

Once Upon A Time Nursery
56 Railway Terrace
Llanelli
Carms
SA15 2RH



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Statement Of Purpose

Reviewed and updated by the management team on 12.03.26

Management

Beverley Alldridge
Owner/Registered person



Rebecca Bello
Manager/Person In Charge



Amelia Alldridge
Deputy Manager/Person In Charge



Aims and Objectives

The aims and objectives of the nursery are:

1. To create a stimulating, caring and safe environment for all children in our care.
2. To actively promote the development of positive/self-image within the children.
3. To work as partners with parents/carers in an open and honest way.
4. To have an involvement with the local community.
5. To develop and maintain strong links with other agencies and for them to recognise our professionalism.
6. To create a non-sexist atmosphere by introducing toys, books and games to encourage equal development of both sexes as well as promoting diversity and knowledge and understanding of the world.
7. To provide a key worker who will work with a group of children, monitoring their progress through observations and assessments, and regular progress

- meetings with parents, thus ensuring that you are aware of how your child is progressing.
8. To provide places for children with additional needs if appropriate, with staff that are trained to give the child and parent/carer support.
 9. To encourage the participation of parents/carers to visit the nursery and to share information, resources and practical advice.
 10. To provide an atmosphere which helps the child and the parent/carer feel happy and comfortable within the nursery.

At **Once Upon a Time Nursery** we can care for up to 32 children at any one time, between the ages of 3 months and 12 years. 8 babies under 2 years old and 24 children aged between 2 years and 12 years. We offer full day care and are open from Monday to Friday, 8am to 6pm. Additional hours from 7 am until 7 pm are available on request, subject to availability.

We do not currently operate a waiting list and spaces are given on a first come first served basis however: 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. Priority will be given to children who already have siblings at the nursery. 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.

Multi-award winning nursery

Top 20 rated nursery award: We have won the Top 20 rated nursery in Wales award **2022, 2023, 2024 & 2025** with Daynurseries.co.uk where nurseries are entered by parental feedback.



Quality for all: This assessment was undertaken by Early Years Wales and we achieved QFA status with 20 points of excellence. Following this it was suggested that we apply for the Early Years Awards 2024. Since applying we were shortlisted in the 2 areas we applied for: "Setting of the year" with only two other settings and "Cynefin—community" with one other setting, in the whole of Wales.



Setting of the year: We were absolutely delighted to hear that we won the Setting of the Year award 2024, we couldn't have been prouder and were delighted to have something that reflects the hard work and passion the whole team put into the nursery.



Cynefin - Community: Following being shortlisted for the 'Cynefin' award, although we did not win this award we still feel it was a great achievement being runners up for this award.



Designed to smile: We have achieved gold status in this NHS oral hygiene scheme. We have been with this scheme since 2014 and have a great working partnership.



Parent App and Learning Journals

As a nursery we use EYLog app to communicate with parents & carers. This is used to send a daily diary to the parents noting food, drink, nappies/toileting and photos of activities they have enjoyed doing during the day. This is an easy way for the parents to communicate with the nursery and for the nursery to send out newsletters and important dates etc. The app has been very well received by our parents/carers.

We have learning journals which will follow the child on their journey through nursery which will include observations, assessments, pictures and craft from the children's time at nursery carried out by the child's key worker, shown during progress days and given to the parents when the child leaves the nursery.



Under 2's / Babies

The baby room (Ystafell Pili Pala) caters for 8 babies from 3 months old up to 2 years. The babies are given a range of toys and resources on their free choice areas for the children to be able to follow the new curriculum for Wales and allow them to follow their own likes and dislikes as well as space for play mats and walkers for the younger babies.

The children also have access to the outside space, for fresh air and physical activities including messy play, their own climbing frame and age appropriate ride along cars.



In the baby room they incorporate elements of the new curriculum for Wales, they have activities planned in accordance with the framework and the children's values and opinions are embedded into our planning. There are always resources available to help the children's next developmental milestone e.g. crawling, walking etc.

