

# Dovecote Day Nursery

at

**DOVE Workshop**

**Roman Road, Banwen**

**NEATH**

**SA10 9LW**

## Information Pack

**&**

## Contract



**Tel: 01639 700024 Ext.3**

**e-mail: [dovecotedaynursery@btconnect.com](mailto:dovecotedaynursery@btconnect.com)**

**website: [www.doveworkshop.org.uk](http://www.doveworkshop.org.uk)**

# Dovecote Day Nursery

**We are an English Language Provision that incorporates  
incidental Welsh on a daily basis**

**For children aged birth - five years**

Registered with:

**Care Inspectorate Wales**

For further information please contact

Gemma Bibby

**Nursery Manager**



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# Dovecote Day Nursery

## Statement of Purpose

### Registration

- The nursery's registered opening hours are 7:30 am - 6:30 pm Monday, Tuesday, Wednesday, Thursday, Friday.
- There are nine spaces allocated for children aged birth to 2 years **staff ratio is 1 to 3** and ten spaces allocated for children aged 2 and over **staff ratio is 1 to 4**
- We have **an open door policy** and a **settling in policy** for families and encourage parents/carers to spend time in the nursery with their child prior to their starting day.
- Please find on Page 17 of the contract pack the nursery's Admissions Policy.
- We provide warm and consistent care in safe and stimulating surroundings. We support children to learn at their own pace, while also nurturing children's independence and self-esteem.
- The nursery is committed to the integration of children with special needs, our philosophy is that each child has a right to be educated and develop to their full potential alongside others.

### Facilities and Services

- The nursery is a single storey building with an independent secure and accessible entrance. We have a secure outdoor play area with safety flooring where children are encouraged to use our extensive range of equipment and are protected from the sun by a purpose built awning.
- Playroom 1 is for children two years and over and is well equipped. The room is used for activities such as messy play, painting, play dough etc. It has a home corner, reading area and construction corner.
- There is a yearly plan of learning objectives where monthly themes are planned to ensure the children's development in all areas of the desirable learning outcomes are covered.
- Activity record sheets are completed daily by staff and evaluated each week and

daily record sheets are provided for parents/carers outlining their child's day at nursery.

- Playroom 2 is for children from birth to two years and is a safe and stimulating environment with age appropriate play equipment.
- Staff supervise and encourage children to investigate and experiment with sensory equipment while developing their social skills. A screened off area is available when children need a rest.
- A daily diary is provided for parents informing them of their child's day at nursery.
- We believe parents/carers are the first educators of their children and therefore should be included at each stage of their child's education and development. Parents are provided with a progress report on their child's development twice yearly. They have the opportunity to observe their child participating in activities when they collect them.
- We are part of a network of agencies this ensures we are up to date with advice, subsidies, vouchers and grants to support the cost of childcare.
- In July we hold an open evening where nursery families are invited to meet with staff and discuss the development of the nursery, view future plans for children's activities, look at displays of children's work and photograph and a video of the children during their day at nursery.
- The outdoor environment is a space used to promote the foundation phase, where outdoor play led activities is fundamental. The nursery has a range of large outdoor equipment for children to interact. Children participate in planting and growing vegetables allowing them to gain an understanding of where their food comes from.
- We also offer a school pick up/drop off service to the local school, Maesmarchog Primary School. Staff collect/drop off children in our 6 seater buggy which allows us to spend time outdoors in our local community.
- The Nursery team promote healthy eating and oral hygiene. We have recently signed up to the Healthy Sustainable Pre School Scheme. We also work with Design to Smile which teaches the children the importance of oral hygiene which allows the children to brush their teeth in nursery with the parent/carers permission.
- We have a pet goldfish who lives in the nursery called Wanda. Wanda has been part of our nursery family for quite some time now. Wanda is well looked after by staff

and children who help feed her and clean out her tank. Wanda teaches the children the importance of looking after pets and having a responsibility.

- All of our policies and procedures are available for parents/carers to read at any time.
- Please find on the following page a copy of our daily routine, this is mainly put into practice in our Over 2s room.

