

Meithrinfa Siwgr Plwm



Day Nursery

Parent Booklet
2017

Statement of Purpose.

Introduction - Background.

Opening a day nursery was my ambition for several years. I graduated from the University of Wales, Bangor in 1993 with a B.Ed. in Pre-School and Primary education. My main subjects were Art, Design and Technology. I have had valuable experience in several Primary schools on Anglesey, Clwyd and Gwynedd. In 2003 I returned to University to study and attained an M.Ed. in Special Education Needs Management. My main focus is the day to day management of the nursery and the business.

All my experiences in education have been positive, valuable, and rewarding. In 2004, taking the step to open Siwgr Plwm was a natural progression of the positive and rewarding experiences that I have gained working with children. Being involved in their development is a privilege and a pleasure.

Being a working mother I realise that the need for high quality childcare is essential and indeed expected if the mental, physical, and social skills of a child is to reach their full potential. In 2013 I completed a level 4 award in management and leadership with the Chartered Management Institute; this has helped me to develop the business even further. We strive to ensure that Siwgr Plwm is a nursery where children and their parents can expect and be assured of high standards and the full attention that all children deserve. We believe that communication between parents and ourselves is crucial so that we can maintain and develop our relationships and nurture links between the nursery and the home setting.

Nursery Aims.

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- To provide a nursery full of happiness and quality care combined with fun, education and the attention that your child deserves.
 - To provide affordable, accessible, high quality childcare.
 - To create a safe, caring and stimulating environment where each child can develop their full potential whilst becoming independent, active learners.
 - To develop children's moral understanding and use encouragement and praise as rewards for good behaviour.
 - To build each child's self-esteem together with mutual care and respect for others.
 - To value each child as an individual with his/her own needs and personality.
 - To encourage a positive attitude with respect towards racial origin, religion, difference in gender and disability within the nursery environment by practising our Equal Opportunities.
 - To ensure the health and wellbeing of all children in our care and to actively promote the concept of health, wellbeing and sustainability to parents.
 - To support the development of children through the Healthy and Sustainable Pre-school Scheme, to achieve a better quality of life for our own and future generations.

Nursery Objectives:

To ensure that:

- The nursery is a warm and happy environment where children's needs are placed first
- Children are stimulated through educational toys, group play, active play and role play
- There will be time to be calm and relaxed
- Being included in social gatherings of children and adults
- Outside play is encouraged
- All children experience a safe and friendly atmosphere with themed activities to develop pre-educational skills through:
 - Healthy and Sustainable Pre-school scheme
 - Learning through Play
 - Foundation Phase
 - Close interaction between staff and peers
- Social skills are developed through:
 - Sharing
 - Helping others
 - Turn taking

Siwgr Plwm Cyf is registered to care for up to 70 children under the age of 12 years. Consisting of girls and boys in three main rooms, this may include children with individual learning needs.

Although we are registered for higher numbers, we limit the daily number of children in each room as listed below. Some spare places are always reserved for special circumstances and a fourth room caters for a small number of after school and holiday club children.

Room	Age group	Numbers	Ratio
1	3 months – 2 Years	12 children	1:3
2	2 Years – 3 years	12 children	1:4
3	3 years – 4 years	24 children	1:8
4	5 years – 11 years	*16 children	1:8

*Holiday Club Only

Opening Hours:

Our opening hours are 7.30 am until 6.00 pm, Monday to Friday. We are open 51 weeks of the year excluding *bank holidays and we are closed for one week over the Christmas / New Year period.

* We do not charge for Bank Holidays.

Children with special needs.

Are always welcome and are integrated and cared for alongside other children. Members of our team have specialist training in some areas; additional support, equipment or care may be required and if appropriate can be arranged through discussion with parents and other agencies. Parents can help to ensure our team are fully aware of the specific needs of each child, and additional training can be provided where necessary.

Staffing.

We adhere to strict recruitment policies and procedures; the majority of our childcare team have been with us for more than 8 years. We currently have 16 members of staff all with an Enhanced CRB check. All team members speak Welsh and English; however, we will always converse with each child through their first language. All members of our team are primarily employed for their patience and happy caring nature and are appropriately qualified and experienced in childcare. Our team are made up of a healthy balance of age and experience.

