

Red Squirrels Nursery Prospectus

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Ofsted reference number EY350376

Introduction

The committee and staff of Red Squirrels Nursery would like to welcome you and thank you for your interest in the nursery. Our first concern is the same as yours - the happiness and well-being of your child. This was confirmed by Ofsted in their 2014 inspection, when the quality and standards of care were rated as 'good'.

Our nursery was originally established in 1988, by a group of individuals who realised that all children deserve, and benefit from, the best pre-school education that can be provided. We were known then as North Stainmore Nursery. Now we have our own building on the site of Warcop C of E Primary School, which has been designed to satisfy the modern requirements of early years education.

We are particularly proud of the outdoor covered play area which means that children can learn both indoors and outdoors, all year round. This is an essential element of the Early Years Curriculum.



The Rt. Hon David Maclean at the opening of Red Squirrels Nursery in July 2008

Red Squirrels Nursery:

- is an independent nursery with charitable status
- provides excellent care for children aged 2 to 5 years
- is registered as a provider of full daycare with Ofsted, as well as being a member of Pre-School Learning Alliance
- is registered with the current Government Grant scheme for eligible children to receive free education from the term following their third birthday.
- is governed by a committee of volunteers and run on a day-to-day basis by a team of dedicated nursery staff.

Children at Red Squirrels '*thrive in this warm and welcoming nursery through the kind, supportive and caring nature shown by staff.*' (Ofsted 2014). We encourage children to develop to their full potential physically, emotionally and intellectually. Red Squirrels is an inclusive nursery and we welcome all children, irrespective of each child's unique needs.

We hope that you find the information in this prospectus helpful. If there is anything else you would like to know, please ask us - you can find our telephone number and email address on the front of this prospectus.

Aims of the Nursery

- ☺ To provide high quality day care and education for children aged 2 to 5.
- ☺ To help all children, regardless of sex, religious beliefs or ability, to be happy and enjoy coming to nursery.
- ☺ To enable all children to fulfil their potential, whatever their ability.
- ☺ By working through praise and encouragement, we expect good standards of behaviour.
- ☺ Through play, to provide a stimulating and wide range of experiences and challenges to enable children to develop as active learners, to give a sound preparation for school life.
- ☺ To enable children to leave the nursery and start primary school as happy, considerate and enquiring pupils.
- ☺ To encourage parents to be involved in all aspects of their child's development.



'The nursery is well resourced and provides children with an interesting and stimulating learning environment both inside and out. Children happily explore and investigate.'
(Ofsted 2014)

Red Squirrels Nursery Staff

"Staff build a close bond and secure attachment with the children. They develop strong relationships with the families of the nursery children through the good settling in procedures and the excellent interaction with them on a daily basis."

(Ofsted 2014)

Sarah Bell (Nursery Manager)

Sarah joined our nursery in 2013 and is now the Manager. She is a qualified Nursery Nurse and holds an NNEB Certificate. Sarah is full of enthusiasm to continue to move the nursery forward and has the full support of a very close and hardworking team. Sarah is our named special educational needs coordinator (SENCO). She has three children and they have and one still is, attending Warcop Primary School.

Jair Dowie (Deputy Leader)

Jair joined the nursery in 2011 and has since been promoted to Deputy Leader. She holds a Foundation Degree in Early Years and is our 'Communication Champion'.

Deborah Dow

Deborah has been with the nursery since 2011, she works in the office as the administrator and is also a play worker within the setting. Debbie has recently gained her Diploma in Children and Young Peoples workforce with EYFS.

Rachael Longrigg

Rachael is the Office Manager, she joined the nursery in 2013. Rachael is a qualified primary school teacher and has a BA (hons) in Childhood Studies and Professional Practice studies. Rachael has over ten years' experience as a teacher.

Dawn Witterick- Play Worker

Dawn holds a Level 3 Diploma in Child Care and Education and has several years of experience. Dawn joined nursery in 2014. She has two boys who in the past have attended the nursery.

Diana Dinsdale- Play Worker

Diana has 3 children, who all attend Warcop School and have all in the past attended the nursery. Diana holds a Foundation Degree in Early Years Education and joined the team in December 2014.

Louise Hodgson

Louise joined Red Squirrels in September 2015 as Bank Staff. She is a qualified Nursery Nurse with an N.N.E.B. certificate, and many years' experience in different settings. She has two children and two grandchildren.