The baby room also has a separate sleep area with bunk bed cots, this is a separate room and children are put to sleep following the routine given by the parents. As they grow and develop the children's key workers will discuss with the parents how they are sleeping, how long for and whether they are still needing a bottle/comforter and what the parents would like us to do moving forward. This consistency at nursery and at home helps the babies to settle into the new environment more quickly which will lead into them following the nursery routine.



We have another separate area for nappy changing giving children a place to have their nappies changed in private.

Resources are available to help children in any class with an additional need such as picture prompt cards to aid with understanding and communication, resources at low levels to be easily accessed, key vocabulary area and staff are learning Makaton.

Over 2's Classes

In both our over 2's classes the children are given a range of toys and resources on their free choice area and creative free choice for the children to be able to follow the new curriculum for Wales and listening to the voice of the child with their likes and dislikes, as well as this all of the children's opinions and interests are embedded into our planning including the children's own planning sheets for each topic.

The nursery is a part of the Designed to Smile scheme and we encourage the children to brush their teeth in nursery once a day to help them with good oral hygiene. The children are also given tooth brushing packs to take home to encourage the continuation of good oral hygiene. We are delighted to have reached the top award of gold standard with Design to Smile.



We have a bathroom which has potties, toilets, an area for changing nappies and child height sinks to wash their hands. At nursery we encourage toilet training, when we feel the child/children are ready to toilet train we will have discussions with parents to plan out the best way to begin toilet training or work with parents if they have already started toilet training at home.



2 - 3 Year Olds / Toddlers

The Busy Bee room, (Ystafell Wenyn Brysur), is a large room with tables for the children to develop their creative skills as well as to eat their food at meal times/ a time for social activities. They also have a tuff tray, messy play area and a home corner with pictures from home for the children to feel a sense of belonging in the class as well as an adjacent quiet area with a reading corner, circle time mat and twinkle lights to create a calm and soothing environment.

As we are a Flying Start setting we are able to offer eligible children funded sessions of 2.5 hours per day (9am - 11.30am or 1pm - 3.30pm) for up to 5 sessions per week.

The children follow the same framework as Toddlers but have a specific timetable to make best use of their daily 2.5 hour sessions. By offering Flying Start funded sessions in a private setting it helps working parents who are eligible, to access the funded hours as if they require longer than 2.5 hours we can offer wrap around / top up sessions, this also aids parents with nursery costings.



Resources are available to help children in any class with an additional need such as picture prompt cards to aid with understanding and communication, resources at low levels to be easily accessed, key vocabulary area and some staff are learning Makaton as they have a special interest and want to learn this skill, as well as this staff have been trained in sign along from the Flying Start team Speech and language is to be incorporated during the session by the child's key worker using elements from our speech and language bags using key vocabulary training provided by Flying Start.

Staff have completed a 'Talking stars' award with Flying Start, ensuring good speech and language practices are being used daily. Staff have also been trained in 'Elklan' an accredited speech and language course to embed good speech and language skills into daily routines. Any staff who have not completed it still have a wealth of knowledge, as we conduct inhouse training / information sharing while waiting for training to become available.

Over 3's / Preschool

The Wise Owl room, (Ystafell Dylluan Ddoeth), caters for older children who are developmentally capable of a more challenging environment to prepare them for or to compliment their time in part-time school.



We provide children of school age an opportunity to follow the activities that have been planned for the current topic as well as enhancing any activities for their own age range.

We aim to continuously enhance their skills and learning as well as always giving the children the choice of what and where they would like to play.

Resources are available to help children in any class with an additional need such as picture prompt cards to aid with understanding and communication, resources at low levels to be easily accessed, key vocabulary area and staff are learning Makaton. Speech and language is to be incorporated during the session by the child's key worker using elements from our speech and language bags using key vocabulary

In the preschool room we also offer the 30 hours childcare scheme provided by the Welsh Government for eligible 3 and 4 year olds. Working parents may be eligible for up to 20 funded hours a week at nursery during term time while they are in part time school as well as funded holiday weeks.

