per calendar day including weekends will be made until cleared funds are in the nursery bank account.
2. In the event that bank charges are incurred by the nursery due to cancellation or dishonour of payment, we reserve the right to claim reimbursement or the total charges incurred, plus a further charge of £10 for our additional administration.
3. Your child will not be allowed into nursery if you have not paid your invoice including late payment charges.
4. We will pass any unpaid invoice to our debt recovery agency (see Page 13)

Termination

1. Notice to terminate your agreement and withdraw your child from the nursery must be given in writing, by email to matthewlittleangels@gmail.com at least one calendar month in advance of intended date. Full fees are payable for a one full month from the date of confirmed receipt (you will be emailed back as confirmation) of your written notice.
2. Little Angels reserves the right to terminate any child's contract with the same terms as the parent shown above.

Closing

1. The nursery is open Monday to Friday 8am to 6pm
2. Nursery closes for all bank holidays, and a pre-defined holiday at Christmas which you will be advised off in writing at the time.

Infectious diseases

1. You must inform us immediately if your child has an infectious disease.
2. The nursery takes advice from the local government 'infection control for day care guidelines' and acts in accordance with our sickness policy.
3. The nursery reserves the right to refuse admission to any child on health grounds.

Personal Property

1. All items of clothing and personal property should be clearly marked.
2. All children should have at least one change of clothing.
3. The nursery does not accept responsibility for loss or damage to personal property however caused.
4. All children need full outdoor clothing and footwear at all times.
5. All children who wear nappies need to provide their own nappies, nappy sacks and disposable wipes.

Emergency Contacts

1. It is essential that the nursery can contact a parent/carer or alternative emergency contact at all times.
2. Any changes in these contacts must be passed to the nursery before the child/children next attends.

Fire Precautions

1. The nursery complies with all fire regulations and has regular fire drills.
2. The nursery team are fire trained.
3. All fire appliances are regularly checked and maintained.
4. The nursery premises and all the school grounds are strictly no smoking areas.

Collection of children

1. Collection of children must be by a parent/carer or other authorized person over the age of 18 years old.

Complaints

1. We sincerely hope that you never have cause to complain but if you do please follow this procedure.
 - a. Speak to Laura Spruce, our Deputy Officer in Charge to see if a discussion can resolve your concern.
 - b. If this is not to your satisfaction, make an appointment to see Rachel Everitt, Owner of Little Angels, via 07870 402366 to discuss and resolve the matter.
 - c. Otherwise please ring the OFSTED complaints line: 08456 404040.

Little Angels Nursery - The Policies and Procedures

Little Angels Nursery policies and procedures are underpinned by our firm commitment to treat your child as an individual.

They are reviewed constantly as part of our reflective practice and updated accordingly.

During the course of the school year, we publish policies within the nursery newsletter. This is to remind you what they are and how they support your child's time in nursery, and also to show you any revisions we may have made to them since you were introduced to them at registration.

We aim to:

1. Keep your child safe.
2. Keep your child healthy.
3. Make a positive contribution to your child's development.

Copies of our nursery policies and procedures are available to view in the nursery office. Our current policy list is online at www.littleangelscalne.co.uk

The policies below are key to life within nursery. We would ask you to read them and sign to say you understand them, agree with them and are aware that you can ask to see them, along with all nursery policies, at any time, in the nursery office.

Safeguarding Policy

Little Angels Nursery fully recognises its responsibilities for the safeguarding of children. Our policy applies to all staff, students and volunteers working in Little Angels Nursery.

The legal framework for this work is:

- The Rehabilitation of the Offenders Act.
- The Children's Act 1989.
- The Human Rights Act 1998.
- Data Protection Act 1984.
- The Protection of Children's Act 1999
- The Children (NI) Order.
- The children (Scotland) Order.

There are five elements to our policy:

Ensuring we practice safer recruitment in checking the suitability of staff, using references, CRB checks and rigorous interviewing.

Raising awareness of safeguarding issues, and teaching the children how they can be safe. One example of this is we have the police to visit and cover stranger danger.

