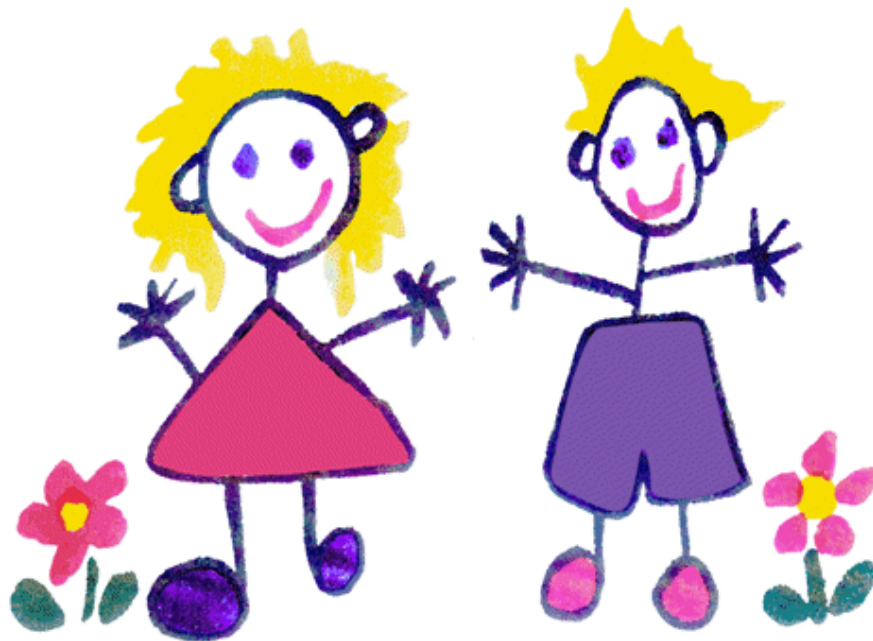


Welcome
to
Alexandra House
Nursery

Alexandra House



Early Years Child Care Provider

20, Crownhill Fort Road

Crownhill

Plymouth PL6 5BX

Tel: 01752 781888

Email: alex.house@live.co.uk

Website: www.alexhouse.org.uk

Registered Charity No: 202922

Alexandra House Nursery

"Mission Statement"

"PLAYING TOGETHER, LEARNING TOGETHER"

We are committed to learning together through play, by offering children in a happy, safe and secure environment, a rich and varied range of experiences and resources. The curriculum which we deliver enables children to develop an understanding of themselves, their community and the wider world. We value children for what they are as much as for what they will become. Every child's individuality is recognised and we celebrate their successes.

Aims and values

We aim to deliver a high quality service for young children and families by:

Providing for the welfare, safety and security of your child in our care

- We meet your child's physical care routines
- We follow safe practices and good hygiene
- We keep our premises secure
- We employ suitable staff
- We follow child protection procedures
- We provide a supportive community where everyone feels safe, secure and valued.

Meeting the individual needs of your child with regard to its learning and development

- We listen to your child and respect them as an individual with unique competences and potential
- We enable your child to learn from first hand experiences
- We support your child to experience risk and challenge
- We celebrate successes and aim to build a solid foundation for your child's life long learning.

Offering an inclusive community for you and your child which recognises the importance of positive relationships

- We encourage a culture of respect for each other, for all families, for all children
- We build strong, positive relationships with you as a parent/carer
- We empower you as a parent/carer, to be an active participant in your child's development and learning.

Professionally managing our organisation

- We work within a structure involving Trustees - council of management - manager - administrator - staff team
- We continually strive to improve the quality of our service
- We develop flexible services that are sustainable and meet the needs of our families

Creating and maintaining a physical environment which is stimulating and engaging for your child's play

- We offer a wide range of age appropriate resources that your child can access independently.
- We deliver opportunities for your child to be out of doors as well as indoors
- We provide for the interests of your child
- We keep our environment interesting and beautiful.

