

Welcome to

Poppies Day Nursery

01495 764675



0-12 Years
8am - 6pm

- A happy, homely, warm & stimulating environment
- Learning through the Foundation Phase
- Educational Providers
- Registered with the LEA - Funded places available.
- Experienced time served staff qualified to level 3 and 5.
- A home from home environment for your child, with a lovely atmosphere and family feel
- ESTYN and CSSIW inspection reports available
- Breakfast club, wrap a round, afterschool club and holiday club

Jan Darlington B.Ed Hons.(Proprietor)

Brady Williams (Nursery Manager)

**Maesderwen House,
Maesderwen Road,
Pontymoile, Pontypool,
NP4 5LE**

Thank you for your enquiry and Welcome to Poppies Day Nursery.

Poppies Day Nursery is a private childcare and education facility currently registered for 48 children aged from 0-12 years. It is set in a spacious, homely, grade II listed building, providing a cheerful and stimulating environment for your child.

We try our best to cover all areas of your childcare needs by providing the following services:

- Full time day care.
- Part time day care
- The option to extend your sessions in the morning or in the evening.
- Breakfast Club
- Wrap around care with pick up/drop off to local schools.
- All meals and drinks.

Our aim is to develop a sense of achievement and confidence within your child, through learning experiences which are both pleasurable and rewarding whatever their age and ability. The physical environment at Poppies supports development and learning with appropriate space, facilities and resources.

The children's rooms have been organised with imagination and care. It is important to us that your child will feel secure, valued and confident within their surroundings.

This brochure aims to out-line the main features of our nursery, a visit is, however, highly recommended to give you a real idea of how special our nursery is.

If you require a child care and education facility to enable your return to work, or simply because you would like to extend your child's social and educational development, then Poppies may be the place for your child.

You are more than welcome to visit or telephone to discuss your requirements.

Yours sincerely,

Jan Darlington B.Ed.(Hons) (Proprietor)

Brady Williams (Manager)

Our Aims & Objectives.

Objectives

At Poppies, we offer a stimulating and exciting environment in which the children can grow into confident children who can develop their own personality. Our main objective is to ensure the children are welcomed into a caring and nurturing environment, which is adapted to suit their individual needs. It is important to us that we work in partnership with parents, carers and any external agencies when welcoming a child into our setting.

Aims

We aim:

- ✿ To support the child and promote learning and growth in all areas of their development.
- ✿ To provide fun, stimulating and age/stage appropriate activities, equipment and experiences for every child in our care.
- ✿ To ensure our staff are competent, positive role models and are provided with up to date training throughout their journey with your child.
- ✿ To encourage and promote social skills with others, in a positive environment regardless of sex, race, religion, culture or disability.
- ✿ To provide day care for boys and girls aged 6 weeks to 12 years, Monday to Friday all year around (excluding Bank Holidays).



Organisation

Opening Times

Poppies Day Nursery is open week days 8am until 6pm. There are a variety of sessions available between these times. We are, however, closed on statutory bank holidays and 2 additional days for Christmas break.

Room Ratios

As part of the minimum standard for CSSIW we ensure we adhere to the ratios of staff to children within each age range. The number of children per staff member varies depending on your child's age. The total number of children per staff member for each age range is as follows:

Age of children	Number of Children
0-2 yrs	3
2-3yrs	4
3-8 yrs	8
8-12 yrs	10

Who looks after your Child?

Each age group has a designated Officer in Charge who ensures the smooth running of their room. All officers in Charge are qualified members of staff who have achieved their level 3 or level 4 childcare qualification. The number of children in the room will dictate the number of Nursery Assistants necessary to support the Officer in Charge.

Nursery Environment

The Gardens

Our beautiful building is surrounded by an equally beautiful garden area.



Our artificial grass area has seesaws, a commercial swing set, climbing frames with shock absorbent bark around the base and much much more. We have balls, rackets, and giant lego and waffle blocks which promotes many areas of development.

The woodland area has been improved for the children to be able to challenge themselves and build confidence, coordination and stamina. The children love to investigate and try different ways to complete the obstacle course.