Developing and then implementing procedures for identifying and reporting cases or suspected cases, of abuse. By regular observation and training given to the team, we constantly monitor how to develop this.

Establishing a safe environment in which children learn and develop a positive self image regardless of race, language, religion, culture or home background.

We recognise that because of the day to day contact with the children, nursery staff are well placed to observe the outward signs of abuse. The nursery will therefore:

- Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to.
- Ensure children know that there are adults in the nursery who they can approach if they are worried.
- Include opportunities in the planning for children to develop the skills they need to recognise and stay safe from abuse.

We will follow the procedures set out but the Local Safeguarding Children Board and take into account guidance issued by the Department for Education and Skills. This means that:

- We ensure we have a designated senior person for Child Protection; this is Laura Spruce. She has completed Level 3 Safeguarding Children training, and regularly receives other training to keep her up to date.
 - We ensure every member of staff, (including students and any nursery placement visitors) and parent knows our designated Child Protection Officer is Laura Spruce and they understand her role.
 - We ensure all staff (including students and any nursery placement visitors) understand their responsibilities in being alert to the signs of child abuse. They know it is their responsibility for referring all concerns directly to Laura Spruce.
 - We ensure that our parents have an understanding of the responsibility placed on the staff and nursery for child protection by setting out our obligations and commitments in the nursery policies.
 - Where a member of staff or a volunteer is dismissed from a pre-school, or internally disciplined because of misconduct relating to a child, we notify the Department of Health administrators so that the name may be included on the list for the Protection of Children and Vulnerable Adults.
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- We will notify social services if there is an unexplained absence of a child who is on this child protection register for more than 2 days.
 - We will link with relevant agencies and co-operate as required with their enquires regarding child protection matters including attendance at case conferences.
 - We keep written records of concerns about children, which we log in a concerns book. This is locked away and only Laura Spruce can access it.
 - We have flow charts explaining to both parents and staff what would happen if they reported an allegation against a member of staff or parents. This is in this policy file.
 - We have a safeguarding notice board in the staff room, to keep all the team updated on any changes that have happened.
 - Rachel Everitt has undergone Safer Recruitment training. She makes sure all new members of staff are rigorously checked and monitored when they start. The staff are also regularly monitored, coached and, if necessary, retrained to remind them the importance of safeguarding.
 - We have a Whistleblowing Policy in place. Whistleblowing is the mechanism by which adults can voice their concerns, made in good faith, without fear of repercussion. Staff can do this by speaking to Rachel Everitt as the owner/officer in charge in confidence to tell them of their concerns.

We recognise that children who are abused or witness violence may find it difficult to develop a sense of self worth. They may feel helplessness, humiliation, and a sense of blame. The nursery may be the only stable, secure and predicable element in the lives of the children at risk. When at the nursery their behaviour may be

challenging and defiant or they may be withdrawn. The nursery endeavours to support them through this.

Where a child makes a disclosure to a member of staff, that member of staff:

- Offers reassurance to the child.
- Listens to the child and gives reassurance.
- The member of staff does not make any promises to the child, including confidentiality. The member of staff reports to the management who will refer to the child protection liaison person within the setting.

When recording suspicions of abuse and disclosures, staff make a record of:

- The child's name
- The child's address
- The age of the child
- The date and time of the observation or disclosure.
- An objective record of the observation or disclosure
- The exact words spoken by the child
- The name of the person to whom the concern was reported to, with the date and time and the names of any of the people present.

The content of the curriculum:

- The nursery ethos which promotes a positive, supportive and secure environment and gives children a sense of being valued.
- The nursery behaviour policy which is aimed at supporting vulnerable children at nursery. It is also a way of telling the team how we expect them to behave, enabling us to challenge any unacceptable behaviour and consider disciplinary procedures.
- Liaison with other agencies that support the child such as social services, child and adult mental health service, education welfare service and educational psychology service.
- Ensuring that, when a child on the child protection register leaves, their information is transferred to the new nursery/school immediately and that the child's social worker is informed.