Staff Training days.

Ongoing developmental training for our child carers is in place to keep up with the ever-changing legislation and procedures relevant to the childcare sector. All the required Child Protection, Paediatric First Aid and Food Hygiene certifications are always kept up to date. We have 3 or 4 early closing days during each year for staff training, these days are important to keep our staff up to date with procedures and skills. We ensure that parents are given at least 4 weeks' notice of early closing training days and times; usually 4 until 6 pm.

New Starters - a New Beginning.

We feel it is important that all children accepted into nursery are invited to settle in for as long as is necessary for both child and parent to feel comfortable. Parents usually stay and observe during the first session, on subsequent sessions parents are welcome to stay or if they wish can pop in and out and see how things develop - this gives staff and the child the opportunity to get to know each other and the parent the opportunity to familiarise themselves with the setting. Our settling in periods are totally flexible - we are adaptable and like to 'play this by ear'.

All parents will receive a welcome letter and welcome pack, which may help to remind you of some of the things that we need for your child; a hat and sun cream for example. It is important that time be taken to discuss with staff, any worries or fears that you may be experiencing; it is normal to have concerns about how others will be caring for your child. Do not feel uneasy to speak with the staff or to telephone us at any time and as often as you need to if you are at all anxious or would just like some reassurance about how your child is getting on without you. Please remember, we are here to make your life easier.

Arrival and departure.

The arrival and departure of the children is an ideal time to discuss your child's day with the staff. We are here for you, and would like you to be, and feel actively involved so that the relationship between Siwgr Plwm, home, and parents develop naturally and appropriately. Please take the time to discuss any information that you would like to pass on to the staff or to ask questions about your child's day.

In order to help with the transition from home, special care is taken with new parents and children until they are well settled. We ask that parents be aware of appropriate notices such as **'No shoes'** in nursery rooms and to be familiar with the location of the child's cloak peg.

On no occasion, would we allow your child to be released from the Nursery to a person who is a stranger to our staff, and/or has not been specifically authorised by you. If different collection arrangements are to be made, then staff should be informed of this in advance. If you forget to tell us or plans change last minute, don't worry, just telephone beforehand, delegated persons collecting your child should use your unique password.

If your child is not collected from Siwgr Plwm.

As a last resort, and then only if the parent/guardian or close relative is not contactable at the end of the day, we have a duty to contact Social Services 30 minutes after Nursery closing time. This procedure will only be implemented if we are unable to reach any of your emergency contacts or your child is not collected and all other emergency numbers have been attempted.

In an emergency, at your request; if it is at all possible we would try to make arrangements to care for your child for a few hours until you are able to collect them.

Security.

The security of the building and the surrounding area is of a very high standard. Each entrance and exit is locked and the doors have an intercom system. We have a code lock system on the main entry door and the code is changed regularly. Only parents are given the code; once you have received it please do not pass this on to anyone else. Friends or relatives collecting your child must ring the bell to gain access to the

building. Arrangements can be made so that in an emergency a designated person may collect your child using the secret password system, the password will be agreed in advance so that you and the nursery staff can be assured that your child remains safe. A phone call from you to confirm these arrangements must always be made beforehand or we will not be able to release your child from our care.

Communication - Continuous exchange.

Successful cooperation between parents and our nursery is very important because it can have a positive impact on your child's development. We encourage a culture of continuous exchange between parents and the nursery, through discussion and joint planning. We use a Home-Link diary that we keep updated with your child's general progress throughout the day. The team member looking after your child will be responsible for keeping you up to date with your child's daily activities and wellbeing, through the daily diary and verbal exchange. This information is intended to provide a historical record of your child's development, food consumption, and resting times. The diary can also be used to convey messages between the setting and home and should be taken home and returned with your child each day.

Verbal communication also plays a vital role in terms of information exchange, this opportunity presents itself each day at handover times. On some days, you may find that you do not have the time to stop and talk to staff; at these times let staff know that you have written a note in the diary. You may also telephone or decide to speak to us at a time that is more convenient for you.

Facilities and Daily Routine.

Parents are welcome to enter the nursery rooms at any reasonable time but should be invited to do so or that you ask permission beforehand. We feel it very important that outdoor footwear is not worn in any of the rooms, as the children regularly crawl, sit, and roll around on the carpets; we would like to ensure they may do so without the risk of infection.