General Information

Terms

Summer 2016 Monday 11th April to Thursday 21st July
Half Term - May 30th - June 3rd
Early Bank Holiday Monday 2nd May

Spring 2017 Thursday 5th January- Friday 7th April
Half term- Monday 20th February-Friday 24th February

Summer 2017
Monday 24th April-Thursday 24th July
Good Friday 14th April
Easter Sunday 16th April
Half Term Monday 29th May- Friday 2nd June
Early Bank Holiday Monday 1st May

Sessions

We currently open Monday to Friday. The following sessions are available:

Sessions	Times	3 and 4 year olds	2 year olds
Morning	9.00am-11.30am	£9.35	£9.75
Afternoon	12:45pm-3.15pm	£9.35	£9.75
Lunch Time club	11:30am-12:45pm	£3.75	£3.75

The first 2.5 hour session is free. The above fees apply for children whose grants do not cover all the sessions they are attending. An invoice will be issued at the beginning of the month. Fees are to be paid in advance per month, or on a weekly or daily basis. Consistent lateness when collecting children will result in additional charges.

Payments can be made by cash or cheque (payable to Red Squirrels Nursery) and we encourage payment by BACs (acc 21112422, sort code 40-46-18). We ask that parents/carers to let us know as early as possible, should there be any difficulty with payment. A full copy of the nursery's Fee Policy is displayed on the notice board and is also in the Policy File.

Upon request from parents/carers we can arrange a home visit before a child starts at our setting. (charges apply)

Government Grant Scheme for free places

The nursery is registered with the Government Grant Scheme. Children are currently eligible for 15 hours per week from the term following their third birthday and parents will be notified when their child becomes eligible.

Cumbria County Council provides free early years education to **some two year olds**. The funding is limited and therefore a qualifying criteria is required and a referral submitted.

www.cumbria.gov.uk/childrenservices/childrenandfamilies/cfis/freechildcarefortwoyearolds.asp

Tax Credits

Parents/Carers should be aware that, depending on their circumstances, they may be able to claim for child care fees through the government tax credit system. Ask for a leaflet at the nursery or visit the web site www.hmrc.gov.uk.

Childcare Vouchers

The nursery is registered to accept childcare vouchers, if provided by employers.

Your Child's Day at Nursery

Arrival (9am)

Children arrive for the start of the session at 9am. After hanging up coats, please sign in. Lunch boxes are to be put in the kitchen area and then children collect their name tags and self-register. They then become involved in a selection of activities - jigsaws, drawing, play-dough and lots more. We ask parents to be punctual for the start and end of the sessions.

Morning Session (9.00am -11.30am)

Children gather on the carpet area for the morning welcome, where we sing songs and talk about topics of interest, allowing parents to leave whilst the children are settled. Following this the children continue with activities of their own choice or may take part in a focused activity. We sometimes have a short music and movement session in the school hall. Break time is usually at 10.30am, where

children can choose from a range of fruit and healthy snacks. At this time we encourage the children's independence by allowing them to carry pour their own drinks etc.

Lunch Time Club (11.30am - 12:45pm)

During lunchtime the staff and all children sit to eat together. The children learn about healthy eating and develop social skills in a calm, relaxed way.

Afternoon Session (12:45 -3.15pm)

As in the morning session, we have a mixture of independent play and focused activities. A healthy snack is provided at afternoon break. Our session winds down with a story, rhymes or songs.

End of Day (3.15pm)

Parents and carers collect their children from the front door where the staff will also have ready their belongings. The 'special box', which is used for items from home will also be at the front door. Staff are always happy to talk about your child's day, their progress or any concerns you may have, after they have supervised the departure of the other children. You **MUST** your sign your child out at the end of any session. The sheet for this will always be place ready for you.

Examples of play, during both the morning and afternoon sessions, include:

- using the touch-screen computer
- playing imaginative games in the home corner
- riding on the bikes and scooters
- sand and water play
- counting and number activities
- writing skills, letters and sounds
- painting, drawing, cutting, mark-making, gluing, sticking and being creative
- listening to stories, exploring books
- getting involved in these and other activities, outside in our covered play area.
- pre-reading - for pre-school children



Meals and Snacks

Red Squirrels Nursery encourages healthy eating. We encourage the children to sit at the table, enjoy social time with friends and develop good table manners. *'Staff prepare a range of healthy snack options and follow children's individual dietary needs. Younger children are gently reminded to wash their hands before mealtimes with little fuss and older children automatically go by themselves. (Ofsted 2014)*

We ask parents to supply:

- a named box with food for lunch also containing a drink.
- details of any special diets and allergies via the registration forms.