The patio area is a flat surface for the children to ride the various bikes, trikes and scooters we have at Poppies or maybe they'd prefer to draw on the fitted chalk or wipe boards. It can also be used for messy and creative activities when we take our inside play outdoors..

We have a seated picnic area with plenty of bench seats for the children. It's lovely for the children to have their meals outside. The benches also provide brilliant opportunities for the children to have table top activities outdoors.

Our decked Story telling land is perfect for circle time. Plenty of space for a whole class to sit and listen to their favourite stories. They love watching the birds and mini beasts around the garden from the decking.

The role play cottage is regularly adapted to suit the current topic. This encourages them to experience all areas of the Foundation Phase whilst outside in the garden.

The Baby rooms

Poppies Day Nursery is registered to accommodate babies from 6 weeks of age. Our baby rooms are comprised of two comfortable and well equipped play rooms, a sensory room, a cosy sleep room and two separate nappy changing areas.

The minimum ratio within our baby room is one member of staff to three babies. Although changes are sometimes inevitable, we aim to keep staff changes to a minimum especially in our baby rooms. We feel it is important for babies to develop within a secure environment with a main core of familiar nursery nurses.



Toddler rooms

The Toddler Room accommodates our 2 - 3 year old children. Our toddlers are based on the ground floor of the nursery, where they have numerous opportunities to play during the day.

Our toddlers can enjoy a wide range of activities within a variety of environments both indoors and out. Young children are lively, energetic and curious about the world around them. We feel it is more conducive to children's development, to allow movement throughout the nursery, rather than confining each group to one base room.



Pre-school rooms

Poppies accommodates for pre-school children aged 3-5years old. The ratio for our pre-school children is one member of staff to eight children over three years. We deliver a comprehensive nursery curriculum based on the Foundation Phase.

The curriculum is based on the seven areas of learning which are:

i) Mathematical Development

Ii) Language, Literacy and Communication Skills

Iii) Knowledge and Understanding of the World

Iv) Creative Development

V) Physical Development

Vi) Welsh Language Development

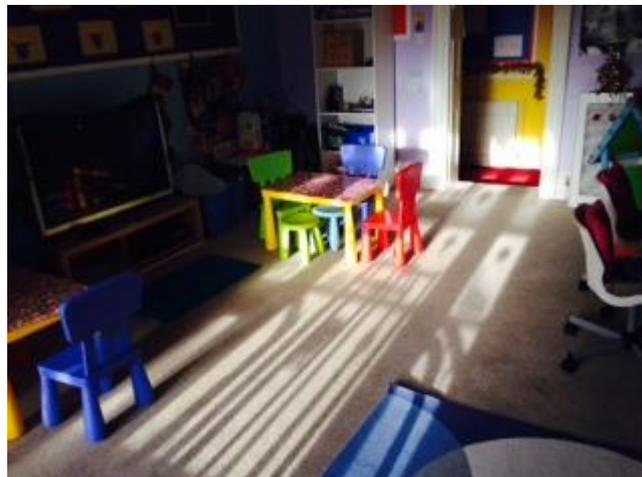
Vii) Personal and Social Development, Well-Being and Cultural Diversity



Wrap-Around

We drop children off to their school and/or pick them up at the end of their session at school, in one of our three, designated, nursery vehicles. Poppies Day Nursery follows all current and new legislation related to the safe transportation of school children. We have recently purchased a number of new car seats which conform to new up and coming legislation.

Children are provided with appropriate snacks and drinks and they have opportunity to relax and undertake a number of fun activities.



Estyn

Poppies Day Nursery has chosen to register as an educational provider with the L.E.A. As such, we are liable for inspection by Estyn as and when we are notified. Our last inspection took place in November 2016. Copies of this very pleasing report is available on request or can be downloaded directly from the Estyn website.

"The setting has a homely, caring and inclusive ethos, where children are valued and are happy."
(Estyn - November 2016)



Funding

As educational providers, we are able to offer funded places for children in the school terms following their 3rd and 4th birthday.