We offer your child:

- A safe and stimulating environment
- Generous care and attention because of our staffing ratios
- A chance to join in with other children and adults to live, play, work and learn together
- Help to take forward his/her learning and development by being helped to build on what he/she knows and can do
- A 'key person' who will make sure your child is happy and making developmental progress. Who will be available for you to talk with
- A place which sees you the parent/carer as a partner in helping your child to learn and develop
- A place where you can help shape the service which we offer.

About Alexandra House

The nursery registered with Ofsted in April 2004. We offer care, learning and development for children from birth until the start of formal education. We are in receipt of government funding for our preschool children.

Alexandra House is located in its own grounds in a quiet residential area of Plymouth. The provision consists of a ground floor area incorporating rest room, quiet room, toilet block, cloak room, nappy change facility, kitchen, laundry room, large play room, all weather canopied outdoor patio, large garden and allotment. Children from 30months upwards have free access to these facilities.

Our first floor offers an environment for the youngest children, 0-30months. These facilities include cloakroom, kitchen, nappy change facility, children's toilet, sleep room, immobile baby section, quiet play zones, messy play area and parent/carer's room. Children access their own outdoor play area and/or the big garden on a daily basis. This provision was designed specifically for babies and toddlers.

Alexandra House has a well equipped and generous sized kitchen and we provide a healthy breakfast and a nutritious snack morning and afternoon. Children bring their own packed lunch which we serve at midday.

We take children on a full time or sessional basis, and aim to be flexible in meeting the needs of our children and families.

We are committed to providing the highest level of care, learning and development. We look forward to working in partnership with you in order for your child to enjoy a bright start at the beginning of their learning journey.

Flexible Opening Hours

Day Care:

- Monday - Friday - 7.30am - 5.00pm
- 8.00am - 4.30pm
- 9.00am - 4.00pm
- 9.00am - 3.00pm - term time only

We are open for 48 weeks in the year, closing for 2 weeks at Christmas, one week at Easter and Bank holidays. No charge is made for these closures.

Sessional Care:

8.00am - 12.00pm and 12.30pm - 4.30pm

Daily term time only - for 3 and 4 year olds, 9am - 12noon, 12noon - 3pm daily.

Admissions

The nursery is open to all families in the community.

Under our equal opportunities policy we ensure that children are not excluded or discriminated against. (See Admissions Policy)

As a registered charity, we receive donations which contribute to our sustainability. The terms and conditions of these donations mean that we are able to offer childcare places to service families, and ex service personnel at a reduced charge.

We offer childcare places to civilian families without discrimination but without reduction in fees.

We advertise our nursery in places accessible to all sections of the community.

We hold a waiting list to accommodate families it is based on need and age of the child, however priority is given to serving forces personnel, ex-serving forces personnel and civilians.

We keep a vacant place in order to accommodate emergency admissions or children with additional needs.

We try to be flexible about attendance patterns in order to fit in with the needs of individual children and families.

We advise you to arrange a visit to view the unit with your child, before registering.

We welcome additional visits in order for parents and children to become familiar with the staff and the nursery.

We organise staggered starts which makes settling in your child an easier transition from home to setting. On these visits, please be vigilant of your child because we are not insured for them until they have formally started to attend. Your key person will support your child during the settling in process and will aim to develop a trusting and warm relationship with your child and your family.

Fees

Please select your attendance preferences which may be:

Daily sessions (4 hours).

Long day 7.30am - 5pm.

Medium day 8.00am-4.30pm.

Short day 9.00am-4.00pm.

Term time only for 3 & 4 year olds entitled to free funding.

Once you have decided on the best times to meet your needs, then the following table will explain our fees structure.

Alexandra House is a registered charity and our provision remains subsidised for Service families.

	Service and Ex Service Families		Civilian Families	
	0-2½ years	2½ - 5 years	0-2½ years	2½ - 5 years
Per hour	£3.45	£3.45	£4.34	£4.15
8am-12noon and 12.30pm- 4.30pm	£13.80	£13.80	£17.36	£16.60
7.30am-5pm 9½ hours	£31.05	£31.05	£41.23	£39.43
8am-4.30pm 8½ hours	£29.33	£29.33	£36.89	£35.28
9am-4pm 7 hours	£24.15	£24.15	£30.38	£29.05

We request a deposit of £50.00 to be paid at registration, to cover admin costs and to secure your child's place; it also includes a book bag.