For more information go to fis.carmarthenshire.gov.wales



We also offer wrap around care as well as school pick ups and drop offs for a range of schools in the area allowing working parents to have flexible childcare. All of the rooms follow a similar routine and it is then modified slightly according to the needs and age of the children in each room. As we are one of the only settings in Llanelli that provide car pick ups / drop offs requests are subject to availability, school locations, current pick up / drop off rota and session times. Please get in touch for more information and to enquire if we can provide pick ups/ drop offs from your preferred school.

On the next page is an example of the daily routine for the nursery.

This routine will be modified according to the children's needs, ages or something specific to their age for example only 2 and overs are eligible to brush their teeth as recommended by the designed to smile NHS team.

Between 7am and 8am and 6pm and 7pm the activities will fit the needs of the individual child or children at nursery





Children begin to come in Breakfast for children going to school	
Free play	<i>Staff opportunity for own work</i>
Breakfast	<i>Handwashing</i>
Physical time – outdoors/walks/busy feet/dancing	
Toothbrushing & Nappy changes/ Toileting	<i>Over 2's</i>
Activities – Key worker: Key child time	
Circle time	<i>Stories, flashcards and songs App</i>
Lunch time	<i>Handwashing</i>
Quiet time/sleep time Half day Children go home	<i>Staff lunches App</i>
Free Play & Nappy changes/ Toileting Half day Children come in	<i>Nappy checks/changing</i>
Circle time	<i>Stories, flashcards and songs App</i>
Snack/Break time	<i>Handwashing</i>
Activities – key worker: Key child time	
Toothbrushing & Nappy changes/ Toileting	<i>Over 2's</i>
Physical time – outdoors/walks/busy feet/dancing	
Free Play	
Children choice activity	
Nappy changes/ Toileting	
Tea	<i>Handwashing</i>
Free play	
Quiet time	<i>Staff opportunity for own work App</i>

Staffing

Owner and registered person

Beverley Alldridge - joined the nursery family when it opened in 2011
Qualified to level 5 CCLD and Level 3 in Playwork and oversees the running of the nursery.



Manager/ person in charge/ toddler room and Flying Start leader

Rebecca Bello - joined the nursery family when it opened in 2011
Qualified to level 5 CCLD and Level 3 in Playwork and is in charge of the day to day running of the nursery.



Deputy Manager/Person in Charge/Preschool room & Playwork lead

Amelia Alldridge - joined the nursery family in 2012
Qualified to Level 5 CCLD and Level 3 in Playwork and is in charge of the day to day running of the nursery when the manager is not in.



Room Supervisor/Person in charge

Natalie Burley - joined the nursery family in 2014
Qualified to Level 5 CCLD and Level 3 in Playwork and is in charge of the day to day running of the nursery when the manager and deputy manager are not in.



Room Supervisors

Stacey Thomas, Ffion Beynon
Joined the nursery family in 2016 & 2017
Qualified to level 5 in CCLD and level 3 in Playwork



Nursery Nurses

Emily Covello- Cook, Ffion Green-Watts,
Kelsey Rees & Ffion Browne
Joined the nursery family in 2019, 2020, 2022 & 2024
All qualified to or learning towards level 3 in CCLD or CCPLD



All staff have a key worker responsibility for the children in their rooms which include managing the children's progress, planning to develop their skills and continuously discussing with parents about their child's progression. Including during progress days.

Our staff are constantly updating their qualifications as well as maintaining their mandatory qualifications in safeguarding, health and safety, food hygiene and first aid.

Most staff have undertaken a 10 week Welsh course which has encouraged us to use more Welsh on a daily basis and improved our confidence. We have 2 fluent Welsh speakers at the setting.

Staff continuously undertake training from other agencies such as Flying Start, NDNA, Early Years Wales and Alice Sharpe online webinars.