### Dovecote Day Nursery Daily Routine

7:30-9:15- Children arrive: Free play, Construction, Role play, Home corner

9:15-9:30- Tidy up, Wash hands, Story/Circle time

9:30-10:00- Morning break: Toast and Milk/Water

10:00-10:15- Music and Movement

10:15-10:45- Monthly Theme activities

10:45-11:15- Outdoor play/Focused activity e.g. jigsaws, flashcards

11:15-11:45- Circle time, Stories, Rhymes and Songs

11:45-12:00- Toilet and Wash hands ready for lunch

12:00-12:30- Lunch

12:30-1:00- Free play

1:00-1:15- Tidy up for group games

1:15-1:45- Monthly Theme activities

1:45-2:00- Stories and Songs

2:00-2:30- Afternoon snacks

2:30-3:00- Outdoor play/Free play

3:00-3:30- Circle time

3:30-4:00- Drawing/Colouring

4:00-4:30- Tea time

4:30-6:00- Free play

### Activities List

Painting, Cooking, Sticking, Playdough, Colouring, Jigsaws, Board games, Sand/Water play, Construction, Threading, Flashcards.



### **Evaluation of service**

To ensure we provide a quality service, an evaluation questionnaire that includes both qualitative and quantitative questions is issued to parents/carers. The nursery manager provides written information on comments on the nursery notice board. Feedback on their response is collated and evaluated by the nursery team and senior management.

### **Terms and Conditions**

If a parent/carer has a complaint, either involving their child or the nursery as a whole, please feel free to discuss the matter with the nursery manager, please be assured the complaint will be listened to, taken seriously and acted on. Parents/carers if they prefer may contact the **Care Inspectorate Wales at Government Buildings, Picton Terrace, Carmarthen, SA13 3BT, Telephone: 0300 7900 126**

- The nursery team actively promote equality of opportunity and anti-discrimination practice for all children.
- Please notify the nursery as soon as possible if your child will not be attending due to sickness.
- The nursery is unable to accept children who are ill if children are unwell at nursery parents/carers will be contacted and asked to collect them.
- If children have been prescribed antibiotics **we cannot accept** them for 48 hours after the first dose has been administered.
- If children need prescribed medicine administered in nursery, a parent/carer **must** sign a Medical Request Form before leaving the nursery.
- If a child is in nappies parents/carers are asked to send in a sufficient supply of nappies and wet wipes in a bag clearly labelled with the child's name

- All parents /carers are asked to send in a change of clothes for their child in case of accidents.
- Parents/carers are asked to provide a coat and hat for the child, if the weather is dry we routinely take the children outside. Please label children's clothes and bags.
- Children are not encouraged to bring toys to the nursery.
- The nursery promotes healthy eating and the meals provided for the children are well balanced and nutritious
- No sweets, chocolate or chewing gum are allowed in nursery

### Day Nursery Fees

The nursery understands that the cost of registered childcare may seem expensive. However, providing a high quality, safe and stimulating service for children is not cheap. To ensure the continued high standards and sustainability of the nursery parents/carers are asked to respect the nursery's fees policy.

- The level of fees are set by the registered persons and reviewed annually in light of the current economic climate and the nursery's financial position, its future strategic plans and any other broader economic or social considerations deemed relevant.
- There is a Registration Fee of £15 for all parents wishing to book a childcare space.
- **A month's fee is required in advance (prior to your child starting at the setting) this will be refunded at the end of the contract period.**
- **To retain your child's place during absence full fees will apply, with the exception of bank holidays.**
- The cost of the childcare is currently **£6.20 per hour**, the rate is reviewed annually. Invoices of payment of fees are given out at the end of every month. **Parents must make a payment within seven days.** Payments may be made by cash, cheques or Bacs system, please make cheques payable to **Dove Workshop Ltd.**

### Late Payment Policy

- If the fees are not paid on time, the nursery will notify the parent/carer in writing and request payment at the earliest possible opportunity.
- The Manager has the right to issue a formal warning to the parent/carer that continued late payment will result in their child's place at the nursery being forfeited.
- If fees are not paid or are paid persistently late with no explanation, the nursery will be forced to terminate the child's place. Under exceptional circumstances, the manager



may agree to allow the child to continue attending the nursery for the remainder of that week.

- Parents/ carers are encouraged to speak to the Manager if they have any query about the fees policy, or if, for any reason, they are likely to have difficulty in making a payment on time. Parents/ carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place in the nursery.
- One month's notice in writing is required if the parent/carer decides they no longer need a place in the nursery.