As a nursery within the grounds of Springfields Academy, we also have the opportunity to consult Trystan Parry Williams and Ruth Honey for advice as they are the Springfields safeguarding officers.

Last reviewed September 2011

Equal Opportunities Policy

All children within our nursery will be treated according to their individual needs. They will be included in all activities where possible and made to feel a valued member of the group. Sometimes this means adapting an activity to the child's ability or stage of development, providing additional resources or giving one child more attention and support than others during a particular activity or routine.

All children within our nursery are given the opportunity to reach their full potential. No child in this nursery will be discriminated in any way, not for their skin colour, culture, gender, ability or religion. All children will be encouraged to play with all the toys, not just those stereotyped for girls or boys. We will try to ensure all toys reflect positive images of children and people from different cultures and with different abilities. We have toys and resources that challenge stereotypical ideas on what careers are open to men and women.

In activities they take part in, each child will develop their knowledge of their own culture as well as learning about different cultures and ways of life. This will help children to understand that some people are different and live differently to others, and understand that this is perfectly normal. We will encourage the children to develop a healthy respect of each other's differences and to value everyone as an individual.

We will encourage parents to share with us as any festivals, special occasions or artefacts, which may enhance the children's learning and understanding. We will work with all agencies that will be of help to the child, as well as with parents. By working closely with parents we will help the child as much as we can.

The main person within nursery in charge of special needs will attend training whenever available. We will review our effectiveness every year, unless anything in the training brings up something that we need to look at immediately.

Our SENCO is: Laura Spruce and Sarah Martin
Last reviewed September 2011

Concerns Policy

As the owner of Little Angels nursery, I urge you to talk to me or anyone within my team over any concerns you have about my nursery.

I am an approachable person and hope that anyone would feel able to speak to me direct about anything they were worried about, within my nursery. As a mother of three children myself, I have your children's interests at heart, and would sympathise with any parent who was worried.

If you do not want to come and talk and prefer to put it in writing, I have listed a variety of ways to do this.

Any concern can be shared in a number of ways:

- ❖ By email (rachel@littleangelscalne.co.uk)
- ❖ Phone (07870 402366)
- ❖ Suggestion box (In the hall)
- ❖ Letter (nursery address)
- ❖ Via your room Guardian Angel (see Parents Board in the hall)

Any of these can be anonymous, if you wish.

All concerns are dealt with straight away and you will have a response. We would also expect you to feedback again if you are still not happy. If your concern cannot be resolved, you can refer to the complaint procedure below.

Complaints Policy

If you were unhappy with any of the services you receive from this nursery, Rachel Everitt will discuss the problem with you. We have a complaints book for you to write in and we aim to resolve any of your problems.

All complaints will be dealt within 28 days and you will receive a written outcome. If you feel you are unable to discuss the problem or concern with me then please ring OFSTED on 08456 404040 or write to the address below:

OFSTED, National Business Unit, Royal Exchange Buildings, St Anne's Square, Manchester, M2 7LA

Last reviewed September 2011

Behaviour Policy

We expect all children within our nursery to respect other children, adults, the nursery building and the equipment they play with.

We will not shout or use offensive language with your child. We will never smack, shake or hurt a child. Nor will we ever humiliate a child. Nor will we punish by isolation or putting them on 'the naughty step'. However, there will be a place in every room where the child will be encouraged to sit and reflect upon any poor behaviour.

Importantly, we actively promote positive behaviour by:

- Giving children lots of praise for good behaviour
- Give children individual attention so the child feels valued
- Set a good example as a role model
- Listen to what the children have to say
- Use a good behaviour chart
- Give children stickers for carrying out good things.

We deal with difficult behaviour by:

- Distraction - Remove the child from the activity or situation.
- Ignore - if this can be done under the circumstances.
- Discuss the poor behaviour with the child.
- Time out to cool off

We will never belittle, neglect, shout or make an example of a child in our care.

