



PROSPECTUS

2024-2025

Ditton Lodge Community Nursery
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Welcome to Ditton Lodge Community Nursery

At Ditton Lodge Community Nursery, we offer a happy and secure environment where your child's happiness, welfare, development and safety are of paramount importance to us. Starting at Nursery is an exciting time, but our staff team recognise that this can also be a daunting and emotional time for both you and your child and we will do our very best to provide you with all the support and encouragement needed to help you settle into Nursery life. Please do speak to a member of staff if you have any questions, worries or concerns at any time whether it be before your child joins Nursery or during their time with us, we are here to help.

Background

Ditton Lodge Community Nursery is a very busy, very happy and well-established nursery for children aged from 2 years to 4 years old. We are Ofsted registered (URN 2571710) to view on the Ofsted website www.ofsted.gov.uk. We are members of the Preschool Learning Alliance and are a registered charity overseen by a parent committee. The Nursery is run by a team of well qualified and experienced staff and we welcome you and your child/ren into our setting and hope that you enjoy being a part of this thriving Nursery.

Our Nursery has been located in the grounds of Ditton Lodge Primary School for over 40 years and in 2011 we moved from a portacabin into the current purpose-built classroom. We can have a maximum of 24 children in any one session, with up to 8 of these children aged from 2 years. We have a 1:8 staff/child ratio for 3- and 4-year-olds, and a 1:4 for 2-year-olds. We encourage a free flow environment, where children have access to the outdoors throughout the session.

The Nursery is fee paying and also accepts Early Years Funding, Childcare Vouchers and Tax-Free Childcare Payments. (Please speak to a member of staff or see our website for further details on these).

Nursery Philosophy and Aim

At Ditton Lodge Community Nursery, we value each child as an individual. We firmly believe that every child has the right to the best possible start in life and that every child should be encouraged and supported in order to achieve their full potential. Our Nursery aims to provide high quality care and education within a safe and secure, stimulating and caring environment in which each child is cared for as an individual, to gain independence and confidence in learning as part of an enjoyable experience. They become considerate to others and have an enthusiasm to learn through play.

We further aim to provide a broad and balanced curriculum through challenging and purposeful play, ensuring that each and every child is offered the same opportunities in order for them to develop and encourage their all-round development. All our children, regardless of sex, race, ability, cultural background or religion are encouraged to participate. Each child in our care is allocated a 'key person', to support both child and family.

At Ditton Lodge Community Nursery, we are committed to building a positive partnership with parents and carers and acknowledge the importance of their role within their child's life. Therefore, parents and carers are as much a part of our Nursery as their children. We very much encourage parents to play an active part in this exciting phase of their child's life.

The management of our setting

We employ suitably qualified and experienced staff to care for and educate the children. However, Ditton Lodge Community Nursery is a registered charity and is overseen by a voluntary committee of parents and carers. Being a member of the committee is a worthwhile experience and gives you a greater involvement in the vitally important stages of your child's education.

Members of the committee are elected by the parents of the children who attend Ditton Lodge Community Nursery at our Annual General Meeting which is held in the Autumn Term, usually in October. All the parents/carers of children attending the Nursery are informed and invited to attend the meeting. Committee Members are also Trustees of the Charity and most members serve for one year, however are entitled to serve for up to ten years if they so wish. We tend to meet once every half term. Please note all Committee members will be required to undertake a DBS check.

The Nursery committee has three core roles; chairperson, treasurer and secretary. The way the committee operates is governed by the Preschool Learning Alliance Constitution. The committee is not responsible for the day-to-day operations of the setting; this responsibility lies with the Nursery Manager and the Nursery Staff. The way the Nursery operates is governed by our policies and

procedures, which are reviewed annually; with regard to Ofsted and The Statutory Framework for The Early Years Foundation Stage.

The role of the committee is to support, to inform and to influence the Nursery.

- This includes the following responsibilities: -
- To oversee the Nursery finances;
- To support and assist the Nursery Manager in employing staff;
- To act as a link between the Nursery and community;
- To help the Nursery determine its aims and achieve its targets;
- To support parents, staff and children;
- To encourage the Nursery to make successful progress and be sustainable;
- To act as fundraisers for the Nursery

Ditton Lodge Community Nursery cannot exist without a strong Committee and being a member of this requires both time and commitment.