Funded Entitlement 3 & 4 Year Olds

All children on the term after their third birthday are entitled to 15 hours free nursery care, learning and development.

Funded Entitlement (3 & 4 year olds)

15 hours of free nursery care is offered for 38 weeks per year term time only, no holiday retainer is needed to secure your child's space

Attending Nursery

Free Entitlement

5 morning/5 afternoon sessions
9am-12noon, 12noon-3pm or
9am-3pm combinations

15 hours

Minimum 3 - 5 days

15 hours

Minimum 2 days

12½ hours

Minimum 1 day

10 hours

For example: If your child attends nursery for 3 sessions per week, i.e. 16 hours, your bill will show:

16 hours less 15 hours free entitlement = 1 hour per week to pay.

If your child attends for 3 day sessions per week, i.e. 25½ hours, your bill will show:

$25\frac{1}{2} - 15 = 10\frac{1}{2}$ hours per week to pay.

The free entitlement is offered for 38 weeks of the year.

No registration fee is required.

Payment of Fees

- Funded children will be asked to complete a parent/carer declaration form for Local Authority purposes.
- Other fees in addition are to be paid in advance at the beginning of each month. A bill will be issued to each family
- Payment should be received by 5th of the month, cash, cheque or BACS is acceptable.
- Cheques are made payable to Alexandra House
- No charge is made when the nursery is closed e.g. Bank holidays, Christmas etc.

- If you have any difficulty in paying fees, please discuss this with the manager or administrator as soon as possible. We are understanding and aware that a family's circumstances can change.
- Please follow this guidance to avoid your childcare place being withdrawn.

Cancellations

- Sickness is charged at the current rates
- Withdrawal of a childcare place requires one month's notice

Staff - working together for your children

The nursery has a high ratio of adult to children:

1 member of staff to 3 children from 0 - 2 years

1 member of staff to 4 children from 2 - 3 years

1 member of staff to 8 children from 3 years

We employ an additional Early Years Practitioner full time who is supernumerary and covers absent staff and holidays.

We use agency cover in addition to this as needed in order to maintain these ratios.

All staff are committed to safeguarding practices and procedures. All staff are CRB approved and undergo safeguarding checks at recruitment.

Early Years Practitioners

- At present, we employ 17, qualified, early years practitioners.
- Our manager, who is an early year's teacher level 6, is supernumerary.
- Details of all staff and qualifications are displayed in reception on our welcome board.
- Our Deputy Manager holds Early Years Professional Status level 6 and two of our staff are undergraduates at level 5.
- All the staff are level 3 and 4 qualified.
- Our administrator handles all the finances.
- A receptionist meets and greets families and visitors.

Student and Visitors

The nursery is a training placement for students on placement and for schools on work experience. Visitors may include staff from other settings, trainers, early year's advisory service staff, health visitors, speech and language therapists and other childcare professionals.

All staff, visitors, maintenance workers will be asked to sign in and out of the building under our safeguarding children procedures and their mobile phones are stored in reception.

All people who help/work regularly in the premises are 'suitable', having been approved through a C.R.B check as required by Ofsted.

Our security systems prevent unauthorised personnel from entering the premises.

A happy transfer from home to nursery

We are proud to say that we settle children very successfully into our nursery.

If you are interested in a childcare place, please ask for a show round and our manager or a senior practitioner will be happy to meet with you and answer all your questions.

If or when a childcare place is available we will arrange for a "key person" visit. This gives you an opportunity to talk to your child's nursery carer about your child's special care, routines, health, likes or dislikes etc. You will be asked to register and provide personal details of emergency contacts and other information which we legally require. This meeting is important because it helps us prepare for your child. We want you to tell us as much as you can about your child's individuality. We will explain all our policies and procedures which we have in place to manage your child's welfare, learning and development.