We also feel that It is very important your child feels comfortable and valued whilst in our care. Throughout the day staff and children follow a fundamental daily routine, so that a homely atmosphere will always prevail. Children will enjoy structured and organised play activities together that will be fun and will encourage social and developmental skills.

We have oodles of space. **Outside play** is encouraged and carried out in one of several separate play areas within the safety of our grounds - rain or shine. We feel it is important that children experience different types of weather conditions so be sure to provide appropriate clothing so they are able to do so; there is a list of essential items in your welcome letter.

- Butterfly / picnic garden
- Baby garden
- Swing park
- Activity Park
- Truck and car play park
- Front garden
- Vegetable garden

Our Rooms.

The moment parents and children arrive, they are welcomed by a staff member and made to feel at home.

Smot

Our room for babies and toddlers; we focus on your home routine and play for the babies. We feel it is important that the babies own home routine is followed so that their development is stable and progressive. Continuity is the key and our own Home Link diary will prove to be invaluable in communicating between parents and the setting.

The room is bright and spacious and combines elements to encourage baby to explore in safety. Soft furnishings are present to ensure baby feels at home, a separate sleeping room is provided for peace and relaxation of mind. A wide range of stimulating activities and resources will always be available for each baby and our staff and any visitors must wear indoor footwear so that you can be assured that your child can crawl or roll around on a clean carpet. We have signs displayed to remind everyone of our policy.

Sali Mali & Sam Tan:

Here we have an organised selection of activities that will vary throughout the day and the seasons of the year. Both rooms offer a wide range of resources, which will always include the following:

- Sand and water
- Book corner
- Role play area
- Active play
- Writing table
- Art and craft section
- Construction area
- Small world area
- Music
- Educational programmes

We provide a breakfast for all at 9.00 am, afterward the children engage in play activities through our daily routine. An experienced member of staff will conduct group activities to help the children develop social skills and learning until lunch at 11.30 am.

There will be a quiet time for children after lunch to look at books, colour or just to rest. Further planned group activities are set and a short break will follow for afternoon tea. The children will then be given some free time to choose an activity of their choice. Outdoor play is encouraged every day – rain or shine so please remember to provide us with appropriate clothing for your child.

In the afternoons, the children in **Sam Tan room** will follow the ‘Foundation Stage’, which encourages children to learn through play and develops their skills and senses through their own experiences; the learning and skills developed here will help children with the transition to the next stage of primary school education.

Siwgr Plwm adopts a different Theme each term, a plan is used which includes activities that revolve around the Seven Areas of Learning - Personal and social development / Wellbeing and cultural diversity, Language/literacy/communication skills, Mathematical development, Welsh language development, Knowledge and understanding of the world, Physical development, Creative development.

Our Food.

We currently hold a Level 5 hygiene rating for our kitchen and food and provide healthy and nutritious home cooked menus; no pre-packed meals are used. We have a full time cook who prepares the daily menu in our Nursery Kitchen. We use fresh local produce (wherever possible) and have our own garden allotment supplying much of our seasonal vegetables. All our home-grown vegetables are organically grown. Fresh plain water is available to drink throughout the day and milk is always offered with breakfast. Our children’s daily menus rotate on a 3 weekly basis, and these are displayed on the notice board in the foyer and on our web site. A sample menu is displayed below.

Sample Menu:

Menu 3	Dydd Llun	Dydd Mawrth	Dydd Mercher	Dydd Iau	Dydd Gwener
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Brecwast 08:45	Toast/Cereal & Milk	Toast/Cereal & Milk	Toast/Cereal & Milk	Toast/Cereal & Milk	Toast/Cereal & Milk
Cinio 11:45	Tuna fish pie with sweetcorn. Bananas and custard.	Homemade pizza with side salad. Rice pudding with fruit slices.	Beef casserole with butternut squash. Oaty apple crumble & custard.	Roast Chicken with fresh seasonal veg and gravy. Chef's special lemon cheesecake	Sausage and bean casserole. Ice cream & fruit slices.
Te' Prawn 3:15	Breadsticks with cheese cubes and cherry tomatoes.	Crackers with cream cheese and cucumber slices.	Crumpets with butter. Mandarin segments.	Ham salad wraps. Fruit.	Cheese sandwiches. Fruit.