After the child has been dealt with we do not expect you to repeat punishment at home. The child has to see where the boundaries lie and understand that once dealt with within nursery, there are no repercussions at home.

Little Angels Main policy is to provide a safe environment for all children in our care, if we feel the child is posing harm to anyone in nursery, we will speak to the parents and any decision then taken will be at the nursery's discretion.

LAST REVIEW DATE: SEPTEMBER 2011

Little Angels Nursery - The Childcare Contract

Please be sure of your required hours before completing this contract. Once booked you will be charged for them in full as your place and hours within the nursery will be reserved and therefore cannot be offered to anyone else.

Child's Details

First name _____ Last name _____
Known name _____
Date of birth _____
Birth Certificate copy provided as proof of age _____
Sex _____
Start date _____ Age of child on start date _____

Contact password

I would like to register my child with Little Angels Nursery and enclose my **£25 non refundable registration fee** payable to *Little Angels Calne Limited*.

I will provide a copy of my child's birth certificate for Rachel Everitt to verify.

I have read the policies, procedures, terms and conditions of the nursery and agree to comply with them and any updated regulations and instructions where necessary. I know the policies are kept in the nursery office and I can ask to see them at any time.

I agree that if my circumstances change and I have to take my child out of Little Angels Nursery, I will give one calendar month written notice of my intention to leave. I will then pay fees for one calendar month from the date my written notice is formally accepted in writing by Rachel Everitt. The same one months notice period is valid if Little Angels terminate my childcare contract at their discretion.

I understand that if I do not pay my nursery fees as required, my child will not be accepted for care and my debt will be passed on to the nursery appointed debt recovery agency.

I can confirm that the information provided is accurate and should any details change, I will advise the nursery as soon as possible.

.....
Parent/Carer signature

.....
Date

Little Angels Nursery - The Registration Details

Parent/Carer 1 - Contact Details

First name

Last name

Address

Home phone

Work phone

Mobile phone

Email

Place of work.

Non-Parent Emergency Contact Name, Number, Relationship

.....

Parent/Carer 2 - Contact Details

First name

Last name

Work phone

Mobile phone

Email

Place of work

Non-Parent Emergency Contact Name, Number, Relationship

.....

ADULTS AUTHORISED TO COLLECT THE CHILD, (MAXIMUM OF 3)

ADULT 1 NAMEMOBILE

ADULT 2 NAMEMOBILE

ADULT 3 NAMEMOBILE

Little Angels Nursery - Your Booked Hours (Please tick box)

	Full Day 8-6	Half day AM 8-1	Half day PM 1-6	<i>Other Hours by prior agreement with Rachel Everitt</i>
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				

Permission given for: Please circle and sign as applicable

Application of sunscreen	yes	no	Sign
Administering nappy cream (If age applicable)	yes	no	Sign
Administering of 'Calpol' and prescribed medicines	yes	no	Sign
Photos on nursery website and nursery Facebook (Parents are strictly forbidden to put any photos on any site which have been taken at or around nursery or a nursery event. Nor are they allowed to post any pictures of any team member on any site.)	yes	no	Sign
Photographs and Videos for any other nursery use. (including advertisements)	yes	no	Sign
To go on supervised outings outside of nursery, inc travel	yes	no	Sign
Making documented observations for learning journeys.	yes	no	Sign
For the officer in charge or deputy to authorize emergency treatment or administer medication or travel in an ambulance.	yes	no	Sign
Sign to say you have read and understand the Little Angels Policies.	yes	no	Sign

Any **special dietary requirements** or food the child is not allowed to be given to eat can be outlined here, please give brief details and we can discuss this further in detail in person and you will be given a care plan to fill in:

Doctor Contact Details

Doctor

Surgery name

Address

Tel number

Is your child up to date with their immunizations?.....

Who has parental responsibility for your child?.....

Who has legal contact?.....

I have read, understand and agree to abide by all the terms, conditions and policies this contract and of Little Angels Nursery.

Sign _____

Print _____

Date _____