'Key Person' System

Each child is given a "key person" with whom you can communicate daily. They will talk to you about your child's day and complete a home contact booklet to which you can also add information. The "key person" will make sure that your child's day is a happy one and that what we provide for your

child is right. They will also arrange a meeting with you each term to talk about how your child is learning and developing.

Settling your child

Having completed the registration paperwork and 'key person' visit, we encourage parents/carers to visit the nursery on several occasions with their child. This helps your child to become familiar with the nursery environment and the adults while still supported by you. It also gives you the chance to see what happens in nursery.

Children settle at different rates, so when your child starts, on the first few sessions we ask that you are available to ensure that any distress is only temporary. If you are anxious about leaving your child, or think the transition may be difficult, please talk to your 'key person' or manager. We have several methods of supporting children through this period and wish to work with you to find the most effective way. You are welcome to ring Alexandra House at any time to check how your child is settling.

The Curriculum - what will my child be doing?

The welfare, learning and development we offer helps children to learn about themselves and the world around them. We provide resources and activities that are right for their stage of development. We manage their individual care routines, encouraging independence and fostering good self esteem.

For children from 0 - 5 years of age, all early years' providers - including schools, follow the Early Years Foundation Stage.

The curriculum document is available in reception. Posters and further information are displayed in the nursery as is our planning for children's learning.

Young children learn and develop through play and first hand experiences, supported by a trusted and caring adult. We observe children and identify their interests and developmental stages. We then plan an environment which offers activities and opportunities for them to explore and investigate through play, which is fun, and takes place both in and outdoors.

Here are some opportunities which are provided on a daily basis for children:

sand - water - paint - mark making - collage - puzzles and games - small world
- role play - construction - investigation - books and stories - malleable -
music and dance - boisterous physical play - planting and growing and
seasonal outdoor activities.

Planning

Staff plan for the interests and needs of children which they identify from observations of children's play. Your 'key person' will talk with you about your child's interests at home, so that we can work cooperatively to plan what is right for your child. Each child will have a plan for its 'next steps' in learning so we can ensure it is making developmental progress.

How the day is organised

7.30 - 8.45	Welcome - children arriving Healthy breakfast Quiet play - free choice
9.15	"Hello" in our groups Adult led activity - plan and do
9.30	Free play in the environment indoors and outdoors Children choose to pursue their interests supported by nursery staff
9.45 - 11.00	Café opens Children visit the café at their choice Healthy snack is served - fruit, dried fruit, vegetables, toast, cheese etc fruit juice, water, milk
11.45 - 12.15	Children have songs, stories, review morning Some children leave/arrive
12.15	Lunch time Children have packed lunches Quiet play
1.15 - 1.30	'Hello' welcome children, plan and do
1.30 - 3.45	Children choose their play activities, indoors and outdoors
2.00 - 3.30	Café opens to serve healthy snacks
3.45	Group time with adult Stories, review the day Say goodbye
4.00 - 5.00	Children leaving - ongoing play - self chosen activities

Routines are very flexible to accommodate the individual needs of children and parent's wishes.

Nappies are changed as required, but always morning and afternoon. Sleep fits in with the child's needs.

Our aim is to meet the welfare needs of children at all times throughout the day.

Security - bringing and collecting your child

The front door to Alexandra House is securely locked at all times. Please ring the bell on arrival. At key times i.e. mornings, and end of day, a member of staff will be there to greet you.

- We will ask you, on your "key person" meeting, who will be bringing and collecting your child. We will only let your child leave with these people. We need to be introduced to these people so we can identify them and confidently know that they are "authorised to collect". If anyone else is going to collect your child please let us know beforehand and complete the "collections book" so we have written confirmation of this. We ask for identification from this person and a password.
- We know that there are hold ups when you least expect them, please let us know if you are delayed/late.
- We ask that you collect your child promptly at the end of their session. We support children's welfare at all times and it can be distressing if a child sees others leaving and fears they have been forgotten.
- Late pick up penalty. A charge of £5.00 per 15 minutes is charged as a penalty for late pick up of children. This contributes to the payment of staff to cover the extended 'session'. Please contact us as soon as possible if you are running late or there is an unexpected delay.