### **Dovecote Day Nursery- Aims and Objectives**

The aims and objectives of the nursery are based on the following principles:

- To recognise that the child's needs and safety are paramount and must override all other considerations.
- To create a stimulating, caring and safe environment for children in our care.
- To actively promote the development of positive self-images within the child.
- To work as partners with parents/carers in an open and honest way.
- To have an involvement with the local community.
- To develop maintain strong professional links with other relevant agencies.
- To create a non-sexist atmosphere by introducing appropriate toys, books and games to encourage equal development of both sexes.
- To eliminate discrimination throughout its whole structure by:
  - i. Ensuring ethnic minority contributions to the policies and practices of the nursery.
  - ii. Providing positive images of different ethnic minorities and cultures e.g. posters, toys, food, clothing and festivals.
- To provide places for children with additional needs when appropriate, with staff that is trained to give the children and parents/carers support.
- To encourage the participation of parents/carers in all aspects of the nursery.
- To encourage parents/carers to visit the nursery at any time.
- To provide an atmosphere which ensures the child and the parent/carer feel they belong in the nursery

**Dovecote Day Nursery's Statement of Purpose is reviewed on an annual basis and/or when there are significant changes in nursery practice.**

**Care Inspectorate Wales are notified of any changes within**

**28 days**

## **Nursery staff**

### **Nursery Manager: Gemma Bibby**

Gemma has been employed at the nursery since March 2017. As well as ensuring a safe and happy environment for your child/children, Gemma is responsible for the supervision of staff and work experience trainees. Gemma has a Level 3 qualification in Children's Care, Learning and Development and a BA Humanities (Hons) Degree.

### **Senior Nursery Assistant: Victoria Jones**

Victoria has been employed at the nursery since February 2018 and has a BTEC level 3 in Early Years Care and Development.

### **Nursery Assistant: Eleri Cross**

Eleri has been employed at the nursery since October 2022 and has a NCFE Level 3 in Early Years Care and Development. Eleri is also a fluent Welsh speaker.

### **Nursery Apprentice: Emily Robinson**

Emily joined the Nursery in January 2023 and has a NCFE Cache level 3 Diploma for children's care, learning and development.

### **Nursery Assistant: Laura Hopkins**

Laura joined the Nursery in January 2021 and has National Vocational Qualification Level 2 in Children's Care, Learning and Development.

### **Nursery Apprentice: Ffion Thomas**

Ffion has returned to the nursery to finish her apprenticeship for level 3 Diploma for children's care, learning and development.

**Dovecote Day Nursery Contract**  
**Dovecote Day Nursery, Roman Rd, Banwen, NEATH SA10 9LW**  
**01639 700024**

Nursery Managers: Gemma Bibby

Insurance **Policy Details: Zurich**

PLEASE PRINT IN BLOCK CAPITALS:

|                  |  |             |
|------------------|--|-------------|
| Child's Name:    |  | Male/Female |
| Date of Birth:   |  |             |
| Parent/Guardian: |  |             |
| Address:         |  |             |
| Postcode:        |  |             |

|              |                       |
|--------------|-----------------------|
| Home Tel No: | Emergency Contact No: |
|              | Email address:        |

Booking Arrangements – the fees are:  
 Registration Free - £15 per child, Childcare - £6.20 per hour  
Booking Arrangements for your child while you are attending a course – the fees are:  
 £6.20 per hour  
**Late collection Fee £10.00**  
**Please note the late payment policy on page 3 of your contract.**

|  |
|--|
| What days and times would you like your child to attend the Nursery? |
| Monday:  |
| Tuesday:   |
| Wednesday:   |
| Thursday:  |
| Friday:  |

|   |  |
|---|--|
| <p style="color: red;">Persons responsible for bringing and collecting child from nursery:</p> <p style="color: red;"><b><u>FOR SECURITY REASONS</u></b></p> <p style="color: red;">If the person who normally brings and collects a child from the nursery is unable to do so, the nursery must be informed, and a photograph of the person who will be collecting the child instead must be given to staff.</p> |  |
|---|--|

Would you like the nursery to provide food for your child?

