

Introduction to Little Footsteps (Porthcawl) Ltd



This booklet has been designed to provide you with information about us and our service we hope that this information will help you make a clear and informed decision about your child's future care.

We have created a unique, nurtured, safe and stimulating environment, which encourages children to explore and grow at their own pace.

The proprietors Corinne Coulter and Stacey Elston are both qualified nursery nurses. Corinne and Stacey are sisters with a passion to use their combined years of knowledge and experience to provide a setting that creates an environment full of magical and fairy tale experiences where each child is cared for like our own.

Corinne Coulter has worked with children since gaining her childcare diploma in 1999. In this time she has cared for children of all ages and stages of development and gained experience from managerial positions. Corinne is married and has a little girl called Alisha, and a little boy called Declan.

Stacey Elston completed her NVQ level 3 childcare in 2005. In this time she has also cared for children of all ages and stages of development and gained experience from managerial positions. Stacey has 3 children, Ieuan, Lowri and Dylan.

Our Mission Statement

Little Footsteps Nursery will encourage all our children to explore and grow in our nurtured, safe and stimulating environment.

Our surroundings will inspire us to bring the indoor's out and let our children's magical experiences; adventures and laughter fill the air.

Our Aims for our Nursery

To provide a secure, warm, caring and happy environment, where children can gain new experiences, explore and grow to their full potential and to develop their adventurous minds.

Children learn through play, our activities will use toys and other tactile experiences to develop their social, emotional and physical skills.

Our trained staff will support your child as they gain their independence, confidence and self-esteem in areas such as, feeding themselves, riding a bike, building a tower, putting their coat on etc.

Our activities and themes for your children will be based around the "birth to three matters" and the foundation Phase. These activities and themes will help your child to achieve and also create new learning experiences.

We will work closely with all parents/carers to create a home from home environment.

We will excel the minimum standards set by the Care and social services Inspectorate Wales, whilst working closely with them and other governing bodies.

Future Aims

We hope to exceed in creating a reputation built on trust, honesty and commitment.

We are going to invest money into the both nurseries and outside areas, providing new equipment and resources.

Little Footsteps (Porthcawl)Ltd statement of purpose at South Road

Little Footsteps (Porthcawl) Ltd is our company name. We have two nursery's however this statement of purpose reflects our nursery at South Road, Porthcawl.

We have created a unique, nurtured, safe and stimulating environment, which encourages each child to explore and grow.

Every child will receive a high level of emotional and intellectual care from staff are been carefully chosen for their experience, qualifications and more importantly their unconditional love for children.

We have set our standards high to maintain and assure quality, but will also work to improve and expand the facilities alongside the CSSIW who are our regulatory body for the nursery.

Our nursery is ideally situated close to town and local sights and amenities. We are able to work short distances to local parks and visit the community library. The building has been purpose built as a scouts hall and has only recently in the last 5 years been used as a children's nursery. The nursery is all on ground level; all rooms are light and airy. There are two main rooms, one for the preschool and toddlers and a separate room for the babies, there is a separate kitchen, toilets and hallway. The design and layout of the nursery makes it a safe environment for all children including those with additional learning needs.

The nursery has an enclosed garden containing a variety of permanent play items including slides and a playhouse. We also have an area at the front of the nursery where the children can enjoy riding bikes and trikes and push along cars along the concreted floor.

We will provide parents/carers with information either by post, as requested, or when attending their initial visit to our nursery.

We will assess every child's needs on their initial and introductory visits and will work with you as parents/ carers to identify and assess your child's needs, creating the best care possible for your child.

During the initial visit to our nursery parents/carers will be given a brochure, which contains information about our nursery, policies and procedures, a copy of our menus and a description of each of our rooms.

We are registered to the CSSIW to provide full time day care for 32 children between the ages of 0 weeks to 11 years, we can cater for 12 under 2 years and 20 over 2 years.

We also offer a before/after school and holiday club, daily plans are devised to keep the children busy but also allowing them the time to relax after a busy day at school. Holiday club information can be given by request.