We supply:

- a healthy morning snack inc fruit, cheeses, and sometimes toast and crumpets
- an afternoon snack which is usually fruit
- water - this is available for children to have a drink at any time of the day.
- free milk to drink - this be provided if parents have indicated they wish this to happen, on their registration form.
- plates and cutlery, when required.
- a fridge for storing lunch boxes
- we can also toast bread provided in children's lunchboxes

Please Note:

- we ask you to avoid sweets and chocolates, please.
- we are happy to reheat food for the children to eat however we are unable to reheat meals containing rice or chicken.



Lunchboxes

In line with our Food Policy, we encourage parents/carers to provide their children with healthy lunchtime food which will be served within four hours. Examples of some healthy foods that could be included in the lunchbox include:

- sandwiches or wraps (e.g. cheese, cold meat, tuna,)
- crackers and cheese
- breadsticks
- vegetable sticks (e.g. carrot, cucumber, celery, peppers)
- yogurt or other fruit desserts such as jelly
- fresh fruit or dried fruit
- meals for reheating, e.g. beans on toast

If you would like to purchase a hot school dinner, which is provided by Warcop C of E Primary school you may. Please ask for further details regarding menus and prices.



Outings and Visitors

Red Squirrels always have an action-packed program of events and a wide range of extra activities. We offer these both on and off site.

There are visits to local venues, such as:

- Appleby Swimming Pool
- the Church at Christmas
- the village and playground
- the soft play centre in Kirkby Stephen
- the local fire station

These regular nursery outings, and visitors to the setting, are usually linked to the topics being covered. Each parent/carer will be asked to sign a consent form at the beginning of the child's enrolment giving permission for their child to go on the outing and suitable transport arrangements will be made. At times, the nursery may ask for adult parents/carers to accompany their children on such visits, to keep the adult:child ratio appropriate and make the events fun for everyone!

Art and cultural events have included:

- Theatre trips to Christmas pantomimes
- Visiting theatre groups
- Puppet workshops
- Music Therapy

Many visitors are invited to talk to the children, these have included:

- a road safety officer
- the library van
- vet
- vicar

- police officer
- nurse
- The 'Bee' lady

These events offer important enjoyable and educational opportunities.

We apply for grants and use the proceeds from fundraising to maintain our well-equipped setting, and if funding allows other activities are arranged such as swimming lessons, music sessions and Zoo Lab.

Most years, the nursery holds a Summer Sports Day, open to all children and parents. Lastly, no nursery would be complete without a very special visitor at Christmas time.



How the Nursery Works

Staff and Ratios

One of the great strengths of the nursery is its staffing. Our committed members of staff combine professionalism with many years of experience. This gives the children a strong sense of security and belonging. Training of staff is ongoing, including regular off-site courses to keep abreast of the latest developments and maintain skills such as first aid and food hygiene.

At our nursery, we are often able to keep the group sizes small or to involve extra adults so that staff are able to give the children even more of the individual attention they need to flourish.

- We use the following ratios of adult to child:
 - children aged two years of age: 1 adult : 4 children
 - For children aged three to five years we have a ratio of 1 adult to 8 children. At all times we ensure that our ratios are within legal limits, as outlined in the Framework for the Early Years Foundation Stage.

Key Person

Your child will be assigned a key person who is responsible for guiding and caring for him/her during the sessions. Wherever possible, that person will remain the same throughout their stay at the Nursery. This adult will build a special relationship with the child and with you as the child's parents/carer. If the Key person is not on duty during a session, then your child will be looked after by another member of staff. The list of key person groups is displayed on the notice board. If you would like further information please see the Nursery Manager.

The Home/Nursery Relationship

We are proud of the strong relationship between Red Squirrels and the families of our children. We communicate in a variety of ways, ranging from the noticeboards, to informal discussions with staff, termly reports and your child's learning journal. Throughout the year, there are also regular newsletters and letters. Perhaps most importantly, you will often see the results of your child's efforts in crafts, pictures and even cards and gifts brought home. You are welcome, at any time, to look at your child's individual learning journal where we record progress and development. Parents/carers are invited to discuss their children's progress at our end-of year Parents' Evening. We hope you will always feel informed and involved and as always, if there is something you need to know, just ask. Parents contribute a great deal to our little community - see the 'Parental Involvement' section for even more information.