Yes

No

**No-one** will gain access to your child without prior notification and identification by you.

|  |
|--|
|  |
|--|

If your child needs immediate medical treatment whilst in the care of the Nursery you will be contacted immediately to collect the child to take them to your medical centre. In an emergency you will be contacted immediately and if necessary we will phone 999. Please sign to confirm you understand this declaration.

|   |                   |  |
|---|-------------------|--|
| Yes/No  | Parent Signature: |  |
| Does your child have any allergies or other medical history that we need to know about?         |                   |  |
| Are there any special arrangements that you would like the nursery to implement for your child? |                   |  |
| GP Name:  |                   |  |
| GP Address:   |                   |  |
| Telephone Number:   |                   |  |
| Health Visitor Name:  |                   |  |
| Telephone Number:   |                   |  |

Please inform us **IMMEDIATELY** if there are any changes in **ANY** information you have given us

|                   |  |
|-------------------|--|
| Parent Signature: |  |
| Date:             |  |



Dovecote Day Nursery

## Photographic Consent Form

We are asking for your consent to have photographs taken of your child/children during nursery celebrations, parties and nursery activities. The photographs will only be used for wall displays and crafts within the nursery.

**Please will you give consent for photographs to be taken of your child in accordance with the statement above?**

YES  NO

**Child's Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Relationship of person giving consent:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## Dovecote Day Nursery

**Dear Parent**

The nursery promotes a healthy living/eating ethos and therefore spends as much time as possible outdoors with the children. We take the children (all ages) for walks as well as spending time in our garden. Please would you complete the slip below giving permission for us to take your child on outings?

**Please will you give consent for your child to be taken on outings?**

YES

NO

**Child's Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Relationship of person giving consent:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **Dovecote Day Nursery Policies**

**The nursery has numerous policies and procedures in place, included in your welcome pack are:**

- Parents as Partners
- Admissions Policy
- Settling in
- Failing to Collect a Child
- Exclusion periods for illness
- Behaviour
- Bullying
- Complaints

**All other policies are on display for parents to read in the nursery cloakroom.**

**Please do not hesitate to speak to a member of staff should you require assistance.**



## **DOVECOTE DAY NURSERY SETTLING IN POLICY**

1. Parents are required to visit the nursery with their child prior to registering.
2. Parents are informed of policies and procedures.
3. Parents will provide staff with details of their child's needs and preferences.
4. The nursery staff will work in partnership with parents to settle the child into the nursery environment.
5. Staff will make every effort to meet your child's individual needs.
6. We encourage parents/carers to spend time in the nursery with your child to help your child settle, prior to the child starting. We will offer a maximum 20 minute sessions on arrangement with staff.
7. Parents are encouraged to contact the nursery regarding their child at any time and are assured they will be notified if their child is distressed.





## **DOVECOTE NURSERY**

### **ADMISSIONS POLICY**

- Dovecote Nursery is open to any child 0-5 years of age.
- No child shall receive less favourable treatment on the grounds of race, colour, ethnic or national origin, religious beliefs, disability or the ability to pay.
- In order to ensure fairness in the allocation of places, the following criteria will be taken into consideration:
  - First priority will be given to children of parents who are studying or training.
  - Then places will be given to children of working parents and single working parents.
  - Then places will be given to children who are booking regular hours.
  - While available places exist, these will be allocated on a first come – first offer basis.
  - Provision will be made for Social Services, employer or other sponsored places and subsidised placements.
  - Places can be reserved in advance.
  - Admission forms showing children’s registration details must be updated regularly.
  - If the Nursery is oversubscribed, a waiting list will be kept and administered by the Nursery Manager.
  - The management committee reserves the right to refuse admission to any child whose behaviour is, in its opinion, not in the best interests of the other children’s health and safety. (This course of action would only be implemented once agreed procedures for tackling behaviour problems have been exhausted).



## **DOVECOTE DAY NURSERY**

### **PARENTS AS PARTNERS POLICY**

It is the policy of the Nursery to ensure that parents/carers have the opportunity to actively participate in the organisation, planning and delivery of services for their children. We aim to enable parents/carers to feel comfortable in the Nursery by:

Ensuring that staff consult with and seek guidance from parents/ carers when planning and implementing childcare practices

Ensuring parents/carers have the opportunity to work and play with their children alongside staff at the Nursery.

Ensuring that parents/carers have the opportunity to review their children's progress on a regular basis with the Nursery Staff.

Ensuring that parents/guardians are kept informed about the policies, procedures and guidelines of the Nursery.