We will at all times adhere to the staffing ratios - adult: child that have been set by the CSSIW

0 - 2 years - 1:3

2 - 3 years - 1:4

3+ years - 1:8

English is our first spoken language, however basic Welsh will be highly integrated into our planning by all members of staff.

We will provide care for 51 weeks of the year, only closing for Bank holidays and one week at Christmas.

Our opening and closing times are 7.00am - 6.00pm, we offer a variation of full day care and part time sessions, and we are flexible and can in most cases tailor days and hours to suit your needs.

We welcome and encourage parental involvement, we will provide regular newsletters about us, which will contain information about up and coming events, planning, changes to staff, changes to the nursery and fundraising events. Information will also be displayed on the parents/carers notice board.

Throughout the day your children will follow structured and non-structured activities, inside and outside.

Children under the age of two will follow guidelines based on SPLICE

S - Social

P - Physical

L - Language

I - Intellectual

C - Creative

E - Emotional

Children over the age of two will follow guidelines of the foundation phase curriculum

Mathematical development

Personal, Social, well being and cultural diversity

Knowledge and understanding of the world
Physical development
Creative development
Language, literacy and communication
However we will slowly train and implement the foundation stage.

Little Footsteps (Porthcawl)Ltd Statement of purpose at Blakedown house

Little Footsteps (Porthcawl) Ltd is our company name. We have two nursery's however this statement of purpose reflects our nursery at Blakedown house, Pyle.

We have created a unique, nurtured, safe and stimulating environment, which encourages each child to explore and grow.

Our surroundings inspire us to bring the in doors out and let our children's magical experiences, adventures and laughter fill the air.

Every child will receive a high level of emotional and intellectual care from staff who have been carefully chosen for their experience, qualifications and more importantly their unconditional love for children. We have set our standards high to maintain and assure quality, but will also work to improve and expand the facilities alongside the CSSIW who are our regulatory body for the nursery.

Our nursery is situated on Heol Mostyn Village Farm industrial estate. We are able to walk short distances to local parks and visit the community library and local shops. The building is ideally suited to becoming a children's day nursery due to the layout of the premises and the large open garden space that we will develop. To begin with we will use our front locked car park area as an outside space whilst we are awaiting grants and better weather to develop our outside enclosed rear garden. The nursery is all on two levels, all rooms are light and airy. There are three main rooms downstairs, one designed for our preschool children, one for our toddler children and our main hall area for all messy and indoor physical activities will take place, there is a separate area upstairs for our babies, there is a separate kitchen, toilets and hallway. The design and layout of the nursery makes it a safe environment for all children including those with additional needs, especially our newly designed sensory room.

We will provide parents/carers with information either by post, as requested, or when attending their initial visit to our nursery. We will assess every child's needs on their initial and introductory visits and will work with you as parents/ carers to identify and assess your child's needs, creating the best care possible for your child. During the initial visit to our nursery parents/carers will be given a brochure, which contains information about our nursery, policies and procedures, a copy of our menus and a description of each of our rooms.

We are registered to the CSSIW to provide full time day care for 75 children between the ages of 0 weeks to 11 years, we can cater for 25 under 2 years and 50 over 2 years. We also offer a before/after school and holiday club and will use our main hall area to cater for our children, daily plans are devised to keep the children busy but also allowing them the time to relax after a busy day at school. Holiday club information can be given by request.

We will at all times adhere to the staffing ratios - adult: child, that have been set by the CSSIW

0 - 2 years - 1:3

2 - 3 years - 1:4

3+ years - 1:8

English is our first spoken language, however basic Welsh will be highly integrated into our planning by all members of staff.

We will provide care for 51 weeks of the year, only closing for Bank holidays and one week at Christmas.

Our opening and closing times are 7.00am - 6.00pm, we offer a variation of full day care and part time sessions, and we are flexible and can in most cases tailor days and hours to suit your needs.

We welcome and encourage parental involvement, we will provide regular newsletters about us, which will contain information about up and coming events, planning, changes to staff, changes to the nursery and fundraising events. Information will also be displayed on the parents/carers notice board.

Through out the day your children will follow structured and non-structured activities, inside and outside.