Auxiliary Staff

Cook/Maintenance/Driver

Jason Alldridge - joined the nursery family when it opened in 2011
Qualified in Safeguarding, First aid, Health & safety and Food hygiene.

Housekeeping/Cleaner

Giulietta Bello - joined the nursery family in 2017
Works outside of nursery hours and has no access to the office/confidential information.

Nursery Child:Staff Ratios

For ages 0-2 One member of staff for every 3 children.
For ages 2-3 One member of staff for every 4 children.
For ages 3-12 One member of staff for every 8 children.





Progress Days



On our progress days parents book an appointment with their child's key worker, and during this appointment they have the opportunity to see the room their child is in and discuss their little ones' developmental successes and any concerns either of us have. After their appointment the parents are welcome to stay to chat and network with the other staff and parents, they have access to activities, resources, face painting or transfer tattoos as well as our garden so the children have an area to play in and it gives the parents a chance to see who their children's friends are at nursery. During these days we also have different people from a range of organisations to pass on information and to show you what support is available within the community.

Outdoor Area / Outings

On outings, the staffing ratios will always be met and often exceeded. When going outside of the nursery staff will plan where and what we are going to be doing, for example a trip to the local market to get fresh fruit and vegetables, or for a walk in the local area to look at different modes of transport. As a nursery we are very engaged in the local community so we like to take the children to local community events, shopping in the local market visiting the park and we also go to the library for a circle time on a Wednesday morning each week, weather permitting.

We have an outdoor space for the children to play in with separate areas for the babies and the over 2s.

For the over 2's the outdoor area includes construction, climbing frames, ride along cars and messy area etc. toys are rotated based on the children's interests or developmental needs. We also have a quiet corner, a paint easel and planting opportunities to help the children continue to develop their skill set and development e.g. helping the children understand the journey from plant to plate.



For the under 2's they have a slide and age appropriate climbing frame, messy play area, construction and walkers and toys will be brought out to match the development milestones of each child, toys are rotated based on the children's interests.

We have had a new veranda and flooring in the garden, thanks to generous grants from the Welsh Government and the Family Information Service. The floor in the garden gives the children more space to run around and they are enjoying the bright shapes and patterns. The veranda allows us to spend time outside regardless of the weather.

Meals and Menus

9am - Morning Snack / Breakfast

11.30am - Lunch


2pm - Afternoon Snack


4pm - Tea


Meals are included in the daily fees, although there is a consumables charge for 30 hour funding. The children are encouraged to use a fork, spoon and knife while eating their meals and to use beakers and then progress onto open cups as the children grow and develop. The children are provided with water during the day and water or milk at meal times unless requested otherwise by parents/carers.

The menu rotates over three weeks so that the children have as much variety as possible. Please take a look at a sample menu on the next page, which is inspired by the healthy eating Wales menu.

















	Week A				
	For dietary requirements any dairy or meat products will be substituted with vegan/vegetarian products and any dairy products will be substituted for dairy free alternatives as required				
	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
Breakfast	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk
Lunch	Fish curry with coconut milk and a selection of fresh vegetables served with white rice	Home made cottage pie with vegan mince and mixed vegetables	Slow cooked Pea and ham soup blended with potatoes, onions and bacon	Stuffed 4 Cheese tortellini parcels in a tomato and vegetable sauce	Sausage dinner with roast potatoes, fresh vegetables and gravy
Pudding	Strawberry, raspberry or apricot fromage frais	Strawberry or raspberry Jelly	Raspberry ripple ice cream	Strawberry Cheesecake	Selection of fresh seasonal fruit
Snack PM	Butter your own cream cracker and Banana slices served with water or milk/almond milk	Melon pieces, apple slices and breadstick served with water or milk/almond milk	Butter your own toast with savoury toppings and grapes served with water or milk/almond milk	Orange segments, melon, raisins and breadstick served with water or milk/almond milk	Cucumber slices and wholemeal wraps served with water or milk/almond milk
Babies Snack	Apple slices	Melon fingers	Cucumber sticks	Banana slices	Rice cakes
Tea	Teddy bear's Picnic	Sliced chicken and cucumber wrap with cherry tomatoes	Pasta salad with ham, sweetcorn and salad cream	Ploughman's Platter	Vegetable risotto including peppers, courgette and aubergine
Pudding	Chocolate brownie	Milk chocolate chip cookie	Fruity Flapjacks	Raspberry Swiss roll	Strawberry, raspberry or apricot fromage frais