Offering the parents/carers the opportunity to participate in events, fund raising and all activities of the Nursery.

Ensuring parents/carers can meet with staff to discuss relevant issues and concerns, and encourage them to share any appropriate information regarding their child's development with nursery staff, therefore enabling both parent and staff to work together

Ensuring parents/carers have access at all times to their children's records.

Ensuring parents/carers are offered an 'Open Door' policy enabling them to visit the Nursery whenever they wish, and have the opportunity to meet with staff in private to discuss their child's development or any concerns regarding the nursery.

Ensuring parents/carers are invited to spend time as a volunteer at the Nursery, enabling them to see first-hand how the Nursery routine is implemented



## DOVECOTE Day Nursery

### Exclusion Procedures for Illness and Communicable Disease

- Any child sent home from nursery due to ill health will not be allowed to return for at least 24 hours.
- If a child is prescribed antibiotics they will not be allowed to return to nursery for 48 hours after starting the dose.
- The nursery staff are only allowed to administer prescribed medication, should your child require prescribed medication in nursery it is your responsibility to notify the nursery manager or deputy, and to sign the necessary consent form.

### Information on minimum periods of exclusion

| Symptoms                       | Exclusion   |
|--------------------------------|---|
| Diarrhoea & Vomiting           | Until 48 hours <b>after</b> last episode                |
| Conjunctivitis                 | 5 days as long as eyes are clear                        |
| Impetigo                       | Until lesions are crusted and healed                    |
| Ringworm                       | Until treatment has started                             |
| Shingles                       | 7 days  |
| Threadworm                     | 5 days  |
| Whooping Cough                 | 5 days <b>after</b> antibiotics have started            |
| Chicken Pox                    | 5 days after rash appears                               |
| Infective Hepatitis            | 7days from onset of jaundice                            |
| Measles                        | 5 days after rash appears                               |
| German Measles                 | 5 days after rash appears                               |
| Scarlet Fever                  | 5 days after starting antibiotics                       |
| Streptococcal throat infection | 5 days after antibiotics                                |
| Head lice                      | Until treatment is used                                 |
| Viral Infection                | Child may return after 48 hours providing they are well |

|                                    |  |
|------------------------------------|--|
| Scabies                            | Until treatment is used  |
| Meningitis                         | Until fully recovered and received treatment                     |
| Mumps                              | Only when swelling subsided and not less than 7 days             |
| Poliomyelitis                      | Until declared free from infection by the Health Protection Team |
| Typhoid fever                      | As above   |
| Hand foot & mouth                  | 5 days   |
| Diphtheria                         | Until doctor confirms all swabs are taken negative               |
| Haemophilus Influenza type B (hib) | Until recovered and taken Antibiotics                            |
| MRSA                               | No exclusion providing wounds are covered                        |
| Tuberculosis                       | Until non-infectious usually after 2 weeks of antibiotics        |

**Parents please show consideration for other children attending nursery and keep your children home if they are unwell.**



## DOVECOTE DAY NURSERY

### **Policy on Parents/Carers failure to collect their child.**

- In the event of a parent/carer or designated person failing to collect a child after 30 minutes, every effort will be taken by the Nursery Manager or designated staff member to contact that person, using the details provided by parents/carers in the child's contract form.
- If the parent/carer cannot be contacted, then the person named as emergency contact will be contacted.
- If all attempts to contact a parent/carer or emergency person fails within 1 hour, the Nursery Manager will contact the nearest police station and social services.
- If a parent is unreasonably late in collecting their child without contacting the nursery of any unexpected delays – or is persistently late, a charge of £10 will be made.
- No child will ever be left unsupervised because a parent/ carer has failed to collect them.

*Under the children's Act 1989, parents do not lose parental responsibility except through an adoption order. This means that divorced parents retain rights of contact with their children unless the courts have made an order that they should not do so. Nursery workers therefore do not have the right to stop divorced parents from collecting their children unless they are aware of a court order preventing contact between the parent and the child.*

*This situation would apply in the same way if the parents were in the process of separating. A mother or father's request that the child does not go home with their father or mother cannot be guaranteed unless there is a court order preventing him/her from having contact with them.*

*Parental responsibility is given to both parents if they are married when the child is born or subsequently. Otherwise only the mother has parental responsibility. An unmarried father can acquire responsibility through a court application, as can a guardian, grandparents etc.*

Parents/carers should be in a **FIT** state to collect their children. If a parent/carer arrives in an “unfit” state, for example, alcohol or drug abuse, the nursery manager cannot refuse to hand over the children but should tell the parent/carer that the police and/or Social Services Duty Officer will be contacted immediately.