Children under the age of two will follow guidelines based on SPLICE

S - Social
P - Physical
L - Language
I - Intellectual
C - Creative
E - Emotional

Children over the age of two will follow guidelines of the foundation phase curriculum, we are also governed by Estyn and inspected 3 yearly

Mathematical development

Personal, Social, well being and cultural diversity

Knowledge and understanding of the world

Physical development

Creative development

Language, literacy and communication

Our children also help to look after and care for our pet fish on a daily basis.

Little Footsteps Porthcawl (Ltd) Operational plan

Below is set out a plan of the routines and activities that our children will enjoy on a daily basis.

The operational plan was devised by the directors of the company, Stacey Elston and Corinne Coulter, who are also the responsible persons and persons in charge on a daily basis, alternating every fortnight between our two nursery's. Alongside ourselves we then have our deputy's Jade Claypole, Amy Chard and Sarah Tolley - Smith, who also work alternatively on a fortnightly basis.

We then have a leader for each of our sections, baby room, toddler and preschool room and then our other members of staff will work consistently between each room. We also have a named ALN coordinator who is Sheree Evans and Stacey Elston and a named child protection officer Corinne Coulter and Stacey Elston.

Children under 12 months

Activities for children under the age of 12 months will mainly revolve around their own feeding, nappy change and sleeping patterns.

Activities for babies will include one to one singing and talking to the children, baby gyms, activity mats and entertainers, rattles, cloth books, teething toys and baby rings. We will include activities that help babies to

sit and stand up, sensory activities such as, textured fabrics, natural materials and musical activities. Babies will also explore in water play and paint activities.

Daily routine for children aged 1- 2 years

Time from	Time to	
7.00am	8.00am	Welcome time Free play until breakfast
8.00am	8.45am	Breakfast
8.45am	9.00am	Nappy changing
9.00am	9.15am	Good morning time
9.15am	9.45am	Outside play/ physical play
9.45am	10.00am	Snack, wash hands
10.00am	11.30am	Selected toys such as cars and garage, dolls house etc and creative activities such as painting play dough sand shaving foam etc
10.30am		NAPPY CHANGES
11.30am	11.45am	Stories and songs
11.45am	12.00pm	Wash hands and get ready for dinner
12.00pm	12.30pm	Lunch time
12.30pm	2.00pm	Sleep/quiet time such as puzzles and books
2.00pm		NAPPY CHANGES
2.00pm	2.30pm	Creative play- Dance and movement session/ musical instruments/ dressing up
2.30pm	2.45pm	Snack, wash hands
2.45pm	3.30pm	Physical play/ outside play/ water/sand play
3.30pm	3.45pm	Stories
3.45pm	4.00pm	Prepare for children going home, wash hands for tea
4.00pm	4.30pm	Tea
4.30pm	5.30pm	Free play
5.00pm		NAPPY CHANGES
5.30pm	6.00pm	Story time, musical play, home corner

Daily routine for children aged 2-3 + years

Time from	Time to	
7.00am	8.00am	Welcome time Free play until breakfast
8.00am	8.45am	Breakfast
8.45am	9.00am	Nappy changing/ toilet/ toilet training
9.00am	9.15am	Good morning time, circle time
9.15am	10.15am	Continuous provisional activities such as sand, water, mud, small world play, role play etc, and enhanced activities relating to termly themes
10.15am	10.30am	Snack, wash hands
10.30am	11.00am	Outside play/ physical play

10.30am		NAPPY CHANGES/ toilet/ toilet training
11.00am	11.30am	Mathematical activities
11.30am	11.45am	Songs and stories
11.45am	12.00pm	Wash hands and get ready for dinner
12.00pm	12.30pm	Lunch time
12.30pm	1.30pm	Quiet time / language and literacy activities
2.00pm		NAPPY CHANGES/ toilet training
2.00pm	2.30pm	Physical play/ outside play/ water/sand play
2.30pm	2.45pm	Snack, wash hands
2.45pm	3.45pm	Continuous provision and enhanced activities
	3.45pm	Stories
3.45pm	4.00pm	Prepare for children going home, wash hands for tea. School children will be encouraged to take off and hang up their own coats and bags and wash their hands.
4.00pm	4.30pm	Tea
4.30pm	5.30pm	Free play/ role play or outside play depending on weather
5.00pm		NAPPY CHANGES/ toilet/ toilet training
5.30pm	6.00pm	Children help to tidy away, home corner

These routines are a guideline to the sorts of activities that your children will be involved in on a daily basis. Many more will be introduced inside and outside throughout the day.