Nursery Planning

Each room completes planning which provides the children with structured and non-structured activities. Our planning can be viewed at any time on the display boards throughout the nursery. Our curriculum is delivered through the medium of English. We do however teach the children basic Welsh skills. This consists of numbers, greetings, colours, the weather, simple rhymes, poems and much more.

Quality for All

Quality for All (QFA) is a quality assurance scheme affiliated to Wales Pre-school Providers Association. This scheme, enables us, to consistently assess the service we provide and ensure that we achieve and maintain an extremely high standard of childcare provision.



*Wales Pre-school
Providers Association*
*Cymdeithas Darparwyr
Cyn-ysgol Cymru*

Our Little Pet

Meet our pet fish who lives in our messy room.



The children love to feed him and watch him move. He's yet to tell us his name....

Our Policies

Below is a list of the nursery Policies which can be found in the Entrance Hall of the nursery for your perusal.

1. Absence Management Procedure
2. Accidents Policy
3. Admissions Policy
4. Alcohol & Substance Misuse Policy
5. Allergies and Allergic Reactions Policy
6. Arrivals and Departures Policy
7. Babies and Toddlers Policy
8. Camera and recording Device Policy
9. Compliments and Complaints Policy
10. Confidentiality Policy
11. Dealing with Discriminatory Behaviour Policy
12. Display Policy
13. Emergency Procedure Policy
14. Fire Policy
15. Health and Safety in the Office Policy
16. Health and Safety Policy
17. Inclusion and Equality Policy
18. Infection Control Policy
19. Intimate care Policy
20. Late Collection Policy
21. Lost Child Policy

22. Manual Handling Policy
23. Medication Policy
24. Mobile Phone Policy
25. No Smoking Policy
26. Oral Health Policy
27. Outdoor Play Policy
28. Overall Approach to Risk Assessments Policy
29. Parents and Carers Policy
30. Promoting Positive Behaviour Policy
31. Safe Care and Practice Policy
32. Safeguarding Children Policy
33. Safety Check Policy
34. Separated Family Policy
35. Settling-In Policy
36. Sleep Policy
37. Special Consideration for Employees
38. S.E.N. Policy
39. Staff Code of Conduct
40. Staff Training Policy
41. Stress Policy
42. Student Policy
43. Visits and Outings Policy
44. Whistle blowing Policy

Admissions Policy

Poppies day Nursery is registered for 48 children between the ages of 6 weeks to 12 years.

The above is in accordance with the legal space requirements from statutory guidance e.g. NMS, and is the overriding policy in respect of admissions.

Other matters taken into account in deciding which child can be offered a place in the nursery are:

- Availability of places, taking into account the staff:child ratios, the age of the child and the registration requirements
- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery's ability to provide the facilities for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability
- Extenuating circumstances affecting the child's welfare or the welfare of his/her family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Prior to a child attending nursery, parents must complete and sign a contract and admissions form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, allergies, parental consent and vaccinations.

Special Educational Needs

Should your child have any additional needs we will do everything in our power to accommodate them. After discussing the nature of the individual needs of your child with you, we will be able to assess the ability of suiting you and your child's need and promote their growth and development with ease.

Our SEN coordinator is Helen Jones, who has attended a number of relevant training courses which enable her to support a number of additional needs. All information is kept confidential within the nursery and with the relevant external agencies.

Safeguarding our Children

Our designated Safeguarding Co-ordinator (DSCO) and Child Protection Officer is Miss Brady Williams, Nursery Manager. Deputy to these roles is Mrs Jan Darlington, Nursery Proprietor.

We, Jan and Brady, have achieved Level 2 Safeguarding, Level 3 Safeguarding and Level 3 Training Key Messages for Practice from Serious Case Reviews. These courses enable us to be confident and proactive protectors of children within our care.

Poppies is committed to ensuring the welfare and safety of all children. We follow the South East Wales Safeguarding Children Board procedures. We will, in most circumstances, endeavour to discuss all concerns with parents about their children. However, there may be exceptional circumstances when we will discuss concerns with Social Care and/or the Police without parental knowledge (in accordance with Child Protection procedures). We will, of course, always aim to maintain a positive relationship with all parents. Our safeguarding policy is available on request.