	Week B				
	For dietary requirements any dairy or meat products will be substituted with vegan/vegetarian products and any dairy products will be substituted for dairy free alternatives as required				
	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
Breakfast	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk	Variety of cereal, toast and fruit served with milk/soya milk
Lunch	Slow cooked Chicken casserole with fresh root vegetables	Homemade turkey and onion burgers served with roasted seasonal vegetables	Cheese topped creamy beef lasagne served with mixed vegetables	Lemon and spinach risotto with white fish fillets	Thai style Quorn noodles with a selection of fresh vegetables
Pudding	Strawberry Cheesecake	Strawberry, raspberry or apricot fromage frais	Strawberry or raspberry Jelly	Selection of fresh seasonal fruit	Raspberry ripple ice cream
Snack PM	Cucumber slices and wholemeal wraps served with water or milk/almond milk	Orange segments, raisins and breadstick served with water or milk/almond milk	Butter your own crackerbread with melon pieces served with water or milk/almond milk	Butter your own toasted fruit bread served with water or milk/almond milk	Butter your own toast with sweet toppings and melon served with water or milk/almond milk
Babies Snack	Cucumber Sticks	apple slices	Banana sticks	Rice cakes	Melon pieces
Tea	Pasta salad with chicken, cherry tomatoes and salad cream	Trio of sandwiches served with cucumber sticks and tomato slices	Slow cooked tomato soup blended with ham, bacon and onions	Sliced quiche Lorraine with fresh vegetables	Chicken nuggets with potatoes and vegetables
Pudding	Sliced banana loaf	Chocolate caramel crisps	Gingerbread man biscuit	Caramel shortbread bites	Strawberry, raspberry or apricot fromage frais

	Week C				
	For dietary requirements any dairy or meat products will be substituted with vegan/vegetarian products and any dairy products will be substituted for dairy free alternatives as required				
	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
Breakfast	Variety of cereal served with milk/almond milk	Variety of cereal served with milk/almond milk	Variety of cereal served with milk/almond milk	Variety of cereal served with milk/almond milk	Variety of cereal served with milk/almond milk
Lunch	Roast Chicken dinner with new potatoes and vegetables	Sweet and sour quorn with vegetables and long grain rice	Creamy tomato and herb pasta bake	Fish fingers, peas and seasoned potato wedges	Pasta Bolognese with Quorn in a tomato and vegetable sauce
Pudding	Selection of fresh seasonal fruit	Strawberry Cheesecake	Strawberry, raspberry or apricot fromage frais	Ice Cream and banana slices	Strawberry or raspberry Jelly
Snack PM	Butter your own cream cracker and apple slices served with water or milk/almond milk	Butter your own crackerbread and melon pieces, raisins served with water or milk/almond milk	Orange segments and sliced grapes and breadstick served with water or milk/almond milk	Melon pieces, apple slices and breadstick served with water or milk/almond milk	Cucumber slices and wholemeal wraps with apple slices served with water or milk/almond milk
Babies Snack	Cucumber Sticks	apple slices	Banana sticks	Melon pieces	Rice cakes
Tea	Sausage, pepper, onions and courgette casserole served with rice	Make your own pitt bread pockets with ham, cheese and salad	Honey roast ham wrap with mixed salad	Homemade pasta salad with chicken and vegetables	Create your own bagel pizza with ham, cheese and a selection of vegetable toppings
Pudding	American style pancakes	Chocolate brownies	Chocolate chip or blueberry mini muffin	Chocolate covered marshmallow teacakes	Strawberry, raspberry or apricot fromage frais

