



newsletter

october 2015

October already! Many thanks to all of our parents, children and friends for making our first 6 months at KingsWellies so enjoyable and busy!

What have the gang been up to this month.....

A Pre-Christmas Thank You to our Families

As a very small thank you to our families, we would like to offer a **FREE Saturday Christmas Crèche**. This will allow you to drop off your child(ren) during the Saturday and go to do your Christmas shopping or just go for a nice lunch or quiet coffee. **We would like to provide two FREE drop-off sessions during Saturday 28th November**. This will allow all children to attend.

- Session one: from 10am until 1pm
- Session two: from 1pm until 4pm

If you would like to drop off your child(ren) during one of the above sessions, please email aimee@kingswelliesnursery.com to highlight your preference. Places will be allocated on a first-come-first-served basis but there will be availability for **all** children to attend one of the sessions. We will have a VERY fun, festive and relaxed day with lots of Christmas games, Christmas crafts, party food, carol singing, Christmas baking, tree decorating and festive cheer! **Christmas jumpers / Christmas glad-rags to be worn by all!**



Pets to visit nursery

We recently sent home a letter to all parents asking for permission to allow the children to participate in meeting some of our family pets! Aimee (our office junior) is very much looking forward to bringing Molly, her horse, in to allow the children to pet. Molly will stay safely in her pen in the car park!

We also have a number of parents (and grandparents) who have agreed to take in their adorable pets. We would really like to arrange these visits over the next couple of weeks. If you haven't already returned your child's permission slip, please do so by Monday 26th October. Many thanks.

Diwali – Festival of Lights

We will be studying Diwali – Festival of Lights, over the next few weeks. If you would like to come in and speak to the children about how you or your family celebrate Diwali, please let us know.

Winter Planting

We have been very busy tidying up our allotments and are just about to get our Winter planting underway. Our Wellie Beans have discovered that poppies, cornflowers, onions, garlic, winter lettuces, rhubarb, cabbages and asparagus are all good growers at this time of year. If there are any green-fingered parents or grandparents out there who would like to help, please let us know!



Coats for Kids Appeal

Cash for Kids launched their Coats for Kids Appeal on 1st October which will run throughout October. From our contacts with health professionals and social workers, we know that around 600 local children will be without winter clothes this year.

As part of our Halloween celebrations, we will sell tasty treats and creative crafts during the week of 26th October. All proceeds will go towards this very worthwhile local charity.

Read, Write, Count Campaign

We have been using lots of the ideas from the Read, Write, Count campaign which was launched in August and is delivered in partnership with Education Scotland and the Scottish Book Trust.

Read, Write, Count offers tips, ideas and activities that will help get children off to a great start in life. You will find it at www.readwritecount.scot

Italian Lessons

We are really delighted to welcome Samanta Fornino, Edoarado and Lorenzo's mummy, into nursery. Samanta has been teaching us Italian over the past couple of weeks! The children have really loved it and have picked up the Italian words for numbers, animals and colours very quickly! Samanta has also been reading us stories in Italian.

Samanta will continue to work with the children on a Monday morning. Thank you sooooo much Samanta!

PE and Jo Jingles

The children have really been enjoying their lessons with Leanne from Jo Jingles and Birgitte from ABC Physical Education. These programmes will continue for all groups. Remember you are more than welcome to come along and join in the fun!

Dates for your Diary

28/11/15 – Free Christmas crèche
18/12/15 – Nursery closes at 6pm for Christmas break
04/01/16 – Nursery reopens at 7.30 am



Halloween!

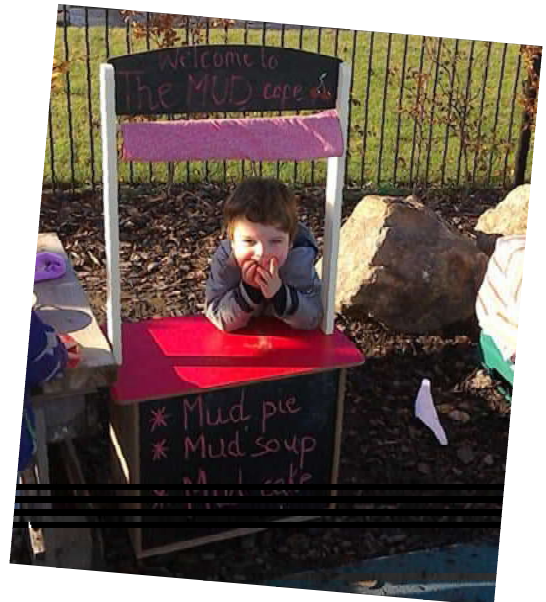
At this time of year, Halloween is a big source of conversation and excitement amongst our children. We are looking forward to celebrating and exploring Halloween with some child-friendly activities!