We work with children, parents, external agencies and the community to ensure the welfare and safety of the children and to give them the best start in life. Children have the right to be treated with respect, supported to thrive and be protected from any abuse in whatever form.

CSSIW

In accordance with current legislation, Poppies Day Nursery has been registered since 2002 as a private, full day care facility, with the Care and Social Services Inspectorate of Wales (CSSIW). Inspections are carried out, as and when necessary, by our registered inspection officer. These visits are usually carried out on an unannounced basis.



The purpose of these inspections and visits are to ensure that all the standards within the Children and Families (Wales) Measures are being met. All reports are available upon request within the nursery or can be downloaded directly from the CSSIW website.

CSSIW will be informed of any changes to our services through direct contact with our CSSIW inspector and using the notification of change forms from the CSSIW Registration Department. We will also review this Statement of Purpose as and when changes occur.

Complaints Procedure

We hope that the time your child spends in Poppies will be an enjoyable experience for both you and them. Co-operation and good communication between parent and carer is vital. Please raise any difficulties at an early stage with the Officer-in-charge of the group your child is in:

Babies: Miss Amy Jones
Toddlers: Miss Jordan Thomas
Pre-school: Miss Hayleigh Jones

If you feel your complaint is not dealt with appropriately, or is of a more serious nature, please put a formal complaint in writing to the Nursery Manager: Miss. Brady Williams.

Any written complaints will be logged in a complaints file.
Any complaint will be listened to, taken seriously and acted upon.
All complaints will be handled in a sensitive and confidential manner.
All complaints will be considered and/or investigated.
We will ensure that the complainant is notified of the outcome.

If the matter is still not resolved, a formal meeting will be held with the parties concerned and the Nursery Proprietor: Mrs. Jan Darlington.

Our registering authority is Care and Social Services Inspectorate Wales. Our Registration and Inspection Officer can be contacted at:

Care and Social Services Inspectorate Wales
South East Region
Government Buildings
Rhydycar
Merthyr Tydfil
CF48 1UZ

Or by telephone:
0300 7900126

If you feel your complaint is not dealt with appropriately or cannot be resolved, you may choose to notify CSSIW at the above address.

CSSIW is not a complaints agency and cannot deal with complaints linked to individual circumstances. IF they are not able to deal with your particular complaint, they may direct you to the organisation best placed to help you; they may also carry out an inspection in light of any complaints received.

Emergency Procedure

At Poppies nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone at the earliest opportunity, e.g. before the start of the nursery day.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises.

The manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice.

- The manager will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- The manager will be available at all times during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

Abduction or threatened abduction of a child

At Poppies nursery, we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Serious Accident

In the case of a serious accident, first aid will be administered immediately by the first-aider at the scene. If no first-aider is at the scene, the most senior member of staff is to stay with the child/staff member making them as comfortable as possible whilst the manager is alerted and a first-aider from another room is brought to the child/member of staff. The manager will phone the emergency services and will phone the child's parents/staff members' next of kin. The incident will be managed by the manager on duty who will co-operate with any emergency services on the scene.

Any other incident that requires evacuation will follow the fire plan. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

The nursery manager will notify CSSIW in the event of a critical incident.

Services & Fees

Our Services

Nursery Day Care (6 weeks - 12 years)

We offer a variety of sessions to suit the needs of the parents and child. We have full day care from 8:30am til 5:30pm and extended day care from 8am til 6pm. Half day sessions are also available, we do however recommend a minimum of two half day sessions to aid the children settling in. These are available in the morning and afternoon.

Wrap-around (3yrs - 12 yrs)

For our School-aged children from 4-12 years, we offer a breakfast club and an afterschool club, with transport back to nursery and an afternoon snack.

Our breakfast club begins at 8am and includes breakfast, activities and transport to school.

Our afterschool club begins on or after 3pm (depending on your child's school) until 6pm.

For 3 year olds attending state nursery we can offer a full wrap-around facility. Depending on whether they are morning or afternoons at state nursery, we can take them or pick them up. These services can be provided in our registered times of 8am - 6pm.