Fees

Our opening hours are shown in the table below, and we are open term time only, but **please note that our term dates differ slightly from those of the local schools.**

	Mon	Tues	Wed	Thurs	Fri
8.40am-11.40am (am only)	✓	✓	✓	✓	✓
8.40am-12.10pm (am with lunch)	✓	✓	✓	✓	✓
12.10pm-3.10pm (pm only)	✓	✓	✓	✓	✓
8.40am-3.10pm (all day)	✓	✓	✓	✓	✓

Any unfunded or any additional hours will be charged at the sessional rate below.

Morning/Afternoon Session	£21.00
Lunch	£4.00
Full Day	£45.00

- All fees are payable half termly, in advance. For your child to keep her/his place at the setting you must pay fees on time and fees must still be paid if your child is absent; including holidays and illness. One half term's paid notice is required for reducing sessions attended or cancelling your child's place.
- Invoices are raised at the beginning of each half term, invoices are detailed with the breakdown of sessions booked, funded hours and fees where applicable. On here there will also be a 'Voluntary Donation' charge, this is worked out on the quantity of sessions attended by your child. This charge helps us enrich the opportunities your child will experience with us by providing additional resources and activities.

Funding

Your child is eligible for 15 hours of universal Early Years Funding the term after they turn three or 30 hours extended funding based on government criteria. You can split your funding between childcare providers (e.g., Day Nursery, Childminder). You will receive a funding form to complete each year to enable your child to receive this funding. We are also able to accept expanded funding for 2-year-old children who are eligible for this, more information about this funding and eligibility criteria can be found on the government website visit [Help paying for childcare: Free education and childcare for 2-year-olds - GOV.UK \(www.gov.uk\)](https://www.gov.uk/help-paying-for-childcare)

Fundraising

Ditton Lodge Community Nursery is a registered charity (Charity No 1182313) and the Early Years Funding and fees we receive only cover our basic costs. Therefore, fundraising and grant funding are essential in order to maintain and enhance the fabulous resources we have which have all come from fundraising from previous Committees and we need to carry this legacy on each year. We always welcome, and are grateful for, new ideas and offers of help from parents and rely on their support to make our fundraising events a success.

We are also associated with an ongoing fundraising organisation, you can help us by registering with www.easyfundraising.org.uk, making Ditton Lodge Community Nursery your chosen charity. This website donates to Nursery when you purchase items online from a wide variety of shops at no extra cost to yourself.

Staff development and training

At Ditton Lodge Community Nursery, we believe that a quality learning experience for children requires a quality staff team. Therefore, as well as gaining qualifications in early years care and education, Ditton Lodge Community Nursery staff are committed to further training and continual professional development. We believe that keeping up-to-date with best practice and current thinking about early years care and education, with further qualifications and continually developing new skills, helps staff. This in turn strongly increases the potential of the staff to provide and deliver the best possible outcomes for the children in our care.

Most staff are Paediatric First Aid trained and all hold a certificate in Level 2 food handling. All staff at Ditton Lodge Community Nursery have attended basic Child Protection training.

All staff and volunteers working with the children have enhanced Disclosure and Barring Service (DBS) checks. In addition, we may have extra staff members as one-to-one support where necessary.

Working with parents and carers

At Ditton Lodge Community Nursery, we recognise parents as the first and most important educators of their children. All of the staff see themselves as partners with parents in providing care and education for their child. There are also many ways in which parents take part in making the setting a welcoming and stimulating place for children and parents, such as:

- exchanging knowledge about their children's needs, activities, interests and progress with the staff;
- sharing their own special interests with the children;
- joining stay and play sessions or being a 'Mystery Reader' through the year;
- being part of the management of the setting and fundraise for the Nursery;
- taking part in events and informal discussions about the activities and curriculum provided by the setting;
- joining in community activities in which the setting takes part; and
- building friendships with other parents in the setting.

Key persons and your child

Our Nursery uses a key person approach which means that your child will be allocated a key person. Your child's key person will be the person who will ensure that the individual needs of your child are met appropriately. Initially, this makes settling into the Nursery much easier as

they will help your child become familiar with the setting, offer a secure relationship for the child, and build a relationship with you as parents/carers.

The key person will build up a Learning Journey over the time your child is with us, making observations, noting interests etc and will liaise with you to ensure that we support your child by providing what is right for their unique needs and interests, and to ultimately assist them in reaching their full potential. Where possible you will be informed who your child's key person is before they start attending Ditton Lodge Community Nursery.