DISHES AND THEIR ALLERGEN CONTENT – Once Upon A Time Day Nursery

Allergens														
Breakfast & Puddings	Celery	Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Breakfast cereal		x					x							
Ice cream							x							
Yogurt / fromage frais							x							
Cheesecake		x		x			x							
Banana Loaf		x					x							
Cookies		x					x						x	
Flapjacks		x					x							
Swiss roll		x		x			x						x	
Brownie/ shortbread/ caramel crispies		x		x			x						x	
Pancakes		x		x			x						x	
Mini muffins		x		x			x						x	
Teacakes		x		x			x						x	

Review date:

Next Menu Change















Reviewed by:

B Alltridge 01.04.24



You can find this template, including more information at www.food.gov.uk/allergy

DISHES AND THEIR ALLERGEN CONTENT – Once Upon A Time Day Nursery

Allergens														
Lunches	Celery	Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Coconut fish curry			x		x									
Thai style Quorn and noodles				x										
Potato, pea and ham soup		x		x			x							
Sausage/ chicken dinner	x	x		x									x	
Cheese tortellini		x		x			x							
Cottage pie	x	x		x			x							
Lemon fish risotto	x				x									
Chicken/ sausage casserole	x			x			x							
Vegetable risotto	x													
Beef lasagne/ pasta bake/ Bolognese		x		x			x							
Turkey burgers		x												
Fishfingers		x			x									
Pasta salad		x												

Review date:

Next Menu Change















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DISHES AND THEIR ALLERGEN CONTENT – Once Upon A Time Day Nursery

Allergens														
Snacks & Tea	Celery	Gluten	Crustaceans	Eggs	Fish	Lupin	Milk	Mollusc	Mustard	Nuts	Peanuts	Sesame seeds	Soya	Sulphur Dioxide
Ham pasta salad		x												
Toasted fruit Bread		x					x							
Jam on toast		x					x							
Crackerbread		x					x							
Wraps/ sandwiches/ pitta		x					x							
Cream crackers		x					x							
Rice cakes							x						x	
Cheese on toast		x					x							
Quiche		x		x			x		x					
Chicken nuggets		x												
Pesto pasta salad		x		x						x				
Bagel pizza		x					x							

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Next Menu Change

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Community Engagement

Looking at our presence in the community, we have been working with the Transforming Tyisha team for the last few years, who are a part of Carmarthenshire County Council. Since we have been working together, we have been attending monthly community meetings to discuss what events are coming up, sharing contacts, and organising events together for the local community. As a setting we have organised free family fun days for our local community. Our first two were in a local playing field very close to the nursery and the other was at Llanelli Railway Goods Shed Trust.

For these events we invited a range of different organisations that included Asda with fruit tasting, our local library to promote the services they have to offer, face paint from the staff from the Transforming Tyisha team, a local nursery/ family centre with arts and crafts (which also builds a bridge between nurseries in the area rather than being in competition with each other.) Hywel Dda health board with immunisations and their healthy eating program, transfer tattoos, messy play from Reflect Education, Communities for work, Family Information Services, Welsh air ambulance and Llanelli Railway Goods Shed Trust. Our local PCSO's came with information and their police car, the road safety team brought 'Gary Go Safe' a road safety dinosaur and MAWW Fire Service came along with a fire engine and full kit for the children to try on.



Payment Policy

Parents agree that all fees (full time and part time attendance) will be paid one month in advance between the 1st - 10th of each month. Unpaid fees may result in a late fee, immediate suspension or termination of care unless reasonable arrangements are made and accepted by both parties. Extra hours (subject to availability) are billed at the session rate or hourly rate.

Please see our price list on the next page.