We use our Fiat 500, our 7 seater Toyota Previa and our 7 seater Vauxhall Zafira to transport the children safely. All routes are risk assessed and supervised with qualified Level 3+ staff. We pick up and/or drop off to a number of local schools.



Nursery Fees - June 2017

Full time Mon-Fri	
8.30am - 5.30pm	£165.00
8.00am - 6.00pm	£180.00
Half day	
8.30am - 1.00pm	£22.50
1.00pm - 5.30pm	£21.50
Full day	
8.30am - 5.30pm	£36.00
8.00am - 6.00pm	£39.00
Early starts	
Booked 8.00am start	£2.50
Booked 6.00pm finish	£2.50
Wrap around Sessions	
Breakfast Club 8:00am - 9:30 am	£7.00
Wrap-around 8:30am -1:00pm	£23.00
Wrap-around 11:30am - 3:00pm	£14.00
Afterschool Club 3:00pm - 6:00pm	£11.00

Fees not paid on due date (as stated in your contract) may incur a £3.00 daily charge.

Un-cleared cheques may incur a £30.00 charge.

Example of average monthly fees:

2 days a week (8:30am-5:30pm) would be:

$$£36 \times 2 = £72$$

$$£72 \times 50 \text{ (number of weeks open per year)} = £3,600$$

$$£3,600 \div 12 \text{ (months of the year)} = £300 \text{ per month}$$

LEA Funding per term: £421

Food & Nutrition

Poppies Day Nursery takes the health and nutrition of your babies and children very seriously and follows all recommendations outlined in the 'WG Food & Health Guidelines for Early Years and Childcare Settings (2009)'. A copy of which can be found in the nursery Entrance Hall.

Poppies Day Nursery actively promotes and is supportive of breastfeeding. We are currently in the process of registering our day nursery with the 'WG Breastfeeding Welcome Scheme'. Poppies Day Nursery provides comfortable nursing chairs for mums to breastfeed in the setting. Mums are welcome to breastfeed in all areas open to the public and if privacy is preferred, a private room would be made available.

Kitchen

Poppies Day Nursery was awarded a level 5 food hygiene rating in June 2017. We have a qualified and experienced nursery cook, who prepares fresh, whole-some meals for the babies and children in our care.



Special Dietary Requirements

Poppies Day Nursery will make provision where-ever possible for special diets and children with allergies, to meet their individual needs.

Food

Please turn over-leaf if you are interested in looking at some samples of our delicious menus.

Menus

Example One

Time	Meal/Snack Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:45am	Breakfast	Peach or Banana Natural Yoghurt	Bran Flakes with sliced strawberries or sliced apple	Weetabix with sliced banana or raisins	Fruity Swiss Muesli	Weetabix or Bran Flakes with sliced strawberries
11:30am/12:00pm	Lunch Time	Sliced Ham, Tomato & Basil Penne • Homemade Vanilla Cheesecake	Sue's Fish Pie with broccoli & peas • Orange Jelly & Vanilla Ice Cream	Stir fried chicken with vegetables & egg noodles • Strawberry Whip	Bolognese sauce with courgette on a bed of Spaghetti • Sliced Pineapple & Cream	Jacket potato with Tuna & Sweet corn or Cheese & Beans • Rice Crispy Cakes
3:00pm/3:30pm	Snack Time	Oatcakes with cream cheese & sliced cucumber	Chilled Penne Pasta Salad	Pitta breads with ham & cherry tomatoes	Chilled pizza slices with homemade coleslaw	Ham & cheese Ploughman's with Tiger loaf & Pickle
5:00pm	Refreshment	A choice of water or milk				