All of our staff undertake training regularly to keep up to date with their first aid training, child protection training and also food hygiene to tie in with regulations and standards set by our regulatory bodies. All staff will be offered training for other subjects that relate to working with children from our local childcare team under BCBC. Expiry dates of training /certificates are monitored and reviewed yearly and planned in advance to ensure they are kept up to date.

Each year we will ask our parents/carers, staff and outside agencies we use to complete a questionnaire to enable us to review our setting as a whole and to look at developing any areas that need developing. From the evaluations of these questionnaires we devise targets to work on for the following year. These can be seen on our parents board.

Information regarding arrangements for making complaints to the registered persons or CSSIW will always be available on 03007900126. This information is confirmed in our parent/carer contract, our complaints procedure and also displayed on our parents/carers notice board.

We also have detailed information regarding safeguarding children and who to contact if instances of concern arise, these details will be passed to social services and CSSIW where it will be investigated.

Information regarding any emergency whilst your child is in our care will be confidential and professionally done, details of your child that you have given to us will be taken and confirmed by us and we will endeavour should we not be able to contact parent/carer 1 that we try all contact until we get a response.

We are very conscious of keeping our records up to date and will inform CSSIW of any changes that occur.

Should you wish to contact the responsible individuals for Little footsteps (Porthcawl) Ltd please contact either Stacey (07583875819) or Corinne (07794347096) or contact us at the address below.

Also as the responsible individuals we are the person in charge for both of our nursery's and rotate between the two nursery's on a fortnightly basis.

Girl guides hall

South road

Porthcawl

CF36 3DG

TEL - 01656858381

Our Main Office for Little footsteps nursery (Porthcawl)Ltd is

Blakedown House

Heol Mostyn

Village Farm industrial estate

Pyle

CF33 6BJ

Tel - 01656

Other forms of contact are

Email - littlefootstepsnursery@hotmail.com

Or

Website - www.littlefootstepsnursery.co.uk

Each year we set our aims and objectives that have been evaluated from our parents/carers and staff questionnaires, these development targets can be seen in our foyer if you would like a copy of this please ask.

We also update and review our statement of purpose and all of our policies and procedures on a yearly basis , unless guidelines and standards change then they will be updated accordingly.

These routines are a guideline to the sorts of activities that your children will be involved in on a daily basis. Many more will be introduced inside and outside throughout the day.

Through out the day your children will follow continuous provision and enhanced activities, incorporating inside and outside.

Children will be encouraged to join in with activities that are suitable for their age and stage of development.

Children under the age of two will follow guidelines based on SPLICE

S - social

P - physical

L - language

I - Intellectual

C - Creative

E - emotional

Children over the age of two will follow guidelines of the foundation phase

Mathematical development

Personal, social, wellbeing and cultural diversity

Knowledge and understanding of the world

Physical development

Creative development

Language, literacy and communication

Welsh Language

Personal, social, well-being and cultural diversity

We will encourage children to interact with each other and staff, through activities, events and games. We will celebrate different events making children aware of the wider world. Meal times will also be a social event and conversation will be encouraged.

Conversation between staff and children will be actively encouraged. Staff will respect a child's wish should they require their own space.

Physical development

Children will be encouraged to use their gross motor skills on a daily basis we have a large outside area that has slides, bikes, balls and climbing frames. These activities will help to develop your children's muscles, whilst aiding their balance and co-ordination

Physical development is also about children learning to use their fine manipulative skills, these activities help to develop their hand and eye coordination, such as - threading, jigsaws, painting, drawings, building towers etc.

Creative development

Children will be given free time to allow them to express themselves. We will use facial expressions and gestures through out the day for younger children to show what feelings mean. Children will be encouraged to express themselves during dressing up time, music and singing sessions, dance and movement and craft and messy time. Older children will be encouraged to talk about their feelings during circle time.