For further details please see our policy on collection of children and non-collection of children.

Parental Responsibility

In most cases parents, both mother and father have joint parental responsibility for their children. Occasionally a parent will lose that right. If you do not want the other parent to be able to collect the child we will need to see and retain a copy of any legal documentation that states this situation. Without this documentation we are unable to prevent a parent collecting their own child. We will however always make contact with whom the children live and inform them of the situation.

Children's Records - my child's learning

Your child will have its own learning journey record. This includes all the personal information from registration and continues with observations, photographs and key events in your child's development. We will expect you to contribute to this when you meet with your "key person" because we feel you know your child best and we want to work with you.

Your child will have a 'special book' in which its learning is displayed. You are welcome to see any information we have on your child and to contribute to the special book with things you have done at home.

This information will be passed to you and your next setting when you leave Alexandra House. We also complete a more formal transition document which sums up your child's learning and development. We share this with you, celebrating your child's achievements, then passing it formally to your next provider when your child leaves Alexandra House.

Special Needs

We are an inclusive setting and welcome all children.

If you have concerns about your child's needs and development, please speak to your 'key person' at the introductory meeting and we will make necessary preparation to support this.

If a special need is identified when your child is in nursery we will work in partnership with you to support your child.

Information for parents about Special Educational Needs is available in reception. Please see our S.E.N policy and speak to our Special Educational Needs Coordinator who will be managing all our children on this register.

We understand that it can be difficult to discuss worries about your child. Please do talk to us about your concerns as this will help us to do the best for your child.

Outside agencies may be used to help us support individual needs of children.

We work to the requirements of the Special Educational Needs Code of Practice. The nursery's S.E.N. coordinator is Alison Mallett.

English as an additional language - EAL

We welcome children who are learning to speak English in addition to their own language. Our environment, activities and resources which we offer are inclusive and will support children in their language development by encouraging the use of spoken language.

It is important for us to know how well children are developing their 'home' language, this will help us to identify their communication, speech and language needs.

Parental involvement

We recognise parent/carers as the first and most important educators of their children. All of the nursery staff see themselves as co-workers with you, in providing care and education for your child. Working together is the key to a child's successful learning and development. Help and support from parent/carers is welcomed both at home and in nursery.

Here are some ways you, as a parent/carer, can join in to make the setting a welcoming and stimulating place for children and families:

- Share knowledge and information about your child's needs, interests and activities with staff
- Help at a session or drop in on a session.
- Share any of your interests with children - bringing in something to show or do, or do some cooking, woodwork, gardening etc
- Helping to provide, to make, to look after equipment and materials used in play
- Do any odd jobs, run a book club
- Be part of the parent forum or management of the setting so you can have a voice

- Join in with events and discussions about the activities and curriculum we provide
- Join in with any community activity
- Build friendships with other parents/carers

Do feel free to drop in if you would like to see what we do. Just speak to a member of staff.

How you can help your child at home

- By having a 'real' conversation with each other
- By listening to your child and encouraging them to listen to you
- By sharing activities and talking together about them
- By encouraging and supporting your child's interests
- By taking an interest in the things your child brings home from nursery
- By borrowing books from our library
- By sharing books and stories at home, everyday
- By playing with your child
- By letting them help with every day activities
- By sharing all your child does in nursery and at home, joining in with our activities, contributing to our displays, collecting things, fundraising etc.

All parent/carers who participate in these activities with their children will be helping their children to concentrate, persevere and begin to make connections about the world around them. These are the most important life skills you can give your child on its life long learning journey.

Communication – between you and nursery

- Talk with your 'key person' daily. If they are absent then your back up key person will be happy to chat.
- Look at your child's contact book which will tell you about your child's day. We ask you to use this book to give us extra information like - what they enjoy playing with, changes in their routine or anything that might affect your child such as being tired, teething. Please sign the book every day to confirm you have read it.
- Information about the nursery will be shared with you through regular newsletters. These will also be fixed on the parent/carer notice board. Some letters will require you to return a slip requesting your comments or ideas so we can adjust our services.