The Nursery/Primary School Link

Red Squirrels Nursery feels that it has a vital role to play in making your child's transition to primary school as smooth and happy as possible. Children from our nursery go to many different schools. We like to work directly with these schools to prepare our children for the next stage of their education.

Being situated within the grounds of Warcop School allows the children to become familiar with school, the teachers and daily routines. The reception teacher visits our pre-school children frequently. This preparation makes the move from nursery to reception a much less daunting prospect as the surroundings are so familiar.

Warcop C of E Primary School is high achieving and has an excellent reputation.

<http://www.warcopcofeschool.co.uk>

<http://dashboard.ofsted.gov.uk/dash.php?urn=112372>

A Few Practicalities

Arrival and Collection- Arrival time is between 8:55 -9am. Before this time staff are busy setting up for the session. A 'Procedures for Arrival and Collection' document is issued to all parents on joining to ensure the safety of children at these times. We ask that you enter the nursery at the front door and sign your child in. For Safeguarding reasons we ask that **you** never open the door to other parents or others waiting to enter the building. A member of staff will do this. Please make sure that any carers or authorised individuals who may be collecting your child also know this.

Sleep and Rest- If your child needs a rest or nap at any time we have a small 'cosy corner' which consists of two large comfortable cushions and if preferred a blanket will be provided. If you would like to discuss this in more detail please ask. If you would rather that your child didn't take a nap during the day please let us know.

Illness - If a child becomes ill at nursery, parents or emergency contacts will be contacted immediately. ***It is vital you ensure that one of your authorised emergency contacts is available at all times whilst your child is in our care.*** Please don't bring a poorly child in to nursery; after any viral illness such as sickness and diarrhoea, you should keep your child at home until at least 48 hours after the symptoms have cleared. We request that the nursery is informed if your child has head lice. Children may still attend the nursery, provided they are being treated. There is conflicting advice regarding conjunctivitis. As it is contagious, we prefer that children with conjunctivitis do not attend.

Medication- For an ongoing condition, medication should be clearly labelled with the child's name and instructions given to a member of staff. You will be asked to complete a medication form which gives our staff permission to administer the medication. All medication will be kept securely, away from the children. Staff must be informed of any medical condition affecting your child but this information will be kept confidential.

Accidents- If your child is involved in an accident, we will complete an accident form which parents will be asked to sign. Likewise, if an injury has occurred when not at nursery, we request that parents/carers inform us so that this too can be recorded.

Clothing- This needs to be practical for an active day. It is helpful to provide spare **named** clothes at all times -you are warned that there will be specific messy activities on regular occasions! For health and safety reasons, we prefer that children do not wear jewellery. In the winter, please remember your child's warm coat, hat and gloves. Wellies are also useful most of the year but especially for our organised off-site walks. In the summer, please send a sun-hat and some named sun cream. Although we are very lucky to have our own canopy-covered play area, there are still occasions when children may play in the playground or on the grass.

Uniform-Red Squirrels Nursery has a sweatshirt, polo-shirt and coat, all of which can be purchased if you wish. The uniform is entirely optional. Ask staff for details.

Nappies and wipes- These should be provided where needed or a change bag can be kept at nursery, if you prefer. If your child is "potty" training we will do all we can to support this, however, please supply plenty of spare clothes including spare shoes and plenty of wipes.

Car Parking- There is parking for cars, along the road in front of the school. Please do not park on the yellow zig zags in front of the school gates as these are there for the safety of the children and access for emergency vehicles.

Please note, many practical issues are dealt with in more detail as occasions arise or in the formal policy folder which is available on site for any parent to consult.

Your Child's Curriculum

The framework for children from birth to five years old is called the Early Years Foundation Stage (EYFS). This play-based approach to learning was introduced in September 2008 for all early years providers this was restructured in September 2012. The overarching aim of the EYFS is to help young children achieve using the 'Characteristics of Learning' these are *Playing and Exploring, Active Learning, Creating and Thinking Critically*.

Through implementing the EYFS we ensure that emphasis is placed upon understanding each child and their family as unique, with different needs and concerns. Close working between the nursery and parents/carers is vital for the identification of children's learning needs and to ensure a quick response to any area of particular difficulty.

The EYFS presents children's development under seven overlapping phases. A large emphasis is placed on the three prime areas which are: Personal Social and Emotional, Communication and Language and Physical. The four specific areas which build on these are Literacy, Maths, Understanding the World and Expressive Arts and Design. This overlap is intended to emphasise the fact that there can be big differences between the development of children of similar ages. We will ensure that we provide activities and experiences that are appropriate for the development of each child.