Example Two

Time	Meal/Snack Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:45am	Breakfast	Bran Flakes with sultanas or sliced apple	Weetabix with sliced strawberries or sliced kiwi	Fruity Swiss Muesli	Weetabix or bran flakes with sliced banana	Pineapple or kiwi natural yoghurt
11:30am/12:00pm	Lunch Time	Fillet of fish in orange sauce with peas, carrots & boiled potatoes • Sliced banana & custard	Chicken casserole with tomatoes & peppers served on a bed of rice • Sultana & apple fairly cakes	Pasta bows with tuna & sweet corn in a Tomato & basil passatta • Strawberry jelly & Ice cream	Sliced ham, peas, carrots, boiled potatoes drizzled with parsley sauce • Banana Whip	Macaroni cheese & garlic bread fingers • Chocolate ice cream with strawberry sauce
3:00pm/3:30pm	Snack Time	Cream crackers with cheddar cheese & grapes	Selection of quiche & side salad	Mashed banana on toast with chocolate sprinkles	Chilled pasta bow salad	Wholemeal rolls with salmon spread, sliced cucumber & potato crisps
5:00pm	Refreshment	A choice of water or milk				

Terms & Conditions at Poppies

Dear parent/carer,

Everybody at Poppies welcomes you and _____. We aim to make the time that _____ spends here happy, safe and secure. We aim to meet your child's educational needs through a carefully planned and implemented curriculum. In order that we can work in partnership, we ask you to enter into the following agreement. We undertake to make every effort to abide by its terms and ask that you do so as well.

- We provide an "open house" nursery and you are welcome at any time.
- Please ensure that you are seen to the door by a member of staff on your departure, we can then ensure that the nursery building is kept locked and secure.
- We employ a policy of equal opportunities that promotes both equality of opportunity and anti-discriminatory practice for all children.
- All children attending nursery are treated with equal concern and respect.
- All children attending Poppies receive a well-planned curriculum which incorporates a range of activities suited to the age and stage of development of individual children.
- Planning is displayed within the nursery and suggested activities will be sent home for you to complete with your child via our home-nursery links sheet.
- Children will be encouraged to participate in out of nursery activities within the local community. We will also invite members of the community with various roles into nursery for the children to develop an understanding of the diversity of roles that people play within our local community.
- Children aged three and over receive a curriculum based on the Foundation Phase.
- Staff handling of children's behaviour will be consistent and developmentally appropriate, respecting individual children's level of understanding and maturity.
- Physical punishments or the threat of them are not used. Children are never shaken, smacked, humiliated or shamed.
- We will only allow yourself or a person authorised by yourself (as detailed on your admission form) to take your child home.
- We will only allow your child to attend nursery when an up to date admission form detailing emergency contacts, dietary needs etc. has been filled in and returned to us.
- Special dietary needs will be catered for in the majority of cases. We have had experience in catering for children with dairy free diets, gluten free diets and vegetarian diets.
- We will only admit your child into nursery on or after their due start time, which is detailed overleaf.
- We operate a fine policy for children who are picked up after their due finish time.
- The nursery will not undertake the care of sick children. If your child becomes unwell whilst in nursery, we will do our best to comfort them and every effort will be made to contact you to make arrangements for their collection.
- We will only administer medicines with your written authorisation.
- We will advise you of any incidents in nursery that may have affected your child during the day.
- Any accidents, which occur within nursery, will be logged in an accident book which parents are asked to sign at the end of the day.
- A spare pair of clothes must be provided. If your child has just started toilet training, more than one set will be required.
- Please supply a pair of slippers for your child, to be kept in nursery.
- All coats, slippers e.t.c. should be clearly labelled with your child's name
- Bottle fed babies are to be provided with formula milk which is to be made up within nursery.
- Fees are payable monthly, and in advance. Fees are still payable in the event of sickness, holidays or non-attendance.
- Fees not paid on due date may incur a £3.00 daily charge.
- Un-cleared cheques may incur a £30.00 charge.
- The nursery is closed for 10 days each year this includes all bank holidays. (Please refer to nursery closure dates) Nursery closure days are non-chargeable. Monthly fees are calculated on a 50 week year, to enable parents to make an average monthly fee payment which may need to be adjusted at certain points through-out the year.

Monthly Fee = Weekly fee x 50 weeks

- If you wish to take your child out of Poppies 1 month written notice will be required. Notice will only be taken from the day we receive the written notice.

Nursery Policies

Admissions

Admissions to Poppies are on a first come, first served basis. In the event of a waiting list, however, priority will be given to parents requiring a full-time place. Please refer to our Admissions policy for further information.