Safeguarding children

The welfare and safety of children and adults are of paramount importance to us. All staff have a responsibility for, and a duty under the law, to help safeguard and promote the welfare of the children within our care, ensuring that they are protected from harm. This includes discussing personal hygiene and fire safety. Staff have regular child protection training and familiarise themselves with policies and procedures concerning this.

Our employment practices ensure children are protected against the likelihood of abuse in our settings and we have a procedure for managing complaints or allegations against a member of staff. The Nursery Manager has devised rigorous procedures for safe recruitment of staff and ensures that every member of staff is suitable to work with children by carrying out thorough employment checks including obtaining an enhanced DBS. Our way of working with children and their parents ensures we are aware of any problems that may emerge and can offer support, including referral to appropriate agencies, when necessary, to help families in difficulty. Our Designated Persons for Child Protection are: Amanda Darley, Victoria Bourne and Anna Millgate.

Woodland Play

We are delighted to offer Woodland Play to the children at Ditton Lodge Community Nursery. Our Woodland Play is based on Forest School, which is playing and exploring outside where learning takes place.

Forest School originated in Scandinavia and is becoming more recognised in England as a fabulous way of inspiring, motivating and encouraging children to learn through fun, play based outdoor experiences.

Our Woodland Play sessions take place in a small wooded area directly linked to the nursery garden, within the fenced grounds of Ditton Lodge Primary School.

We are excited to be able to provide the children with this superb play opportunity in a natural woodland environment throughout the year, in almost every kind of weather! The children are able to use natural materials to build, construct, transport and explore in an imaginative way. This may include activities such as den building, tree climbing, bug hunting and mud play.

At Ditton Lodge Community Nursery our Woodland Play is a natural extension of our existing provision, centred around each individual child and enabling all children to learn and develop socially, emotionally, physically and cognitively.

The session

At Ditton Lodge Community Nursery, we organise our sessions so that the children can take part in a variety of child-chosen and adult-led activities, this enables the children to choose from, and work at, a range of activities and, in doing so, build up their ability to select and work through a task to its completion. The children are also helped and encouraged to take part in adult-led small and large group activities which introduce them to new experiences and help them to gain new skills, as well as helping them to learn to work with others.

We operate a free-flow environment which means that the indoor and outdoor environments are supervised and accessible for the majority of the session; enabling the children to access the outdoor environment when they choose to. The children have access to the outdoors in **all** weather conditions including wind, rain and snow as well as the sunshine; therefore, we request that you provide suitable protective clothing all year round.

'There is no such thing as inappropriate weather...just inappropriate clothing'!

Outdoor activities contribute to children's health, their physical development and their knowledge of the world around them. The children have the opportunity, and are encouraged, to take part in outdoor child-chosen and adult-led activities, as well as those provided in the indoor environment.

We believe that care and education are equally important in the experience which we offer children. The routines and activities that make up the day in the setting are provided in ways that:

- help each child to feel that she/he is a valued member of the setting;
- ensure the safety of each child;
- help children to gain from the social experience of being part of a group; and
- provide children with opportunities to learn and help them to value learning.

On arrival your child will be signed in by a member of staff at the door and your child will self-register, after which they choose freely where they want to play. At 09.20 the children are able to access the outdoor area and they then 'free flow' until we tidy up at 11:20 when we have Together Time, where we listen to a story or sing songs, share news or participate in large group activities. At 11:40 some children go home and those staying then have their lunch and are either collected at 12:10, or stay for the afternoon session. Children coming in for the afternoon arrive at 12:10. The afternoon is a mirror of the morning session, the door to outdoors is opened at 12:50 with tidy time at 14:50 followed by Together Time and home time at 15:10. Your child will be signed out when you collect them.

Snacks

During our free flow, children can access the 'Snack Bar'. At Ditton Lodge Community Nursery, we ensure the children are offered a variety of healthy snacks that reflect many cultural cuisines, however also ensuring that any allergies are catered for. Please do tell us about your child's dietary needs and we will ensure that these are met.

The 'Snack Bar' is accessible to the children for a period of time during the session where their independence and skills are developed and encouraged by selecting, pouring, cutting and spreading their foods as well as clearing up after themselves. It also provides an opportunity to try new foods and is a valuable opportunity for them to socialise with other children.