- Please tell us of any personal changes at home like absence of a partner, deployments, birth, bereavements, redundancies etc which might affect your child.
- Please tell us of any change of address or telephone numbers, emergency contact details etc. This is very important for your child's welfare.

Practicalities

Clothing

Children have opportunities to play in and outdoors and with messy play activities so please dress your child suitably in play clothes. Provide wellies and an all in one waterproof suit for outdoor play.

Keep a full spare set of clothes in a draw string bag on your child's peg.

Please name everything as clearly as possible

Sun hats are essential for the hot weather

Please try to keep clothing simple to get on and off, elasticated waists, velcro fastenings and avoiding zip, belts, laces etc. This helps children become independent and to learn self help skills

Avoid jewellery, earrings need to be safe and practical. We accommodate cultural traditions and faiths which may require special clothing or jewellery.

Personal items

Children may bring items into the nursery if they want to show or talk about them. We do discourage items being brought in to play just in case they are lost or broken.

A comfort item is, of course, welcomed especially if it helps your child to settle and feel secure. (Alexandra House cannot be held responsible for any personal item that is misplaced or damaged.)

Please bring

Nappies, wipes, nappy creams if used, bibs, comforters and packed lunch if needed.

Babies may need

Milk feeds, snack, boiled water or juice, bibs, nappies, wipes, nappy cream, food if having lunch, comforter, dummy, toy, blanket. Bottles or feeder cups to be named

Meals and snacks

Breakfast

We provide a healthy breakfast from 7.30am - 8.45am.

This includes:

Weetabix, Oatibix, Branflakes, Porridge, Readybrek, fruit juice, water, milk (whole), wholemeal toast/butter.

Snacks

We have a café open mid morning and mid afternoon. We provide fruit juice, milk and water and a selection of fresh fruit and vegetables, dried fruit, bread and dips. We try to select healthy snacks which reflect the cultural backgrounds of all children.

Lunches

All children taking lunch at Alexandra House need to bring in a packed lunch in a named container.

Lunches are stored in a fridge. We are able to reheat food in a microwave and to warm baby food following the Health & Safety food preparation guidance.

Alexandra House has a healthy eating policy and we ask that you provide a healthy lunch, avoiding food high in fat, sugar and salt or additives, preservatives and colourings. We do not give children sweets.

We are happy to supply drinks - water, milk and fruit juice. We do not encourage children to drink squash or fizzy drinks.

If your child has any dietary requirements please let us know so we can manage the needs of all children.

We provide plates, feeder cups and children's beakers so you need not send these into nursery.

We sit children at a table together at lunch time and encourage good manners.

The babies are fed in their own room at a time which fits into their routine.

Medication and Illness

- If your child is unwell, or you are attending a medical appointment, please ring the nursery - 01752 781888 to let us know.
- Should your child be absent for another reason, e.g. a holiday etc, please let us know in advance.

- If your child becomes ill while in nursery we will contact you or one of your emergency phone numbers so that your child can be collected as soon as possible. Please tell us any updated numbers to avoid distress for your child.
- We administer medicines to children under special circumstances, but only if prescribed by a doctor. Please see our policy which asks you to request medication to be administered in writing to clearly name all medicines, stating dose and time and asking you to sign our medication form. Medicines are returned home at the end of the session and are safely stored during the session.
- We give certain medications which support children with ongoing medical needs in a health care plan, like inhalers for asthmatics. We will ask you to sign our medication's book in line with our policy.
- Please tell your 'key person' if you have special circumstances and we will try to help.
- Some infectious illnesses like diarrhoea and vomiting spread rapidly and our policy requests you keep children at home for 48 hours.
- Other conditions like, head lice, threadworms, conjunctivitis or impetigo are common in children and need treatment, so a 24 hour minimum period is required before returning to nursery.
- Antibiotics require 48 hours of medication before returning to nursery unless your child has a specific ongoing medical need which we are able to support through a health care plan.
- Please tell us if you have given your child any medication, including Calpol, before coming into nursery.
- If your child is unwell please keep them at home until they are better. Nursery is a busy and lively place and not suitable for a child who is feeling poorly.
- Please tell us about any infections or communicable disease. (The Spotty Book - gives guidance and is available to parent/carers.)
- We reserve the right to request you collect your child if we feel they are not well enough to attend.