## DOVECOTE DAY NURSERY

Roman Road, Banwen, Neath SA10 9LW

Tel: 01639 700024



### Procedure when parent/carer fail to collect a child

Name of child not collected: \_\_\_\_\_

Male

Female

Child's DOB: \_\_\_\_\_

Child's home address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Tel No: \_\_\_\_\_

Name of parent/carer: \_\_\_\_\_

Date and time child should have been collected: \_\_\_\_\_

Name of person who should have collected child: \_\_\_\_\_

This person is    parent     carer     emergency contact

Duty social worker informed, date/time: \_\_\_\_\_

Parents contacted:    Yes     No

What happens next? \_\_\_\_\_

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Signed by registered person  
(or deputy) \_\_\_\_\_

Date: \_\_\_\_\_



## **DOVECOTE DAY NURSERY BULLYING POLICY**

### **Definition of Bullying:**

Behaviour which causes harm to someone else, whether it being physical, emotional, physiological, verbal, exclusion, or extortion.

### **Good Practice:**

- To treat every incident as individual
- To be aware that not all situations will require the same response
- To try and build up children's self-esteem

### **Our main aims are to create a safe and friendly environment.**

To create an atmosphere in which children who are being bullied are able to tell and to be helped, while extending support to those children who do bullying.

To provide activities, which enable young children to acknowledge their own feelings and emotions and to empathise with how other people might feel in certain situations. Also to understand the type of behaviour that would cause harm and distress to others.

For staff to remain aware of changes in children they know well, but without assuming that every change is caused by bullying.

For staff to consider the possible reasons for the bully's behaviour and think of ways to redirect them, including supporting them to meet their emotional needs in a less harmful way.

To support children on the receiving end in any way appropriate. Affirm that they were right to tell and work to boost their self-confidence and skills of assertiveness.

Listen carefully to what is said by the children on the receiving end and take what they say seriously.

**By providing a happy, well- managed environment the children in our care will be encouraged to develop social skills to help them be accepted and welcomed in society as they grow up.**

Reviewed January 2019



## **DOVECOTE DAY NURSERY**

### **Behaviour Policy**

Staff in the nursery aim to offer a quality service for parents and children, we recognise the need to set reasonable and appropriate limits to help manage the behaviour of children in our care. We create an environment where children, parents and staff all value, respect and care for each other. Dovecote Day Nursery staff and volunteers do not use any form of physical intervention e.g. holding or restraint unless it is necessary to prevent personal injury to the child. Any incidents will be recorded and the parent informed on the day. Responsible Individuals and Nursery Managers are responsible for behaviour management issues and will offer support to staff and will access expert advice if usual methods are not effective.

We believe the principles listed below will build a happy and relaxed environment.

1. **Always reject the behaviour:** not the child. Never label children as bad or naughty either to them or to someone else in their hearing.
2. **Reward good behaviour:** because rewards are constructive, they encourage further effort. Punishment is destructive; it humiliates children and makes them feel powerless.



3. **Encourage self-discipline and respect for others:** because children need to grow into people who behave well even where there is no-one to tell them what to do
4. **Setting realistic limits:** according to age and stage development, because as children grow and develop our expectations of them change.
5. **Set a good example:** Young children take more notice of who we are and what we do, than what we say.
6. **Give directions and correction:** to children in a positive way. “Do as you’re told”, teaches nothing for the next time. Positive discipline means to explain why!
7. **Be consistent:** the same reaction to the same situation each time gives children a feeling of security. Say no and mean it. Children need to know where they stand.
8. **Praise, appreciation and attention:** because when children are used to getting attention with good behaviour, they won’t need to seek it by misbehaving.
9. **Building children’s self-esteem:** Shaming, scolding, hurting and humiliating children can lead to even worse behaviour. Attention, approval and praise build self-esteem, and a child who feels valued is more likely to behave well.

By providing a happy, well –managed environment the children in our care will be encouraged to develop social skills to help them to be accepted and welcome in society as they grow up.