During the week of 26th October, each group will be exploring:

- concepts of light and dark
- Seasons – Autumn and Winter
- colours – black and orange
- animals – bats, cats, spiders, frogs
- pumpkins and tasty treats
- festivals and traditions
- and of course.... having fun!

All children are more than welcome to wear their costumes or favourite dressing-up outfits (no masks please, as these can unsettle some children), or bring in a photo.

Why not also bring along your pumpkin lanterns, we would love to put them on display in our playrooms!



Individual Care Plans

Please complete and return your updated Care Plan pack to nursery by Friday 23rd October 2015. It is very important that we keep this information as up to date and current as possible. Many thanks for your support with this.

Staffing

Congratulations to Aimee who has recently secured the position of Office Junior with us. Aimee has been working with us as a Working Rite trainee but has impressed us sooo much that she has got the job! **Well done Aimee!**

Each group has displayed their **Key Person** chart outside their room. We will do our **VERY best** to keep the Key Person as consistent as possible for your child. The only time it may change is if a staff member is on holiday, off ill or leaves the nursery. Please do not hesitate to discuss with Supervisors if you have any questions.



KingsWellies Nursery Branded Clothing

Many thanks for taking the time to respond to our short questionnaire on the above. We had a total of 53 responses from parents. We also had 27 responses from children. Of the total, the majority chose **Sapphire (Turquoise) as their favourite colour** with multi-coloured coming a close second.

All parents wanted to be able to choose between the t-shirt, sweatshirt and hooded top. We now have samples displayed in reception and have provided a short form for those who would like to go ahead and order. Please complete your order and hand it in to the office with your payment. All garments will have the Nursery logo on the left hand side.

Spooktacular Offer - Kids Fancy Dress Party

Where: Village Hotel Club, Prime Four Business Park, Aberdeen

When: Sunday 1st November 2015, 12pm – 4pm

£12.00 per Adult
£ 7.00 per Child (Under 3 is Free) **Why not join in the fun?**

Swimming Lessons

We still have spaces for those of you who would like to join our swimming lessons. Please find the following for your information:

We have been in liaison with both the Village Urban Resort and Swimtime in order to provide parents and children with the opportunity to participate in scheduled swimming lessons. These swimming slots have been booked for priority use by KingsWellies Nursery. All children who attend KingsWellies or are booked to attend, will be eligible to join (not just those who attend on a Wednesday).

Venue: Village Urban Resort

Day: Wednesday

Time: 9.30am – 12.00noon (KingsWellies snack and lunch will be kept and provided for those swimmers who may be back slightly later)

Duration: Each class is 30 minutes in duration

Age groups: When you call to book, Swimtime will place you in the correct class. All children will be eligible to participate.

For further details or to book: Call Swimtime on 01312780444. Please quote KingsWellies Nursery as your reference.

Cost: Swimtime will advise at the time of booking. Please book all lessons directly through Swimtime. Places will be allocated on a first-come-first-served basis.

Swimtime have confirmed that they require a minimum of 4 swimmers per class for the class to go ahead. They have also confirmed that in order to comply with health and safety and insurance legislation, KingsWellies parents will need to be in the water with their own children. I had hoped that the KingsWellies staff would be able to accompany the children, however this is not possible due to the age of the children and the Swimtime Policy.

I do hope that you will find this a useful opportunity as I know that local swimming lessons currently have very long waiting lists. The Village Urban Resort have also very kindly agreed that KingsWellies parents do not require to be Gym Club members in order to attend these lessons. Swimtime are a national company who have an excellent reputation. As a company they have a mission to teach as many children as possible this crucial life skill, at their earliest possible age.

Please let your room supervisor know if you will be attending lessons and will therefore be collecting your child.