Healthy & Sustainable Pre-School Scheme:

We have completed a four-year course through the Welsh Assembly Government and are proud to have gained a top achievement award. High quality care is at the heart of the scheme and it forms the way in which we manage the daily care of the children at Siwgr Plwm.

The main areas of quality care are listed below:

- Nutrition & Oral Health
- Physical Activity/Active Play
- Mental & Emotional Health
- Wellbeing and Relationships
- Safe, hygienic environment in the workplace



We focus on 'Health, wellbeing and sustainability within all areas of our childcare to achieve higher standards. Your feedback is always welcome.

Breastfeeding. Welcome Scheme:

We participate in the Breastfeeding Welcome Scheme whereby mothers are encouraged to breastfeed their baby on our premises. We have several areas where mums may breastfeed, please ask.

Toileting Provisions:

Parents/guardians are asked to supply nappies and creams for their children ensuring that we have sufficient supplies we will let you know when they are running low. We **always** change the children's nappies when required but just in case of an accident please provide us with a spare set of clothes.

When your child is ready to be toilet trained we will always discuss each individual child's toilet training needs with the parent/guardian and our nursery staff will be happy to provide guidance and advice on toilet training routines. If you prefer your child to use their own personal potty, please discuss this with a member of staff.

Policies and Emergency Procedures:

Our procedures relating to the arrangements for dealing with any emergency (please see list below) can be viewed in our Operational plan, policies and procedures files:

1. Confidentiality Policy

- (Includes Staff Code of Conduct Policy)
- 2. Behaviour Management Policy
(Includes Anti Bullying & Gun Play Policy)
- 3. Administration of medicine Policy
- 4. Children's Sickness Policy
- 5. Infection control Policy
- 6. Health and Safety Policy
- 7. Child Protection Policy
- 8. Equal opportunities Policy
- 9. Accident and Emergency Policy (Includes Fire Procedure Policy)
- 10. Fire safety Policy
- 11. Missing / Lost child Policy
- 12. Outings Policy
- 13. Complaints Policy
- 14. Sleep Policy
- 15. Food and drink Policy
- 16. Student Policy
- 17. Smoking Policy
- 18. Staff: Child ratio Policy
- 19. SEN Policy
- 20. Equipment safety Policy
- 21. Biting Policy
- 22. Noise Policy
- 23. Infection control policy
- 24. Outdoor Play Policy
- 25. Staff Sickness Policy
- 26. Company vehicle policy
- 27. Whistle Blowing Policy
- 28. Environmental Policy



Our policies are reviewed annually and we invite you to read them. We ask that you take the time to do this during your child's induction period so that you become familiar with our procedures. Our staff will make the policy file available to you during this time.

Photographs:

Whilst your child is attending the Nursery, there will be times when they might be photographed, i.e. at Summer Fetes, fund raising days, Christmas parties etc. We regularly display photographs of the children on the walls of the nursery, our private Facebook site and our password protected gallery on our website. If you do not wish your child to be included in any published photographs we kindly ask that you put this in writing to the Nursery Manager, otherwise we will assume that we have your permission.

Data Protection.

All personal information held on file or database is strictly confidential and secure. We make every effort to ensure that this information is kept safe and we will never divulge any information about you or your child to any other person or agency without your express permission. An explanation of our commitment to data protection is listed in our Confidentiality policy.

Administration of Medicine Policy.

Children who need medication whilst attending the nursery must first have a parent to fill in the administration of medicine form. The time of the last dosage, dosage requirement and frequency must be marked clearly on the form to enable a member of staff to administer the medication correctly.

One member of staff will administer the medication whilst a witness will oversee the procedure, both adults will sign the consent form. Only prescribed medication to that specific child can be administered and the parent must sign the consent form before and after administration. All medication is kept safely out of reach, in a dedicated fridge.

Complaints Policy:

If a parent feels that they have cause for concern they should, in the first instance, speak to the relevant room supervisor or manager. If you are not satisfied with the outcome and wish to make a complaint you may wish to speak directly to the owner Mrs Sioned Hughes or her deputy. We will always take your concerns or complaint seriously, and handle matters professionally and in complete confidence. Please do not make a complaint directly to a staff member.