Lunch

We encourage packed lunches to contain a healthy balanced meal. Please do not put sweets or fizzy drinks in your child's lunch. They contain many colourings and additives which we have found to have a negative effect on the children's behaviour and concentration. Due to other children's allergies, **please do not include nuts or items containing nuts in your child's lunch** and ensure that all food included in your child's lunchbox is within its use by date.

Staff reserve the right to return any items not adhering to the above if they are included in lunch boxes.

You are welcome to provide a drink in your child's packed lunch (e.g. milk, drinking yoghurt, smoothie, fruit juice, sugar-free squash), however we do provide water if they do not have a drink.

We recommend that you put an ice pack in your child's lunch box as we have up to 24 children staying for lunch each day and are unable to refrigerate their lunches. This will help to keep it cool and fresh.

We encourage the children to eat up all their packed lunch. They will bring home what they don't want or can't eat so you can monitor what they have eaten. Please do not provide huge amounts of food because children can be put off if they have too much food to get through. Packed lunches at Nursery are not a good time to introduce new foods for the first time to your child. It may be upsetting for the child if they are hungry and don't like the food they have been given.

It is important that your child's lunch is well-balanced and below are some ideas for items in each food group: -

Carbohydrates: Various types of bread, crackers, pasta, rice salad

Fruit and vegetables group: Salad in sandwiches and rolls, cherry tomatoes, apples, pears, satsumas, bananas, grapes, melon, kiwi, plums, nectarine, canned fruit pieces, raisins, dried apricots, fruit smoothies and pure fruit juices. When providing small fruits such as grapes, cherry tomatoes and olives, we ask that they are cut in half lengthways as they are seen to be a potential choking hazard.

Protein and calcium: Slices of ham, chicken and turkey, beans, pulses, tofu, boiled eggs, canned tuna and salmon, hummous, cheese, yogurt, etc.

Starting at our setting

The first days

We want your child to feel happy and safe with us. You are welcome to visit us and discuss any questions you have with the Nursery Manager. However, if your child is due to start in the September you and your child will be invited to a 'Stay and Play' session which usually takes place at the beginning of July. This provides an opportunity for you and your child to interact with typical activities on offer within the setting for a taster session, to have a look around, to gain an idea of the routine and to meet the staff.

It is important that staff and parents/carers work together to help settle your child, supporting the child to feel confident and secure within the setting. This may take longer for some children than others and you should not feel worried. If you do have any concerns, please do speak with your child's key person and/or the Nursery Manager.

We do advise leaving your child promptly when you drop them off at Nursery as this does help them to settle more quickly. We will always call you if your child becomes very upset and we cannot settle them. Say goodbye to your child confidently and quickly so that they know you will return and they do not pick up on any anxiety that you may have. Some children will settle more quickly than others. If your child is finding it hard to be left, your child's key person will help you manage this, but we do generally find that children settle in very quickly.

Clothing

At Ditton Lodge Community Nursery, we provide protective clothing for the children when they play with messy activities; however, it is also advised that you send your child dressed in comfortable clothing which is easily washable and not too 'new'.

We encourage children to gain the skills that help them to be independent and look after themselves, these include taking themselves to the toilet and taking off and putting on outdoor clothes and shoes/wellies, therefore clothing that is easy for them to manage will help them to do this. Please avoid dungarees and belts.

Blue T-shirts and Sweatshirts with the Ditton Lodge Community Nursery logo on are available to purchase from the Nursery Administrator, however please note that these are optional. We also request that children bring a spare change of clothes with them in case of any accidents including water spillages. They also need a pair of wellies to enable them to participate in gardening and digging activities.

We request that all children's items of clothing and footwear are clearly labelled with their names to avoid items getting lost or accidentally claimed by someone else.

On your child's first day and thereafter please ensure they bring: -

- Change of named clothes, including socks and underwear! (In a named bag)
- Weather appropriate clothes – i.e., raincoat or sunhat
- Wellies (to be kept at Nursery)

Please remember ...

- To check your child's art folder weekly
- To check for notices and parent/carer emails
- To inform us if your child will not be at Nursery
- Not to bring in a sick or poorly child

Please also remember to inform us of any changes to your contact details, i.e., address, telephone number, mobile number, email address and place of work. We also need any changes of telephone numbers for your emergency contacts. It is vital that we are able to contact you in an emergency.

Toilet training

If your child is still in nappies or is toilet training, please discuss this with your child's key person and they will agree a plan to help with this. If applicable, please provide spare nappies, wipes and nappy sacks and make sure your child has a clean nappy on arrival at Nursery.