KingsWellies Policies of the Month

All of our policies are available for you to read. We are also amending these all of the time as they are working documents. We would really like your feedback on these. Many thanks to all those who have provided feedback on our September Policies, **'Equality and Fairness'** and **'Nursery Daily Routines Curricular Plan.'** I have amended these as appropriate.

This month we would like to provide you with the opportunity to consult on our **Daily Snack Menu**. Please find it attached to this newsletter. **Please give us your ideas for healthy and nutritious snacks.** We must follow the national guidelines set out in "Setting the Table" when planning our menus. You can find these guidelines at www.healthscotland.com



Comments, Compliments, Complaints and Concerns

Please give us your feedback, good and bad! We are committed to delivering a quality service to all of our families. We aim to always take effective action to ensure that standards are upheld and welcome being informed where they have not been satisfactory.

Please also find attached our **'Complaints Policy and Procedures'** for your information and feedback. We are a very reflective nursery and only want to do our VERY BEST for all of our families! Please let us know how we are doing!

If you would like this Newsletter translated in to another language or an alternative reading format. please do not hesitate to contact us.

Parents – please give us your ideas for healthy and nutritious snacks. We must follow the national guidelines set out in “Setting The Table”. You can find this at www.healthscotland.com

Week 1	AM snack	Pudding	PM snack
Monday	Crackers and fruit (G)	Fromage frais (M)	Sandwiches (G/M)
Tuesday	Pitta strips, vegetable sticks and dip (G/M/SS)	Rice pudding and dried fruit (M)	Beans on toast (G/M)
Wednesday	English muffin and spread (G/M)	Fruit salad	Homemade soap and bread (G/M)
Thursday	Oatcakes and fruit (G/M)	Yoghurt and fruit (M)	Homemade bread/pizza (G/M)
Friday	Rice cakes and fruit	Sugar-free baking (G/M)	Bagel, cheese and ham (G/M)

Week 2	AM snack	Pudding	PM snack
Monday	Crumpets and fruit (G/M)	Bananas and custard (G/M)	Scrambled egg on toast (E/G/M)
Tuesday	Cracker bread and topping (G/M)	Rice pudding and baked plums (M)	Pasta and sauce (G/M)
Wednesday	Natural yoghurt and fruit (M)	Semolina (G/M)	Homemade soup and crusty bread (G/M)
Thursday	Cheesy beans on toast (M/G)	Home baked oat apple crumble (G/M)	Pitta and filling (G/M/SS)
Friday	Breadsticks and cheese cubes (G/M)	Fruit salad	Waffles and beans (G/M)

~ Fresh fruit and vegetables served with every meal. Milk and water also. Sugar free baking to be served as pudding or morning snack.

Week 3	AM snack	Pudding	PM snack
Monday	Crackers and fruit (G)	Home baked apple flap-jacks (G/M)	Sandwiches (G/M)
Tuesday	Banana on toast (G/M)	Natural yoghurt and fruit (M)	Homemade bread/pizza (M/G)
Wednesday	Cocktail sausages and breadsticks (G/M)	Fresh fruit	Pasta and sauce (G/M)
Thursday	Rice cakes and fruit	Bananas and custard (G/M)	Homemade soup and rye bread (G/M)
Friday	Vegetables sticks and dip (M/SS)	Fromage frais (M)	Bagel and spread (M/G)

Week 4	AM snack	Pudding	PM snack
Monday	Oatcakes and fruit (G/M)	Yoghurt and dried fruit (M)	Homemade garlic bread/pizza (M/G)
Tuesday	Breadsticks and cheese cubes (G/M)	Semolina (G/M)	Spaghetti and sauce (G/M)
Wednesday	Rice cakes and fruit	Home baked oat plum crumble (G/M)	Homemade soup and bread (G/M)
Thursday	Scone/tea cake and fruit (G/M)	Rice pudding and baked apples (M)	Pitta and filling (G/M/SS)
Friday	Natural yoghurt and fruit (M)	Fresh fruit	Boiled potatoes and beans/hummus (SS)

~ Fresh fruit and vegetables served with every meal. Milk and water also. Sugar free baking to be served as pudding or morning snack.

Complaints Policy and Procedure

Published	October 2014 (V1)
Revised	October 2015



Complaints Policy and Procedure

Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the KingsWellies Nursery service are handled quickly, effectively and courteously and solutions are implemented which satisfy both the customer and the setting.