We will respond to your complaint as quickly as possible. Through private meetings, we will talk with parents and any relevant staff to investigate and rectify the concern. All complaints will be recorded and dated on a dedicated form and in a complaints register, along with the standard outcome that it relates to. The outcome of any investigation will be recorded, along with the action that has been taken, parents will be informed in writing of the outcome and any action taken within 28 days of the original complaint date. However, we will always try to report back to you as soon as we can. We must keep all records of complaint for a minimum of ten years.

If the result of this process does not meet with your complete satisfaction you may refer to: www.cssiw.org.uk for clarification or contact the CSSIW at the following address:

CSSIW North Wales Region
Government offices
Sarn Mynach
Llandudno Junction
Conwy
LL31 9RZ
Telephone: 0300 7900126



Tariff - Annual fees 2017 – 2018.

Terms of Payment:

All bookings are taken in advance and the childcare package that you have registered for must be paid for even though your child may be absent. All payments must be made in advance of your registered sessions and if for any reason, you need to make a change to your booking, we do require **2 weeks' notice**. Regular Invoices are issued in advance covering your contracted sessions as per the Registration Form. Should additional extra hours be booked, these will be invoiced in arrears.

Cancellation of Contract: One-month written notice is required please.

Nursery Fees.	Under 2's	Over 2's
Full day	£45.00	£42.00
Half day 7.30 – 1.00 / 1.00 – 6.00	£26.00	£26.00
Morning session plus one hour (7.30 – 2.00)	£32.00	
Afternoon session plus one hour (12.00 – 6.00)	£32.00	
After school club in Siwgr Plwm (3 hours)	£10.00	
After school club in Rhos y Gad (2 hours)	£10.00	
Holiday club in Siwgr Plwm 8.30 – 5.30	£30.00	
Discount for the second siblings in the nursery	5%	
Free sessions for introducing new customers to the nursery	Please ask	
Please take advantage of our Summer holiday discount - up to three consecutive weeks during the school holidays only. July - August – ½ price with 4 weeks written notice.	Please ask	
We do not charge for Bank holidays.		

- Invoices will be prepared and itemised during the last week of each month.
- Please ensure your fees are paid in advance; monthly payments by the 7th of each month, weekly payments on the Monday of each week.
- If you require extra sessions, please pay for these on the day that your child attends.
- Regular late payments may be charged at a rate of 5% per week (on your outstanding balance) and will be itemised on your next invoice.
- Regrettably, customers in arrears due to regular late payments may be suspended; we are a small private nursery and are unable to operate effectively if payments are not up to date. To avoid any misunderstandings or embarrassment please let us know as soon as possible if your payment will be late.
- If your child is unwell or absent the full fees will still apply; this is necessary in order for us to retain staff. We do not charge for Bank Holidays and we do allow up to 3 weeks half fees (with 1 month's written notice) for an annual holiday between the end of July and August.
- Late collection fees – We understand that parents may be held up and arrive late to collect their child from time to time; please let us know as soon as possible if you are going to be late. Regular late collection will be charged as follows: After 1 pm (morning session) = £6 *per hour. After 6pm = £10 per 30 *minutes (* to retain staff).
- We would prefer customers to pay our fees by standing order, however - we accept cash, card or voucher payment – sorry no cheques. Please consider completing a Standing Order and date it to reach us before the 7th of each month or weekly, each Monday. Our Account number at HSBC Bank: 40:30:14 61508032
- Our nursery fees are reviewed on an annual basis.

Contact us.

For more information about Meithrinfa Siwgr Plwm, please contact us on 01248 714700.

You may also use the contact form on our website: www.siwgrplwm.co.uk or email us at info@siwgrplwm.com

Please take the time to visit our website, we update regularly with news, activities and events, there is also a password protected gallery for parents to view photos of the children.

Thank you for choosing Siwgr Plwm, we look forward to caring for your child and together we can help to guide their development through this very important pre-school stage.

Thank you for choosing Siwgr Plwm.

Kind regards

Sioned & Keith Hughes.

We review our Statement of Purpose and policies annually and inform CSSIW of changes to our service.

END OF DOCUMENT.