Arrival and Departure

The front door is kept locked at all times. A member of staff will open the door for you where-upon you may enter nursery and settle your child with their nursery nurse. Please ensure that a member of staff accompanies you to the front door so that the door is securely closed on your departure. Please refer to our Arrival and Departure Policy for more information.

Behaviour

Children flourish best in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else.

If children feel special and good about them-selves they will be far more inclined to behave well and forge kind, caring friendships with their peers and nursery staff. For children to feel special they need to experience good emotions, happiness, joy, security, freedom and laughter and to feel valued for themselves.

For these very reasons our main aim at Poppies with regard to behaviour management is to promote an environment where the children feel good about them-selves and feel it is more worthwhile to behave well and display good, positive, kind, sharing attitudes. An atmosphere of care and respect, in which known rules provide a secure framework for everyone's activities will enable us to achieve this. Please refer to our Promoting Positive Behaviour Policy for more information.

Child Protection

The safety and welfare of the children in our care is our primary concern.

- All children will be kept safe from harm and abuse
- Children will be supervised at all times by a person registered as fit to do so, after undergoing the relevant police and health and character checks.
- Children will not be left alone with visitors to the nursery
- Children may only be collected from nursery by persons authorised to do so
- If there are any suspicions of abuse then the appropriate authorities will be alerted
- Poppies will do all in its power to build trust and a supportive relationship between families and staff. Please refer to our Safeguarding Policy for further information.

Equal Opportunities

At Poppies we believe that all children have a right to grow up and learn in an environment free from prejudice and without discrimination.

Our practices, procedures and policies do not and will not exclude or disproportionately affect particular groups of individuals because of their age, gender, sexuality, class, family status, disability, colour, ethnic origin, culture, religion or belief. Please refer to our Inclusion and Equality Policy for more information.

Health and Safety

One of Poppies major aims is to provide a clean, safe and healthy environment for the babies and children in our care and for the staff who care for them.

We have a comprehensive set of standards, which must be maintained, in our aim to provide the best standard of care we can.

Special Educational Needs
Where Poppies believes that a child may have additional needs that have previously been un-acknowledged, it will work closely with the child's parents and any relevant professionals to establish if any additional action is required. Please refer to our Special needs Policy for further information.

All of the above policies (in complete format) are available for your perusal in nursery.

Co-operation and good communication between parent and carer is vital. Please raise any difficulties at an early stage with the Officer-in-Charge of your child's year group. If the matter is not dealt with to your satisfaction, please put your complaint in writing and address to Mrs Janet Darlington (Proprietor). If you feel your complaint is of a more serious nature our Registration and Inspection officer may be contacted at:

C.S.I.W
 South East Region
 Government Buildings
 Rhydycar
 Merthyr Tydfil
 CF48 1UZ
 0300 790 0126

The contract in its entirety is between

- 1) Poppies Day Nursery, Maesderwen House, Maesderwen Road, Pontymoile, NP45LE
 2) _____ (name) parent/carer of
 _____ (child's name)

	Monday	Tuesday	Wednesday	Thursday	Friday
Hours of Attendance Please record times of sessions in each required session	AM	AM	AM	AM	AM
	PM	PM	PM	PM	PM
Current Fees	£_____ per calendar month payable by the ____ day of the month.				
Charge for late collection of child	£5.00 per 15 minutes that you are late in collecting your child.				
Notice to terminate this contract	Four weeks. (whether it is you or us who wishes the child to stop attending, 4 weeks written notice is required)				
Do you consent to our calling of an ambulance in the event of an emergency?	Yes		Comment		
	No				

If my child is picked up after the above times I will be liable to pay the due fine.
 I understand that early starts and late finishes can only be booked 24 hours in advance with the correct payment.
 I understand that fee increases (anticipated in April of each year) will necessitate the need for an "alteration to terms of contract form" which will be held with your original contract.
 I have read, fully understand and agree to comply with the conditions included in the adjoining brochure and contract.
 I am aware of the nursery policies and procedures and confirm my understanding and acceptance of them.
 I have read and fully understand the complaints procedure as displayed within nursery.

Signed: (Parent/carer)		Date:	
Signed: (Nursery Manager)		Date:	