Who is Responsible?

It is the responsibility of the Nursery Director to ensure that all customer complaints are handled appropriately. However, all members of staff have been trained in the procedure for handling complaints.

Complaints Policy and Procedure

We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.

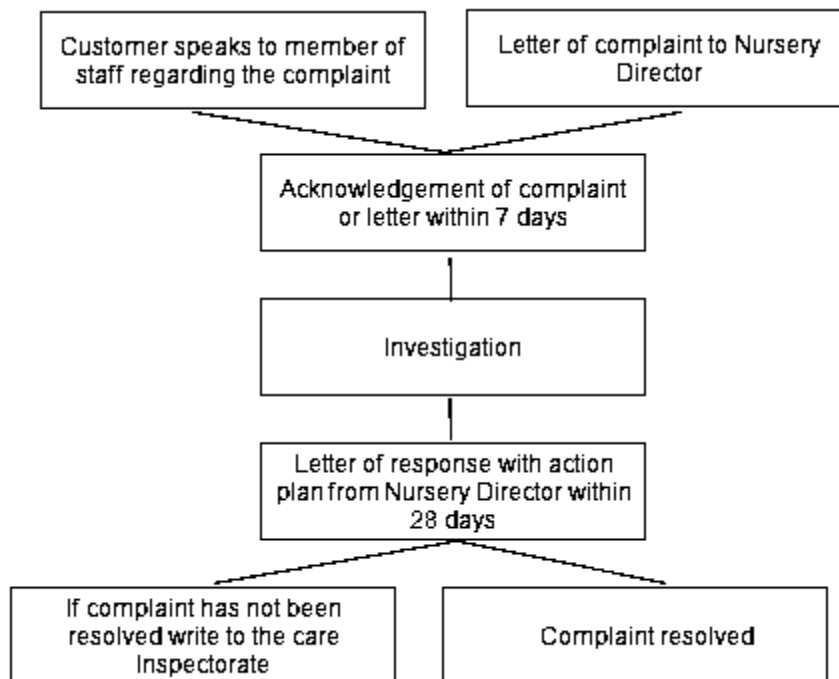
We believe a complaints procedure can contribute to the quality and effectiveness of the service. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of parents, carers, children and staff that complaints are dealt with fairly and confidentially.

- At KingsWellies Nursery we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the nursery staff for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- If the problem remains unresolved, the complainant should contact the Nursery Director either by letter, telephone or in person.
- The Nursery Director will listen to the complaint and investigate the circumstances surrounding it.
- The Nursery Director will then report back to the complainant and try to resolve the problem as quickly as possible.
- Complaints will be acknowledged within 7 working days. Please allow 28 working days to fully investigate a complaint.
- A record of complaints is kept in the Nursery. It may be shared with Aberdeen City Council officials or officers of the Care Inspectorate. Otherwise it is confidential.
- Should parents wish to contact the Care Inspectorate direct, they may call 01224 793870.
- This procedure is displayed in the nursery for the information of parents and visitors.

Contact details for Care Inspectorate, Aberdeen:

**Johnstone House
Rose Street
Aberdeen
AB10 1UD
Phone: 01224 793870**

Complaints Procedure – Chart



Procedures for KingsWellies Staff

- Any customer complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- If a complaint is received from a customer it should be dealt with swiftly and in accordance with the KingsWellies Customer Complaints Policy.
- The member of staff who has received the complaint should make the Depute Managers / Nursery Director aware of it immediately.
- The Nursery Director will acknowledge receipt of the complaint to the customer within 7 working days, log the complaint and investigate the matter. At this stage it may be appropriate for the Nursery Director to contact the customer to gather further information, all correspondence will be recorded on a confidential basis.
- All customer complaints are discussed at the weekly Senior Management Team meeting. The issue is discussed and corrective action agreed, a date by which the action should be taken is also agreed. This is recorded and then discussed with the customer. As appropriate, this information is also issued in writing to the customer.
- If the action has not been taken by the date agreed, the Nursery Director should address the issue and identify why the action has not been taken. This should be recorded in writing and issued to the customer.
- When the corrective action has been completed and the complaint has been resolved, this should be recorded.