Learning and Development

Children's development and learning through our framework

The provision for children's development and learning is guided by The Early Years Foundation Stage Statutory Framework: For group and school-based providers (DFE 2024). The Early Years Foundation Stage (EYFS) sets the standards that we must meet to ensure that your children learn and develop and are kept healthy and safe. It promotes learning through play and enables children to learn a broad range of knowledge and skills that provide the right foundation for good future progress through school and life.

By following the guidance of the EYFS we seek to provide: -

- Quality and consistency to ensure all children are included and make good progress.
- Secure foundations to ensure learning and development opportunities are planned around the needs and interests of each individual child and to assess their learning.
- Partnership working to ensure Nursery staff work with parents and/or carers.
- Equality of opportunity to ensure that every child is included and supported.

We ensure that our provision at Ditton Lodge Community Nursery is guided by the 4 overarching principles of the EYFS. These are: -

- **A Unique Child** – we believe every child is unique and is constantly learning.
- **Positive relationships** – we believe that through positive relationships children learn to be strong and independent.
- **Enabling environments with teaching and support from adults** – we believe children learn, develop and thrive when their experiences respond to their individual needs, benefiting from strong partnership between practitioners and parents/carers.
- **Learning and Development** – we believe children learn and develop in different ways and at different rates. By following the EYFS we ensure we provide for the care and education of all children, including children with special educational needs and disabilities.

How we provide for development and learning

Children start to learn about the world around them from the moment they are born. The care and education offered by the staff in our setting help children to continue to do this by providing all of the children with interesting and challenging activities that are appropriate for their age and stage of development.

There are 7 areas of learning and development which shape the activities and opportunities we provide for your child/ren. All areas of learning and development are equally important and interconnected.

The seven areas of Development and Learning comprise:

- Personal, social and emotional development
- Communication and language
- Physical development
- Literacy
- Mathematics
- Understanding the world
- Expressive arts and design

The learning and development requirements guidance sets out the 'Development Matters' in the EYFS. This guidance supports our staff in implementing the statutory requirements of the EYFS. We ensure we provide a wide variety of activities and experiences for the children at Ditton Lodge Community Nursery to enable them to develop in all 7 areas of learning and development. These areas are vitally important to ignite children's curiosity and enthusiasm for learning and for helping them build their capacity to learn, form relationships and thrive.

Each area involves: -

- **Communication and language development** involve giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.
- **Physical development** involves providing opportunities for young children to be active and interactive; and to develop their co-ordination, control and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices and being healthy.
- **Personal, social and emotional development** involves helping children to develop a positive sense of themselves, and to others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.
- **Literacy** involves encouraging children to link sounds and letters and to begin to make marks in preparation to write. Children must be given access to a wide range of reading materials (books, poems and other written materials) to ignite their interest.
- **Mathematics** involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers and to describe shapes, spaces and measures.

- **Understanding the world** involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places and the environment.
- **Expressive arts and design** involve enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play and design and technology.

More information can be accessed via the DFE website. Please also speak to a member of staff if you require more information.

Our approach to learning and development and assessment

Learning through play

Play is essential for children's development, building their confidence as they learn to explore, to think about problems and relate to others. We use Early Years Foundation Stage to support staff in planning and to provide a range of purposeful play activities and experiences which help children to make progress in each of the areas of learning and development. In some of these activities' children decide how they will use the activity and, in others, an adult takes the lead in helping the children to take part in the activity. Staff respond to the emerging needs and interests of the children and guide and support their development through warm, positive interaction.

Range and type of activities and experiences provided for children

Our continuous provision and enabling environment allow children to independently choose and access what they want to play with and explore. We provide a wide variety of open-ended resources to meet and appeal to all needs, abilities and interests. Children are continuously stimulated, inspired, encouraged and supported where necessary to ensure every child makes good progress at their individual rate.

Our broad variety of resources include: -

Sand, water, messy play (i.e., playdough, shaving foam, gloop etc), mark making and writing, make and do (collage, junk modelling, cutting and sticking etc) role play, snack bar, construction, small world, cosy corner, bikes and trikes, balls, hoops, digging, growing vegetables, climbing

Tapestry

Tapestry is our online Learning Journey which your child's keyperson, your child, yourself, and or other family members are able to contribute to. It shows the journey of their learning and development through photos, observations, parents' contributions and pieces of art work. Staff and parents working together on their children's online Learning Journey is one of the ways in which the key person and parents work in partnership.