Language, literacy and Communication

Children will always be spoken to in a calm and correct manner. Under no circumstances will a child be shouted at or humiliated.

Conversation will be encouraged at all times, during all activities, stories, songs and music. Children artwork will be displayed, with their names in bold. The nursery will mainly communicate in English, however basic Welsh will also be encouraged throughout the nursery.

Each age group of children will have daily access to water/ sand or messy play and will be involved with cooking, colour and shape sorting activities.

Knowledge and understanding of the world

Children will be given opportunities to learn about time and people, places and people, themselves and other living things and themselves and non living things. We will encourage gardening, mini beasts trails, home tasks including family trees and other cultural habitats.

Mathematical development

Children will be given the opportunities to use number sequences and number lines, height differentiation, colour sorting and matching and simple 2D and 3D shape formations will be used on a daily basis.

Staff

Little Footsteps create a nurtured, safe and stimulating environment, which encourages each child to explore and grow. We feel the staff we employ reflects this.

Every child will receive a high level of emotional and intellectual care from staff that are carefully chosen for their experience, qualifications and more importantly their unconditional love for children.

You, the Parents/carer will be asked to complete a registration form before your child attends our nursery. This information allows us to assess your child's needs.

When we recruit staff we will assess their work experience as well as their training, this will allow us to decide which area and section they will be best placed. We will consider the ages of the children that they have had experience caring for and whether they have undertaken extra training - such as special needs or caring for babies.

All staff will have had a Criminal Bureau check completed before their commencement of work with us.

Registration and collecting your child

We will ask you to complete a registration form and contract before your child attends our nursery for the first time. This information is very important as it gives us a little insight into your child's routines, likes, dislikes, any allergies, medical history and also provides us with contact details should we need to contact you and more importantly emergency contact details. Our registration and contract forms also requests your consent to local outings, emergency and first aid treatment, photography and video policy and sun cream.

On registration we will ask you to provide details and include a photograph of the people who will be collecting your child from nursery. This form will also require you to provide us with a password in case someone else was to collect your child, a full name and description will also be needed.

You will be required to complete an attendance sheet when arriving and departing the nursery building.

All doors into the nursery will be locked and secured at all times, we ask that you ring the bell for a member of staff to open when you arrive and a member of staff will secure the door when you leave.

Meals

Little Footsteps menu is designed to ensure that all children receive a healthy, nutritious and varied balanced diet. The food that we cook will be of the freshest ingredients, will contain no added salt or sugar, any foods that need milk added to them, will be full fat milk.

Our cook will be informed of any children with special dietary or religious requirements, these foods will be incorporated into the menu for all children.

Children under six months old or just weaning will receive a gluten free diet, which will consist of fresh grown fruit and vegetables.

Our menus will also adapt themselves when celebrating religious events, such as Chinese New Year, Saint David's Day, and Pancake Day etc.

With these meals and snack children will have an option of milk, water and diluted fruit juices.

Fresh drinking water will be available to children at all times.

We will be more aware of the need for drinks during hot weather conditions and activities of a physical nature.

Children attending Little Footsteps will never be told that they cannot have something to eat or drink.

We have designed a 4 weekly menu so that we can give your children as much variety as possible.

Breakfast Option daily	Cereals, weetabix, porridge, toast	Cereals, weetabix, porridge, toast	Cereals, weetabix, porridge, toast	Cereals, weetabix, porridge, toast	Cereals, weetabix, porridge, toast
Snack	Toast	Melon	Apples	Toast	Mango
Lunch	Vegetable curry with rice and pitta bread	Homemade smokey bacon and tomato soup and crusty bread	Roast chicken with new potatoes and ratatouille	Cottage pie with two seasonal vegetables	Cheesy salmon, broccoli and spaghetti bake in a parsley sauce
Dessert	Ice cream	Yoghurts	Fruit platter	Summer berry trifle	Yoghurts
Snack pm	Banana	Cheese and crackers	Melba toasts with soft cheese	Strawberry and grapes	Pears

Babies, toddlers and preschool tea	Lamb & Vegetable hot pot	Ham and cheese pasta bake & cucumber sticks	Beans on toast peaches	Homemade Three Pepper risotto	Homemade tomato soup with wholemeal bread
After school club tea	Ham sandwiches with fruit	Same as above	Hot dogs with cherry tomatoes	Toasted cheese pittas with cucumber sticks	Homemade French baguette pizzas

This is just an example of our menu and the foods that we offer. our menus change with the seasons and are based on a 4 weekly menu. Please ask to see an up to date menu.