Sleep and Rest

We will talk with you about your child's routine in your "key person" meeting. However do tell your "key person" if these change as your child develops or circumstances change at home. We want to ensure that your child's routine at nursery will compliment your home routine.

We have a separate sleep room with cots for babies and other rooms for quiet rest times. The children have their own bedding. Your "key person"

will know how your child likes to sleep and how they like to be comforted. Intercoms are used while children sleep and regular 10 minute checks are made by staff. Sleep times are recorded.

Accidents and Injuries

If your child has a minor accident whilst at nursery we will tell you when you collect your child. You will be asked to sign the accident form and a member of staff will explain what happened. A copy of the form will be given to you.

If your child has a head injury we will call you to let you know, sometimes head injuries can be more serious and you may wish to take your child home.

If your child needs medical treatment either by your G.P or to go to hospital for emergency treatment, we will call you immediately.

Should it arise that we have to call an ambulance or get your child to an A&E unit we will go with your child and stay with them until you arrive.

Policies & Procedures

Our policies and procedures enable the nursery to provide a quality service for children and families. They help to make sure that attending our nursery will provide an enjoyable and beneficial experience for children.

Parents/carers will know that the welfare, learning and development of their child is meeting the standards required.

Equal Opportunities

We aim to meet the needs of each individual child. We work to ensure that every member of the nursery community is regarded as being of equal worth and importance irrespective of culture, race, gender, learning disability or ability, sensory or physical impairment, social class, lifestyle or sexual orientation.

By meeting each child's needs and taking positive action, we will work to ensure that everyone has equal and fair access to the curriculum and the opportunities we offer.

Child Protection Procedures

- We have child protection procedures which we follow if we have concerns about a child's welfare or the conduct of an adult when in nursery.
- We are part of a wide child protection network which includes local doctors, health visitors, health care practitioners, social services and the police.
- We work with the safeguarding Children's Boards and follow C.P procedures for referring children suspected of abuse.

Our Child Protection Officer is Denise Evans, Manager.

All our staff are trained in recognising signs of abuse, and would report to C.P Officer any concerns they might have observed. Serious concerns we have about child abuse are discussed with other agencies through our C.P Officer. We may discuss some issues with parent/carers if it were appropriate, though we can pass on information without a family's consent if it is for the welfare of the child.

If you hear or see anything in our nursery which you consider to be unacceptable to children, please report this to a member of staff or to the manger. We take all concerns seriously and promote a culture of vigilance. We will deal concerns promptly.

We are committed to working together to provide for the rights and welfare of all children. More details are provided in our C.P policy.

Behaviour

We provide a secure and welcoming environment which will foster positive behaviour and is sensitive to the needs of children and their families.

Children will develop self-esteem and confidence and be supported in coping with and understanding emotions. Good behaviour will be constantly praised.

Children will be encouraged to take care of property and their environment and begin to learn important values like honesty, fairness and respect for each other.

Social skills form part of our everyday practice eg - turn taking, sharing, cooperating, kindness, gentleness and listening to others.

We have high expectations of behaviour which all staff follow consistently. We will work in partnership with parent/carers to promote these. We will discuss managing behaviour with parent/carers and find ways to develop consistent strategies to use at home and in nursery.

More details are available in our Positive Behaviour Management Policy.

Smoking

We operate a strict 'no smoking policy'. Smoking is prohibited anywhere on the premises and grounds and on any trips, outings or social functions.

Mobile Phones

Alexandra House is a MOBILE FREE ZONE. Parents/carers are asked to answer phones outside the building and to switch off phones if visiting. Contractor's phones are kept in the office while they are working in the building. Staff phones are kept in personal lockers in the staff room.