**Reviewed January 2019**

## **Dovecote Day Nursery**

### **Complaints Policy and procedure**

**It is the policy of Dovecote Day Nursery to share our achievements, reflect our work and look for ways to improve our service. We welcome suggestions and constructive criticism to improve service. We avoid the potential for escalation of issues by responding to, recording and resolving complaints quickly, effectively: and where possible in a positive and informal manner.**

**We do this by:**

- Operating an effective quality assurance process that includes seeking the views of parents/carers and others who may use our service about the way we work.
- Applying a similar approach to all suggestions, concerns and complaints by keeping records of dates and action taken as an audit trail.
- Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner.
- Designating a Complaints Officer, the Nursery Managers Naomi Davies and Gemma Bibby to work with complainants to produce satisfactory resolution at the earliest opportunity.
- Implementing a set of effective policies and procedures to protect those who are involved with our service.
- Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality maintained at all times

**Suggestions and concerns can be dealt with by:**

- Speaking to the person in charge ( a mutually convenient arrangement can be made to discuss any issues in confidence and outside operational hour)
- Placing your suggestion in the box which is found in the children's cloakroom.

Any action taken in response to suggestions, comments and concerns is fed back either verbally in writing or if appropriate by the person in charge placing a notice on the notice board about any changes made to operations as a result.

## **How to make a complaint about the service you receive at Dovecote Day Nursery:**

In the event of a complaint please address your complaint to the Nursery Manager who has been designated by the registered person to resolve complaints.

In all cases a written record of complaints is kept, which includes the following information

- Name of complainant.
- Nature of complaint.
- Date and time of complaint.
- Action taken in response to complaint.
- Result of complaint investigation.
- Information given to the complainant, including the date of response.

**At any time during the process of the complaint being resolved, the complainant has the right to complain to CIW or, where relevant, the local authority which has arranged for the care of a child at the provision.**

**The role of Care Inspectorate Wales in the complaints process:** Care Inspectorate Wales is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgements on behalf of people or decide who is right or wrong.

When Care Inspectorate Wales receives information about a service they will consider it and inform the complainant that they will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.
- Advise the complainant to contact an identified agency.
- Refer the complaint to the service about which the complaint was made for resolution under their own complaints procedure.
- Advise the complainant that their information has been recorded and there is no further action required from CIW.

**How we respond to a complaint:** in Dovecote Day Nursery we aim to deal with complaints quickly and effectively 'in house' within the following process. This is called Stage 1:

- Stage 1: local resolution of a complaint (complaints are resolved within 14 days)
- The complaint is acknowledged within 2 working days.
- The complaint is investigated. The Nursery Manager who has been delegated by the registered person to resolve complaints decides how best to do this in each case but may involve:
  - Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with the complainant's agreement.
  - A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
  - A written report and draft response is made for the Chair of the Management Committee & Joint Coordinator and presented within 5 days of receipt of the initial complaint.
  - Complainant is sent a letter within 14 days of receipt of their complaint informing them that their complaint has been resolved, and any action that has been taken as a result. See stage 2 if not resolved.
  - In certain circumstances, with the complainant's agreement, the 14 days can be extended for a further 14 days.
  - Complainant is also advised that if they are unhappy with this process or the outcome of the complaint they can contact CSSIW.
  - Dovecote Day Nursery makes a written record of the outcomes of the investigation, and any action taken.
  - A copy of the complaint record is kept for the Nursery's records and a summary is made available for CSSIW at their request.

**If the complaint is about the registered person/responsible individual, the Chair of the Management Committee/Joint Co-ordinator is *informed in the first instance*:** Stage 2 of the procedure (see formal consideration) must be followed and the office of Care Inspectorate Wales Government Buildings, Picton Terrace, Carmarthen is informed. Care Inspectorate Wales may ask for a verbal complaint to be followed up in writing.

**If your complaint is not resolved by the Stage 1 process above, you may resort to Stage 2 (or in some cases you may want to go to Stage 2 from the start).**

- Stage 2: formal consideration of a complaint-when the complainant is not satisfied with the outcome, they have the right to appeal the decision. The appeal will be considered by the Joint Co-ordinator of DOVE Workshop.
- The formal consideration can begin if either:

- The initial discussion (stage 1) has not been resolved and the complainant request a formal consideration or;
- The complainant wishes to go straight to stage 2 from the start.
- This decision rests with the person making the complaint.
- These types of complaints are resolved as soon as reasonably practicable, and in any event within 35 working days of the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by the registered person/responsible individual to the complainant and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- The time limit may be extended with the complainant's agreement.
- If the complaint has not been resolved within 35 working days of the request for formal consideration, the Nursery Manager notifies the appropriate office of the complaint and reasons for the delay in resolution.