Allergies and intolerances are also adapted in our meals please ask about our allergens in foods.

Children with additional needs

Little footsteps welcome babies and young children with additional needs. We understand the importance of providing an environment where all children will receive equal access to learning, play and importantly care, whilst at the same time having their individual needs assessed.

There is access to a disabled toilet and parking is at the front of both of the nurseries outside the main entrance. There is also accessible access to the garden. Our Pyle nursery also has a fully equipped sensory room.

Admissions policy

Little Footsteps welcomes families and children from all genders, cultures and religious backgrounds

Parents/Carers do not have to meet with any boundaries or requirements to attend our nursery. We accept children from the ages of 0 weeks to 8 years and the nursery will take a maximum of 75 children at any one time in our pyle nursery and 32 in our south road nursery.

Once you have made your initial visit and completed the necessary documents, we will invite you and your child to a short session where you can familiarise yourselves with the staff and surroundings.

We encourage and ask parents/carers to call us as many times as you wish to ensure your piece of mind.

Both of these short sessions will be free and will usually last up to two hours.

Sickness

Children should not be brought to the nursery unwell. It is imperative that we avoid any risk of infecting other children and staff.

In the confines of a nursery, infection can spread rapidly.

If your child becomes unwell whilst in nursery, staff will immediately contact the parents/carers using the telephone numbers given to us on registration. It is important that you keep us updated with any change of numbers and always provide us with a landline work telephone number should mobile phones be switched off. If we cannot get hold of parents/carers we will contact emergency contacts.

If your child deteriorates quickly and we feel that your child should seek medical help a member of management and a nursery nurse will take your child to hospital, we will inform you and meet you there. However management and staff will NOT sign for any treatment.

Fees are still payable when your child is poorly.

A copy of our exclusion periods for childhood illnesses is included overleaf.

Little Footsteps exclusion periods

Illness	Exclusion period
Prescribed antibiotics	48 hours after first administering, in case of allergic reaction to antibiotics.
Temperature	Once temperature returns to normal and your child feels better
Vomiting	48 Hours after last vomiting
Diarrhoea	48 hours after last diarrhoea
Gastroenteritis, food poisoning, salmonella and dysentery	Until confirmed by District Community Physician
Chickenpox	Until all spots have crusted over and there are no more blistering, this can take 5- 7 days
Conjunctivitis	Until eyes have stopped weeping discharge and have been clear for 24 hours
Measles	Normally 7 days from rash appearing, but once rash has gone and your child is feeling better.
Mumps	Until all swelling has subsided and in no case less than 7 days from onset of illness
Pertussis (whooping Cough)	21 days from the onset of paroxysmal cough
Poliomyelitis	Until declared free from infection by district community physician
Rubella german measles	Once rash disappears which is normally 4

	days.
Scarlet fever and streptococcal infection of the throat	Until appropriate medical treatment has been given and in no case less than 3 days from the start of the treatment
Tuberculosis	Until declared free from infection by district community physician
Typhoid fever	Until declared free from infection by district community physician
Impetigo	Until skin is healed
Pediculosis (lice)	Once treatment has been given
Plantar warts	There is no exclusion, however should be treated and covered
Ringworm of scalp	Until cured
Ringworm of body	Seldom necessary to exclude provided treatment is being given
Scabies	Need not to be excluded once appropriate treatment has been given
Hand, foot and mouth	2 days after fever has gone
Thrush	48 hours after their first dosage of antibiotics

Behaviour policy

Little Footsteps operates a positive behaviour policy. We believe in practising an approach, which supports children's development of self - discipline. This allows children to balance their needs with those of others; it makes them feel good about themselves and enables them to become more independent.

Physical punishment is not acceptable or justified. Children will never be shaken, smacked, humiliated, shouted at, intimidated or shamed.