Sessions	Session times	Age 0-2	Age 2+
Full day Session	8am - 6pm	£72.00	£70.00
9 hr full day	8 am to 5 pm or 9 am to 6 pm	£65.00	£63.00
Half Day Sessions (minimum 2 half sessions a week)	8.00am till 1.00pm Or 1.00pm till 6.00pm	£40.50	£38.50
After School	3.00pm to 6.00pm	n/a	£24.00
Pick up or drop off to school	By Car	n/a	£9.00
Pick up or drop off to Pen Rhos	Walking	n/a	£4.75
Hourly Rate	8.00am to 6.00pm	£9.00	
Hourly Rate	Before 8.00am Or after 6.00pm	£10.00	
Half Hour Rate	8.00am to 6.00pm	£5.50	
Half Hour Rate	Before 8.00am Or after 6.00pm	£7.00	
10% Sibling discount £30 full week discount (8am to 6pm) £10 discount full week of half days (8am to 1pm or 1pm to 6pm)			

Complaint Procedure

At Once Upon a Time Nursery we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy. Please see our policies on Complaints and Safeguarding for further information.

At any point during the complaint procedure parents/carers may take their concerns to CIW - Care Inspectorate Wales (CIW) is the independent regulator of social care and childcare in Wales.



Below are CIW's role in handling complaints/concerns:

- They may inspect nursery to check compliance with regulations
- They may refer the complainant back to the Nursery to manage in line with their complaints procedures
- They may refer the concerns to another agency - (Local safeguarding Team/ Police/Environmental Health)
- They may take no immediate action
- They may use the information received to help inform what they look at during their next planned inspection

CIW address:

Care Inspectorate Wales, Government Buildings, Sarn Mynarch. Llandudno Junction. Conway LL31 9RZ

Email address: ciw@gov.wales

Telephone number: 0300 790 0126

CIW will be notified of any changes to the service 28 days before any change comes into effect and the statement of purpose will be updated accordingly.

Emergency Procedure

If there is an emergency with one of the children we will follow our Accident and First Aid policy emergency procedure which is outlined below:

Transporting children to hospital procedure



The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may

also require additional support following the accident.

If there is a fire/ emergency in the nursery we will follow our fire safety policy and evacuate the premises. Parents will be notified as soon as possible. We have fire drills every term to make sure that the staff are aware of what to do and this also helps the children to understand the evacuation process making it a normal part of their experience and keeping them all safe and calm.

Policies and Procedures

Parents enter into a contract with the nursery and are asked to sign to say they understand that we will follow the nursery policies and procedures whilst caring for their child.

Our policies and procedures are always growing and changing to keep the nursery running as smoothly and safely as we can.

We have more than 80 policies and they are available to see on our website or on display in the entrance hall of the nursery.

General Information

All entrances to the building and rooms within the nursery are covered by recorded CCTV for your child's safety.

We offer school drop off and pick up as well as different session times based on availability

We are an English medium nursery that use the Welsh language on a daily basis, we have fluent Welsh speakers on staff and Welsh is incorporated in circle time and general speech and activities throughout the day. We can translate information into another language if necessary. The time required to translate documents would depend on the information required but should take no longer than 2 weeks. We are very proud that the nursery is currently working towards the Welsh active offer and has recently achieved the Bronze award with the Welsh Promise and we are currently working on our Silver award.



We have a privacy policy and retention policy that shows the parents what data we will keep on file, how long we will keep it and what its purpose is.

The management team have created a 'protected lunch hour' for staff. Parents/carers are made aware that unless there is an emergency, children do not get picked up or dropped off between 11.50am - 12.50pm. If parents/carers need to pick up during this time they are asked to arrange this beforehand.

More information about our nursery and all of our policies and procedures, are available on our website www.llanellinursery.co.uk.

For upcoming events please visit our [Facebook](#) page.

To read our parents reviews check out our Daynurseries page [Once Upon A Time Day Nursery, 56 Railway Terrace, Llanelli, Carmarthenshire SA15 2RH | 35 Reviews \(daynurseries.co.uk\)](#)

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This Statement of purpose will be reviewed annually or sooner if changes are needed.