Complaints Procedure

In the event of a complaint arising, we hope you will, at first, discuss this with a member of staff e.g. your key person or our Deputy Manager. Should this not be possible or you feel the matter has not been dealt with properly, then Denise Evans, the manager, is the responsible person in charge with whom you can raise such matters. We will endeavour to give prompt and serious attention to any concerns and to do our best to resolve the difficulties.

However, if it were not possible to resolve matters in this way, other options remaining include:

- Contacting the Council of Management, Area Officer, Naval Personnel & Family Service NPFS, Mr G Norman, HMS Drake, Fenner Block, HM Navel Base, Devonport, Plymouth, PL2 2BG. If necessary a meeting can be called between the staff, manager and Chairperson of the council of management to conclude the matter.

- An external mediation can be called in to settle complaints, although with no legal powers, they are able to review action and suggest ways in which issues might be resolved.
- At any point during this complaints procedure Ofsted may be approached directly.

The address and telephone number of Ofsted regional centre is:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Ofsted Reg No: EY 281026

Ofsted can be contacted for advice and guidance on 0300 123 4666

All complaints and outcomes are stored in the complaints log which is available for Ofsted and any parent/carer to view. This will include dates, circumstance of the complaint and how it was managed.

Our intention is to work in partnership with parent/carer and the community and we welcome suggestions on how to improve our nursery. This can be done by completing the 'comments, complaints and compliment' forms in the reception area and posting them into the suggestion box.

Better still, chat with your key person about it and we will do our best to provide a better service.

Confidentiality

We respect the privacy of children and their parent/carer. We ensure that information can be shared in the confidence that it will only be used to enhance the welfare of children.

Records and information which we keep will remain confidential and inaccessible to anyone other than an appropriate member of staff.

If we feel it helpful to seek support from outside agencies eg health visitor, speech & language therapist, in order to support your child, we will discuss this with you first in order to request your permission.

As a parent/carer you are able to read any information we keep on your child. (Data Protection Act) Please see our Confidentiality Policy.

In our Operation Plan we have statements on:

Safeguarding and Promoting Children's Welfare

- **Safeguarding Children**
 - Children's Rights and entitlements
 - Safeguarding Children and Child Protection
 - Acceptable Use Policy - ICT
 - Children in Care
 - Confidentiality and Client Access to Records
 - Information Sharing
 - Uncollected Child
 - Missing Child
 - Supervision of Children on Outings and Visits
 - Maintaining Children's Safety and Security on Premises
 - Safe Use of Mobile Phones
 - Making a Complaint
- **Equality of Opportunity**
 - Valuing Diversity and Promoting Equality
 - Supporting Children with SEN
 - Achieving Positive Behaviour
- **Promoting Health & Hygiene**
 - Animals in the Setting
 - Administering Medicines
 - Managing Children with Allergies, or who are Sick or Infectious
 - Managing Pandemic Flu and the Spread of Infection
 - Nappy Changing
 - No Smoking
 - Food and Drink
 - First Aid
 - Sun Protection

Suitable People

- **Employment**
 - Employment and Staffing
 - Induction of Staff, Volunteers, Managers
 - Student Placements

Suitable Premises, Environment and Equipment

- Health & Safety
 - Risk Assessment
 - Health & Safety Standards
 - Health & Safety Risk Assessment
 - Fire Safety and Emergency Evacuation
 - Adverse Weather Conditions
 - Recording and Reporting of Accidents and Incidents
 - Food Hygiene
 - Infection Control

Organisation

- Administration
 - Admissions
 - Registration
- Child Care Practice
 - Role of the Key Person in the Setting
 - Early Years Prospectus
- Partnership
 - Provision for supporting the EYRS Foundation Stage
 - Provision for supporting babies in the EYRF Stage
 - Parental Involvement
 - Working in partnership with Other Agencies

Documentation

- Record Keeping
 - Children's Records
 - Provider Records

**We welcome the opportunity to show you
round our nursery, please phone to arrange
a visit:**

Alexandra House: 01752 781888

Manager: Denise Evans