All good behaviour will be praised, rewarded and recognized.

Children will be encouraged to respect other people and the environment around them.

Bullying is a form of anti social behaviour. This behaviour will not be tolerated from staff or children at Little Footsteps. Bullying can be either in a form of verbal or physical action.

Little Footsteps will not accept any form of racial comment or inappropriate speech from parent, children or staff.

Equal Opportunities

We expect all staff, parents and children to value and respect the different genders, racial origins, religions, special needs, cultures and languages of each individual.

Child protection

We have a duty to take reasonable action to ensure the welfare and safety of all children. If we feel at any time we have a cause for concern that a child in our care may be subject to ill treatment, neglect or other forms of abuse we will follow the nurseries child protection procedures and will inform the on duty social worker of our concerns. This may also involve a visit to the home by a social worker.

All staff will be checked for criminal offences under the Rehabilitation of Offenders Act prior to their employment with us.

Complaints procedure

We will endeavour to provide at all times a high standard of care to our children and service to our parents. It is imperative to us that you are both happy.

We operate an open door policy to all parents and we will be available at any time should you wish to discuss or raise any concerns with us.

If you feel at any time that Little Footsteps are not taking your complaint seriously or the issue has not been resolved to your satisfaction you can contact the Care and social services Inspectorate in Wales directly. They will be able to advise you on the situation and if they feel it necessary, will carry out their own investigation.

You may contact the CSSIW at the following address -

South West Wales

Government Buildings

Picton Terrace

Carmarthen

Carmarthenshire

SA31 3BT

WWW.CSSIW.ORG.UK

cssiw.southwest@wales.gsi.gov.uk

Telephone - 01267 245160 OR Fax - 01267 245140

Nursery information

The current Fees are as follows as at June 2015 . These prices are subject to change.

Daily 9am -4pm	Daily 7am - 6pm	Per session 9-12pm/1- 4pm	Per session 9-1pm/12- 4pm	Hourly rate
£29.00	£36.00	£18.00	£22.00	£5.50/£2.75per half hour

Pick up or drop off only from local schools	Both pick up and drop off from local schools	Hourly rate
£3.50	£6.00	£5.00/£2.50per half hour

There is a 10% discount for siblings.

The nursery is open Monday - Friday, 7.00am - 6.00pm for 51 weeks of the year with the exception of Bank Holidays.

Fees will be payable for all of these days including Bank Holidays and for days when your child does not attend nursery for any reason.

The nursery will be closed for 1 week during Christmas and New Year, which will not be payable.

We thank you for taking the time to read this brochure, if you require any further information please do not hesitate to contact either Stacey or Corinne the managers or a member of our management team on 01656 740954(pyle) and 01656 858381(south road)

Little Footsteps (Porthcawl) Ltd, Blake down House
 Heol Mostyn, Village farm industrial estate, pyle CF33 6BJ
 Little Footsteps (Porthcawl) Ltd, Girl Guide Hall, South Road, Porthcawl,
 CF363DG

Little Footsteps Visitor Policy

Little Footsteps has an open door policy, we welcome both announced and unannounced visits. However due to the security of our children and child protection we do require a form of identification, preferably photographic identification with a full name and address.

Visitors from businesses must provide ID badges.

All visitors must complete and sign our visitor's book.

Little Footsteps management reserve the right to decline visits if it is believed to be in the best interest of the children already attending the nursery or we feel the day to day running of the nursery will be affected.

What to bring on your child's first day

Babies

Nappies

Required bottles & Formula Milk

Comforter/Dummy

Spare clothes

Sun/Winter hat/coat

Photograph of persons collecting your child

Toddlers

Nappies

Comforter/Dummy

Spare clothes

Sun/Winter hat/coat

Photograph of persons collecting your child

Pre-school

Nappies/Pants/Knickers

Comforter/Dummy

3 Sets of spare clothes

Sun/Winter hat/coat

Photograph of persons collecting your child

All items are to be placed in either nylon or cloth bag as no carrier bags will be accepted on to the nursery premises.

Also all items are to be labelled clearly, including bottles, beakers, and all items of clothing.