Play underpins all development and learning for young children and it is through play that they develop intellectually, creatively, physically, socially and emotionally. At Red Squirrels Nursery, we strive to provide well-planned experiences based on children's spontaneous play, both indoors and outdoors. A challenging and appropriate play-based curriculum, which covers the seven areas of Learning and Development is carefully

devised to reflect individual needs and interests so that all children can develop to their full potential.



The EYFS is made up of seven areas of learning and development:

Personal, Social and Emotional Development

Aspects include:

- Self-confidence and self-awareness
- Making relationships
- Managing feelings and behaviour

Communication and Language

Aspects include:

- Listening and attention
- Understanding
- Speaking

Physical Development

Aspects include:

- Moving and handling
- Health and self-care

Literacy

Aspects include:

- Reading
- Writing

Maths

Aspects include:

- Numbers
- Shape, space and measure



Understanding the World

Aspects include:

- People and communities
- The World
- Technology

Expressive Art and Design

Aspects include:

- Exploring and using media and materials
- Being imaginative

'The covered play area with safety flooring enables children to play on large climbing frame apparatus, ride on wheeled toys, build with large bricks and play with sand. Staff engage in the children's play and children play happily outside. They enjoy running around and using the resources made available to them.' (Ofsted 2014)

The outside noticeboard is devoted to providing information about what the children do at nursery. You will be able to see the plans for the week's activities on the parents board inside nursery. These plans constantly change as staff will be incorporating children's own interests into activities. The nursery staff observe all children and record these observations to build up a picture of each child's development. Staff use a monitoring system through the iPad, which allows progress to be shared with parents through the child's learning journal. These observations are also used to inform future planning of the curriculum.

Computer use - The nursery has a touch-screen computer, which the children can use. We do have internet access and all security/parental controls are in place.

'Staff know the children well and therefore plan a wide range of interesting and stimulating activities that support their interest and the next steps in their learning. As a result, children make good progress in relation to their starting points.' (Ofsted 2014)



Caring for our Children

Special Needs

The nursery prides itself on the inclusive nature of its work and has integrated many children with special needs over the years. Children who may have specific needs are carefully supported through their transition into mainstream education. We also take a broad view of the term 'Special Needs' and recognise that all children have special talents to nurture and indeed all our children are treated as individuals when we plan to meet their needs. A full copy of the SEN Policy is in the Policy File.

Safeguarding children

The safety and well-being of all the children at the nursery is our priority. We will ensure that all staff and students, who work with children, have undergone a DBS check.

The Nursery holds an accident file for any minor accidents and parents are kept fully informed at all times. The appropriate Health and Safety documents are displayed at nursery and all children will take part in Emergency Evacuation Drills. The nursery is fully covered with public liability and all relevant insurance.

As in all nurseries, we have to take security very seriously and our detailed Arrival and Collection procedure is an important part of this. Members of the public can at no time gain access to the nursery. For off-site visits, full risk assessments are carried out and shared amongst staff and any accompanying adults.

Please refer to our policies for information regarding Health and Safety, Safeguarding Children and what to do when you suspect a child is at risk.

Positive Behaviour Policy

'Children's behaviour is good as staff are positive role models and have a consistent, fair and gentle approach to behaviour management.' (Ofsted 2012)

Red Squirrels Nursery promotes good behaviour. The children are happy and energetic and alongside this enthusiasm they learn respect for other people and property. The staff work by expecting high standards of behaviour and by acting as good role models. They use a gentle routine which allows children to work happily alongside each other, all knowing that they are respected by the others. At Red Squirrels Nursery, we believe in discussion and explanation as means of resolving any issues and we always work closely with families should any difficulties arise.

'Children happily explore and investigate. They make choices in what they want to play with, knowing that staff are close by to offer their support and guidance. Staff act as good role models.' (Ofsted 2014)

Joining Red Squirrels Nursery

Admissions

Red Squirrels Nursery is open to all families in the community and admits children regardless of sex, race, religious beliefs or ability. We aim to ensure that all sections of the community have access to the nursery through open, fair and clearly communicated procedures. Spaces are allocated according to availability, within the permitted ratios of adult: age group.

Registration and Consent Forms

Following an initial visit to the Nursery, parents/carers will be asked to fill in an admission form to formally register their child and provide us with helpful information. A consent form is also included, authorising the staff to act in certain situations varying from a medical emergency to changing wet clothes. You will also be asked if you wish to give permission for your child's photograph to be used in any publicity materials.