Your child's Learning Journey helps us to celebrate together her/his achievements and to work together to provide what your child needs for her/his well-being and to make progress. To do this you and she/he will collect information about your individual child's needs, activities, interests and achievements. This information will enable the key person to identify your child's stage of development and will then use this information to decide on how to help your child to move on to the next stage and plan challenging and enjoyable play-based experiences in all their areas of development. If at any time a child's progress gives any cause for concern, the child's key person will discuss and agree with their parents/carers how they will support their child.

We ask that you as parents/carers contribute to your child's Online Learning Journey through your own photos and information or by commenting on staff observations.

By sharing information of your child's needs, interests, skills and achievements etc we can share the child's learning opportunities both here at Ditton Lodge Community Nursery and with you at home.

Assessment

At Ditton Lodge Community Nursery, we continuously observe the children and use our knowledge of your child and professional judgement, to plan for supporting their development. Some of these observations will be written and added to Tapestry, the online Learning Journey. Between the age of 2 and 3, we complete a '2-year progress check' in conjunction with you as parents/carers.

We also undertake assessments at times of transition, to another setting or when they go on to school, these may take the form of written reports or discussions with the new setting.

English as an additional language

For children whose home language is not English, all staff, including the key person, will ensure opportunities are provided for children to use their home language in play and learning. We will also ensure that your child has sufficient opportunities to learn English to enable them to benefit from the opportunities available to them.

Special Educational Needs and Disabilities

As part of the setting's policy to make sure that its provision meets the needs of each individual child, we take account of any additional needs a child may have. The setting works to the requirements of the Special educational needs and disability code of practice: 0-25 years (2015).

Our Special Educational Needs Co-ordinator is Anna Millgate.

Policies

Our policies make clear to staff, parents, committee members and volunteers the principles and aims the Nursery are working towards and help us to make sure that the service provided by the setting is a high quality one and that being a member of the setting is an enjoyable and beneficial experience for each child and her/his parents/carers.

The Nursery Manager works with the Nursery staff and the Committee to review and amend the policies annually (where necessary) with regard to Ofsted recommendations and in accordance with the Statutory Framework for the Early Years Foundation Stage and legal regulations. This review helps us to make sure that the policies are enabling the setting to provide a quality service for its members and the local community.

All policies are available to view should you wish to see them.

Bad Weather Conditions

Where severe weather such as heavy snow affects Ditton Lodge Primary School opening, the Nursery will also be closed. We will endeavour to send out an email to all parents/carers to inform them of this closure in a timely manner, we will also aim to announce such closures on our Facebook and Instagram pages. During periods of bad weather please ensure that your child is dressed suitably to cope with the weather conditions, such as warm coat and boots along with a change of footwear for inside the Nursery.

Illness

We request that you inform us if your child is going to miss a session due to illness.

We also ask that you DO NOT send your child to nursery with an infectious illness. If your child has had sickness/diarrhoea please keep them at home for 48 hours after the last bout in an attempt to stop the illness from spreading.

Social Media

At Ditton Lodge Community Nursery we understand that internet social networking is an increasingly important element of society. However, we feel that as part of our duty to safeguard children in our care it is essential to maintain the privacy and security of all our families. No photographs taken in Nursery of children are to be posted for public viewing and no public discussion may be held regarding the children within the Ditton Lodge Community Nursery setting. In order to advertise our Nursery and showcase current events and activities we have a Facebook Page and an Instagram account. Any comments made on social networking sites by members of our community are solely their own opinions.

Complaints Procedure

We hope you and your child will be very happy during your time with us at Ditton Lodge Community Nursery. However, if for whatever reason, you are unhappy about any aspect of the Nursery provision, please speak to a member of staff to talk over and discuss any worries or anxieties you may have. It is always better if an issue can be resolved through informal discussion.

If, however, you feel that the matter is still not resolved then please speak to the Nursery Manager or the Chair of the Committee who will provide you with a copy of the Complaints procedure. For your information, the contact details for Ofsted are: -

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231; Email: - Enquiries@ofsted.gov.uk
www.ofsted.gov.uk

Please also note that your child's attendance at Ditton Lodge Community Nursery will not ensure them a place at Ditton Lodge Community Primary School.

**We hope that you and your child have a very happy and enjoyable
experience at Ditton Lodge Community Nursery**