**Where complaints are subject to concurrent consideration:** a complaint may be part of another wider investigation where another agency is also making an investigation, such as child protection or staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

- About which the complainant has stated in writing that they intend to take legal proceedings or;
- The Nursery Manager is taking, or proposing to take, disciplinary proceedings or;
- About which the Nursery Manager has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.
- The Nursery Manager considers, in consultation with the complainant and any other relevant agency, how the complaint will be handled. In this case the registered person/responsible individual may decide to discontinue if: it appears that to continue would compromise or prejudice the handling of the wider investigation. In which case, the Nursery Manager:
  - Informs the complainant of the decision to discontinue.
  - Can resume the investigation at any time.
  - Ascertains when it is concluded.
  - Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

**At all times during any complaint investigation Dovecote Day Nursery places the safeguarding and protection of children as their highest priority. Reviewed January 2019**

RECORD OF COMPLAINTS:

Name of complainant:

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Nature of complaint:

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Date and time of complaint:

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Action taken in response to complaint:

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Result of complaint investigation:

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Information given to complainant:

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## **DOVECOTE Day Nursery Toilet Training & Nappy Changing**

### **Policy and Procedures**

When you think your child is developmentally ready; staff and parents will work together to agree a Toilet Training plan. The nursery team will endeavour to support parent and child to the best of our ability. The team see toilet training as a self-care skill that children have the opportunity to develop with the full support of adults. Children will be treated with dignity, care and respect during the training process. We will provide the opportunity for all children to use the potty/toilet independently and to provide assistance for those who need it.

### **Procedures for Toilet Training and Nappy Changing**

#### **Toilet Training**

- Staff follow hygiene procedures when toileting children by wearing disposable protective gloves and aprons.
- Staff will provide encouragement through verbal praise and if the child shows signs of distress they will be reassured and comforted.
- Staff will remind children to use the toilet/potty regularly. If a child is in pull-ups we will remind them regularly to use the toilet.
- Children's seats, potties and steps are provided by the nursery.
- Children will be taught good hygiene practices that include: wiping themselves, flushing the toilet and washing their hands properly. Hot water is temperature controlled and anti-bacterial soap and paper towels used.
- Parents will provide a bag containing a minimum of 3 sets of clothes in case of accidents.
- Staff will keep a daily record of progress that will be shared with the parent each day.
- The child's progress will be reviewed at the end of 2 weeks then at the end of the first month. Parents will be kept informed at all times.
- It is not unusual for a child to regress after a while if this does happen staff will continue to encourage and praise the child.

**This policy will be used in conjunction with the Toilet Training Plan agreed between the Nursery team and parents.**

## **Nappy changing**

- Staff will ensure the child's privacy.
- There is a designated changing area in the bathroom.
- Staff follow hygiene procedures when changing nappies and use disposable protective gloves and aprons. Changing equipment is sanitized after each use and nappies disposed of in a sealed nappy disposal unit. Staff wash their hands with anti-bacterial soap and use disposable towels.
- During nappy changing staff will interact with the child, provide encouragement through verbal praise and if the child shows signs of distress they will be reassured and comforted.
- Nappy changing will take place through the sessions at time intervals as well as when required.
- Staff ensure that nappy changing is relaxed and a tie to promote independence in young children.

**Reviewed January 2019**

## **General Data Protection Regulation (2018) – Privacy Notice**

Dovecote Day Nursery collects and stores data in relation to your child/children's time at the nursery. We use the data to ensure the safe and appropriate care of your child/children and to have the ability to make contact with you or a designated adult if and when needed. The data is not shared and is stored securely. We will not release your data to any other persons without your consent. Dovecote is required by law to keep some information about your child after the nursery contract ends, a record will be kept and the data will be disposed of securely in line with DOVE Workshop's Data Retention Policy.

The full Privacy notice will be provided for your information and acceptance when you register to use the nursery.

**DOVE Workshop is registered with the  
Information Commissioner's Office Ref No: Z8243505**