Settling In

We pride ourselves on making children feel welcome from the very first time they visit and we want the settling in period to be a happy one for all concerned.

Your child's first session at the nursery is free and we are flexible as to its use; you may wish to stay for part of it, all of it or leave your child to find their feet with our support. We are always at the end of the phone should you wish to find out how they are getting on during the day. Thereafter, the sessions can be built on as appropriate; we find that children settle in with us very quickly and you will receive lots of feedback from the key person assigned to your child. We appreciate any advice you can give us about likes/dislikes and topics we can talk about to interest your child and of course if there is a special toy or something they would like to show to the other children just bring it in and put it in the Special Box!

Policies

Copies of our policies are kept in the nursery for reference at any time. All parents/carers are able to read these policies, especially when your child first joins us; do ask if you would like to see them beforehand.

How Parents Can Be Involved

As you will have realised, the Nursery is very keen to have strong links with families and builds on these links all the time with communications home, play plans and reports, newsletters and much informal discussion too. We encourage all parents to consult our notice boards which are regularly updated. The newsletters will tell you which topics are coming up and suggest items your child could bring in to share or display.

On top of all this regular activity, we very much like to involve families more directly and below are some of the ways that you might consider joining in:

Volunteering

We often ask for help on off-site trips or when there is a specific activity that requires greater supervision, however we understand not all parents can spare the time to do this. At our 'bigger' events, such as a Summer Fun Days, we appreciate anyone who can come and help or contribute party food, for example.

Fundraising

Red Squirrels Nursery is a registered charity and runs on a nonprofit basis. However, to enable us to run we need the support and backing of the parents, carers and families who use this facility.

We will always keep you informed of the latest fundraising activities and none of these are successful without community involvement in many guises - attending events, entering competitions, donating gifts, buying tickets, selling tickets, baking, making and lots and lots of other kinds of help. We are sometimes able to raise funds through schemes too, such as www.easyfundraising.co.uk which raises money for nursery through online shopping. New ideas are always very welcome.

Committee of Trustees

The Nursery Committee relies entirely on parents to function - some whose children are at nursery and some whose have left. As the nursery is a registered charity, committee members are Trustees of the charity.

There is a time commitment involved but serving on the committee is valuable work, a fascinating insight and rewarding and fun, too. The committee has relaxed, though still productive, meetings and we occasionally get to socialise too.

Anyone interested in helping on the committee should contact a member of staff or committee to find out more of what is involved. In any case, the Annual General Meeting, held towards the end of the Autumn term, is open to all parents and we like to welcome as many of you as possible on that occasion.

Committee Members

Chairperson
Angela Tyson

Treasurer
Cath Shihadah

Secretary
Harriet Hewetson

Committee Members

Sandy Baker
Emma Atkinson
Diana Dinsdale
Claire Patterson

Sally Linsley liaises closely with committee and staff in her role of Head-teacher of the school.

'The nursery has very close links with host primary school, which aids the smooth transition for children leaving the nursery to begin their formal school education.'
(Ofsted 2014)



Funding and Support

Red Squirrels Nursery has received immense support from the community, from individuals and from companies and charities, especially in enabling us to build our nursery here at Warcop, and continue to help us provide activities.

Thanks must go to:

Big Lottery 'Awards For All, CBS, Cumbria County Council, Cumbria Children's Services, Cumbria Rural Infrastructure Support Programme (CRISP), Cumbria Community Champions, Frieda Scott Trust, theidol.com, Hadfield Trust & Holehird Trust

Thanks also to everyone who has supported our fundraising in so many ways and to all the parents, families and friends, past and present who would fill up several more pages. The nursery is hugely grateful to you all and in return will continue to do its very best for the children in our local community.

Suggestions

We welcome your comments and suggestions and have a suggestion space on the notice board for these. This can be found in the cloakroom area.

Complaints

As with every Nursery, we have a formal policy regarding complaints, available in the Policy File. Briefly, in the first place, any concerns should be raised with the Nursery Manager. Hopefully these can be dealt with informally. Should this not be the case, you will be provided with a copy of the Complaints Procedure, which must be strictly followed

by all concerned. In the unlikely event that the situation still cannot be resolved, ofsted can be contacted.

Ofsted can be contacted at:

Ofsted
Piccadilly Gate
Store Street
MANCHESTER,
M1 2WD
Tel. 0300 123 1231